

1. How customizable are the MAX Dispatch console screens?

MAX Dispatch allows console operators to customize their screens, but it also gives system administrators considerable control over screen layouts. So although dispatchers can add and remove radio channels and resize and move objects, administrators still have the option to lock down the screen when necessary.

Although the MAX Dispatch user interface is based on carefully designed, predefined templates, there is considerable flexibility in how and to what extent the templates are applied. A different template can be used for each individual element on the screen. So, for example, each radio channel on a screen can have a different theme. In addition, screens can be role-based or unique to each dispatcher. For more information, please contact Zetron Sales.

2. Can I use my own console PC?

Zetron recommends the use of a specified, custom-built PC console for the MAX Dispatch position bundle. If an end-user wants or needs to use his or her own PC, however, the user's PC hardware must meet the specifications provided in the MAX Dispatch specification sheet. Zetron has tested the MAX Dispatch system with the custom-built PC and cannot guarantee the same user experience if a third-party PC is used.

3. What types of logging-recorder options are available with MAX Dispatch?

For short-term recording, MAX Dispatch has a built-in Event Replay feature. Like other instant recall recording options, it will replay the audio for a specific call. The MAX Dispatch Event Replay is also designed to accommodate additional media types, such as text and video, that might be part of a call or incident in the future. The Event Replay can be utilized on a per-channel basis for a particular call or for the entire console call-history replay.

For long-term recording, MAX Dispatch offers both analog and IP interfaces. Connections are available for existing analog recorders on the Radio Gateways for channel audio and on the Media Dock for console audio. If you are using an IP logger, MAX Central provides an interface point over the network for the IP logger. Zetron is providing a standardized API to voice logging companies to facilitate their development of a seamless interface to MAX Dispatch.

4. What redundancy does MAX Dispatch provide?

Hot-standby redundancy is available for the core services needed to operate critical functions within MAX Central. MAX Dispatch is the only IP-based dispatch system that supports network redundancy for every end-point. This allows MAX Dispatch to tolerate any single failure in the IP network infrastructure with no loss of service. Full end-to-end network redundancy requires a redundant IP network.

5. What effect does the introduction of MAX Dispatch have on Zetron's ongoing sales and support for the Series 4000?

Although MAX Dispatch is Zetron's premier console product, Zetron will continue to sell and support the Series 4000 wherever it remains viable and will also continue to provide existing customers with the high level of service they have come to expect.

Although the initial release of MAX Dispatch does not have every feature set included in the Series 4000, as the development of MAX Dispatch progresses, its features and functionality will exceed the capabilities of the Series 4000.

6. What effect does the introduction of MAX Dispatch have on Zetron's ongoing sales and support for Zetron's Acom system?

Moving forward, Acom will continue to be the highly customizable console system Zetron offers for large-scale, complex, system deployments. Zetron will continue to develop features for and support the Acom system.

7. Will MAX Dispatch support a transition to P25?

Yes. Zetron is committed to providing products that support the P25 suite of open standards. In its first release, MAX Dispatch will support the P25 DFSI standard as defined by TIA 102.BAHA. In addition, the P25 CSSI standard will be included as a product interface option in a future release.

If you are operating a legacy system and are in the process of migrating to P25 digital, MAX Dispatch will keep your current operation running while providing a smooth migration path to P25 when you are ready to make that transition.

8. What does Zetron recommend for network design, given that MAX Dispatch requires an IP network as its backbone?

The IP network must meet the specifications outlined on the MAX Dispatch spec sheet in order to ensure the proper, reliable operation of the product. Zetron strongly recommends a dedicated network for highly mission-critical operations. Recommended switches and routers may be purchased from Zetron.

9. What is IT-EZ, and how does it benefit my operations?

IT-EZ is a tool that helps simplify the deployment, operation, and maintenance of Zetron's IP-based systems. It is part of Zetron's development to include in MAX Dispatch a variety of features and tools that will help in all aspects of using and maintaining the system.

IT-EZ simplifies initial network configuration tasks. It can reduce the labor required to deploy the system and can also help prevent common setup errors. During operation, IT-EZ is incorporated in each system node and monitors network performance. This gives dispatchers and administrative staff high-level visibility into network-related impairments and helps maintenance staff troubleshoot the problems.

10. What is Zetron doing to assist resellers who are inexperienced with IP-based equipment?

With the addition of IT-EZ features, MAX Dispatch is engineered for ease of installation and deployment for systems that use a single, dedicated LAN or are confined to one geographic location. In addition, Zetron will be providing white papers and application notes to educate resellers about MAX Dispatch installation and deployment. For larger, more complex system topologies, additional network expertise may be required. If your organization lacks personnel who are sufficiently trained in IT to handle this more complex deployment, programs and classes are available that provide the necessary IP training and knowledge.



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