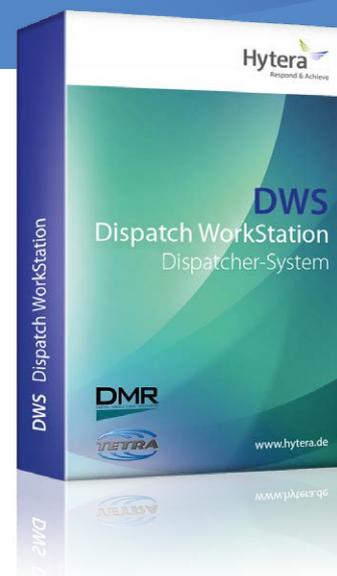**Hytera**
Respond & Achieve

DWS
Dispatcher system

DWS (Dispatch WorkStation) is a dispatcher solution developed especially for the Hytera ACCESSNET®-T IP TETRA radio system and DMR trunked radio system DMR Trunking. With the multi-function integration of voice, message and location services, the software offers you a professional control system over any size of network.

Dispatcher

DWS

Dispatcher system

The application Dispatch WorkStation (DWS) from Hytera is an application for efficient subscriber handling in the radio system. Dispatchers can be used as logistics and control centers to manage and control the radio subscribers or they serve as a control unit for monitoring alarm functions. The dispatcher administrates all the data in respect of the assignment of fleets, groups and radio subscribers in the radio system and simplifies the management of the subscriber communication.

Versatile functions

The DWS not only offers conventional features such as group calls, individual calls or emergency calls. Enhancements such as dynamic group number assignment (DGNA), include calls (group patching) or discreet listening (monitoring) are also available. In addition to voice functions the DWS also supports sending and receiving short messages and status messages.

Positioning of radio subscribers

For positioning radios via their GPS position data, DWS offers a map service for the display of the geographic location of subscribers. The mapping data is stored locally at the workstation, which makes an Internet connection unnecessary. Advanced functions such as geofencing or task allocation to radios supplement the subscriber handling.

Reliability through redundancy

To secure dispatcher functionality, the system can be equipped with redundant server and connection. So if a server should fail, subscriber control can continue. The DWS supports a wide variety of security aspects such as password protected access and assignment of function rights for different DWS user groups.

Highlights

- All the functions are on one user interface
- The interface can be adapted to specific customer requirements
- The software is scalable to suit anything from small radio systems to major radio networks covering entire regions
- Fast operation with touch optimization and the latest WPF framework
- Redundancy of servers, databases, and system connection creates high level of system stability
- IP structure ensures flexibility when preparing

Features

Voice call

— Multiplex support for voice calls, including semiduplex, full duplex and group calls, emergency calls, broadcast calls, mass calls, as well as PSTN and PABX calls.

— Divert and hold calls.

— Add more subscribers to group calls, or force an end to group calls.

— A call list with detailed information on all calls, as well as start time, duration, and subscribers' voice activity.

— Different sound and visual options to signal calls, enabling fast reaction times, particularly in emergency situations.

— Ambience Listening

— Callback request to the dispatcher.

— OOCI integration permits convenient object-orientated calls.

— The participation of radios in group calls can be acknowledged using the "Ping Response" function.

Text messages

— Support by text messages, standard messages and status messages.

— Messages can be sent quickly to several subscribers at once, by selecting from a list.

— "Flash messages" are immediately displayed on selected radios. So users cannot miss them.

Radio-monitoring

— Monitoring of the current status of radios, including the registration status on the radio system as well as at the current base station, GPS position data and speed of movement

— Temporary locking and unlocking of radios (Enable/Disable)

— Permanent disabling (killing) of radios.

Contacts

— Support for various methods of searching contacts, for example by category, by marking color and by user-defined search (by entering SSI or name).

— "Group patch" and DGNA groups

— Monitor management – In this way you can be sure that you are always connected to relevant group calls or individual calls.

Automatic positioning (AVL)

— Uses various map systems to display subscribers.

— Select the radio directly from the map to start a call or message directly.

— Offline maps for AVL in an independent secure system.

— Configure "Geofences" - areas with configurable access rules for particular radios.

— Create DGNA groups directly on the map.

— Route tracking: View the movement progression of individual radios.

— Send tasks to radios. A radio response list indicates the confirmation or rejection of the task (task management)

Network utilization

— The channel monitoring provides a view of the utilization of the carrier units.
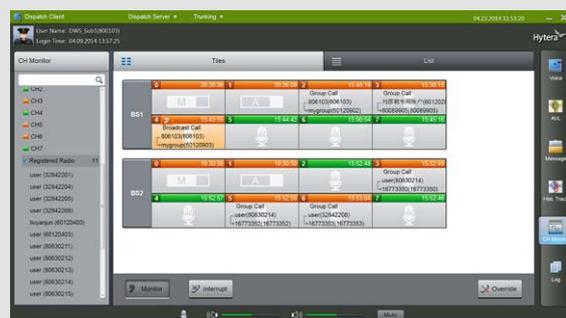
Various external devices

— Besides the standard mouse and keyboard, the system supports other external tools such as several multi-touch screens, desk microphones with integral PTT buttons, and foot switch with PTT.
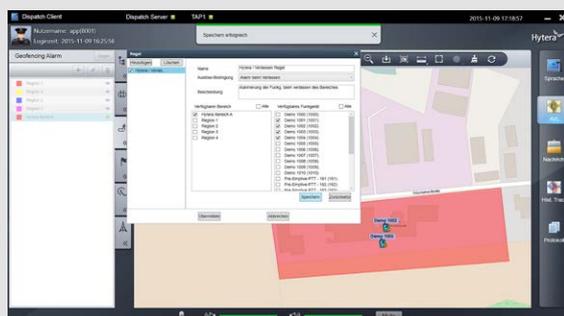
Some functions may be DMR or TETRA-specific. A detailed overview of the functions can be provided on request.
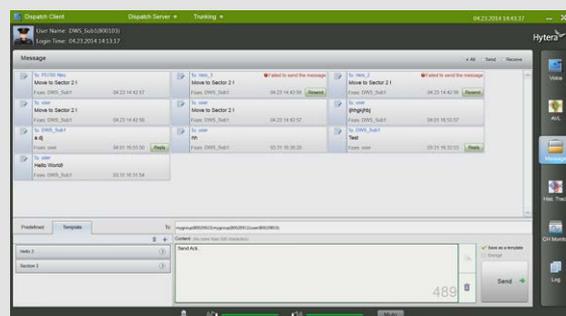
Call overview in DWS

Channel monitoring in DWS (DMR)

Configuration of geofences

Message management

Client capable

— The DWS can be adapted in detail to suit individual customers and to fit the requirements of any radio system.
— Each work-station can be equipped with individual functions.
— Dispatchers can assign radios, groups and dynamic group number assignment (DGNA) according to the administration rights they hold on their own DWS work-station.

System stability

The DWS offers a high level of system stability on several levels, providing reliability in your work with the system.

— Each DWS work-station can connect to two servers with server redundancy. If "server 1" fails, "server 2" takes over operation. DWS users can continue to work undisturbed.
— Group configuration and function allocation for each work-station is stored on the server. So dispatchers can carry out their task from any computer work-station without having to re-configure.
— The server and work-station can connect via two separate ACCESSNET®-T IP Gateways.
— The server is able to back up its database to external data carriers at configurable intervals and restore it if necessary.

Specifications

Recommended installation environment (client or line dispatcher)	
CPU	Dual core 2.5 GHz (Intel / AMD; not APU) Intel: Core 2 Duo / i3 or later AMD: Athlon X2 / Phenom II or later
Hard disk	Min. 2 GB (for the installation) Recommendations: >25 GB for local voice recording >25 GB for local maps
System memory (RAM)	2 GB Optional: 4 GB for more than 30 AVL subscribers
LAN	10/100 Mbit
Display	Full HD, 1920 × 1080 pixel optimized
Operating system	Microsoft® Windows 7 (32 bits / 64 bits)
Sound card	1 x 3.5 mm for loudspeaker
USB interfaces	3 x (mouse, keyboard, USB microphone)

Recommended installation environment (server)	
CPU	Quad core 3.2 GHz (Intel / AMD)
Hard disk	250 GB
System memory (RAM)	4 GB
LAN	1 x 10/100 Mbit without API redundancy 2 x 10/100 Mbit with API redundancy
Operating system	Microsoft® Windows Server 2012 R1 Standard
Miscellaneous	At least 1 x MTU (only for DMR systems)

Miscellaneous	
Number of work-stations supported*	TETRA: 200 client-server DMR: 20 client-server
License	Central license management on the DWS server. Subsequent functional expansion is possible conveniently via a central point. The license is installed on a USB dongle and permits rapid replacement in the event of a hardware fault.
Demo	Test version available on request

* Expansions on request

All functions and technical data have been tested in accordance with the relevant standards. Subject to change on the basis of continuous development.

Your Hytera partner:

Further information can be found at:
www.hytera-mobilfunk.com

Contact us if you are interested in purchasing, sales or application partnerships:
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Respond & Achieve

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