

E-PoC Smartphone App FAQs

What is Entel's E-PoC Smartphone / Tablet App?

Entel's E-PoC (Push-to-talk over Cellular) Smartphone / Tablet App is an Android / iOS compatible application that lets you communicate with DN400 radios, E-PoC Dispatcher and existing radio systems (using the optional PMR / DMR radio Gateway).

The E-PoC Smartphone / Tablet App provides the features of DMR Tier-2 / Tier-3 radios but without the associated complexity, restrictions, limitations and high infrastructure costs.

Using LTE Cellular networks as well as using Wi-Fi networks, the E-PoC Smartphone / Tablet App provides instantaneous push-to-talk (PTT), group and one-to-one communications.



E-PoC enabled smartphones:

- Can be deployed as quickly as you would a PMR446 system.
- Are as easy as PMR446 to sell / buy. Entel even configures and administers all devices on Entel's E-PoC service, so you don't have to. **You can read more about Entel's complete suite of E-PoC service software at the end of this document.**

Can you use smartphone / tablet audio accessories with the E-PoC Smartphone / Tablet App?

Yes, it is possible to use both wired and Bluetooth audio accessories.

How much data does the E-PoC Smartphone / Tablet App use?

A typical user will use no more than 500mb data a month, often much less.

Does the E-PoC Smartphone / Tablet App use any of my text messages or phone call allowance?

No, the App only uses Cellular or Wi-Fi data.

Is there a limit to how many simultaneous calls / channels the E-PoC Smartphone / Tablet App can use?

Practically no. E-PoC is the equivalent of a National / International MPT1327 / Tier 3 DMR radio system with thousands of channels available at each site.

Can the E-PoC Smartphone / Tablet App be configured to my specific requirements?

Yes, no matter how simple push-to-talk or sophisticated. Group calls, individual calls, contact lists, etc. can all be customised and updated by Entel at any time over the air (OTA). No configuration work is needed to be applied either by the Dealer or end-user.

Can I see who is online (presence check)?

Yes. In your E-PoC App contact list all online users will be highlighted.

Can I send/receive text messages between E-PoC devices?

Yes.

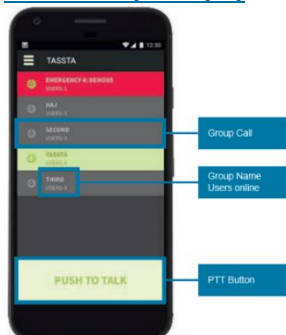
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What can I see on my smartphone screen?

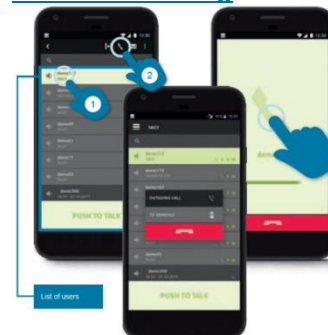
Feature navigation



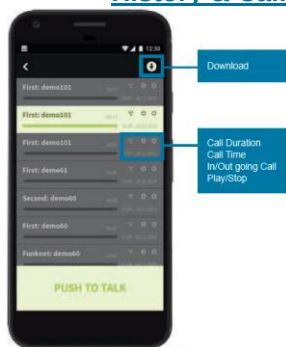
Channels (Groups)



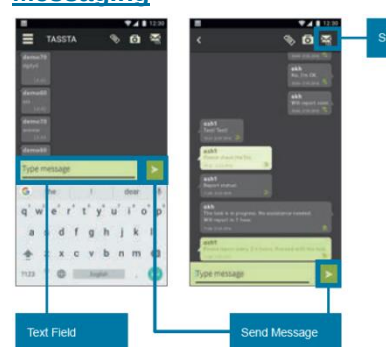
Individual Calling



History & Call Recording



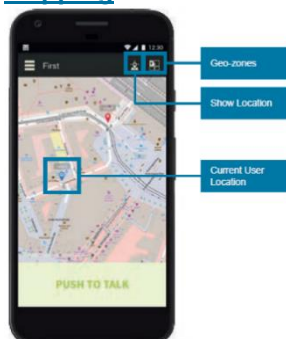
Messaging



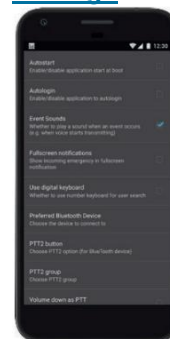
Data Transfer



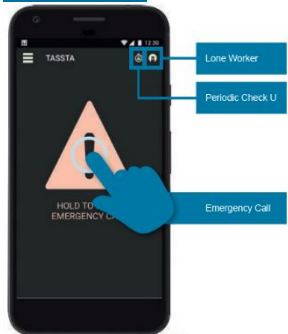
Mapping



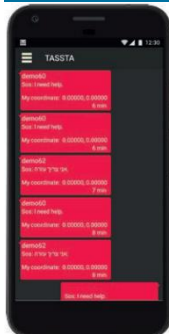
Settings



Emergency



Emergency History



Emergency Timer



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Can smartphones with the E-PoC Smartphone / Tablet App integrate with existing analogue and digital radio systems?

Yes, Entel's Network Gateway links PoC, analogue and digital radio systems together making it possible to communicate between them all.

Can smartphones / tablets with the E-PoC Smartphone / Tablet App be used on Wi-Fi only networks?

Yes and, if required, you can purchase and install your own private server.

In my country we don't have good 4G coverage. Does the E-PoC Smartphone / Tablet App work on 3G / 2G?

Yes. If 4G is not available the App can use 3G or 2G. This ensures your call will have the best possible chance of always getting through.

When will the E-PoC Smartphone / Tablet App be available?

The E-PoC App is now available.

What is the cost?

Prices are available in Entel's latest Product Book release.

I'm interested to know more. Where do I go from here?

Please contact your local Entel Dealer for more information and to place an order.

E-PoC Service

What is Entel's E-PoC Service?

E-PoC is Entel's high performance, Business Critical, PoC (Push-to-talk over Cellular) service that, if required, can also link differing PTT (Push-to-Talk) networks together (including existing Analogue & Digital radio networks).

Entel's E-PoC servers are only ever hosted in Tier III+ data centres with full fall-back redundancy.

Entel's E-PoC products include:

- DN495 Radio <https://www.entel.co.uk/products/dn495>
- E-PoC Recorder www.entel.co.uk/recorder
- E-PoC PC Dispatcher www.entel.co.uk/dispatcher
- E-PoC Android Dispatcher www.entel.co.uk/androiddispatcher
- E-PoC Smartphone / Tablet App www.entel.co.uk/smartphone
- E-PoC Gateway www.entel.co.uk/gateway

E-PoC supports:

- Entel's DN400 range of business critical PoC radios
- Customers' existing smartphones and tablets (using Entel's E-PoC Smartphone / Tablet App)
- Multiple call types (including Priority, Emergency and Dynamic Group calls)
- Multiple emergency features (including Man-Down and Lone-Worker)*
- Messaging, status and data services**
- Indoor and outdoor location services (including mapping and tools such as geofence etc.)**
- Image and video services**
- Remote programming and update services
- Task management**
- Full recording and logging services
- A virtually unlimited number of simultaneous calls

What type of businesses will benefit from using Entel's E-PoC Service?

- Anyone requiring wide-area coverage
- Anyone requiring two-way radios that can always make a call, i.e. not limited by the number of VHF / UHF channels available
- Anyone requiring secure communications
- City users where, due to the built-up area, there is limited VHF / UHF range and very high channel congestion
- Anyone who needs to deploy a wide-area coverage radio system at short notice, e.g. highways maintenance, cycle race, car rally, marathon, etc.

Can I have my own private E-PoC server?

- Yes. Entel has private servers of differing sizes / costs available.

* At an additional cost on Smartphones

** Future feature and may carry an additional cost

Where are Entel's E-PoC servers located? My country's regulations require the server to be located within the country.

- Entel's E-PoC servers will only ever be hosted in Tier III+ data centres with full fall-back redundancy.
- Entel's E-PoC server hardware and locations have been carefully selected to ensure the best performance and lowest possible call latency (equivalent to DMR latency).
- Entel-owned or privately-owned Entel E-PoC servers can be installed wherever the business case / regulations demand.

Can I use Wi-Fi if I am in a building without cellular coverage?

Yes. To enhance indoor coverage existing Wi-Fi networks can be used.