



## FAQ

## How does DMR protocol benefit dispatch centers?

There has been a lot of recent media coverage surrounding DMR (Digital Mobile Radio) discussing the pro's and con's of this protocol. Most of these articles discuss the benefits of using DMR as part of the overall infrastructure; Benefits such as extended coverage, doubling capacity from existing analog channels and efficient use of equipment. How, though, does using a DMR compatible dispatch system benefit organisations?

As members of the DMR Association, Omnitronics is partnering to develop console interfaces that get the most out of this technology.

### Benefits of DMR to Dispatch Centers

The main benefit is increased functionality that comes from the ability to use more than just the traditional voice communications. Many data applications are now possible.

**Patching to PMR** – There are scenarios where an organization will want to migrate (over time) from PMR to DMR or bridge between the two technologies, this can be accomplished by operator controlled patching.

**Individual Calling** – Enables dispatch operators to speak to an individual, such as a supervisor, ensuring privacy and eliminating unnecessary and distracting radio traffic.

**Emergency Call** – Enables the operator to receive and transmit emergency calls between radios as the dispatch system. Console systems can process emergency calls and respond in a variety of ways.

**Text Messaging** – Provides another means of communication between dispatch operators and radios. This is useful for delivering non-urgent instructions or reports. In addition, it is possible to send messages from radios to remote PC's and email-addressable devices.

**Email** – Email adds yet another means of communicating. This relieves radio users from needing access to a computer to email someone in the dispatch centre or even the outside world.

**Location based services** – Using GPS, dispatchers can see a real time map of vehicle or user activity thereby improving safety and efficiency.

**Geofencing/Speed Control** – If a portable user has travelled outside a predefined geographical area or has traveled at a rate faster than a predefined limit, a warning message can automatically be sent to the radio and



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the dispatcher. This could be useful in monitoring transport fleets, ensuring they don't speed to meet delivery times.

**Lone Worker** – Portables can be configured to periodically PTT to indicate that the lone worker has not been injured or otherwise incapacitated. Consoles can monitor such situations and raise an alarm if necessary.

**Remote Monitor** – A dispatcher can discretely connect to a radio's microphone and monitor the audio without the need for remote user intervention. Another useful feature if you care concerned about a user's wellbeing.

**Stun Kill** – A dispatcher can temporarily or permanently disable a subscriber unit that is perhaps lost, stolen or generating faulty transmissions.

Ultimately, DMR gives dispatch centers the opportunity to increase their operational efficiencies and the safety of the radio users.

For more information on DMR and its benefits, visit the DMR Association's website: [www.dmrassociation.org](http://www.dmrassociation.org)



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