DN400 FAQs

Entel

What are Entel's DN400 two-way PoC radios?

DN400 radios are rugged business critical two-way radios that provide the features of DMR Tier-2 / Tier-3 radio systems but without the associated complexity, restrictions / limitations and high infrastructure costs. DN400 radios work just like regular two-way radios but instead roam multiple LTE Cellular networks as well as using Wi-Fi networks so can cover anything from local to national / multi national coverage. Entel's 'simple to sophisticated' range of DN400 radios have been designed to cover applications ranging from basic, e.g. a simple PTT all-call through to the most demanding of requirements.

DN400 radios:

- Can be deployed as quickly as you would a PMR446 system
- Are bundled with everything you need including cellular airtime
- Are as easy as PMR446 to sell / buy. Entel even configures and administers DN400 radios on Entel's E-PoC service (so you don't have to)

What types of businesses will benefit from using Entel's DN400 radios?

- Anyone who needs wide-area coverage
- Anyone who needs two-way radios that can always make a call, i.e. not limited by the number of VHF / UHF channels available
- 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.

How does DN400 compare to other PoC radios?

DN400 radios:

- Delivers unquestionably the loudest, high quality, speech that easily exceeds all current DMR and PoC radios
- Offer traditional Analogue / Digital radio features including Emergency button / Lone-Worker / Man-Down etc.
- Are ultra-compact at only 97 x 59.5 x 33mm
- Are ultra-robust and IP68 2m 4h Submersible
- Are very secure (AES256 encryption as standard)
- Do not suffer from issues such as calls dropping out when switching between Cellular and Wi-Fi networks etc.
- Deliver market leading battery endurance times of up-to 17-hours from a single charge

Does DN400 have USB charging?

DN400 has a USB socket but it will not be used for charging (USB sockets are not considered robust enough for everyday charging in a business critical environment). Instead Entel supplies a commercial grade, 1-way, rapid drop-in charger as standard with all its DN400 radios. If required, commercial grade, 6-way, rapid drop-in chargers are also available as an option.

Are there any accessories for DN400 radios?
Yes, DN400 radios share the same extensive range of commercial grade accessories as Entel's DX400 DMR Digital radios.

DN400 accessories include; leather cases, speaker microphones, heavy duty headsets, covert kits, bone conductive skull / throat mic kits plus Bluetooth wireless accessories.

What is the cost?
Entel is currently working on different billing models to satisfy multiple customer requirements from short term hire to owning radios over many years. All billing models will be simple, clear and offer excellent Dealer reimbursement whilst maintaining competitive customer prices.

DN400 vs. LTE Smartphone with PoC app:

Feature	DN400	Smartphone
Rugged, Submersible, Two-Way Radio with exceptionally loud audio	YES	-
Long battery endurance	YES	-
Dedicated PTT button	YES	-
Dedicated Emergency button	YES	-
Programmable feature buttons	YES	-
Always available, quick and easy to use (no need to unlock device first)	YES	-
Rapid drop-in chargers	YES	-
Can instantly swap a flat battery with a fully charged battery	YES	-
Able to make private calls / browse social media / stream videos etc.	-	YES

I currently pay a two-way radio license fee, do I need to pay for a license on DN400 radios?
No

Is Entel's bundled SIM any different to a regular SIM?

Yes, for example Entel's SIM provides a higher grade of network access, connection quality & security. Entel's standard roaming SIM for example covers 100% of the UK populated area, over 96.99% of the total road miles & 91.4% of the total UK land area as well as other EU countries.

Can I use my own SIM?
Yes, but, if you use a regular SIM you will lose all of the key technical benefits that come as standard with Entel's SIM.

Can DN400 radios be configured to my specific requirements?
Yes, no matter how simple push-to-talk or sophisticated. Group calls, Individual calls, contact lists, buttons etc. can all be customised and updated by Entel at any time over the air (OTA). No radio configuration work is needed to be applied either by the Dealer or End-User.

Can DN400 integrate with existing Analogue & Digital radio systems?
Yes, Entel's Network Gateway links PoC, Analogue & Digital radio systems together making it possible to communicate between them all.

Can DN400 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 DN400 work on 3g / 2g?
Yes, if 4g is not available DN400 radios will fall back to 3g or 2g. This ensures your call will have the best possible chance of always getting through.

Can I see who is on-line (presence check)?
Yes, in your DN400 radios contact list all on-line users will be highlighted.

www.entel.co.uk/dn400

Are communications secured?
Yes, DN400 radios and E-PoC Servers utilise end-to-end AES-256 encryption with further multiple layers of security ensuring the highest level of privacy and data security.

Can I send/receive text messages?
Yes

Is there a limit to how many simultaneous calls/channels DN radios have access to?
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.

Is there an App for smartphones / tablets?
Yes, the smartphone / tablet app (Android & IOS) provides a convenient solution to the casual or non-business critical user.

Is Entel's 3 and 5-Year Comprehensive Maintenance with accidental damage cover available for DN400 radios?
Yes.

What can I see on DN400's display?
The display conveys important information such as the selected channel, who's calling, contact list, signal strength, battery charge etc. It's high contrast OLED display provides exceptional readability both indoors and out.

Is DN400 IP68 submersible with its accessory cover socket removed?
Yes, DN400's locking accessory socket is submersible (even with it's cover removed) and gold-plated contacts minimise any risk of damage from corrosion. All Entel's accessories also incorporate gold-plated contacts, a robust plug and high-grade cable.

Where will Entel's servers be located? / My countries regulations require the server to be located in country.
Entel's E-PoC servers will only ever be hosted in Tier 1 data centres with full fall-back redundancy.

Entel's Server hardware and locations have been carefully selected to ensure the best performance and lowest possible call latency (close to DMR latency).

Entel owned or privately owned Entel E-PoC servers can be installed wherever the business case / regulations demand.

Can I have my own private E-PoC server?
Yes, Entel has private servers of differing sizes / costs available

Can I use Wi-Fi if when in a building I am out of cellular coverage?
Yes, to enhance indoor coverage existing Wi-Fi networks can be used and, unlike other PoC radios, DN400 radios hand-over between cellular and Wi-Fi networks is seamless.

Does the DN have Bluetooth™ and GPS?
Yes both

Can the DN be updated & programmed over the air?
Yes

Can DN400 be abused like a cellular phone (social media, private text messages etc.)?
No, just like regular two-way radio all communications are strictly limited to business use only.

I'm interested to know more, where do I go from here?
Please contact your local Entel Dealer for more information / to place an order.

All radios will be sent out from Entel pre-configured as per your exact requirements. There will be nothing for you or your Dealer to do other than charge the battery and go!

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   2.0   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.

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.

*At an additional cost on Smartphones   ** Future feature and may carry an additional cost