Respond & Achieve

SmartDispatch

DMR dispatcher system

SmartDispatch is Hytera's dispatcher system, which was developed in accordance with the digital ETSI radio standard DMR. SmartDispatch is designed for an efficient communication and supports you in managing and directing the radio subscribers in the Hytera-DMR radio system. With its client-server architecture, its modular design and its Voice-over-IP support (VoIP), SmartDispatch offers you almost all modern dispatching features in only one software solution.

DMR
DIGITAL MOBILE RADIO ASSOCIATION

www.hytera-mobilfunk.com

Dispatcher

SMART DISPATCH

DMR dispatcher system

Highlights

Online / Offline status message
The radios in the DMR system can be configured so that they transmit their status to SmartDispatch – regularly and automatically. This information enables SmartDispatch to monitor the online or offline status of each subscriber in the radio system. If necessary, the status query can also be performed manually via the SmartDispatch client.

Support for all call types
SmartDispatch supports all available call types: individual call, group call and include call. Each SmartDispatch client is capable of coordinating up to 8 voice channels.

Locking and unlocking radios
Radios can be locked and unlocked again from the control room using SmartDispatch, for example, if the radio is lost or was stolen. While the locked radio can still be switched on, it can no longer register in the radio network and, for this reason, cannot make any calls or send text messages.

Position detection via GPS
SmartDispatch is capable of querying the exact location data of all GPS-enabled radios in the DMR radio system. This information can be queried manually as needed as well as periodically using a corresponding radio configuration.

Text messages
SmartDispatch can send and receive standard DMR text messages. A text message can be sent to a single radio as well as a group of radios. A user-friendly, chat-oriented user interface serves as the display for the text messages. All of the incoming and outgoing text messages are permanently stored in the SmartDispatch database.

Voice recording and playback
All incoming and outgoing calls are logged by the SmartDispatch server. Besides all of the DMR voice calls, this also includes calls made to the public telephone network (PSTN). Hence, no talks are lost and, if necessary, can be replayed and analysed at a later time.

Statistics and analysis
With the help of SmartDispatch, various statistics and analyses can be generated, such as call analyses, status or tracking reports, etc.

Features

Location history for subsequent analysis and representation

All of the received location information of the monitored radios is stored long-term in the SmartDispatch database to be able to analyse it at a later time. Users can browse the stored location information and also subsequently play back the movements on the map.

Regions and geofencing

With the SmartDispatch you can setup different geofencing areas. These areas are highlighted on the map and contains different rules. These rules define, if subscribers or groups are allowed to leave / enter this area. In violation of a rule the SmartDispatch and subscriber will display an alarm.
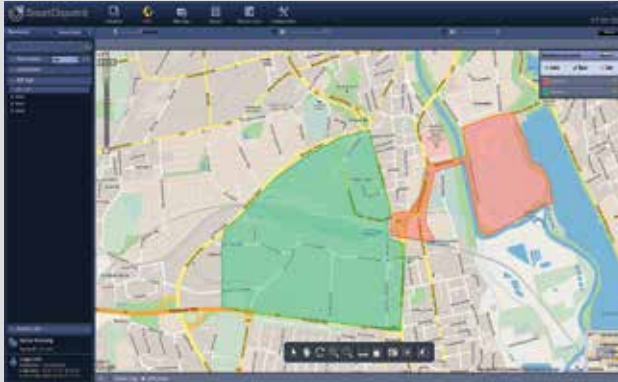
Emergency alarm

If a radio reports an emergency, SmartDispatch triggers an alarm. If the reporting radio is GPS-enabled, its current location information can be directly displayed on the map.


SIP support

SmartDispatch supports the SIP (Session Initiation Protocol) for communication with IP private automatic branch exchanges (PABX) in order to provide a gateway between DMR radios and the public telephone network (PSTN). Besides the DMR radios, the SmartDispatch client itself can place calls to the public telephone network using this path.

AudioLink

This feature allows SmartDispatch users to interconnect voice groups, channels, locations and subnets so that a seamless communication becomes possible in the DMR radio system, independent of the frequency of the radios or whether they operate in analog or digital mode.

Communication between control rooms

Users can also communicate with other users of the SmartDispatch system. With the dispatcher client, users can communicate directly with each other using individual or include calls.
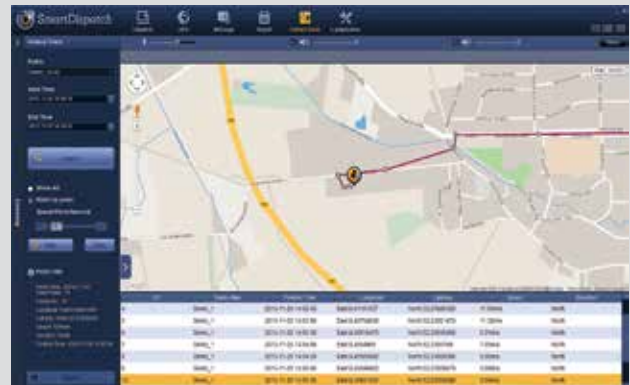
E-mail gateway

The SmartDispatch server supports the e-mail protocols SMTP and POP3. You can send e-mails from any e-mail client to radios in the DMR radio system. They are forwarded by the SmartDispatch server to the subscriber as text message.

Ambience listening

Unmuting the microphone of a radio registered in the DMR radio system allows SmartDispatch to remotely listen in on voice activities without having to press the PTT button on the radio. This feature is particularly helpful in emergency cases because it allows listening in on events from the control room without having to operate the corresponding radio locally.

Support of different geodata sources

The dispatcher system SmartDispatch supports different geodata and map sources. This includes the online geo-information from Google Maps and OpenStreetMap as well as the offline software MapX (separately available).

Over-the-air programming and telemetry

The latest version of SmartDispatch supports various over-the-air commands. Devices can be reprogrammed remotely (e.g. ID, slot, frequency, contacts). In addition, telemetry feature can be used to monitor or to check the status of external devices.

Intelligent System Construction

Modularity and flexibility

SmartDispatch is a client-server system consisting of various components. This allows SmartDispatch to support the design of dispatcher systems of different dimensions and topologies – completely tailored to the respective customer requirements. SmartDispatch can be used as single-station system or as an extensive dispatcher solution distributed over several locations.

Demand-oriented access control

Each workplace can be configured with privileges for managing selected radios, entire fleets or selected parts of the DMR radio system.

IP connectivity

In addition of connect mobile-radios to use the system as a radio dispatcher, you can use Repeater over IP. Thus, a IP dispatching system can be established, that enables network-wide voice recording and a direct control of the repeater time slots.

Support of multiple monitors

The SmartDispatch client supports different display forms and can be distributed onto several monitors so that users have all of the important information in their field of view.

Language support

SmartDispatch supports several languages. The language of the SmartDispatch client can be changed quickly upon demand without having to restart the application. The supplied language tool allows administrators to maintain additional languages in the SmartDispatch system.

## No recurring costs for strategic localisation

Compared with GPRS-based solutions for strategic localisation, SmartDispatch relies on the possibilities of the DMR radio system in conjunction with GPS technology. Hence, no recurring costs arise for the use of the GPRS protocol.

Technical Data

System requirements	
Operating system (clients)	Microsoft® Windows XP SP3+ Microsoft® Windows 7
Operating system (server)	Microsoft® Windows XP SP3+ Microsoft® Windows 7 Microsoft® Windows Server 2008
System memory (RAM)	≥ 1 GB
Bandwidth of a voice channel	> 120 kb/s
Database	Microsoft® SQL Server 2005 Express Microsoft® SQL Server 2008 Express
Accessories	Gooseneck Mic with PTT Foot PTT
Miscellaneous	Microsoft® .NET Framework 4.0

Language	
Available languages	English and German; further languages on request

Your Hytera partner:

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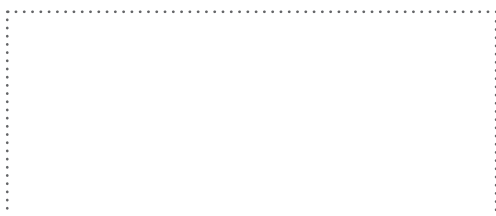
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