Welcome!

"Keeping you and your members in the emergency loop!"

Covering Points

- What is eDispatches?
- How it works
- Services & Features
  - Audio Dispatch Alerts
  - CAD Dispatch Alerts
  - Mapping
  - Hydrant Mapping & Points of Interest
  - Document Storage
  - Availability & Response
  - Visual Response
  - Display Boards
  - Streaming Audio
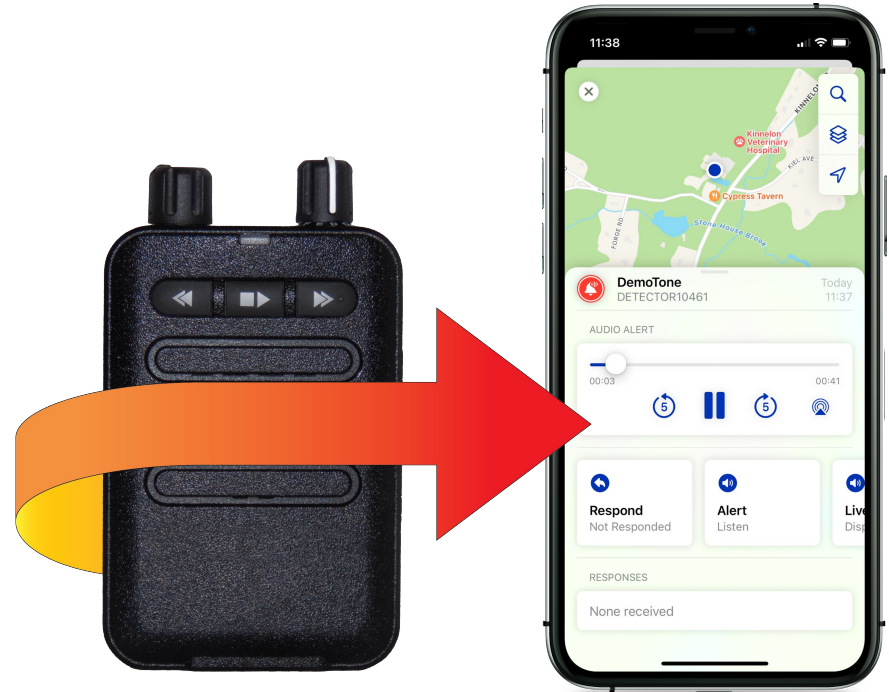 - Mass Messaging
- Pricing
- Free 30 Day Trial

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What is eDispatches?

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A modern dispatch & response experience for your dept.

We have been providing services to hundreds of thousands of emergency responders like yourself since 2004. eDispatches is a collection of services, most of which are completely automated as well as a few that work with a very small amount of integration with your dispatch center.

Mission Statement

"Our mission is to provide an enhanced emergency dispatch experience on your wireless devices, no matter how basic or smart they may be."

How it works

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No Cost Equipment

eDispatches provides all the necessary equipment, no keyboard or monitor required.

All that is required is **power**, **internet**, and **good radio signal**. The equipment is responsible for recording **audio alerts**.

CAD alerts do not require equipment.

Two-Tone Paging

Our equipment listens for the same **two-tone paging** that your pagers rely on. These **two-tone paging** will activate the equipment and **record** the **initial dispatch audio**.
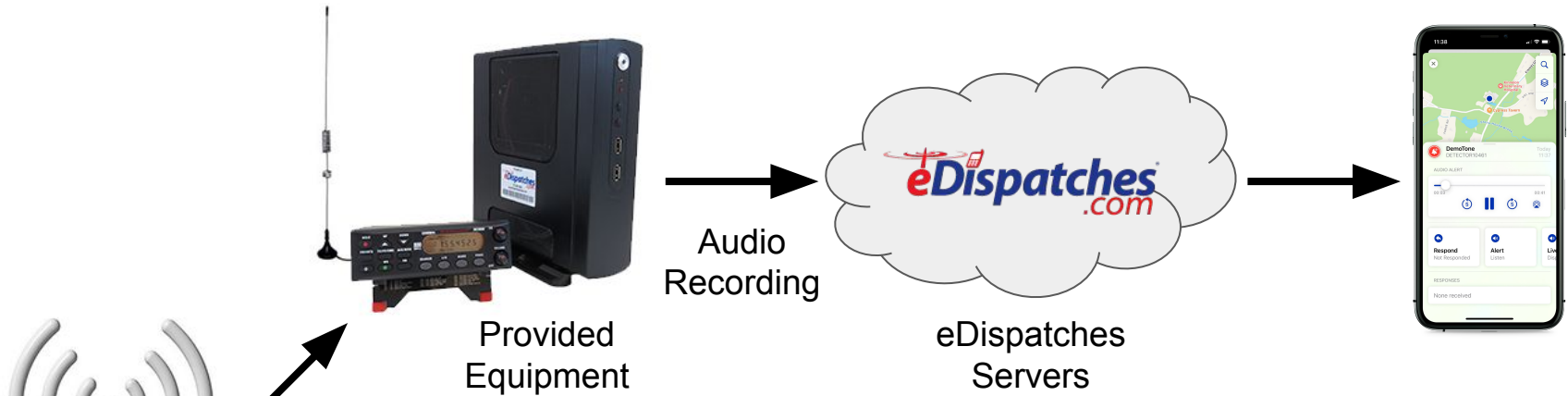
Tone Examples
A Tone 600.9 Hz (1 second)
B Tone 788.5 Hz (3 seconds)

We also operate with **various** types of tones (including single, long tones) and **warbles.** Timing adjustments are not an issue nor are stacked tone-outs.
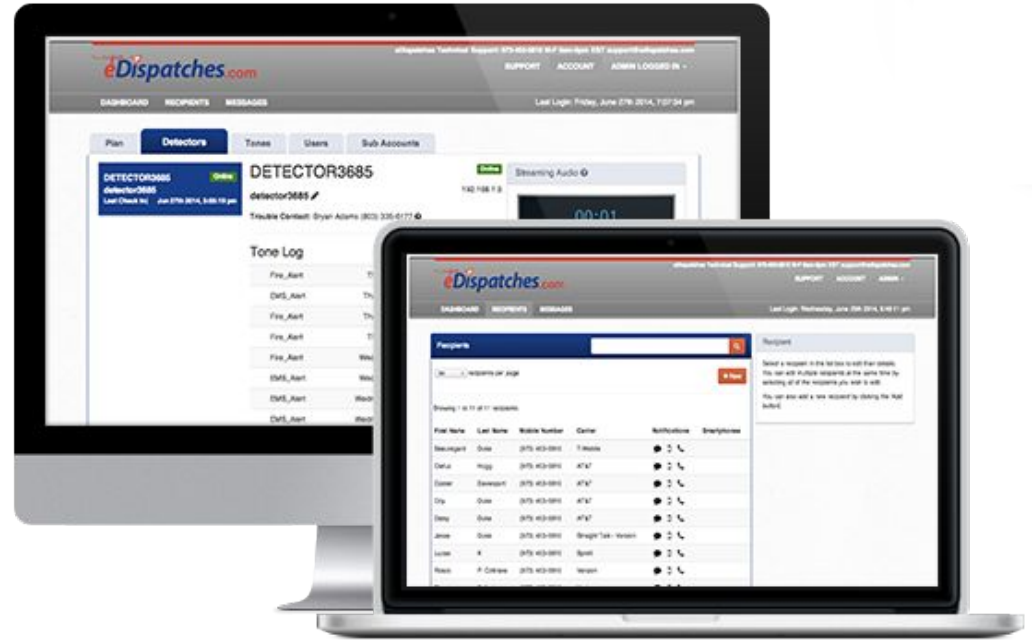
Audio Alerts Diagram

Pager Tones

Provided Equipment

Audio Recording

eDispatches Servers

Dispatch Center

No Dispatch Involvement, fully automated

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Web based management

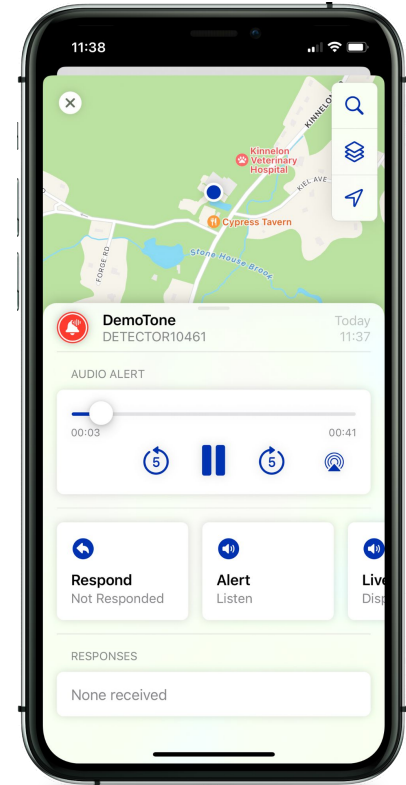Manage members by adding and removing them into your own web portal account.

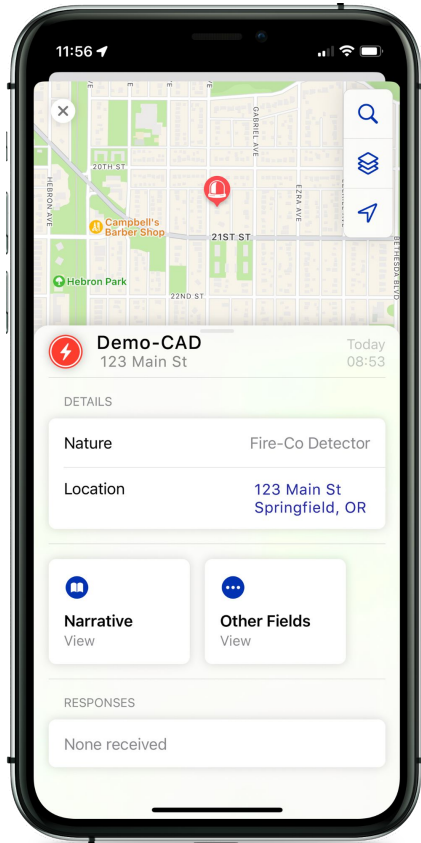# Services & Features

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Audio Alerts

The proprietary equipment provided by eDispatches detects the pager tones over the dispatch receive frequency and records the initial dispatch message. Audio alerts are then sent to members phones as a **App Notification**, **Text Message**, or **Phone call.**

Audio detection can occur on both analog and digital radio systems

CAD Alerts

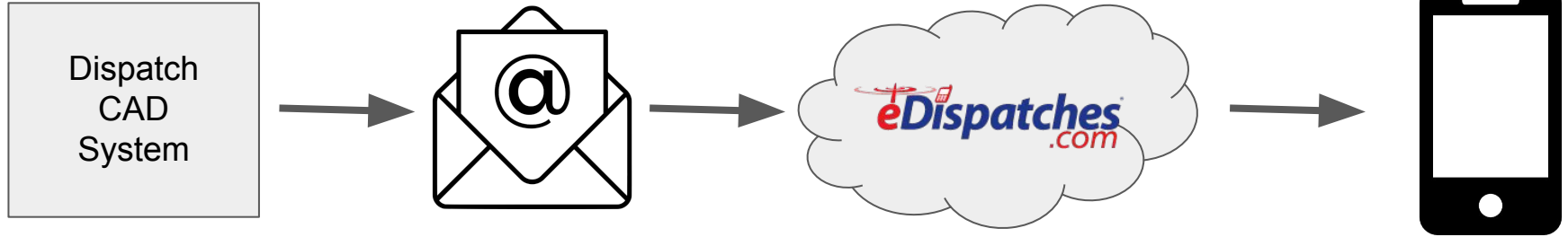Our Enhanced CAD Relay service is **included with all plans**.

If your dispatch center has a CAD system, we can setup a simple relay service by providing an email address or series of email addresses depending on your desired configuration.

This feature will activate one-touch mapping and routing to scenes.

eDispatches is able to process and display up to 40 different fields of information depending on what your dispatch CAD system outputs.

NOTE: CAD stands for Computer Aided Dispatch
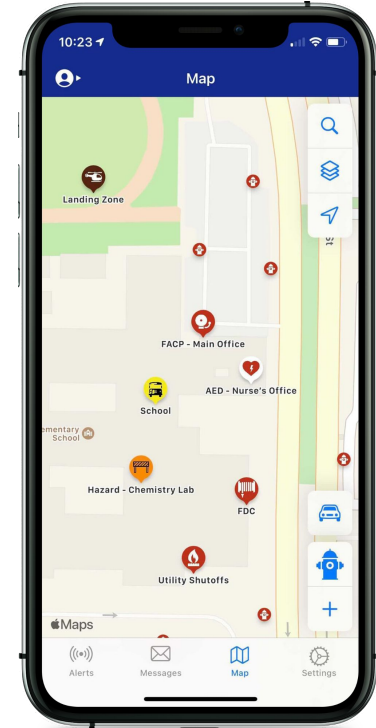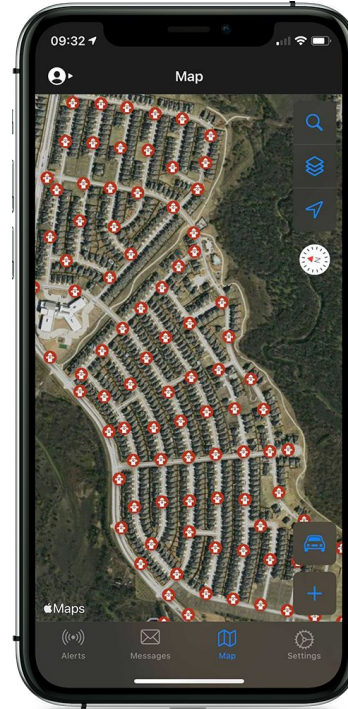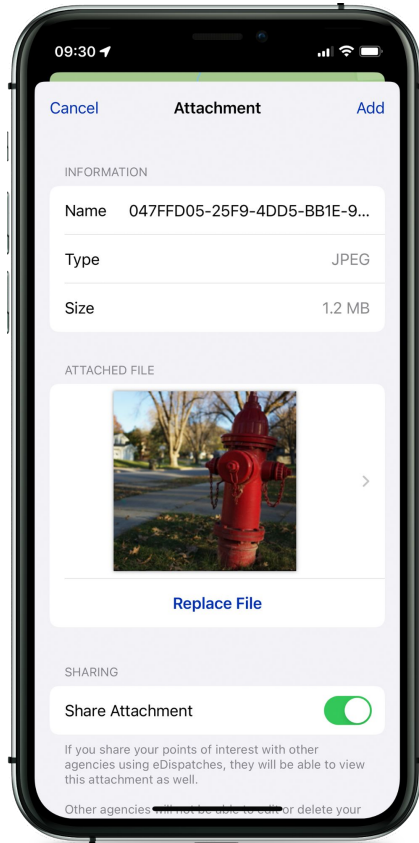
CAD Alerts Diagram

Mapping

Once we begin **receiving CAD messages** from the **Dispatch Center** we can process the **provided information** and indicate where the scene is on the map.

Hydrant Mapping & Points of Interest

Hydrants can be added to the map **manually** or **imported**. Many other points of interest can be added to the map like Knox Boxes, Shut Off Valves, Landing Zones, and many more!

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Document Storage

- Add **Pre-Plans**, **Pictures**, **Documents** or **Keyholder info** to any new or existing Points of Interest .
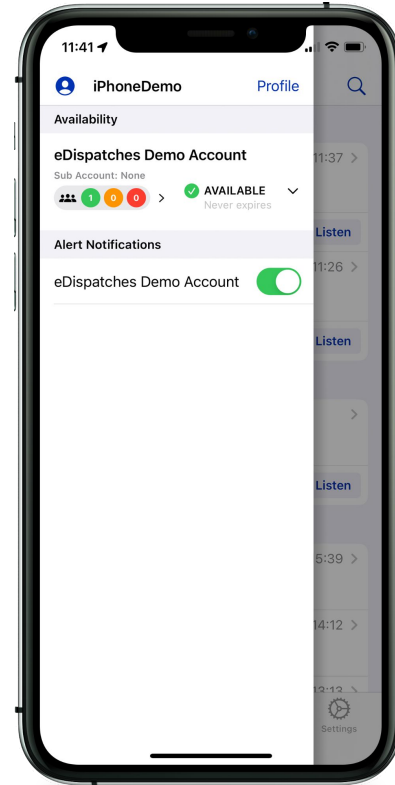
Availability and Response

Availability

Forecast responses before an incident even happens. Members can update their own status at anytime.

Members with permission can send a request for recipients to update their status so you have current information displayed.

- Available
- Maybe
- Unavailable

Availability and Response

Response

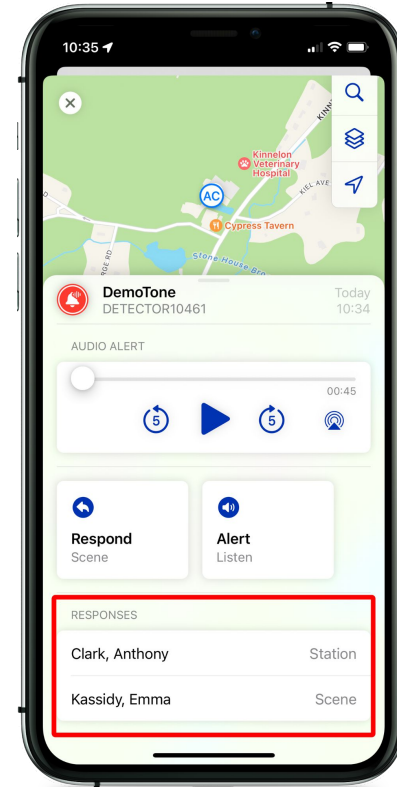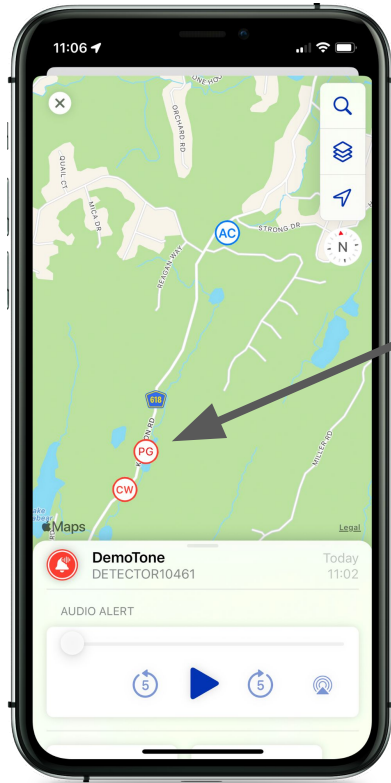Members can respond to current alerts
and view responses.
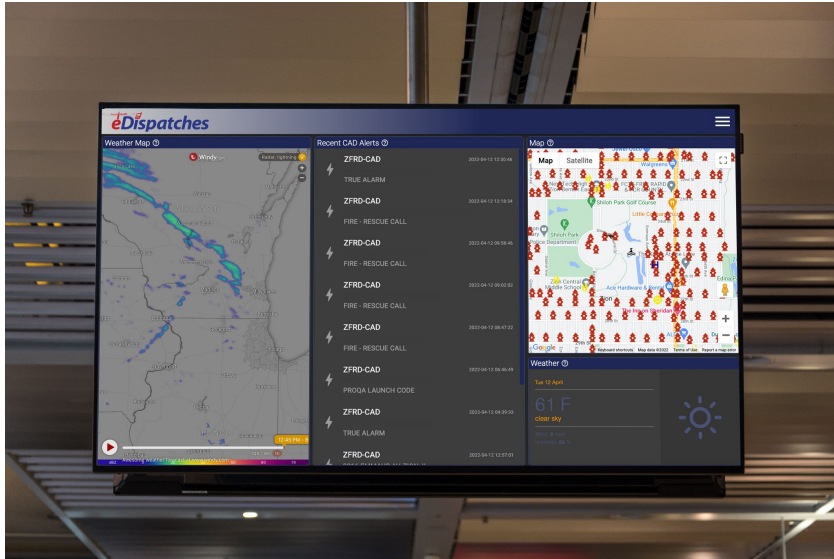

Going to Station

Going to Scene

Unable to Respond

Visual
Response
Indicator

Visual Responses

- When responding members' initials will appear on the map showing their current location.
- Watch members respond to the station or the scene directly from the app.
- Location permissions can be turned off or on directly from the member's device.
- eDispatches does not save any members location. Locations of personnel are only displayed during a response window.
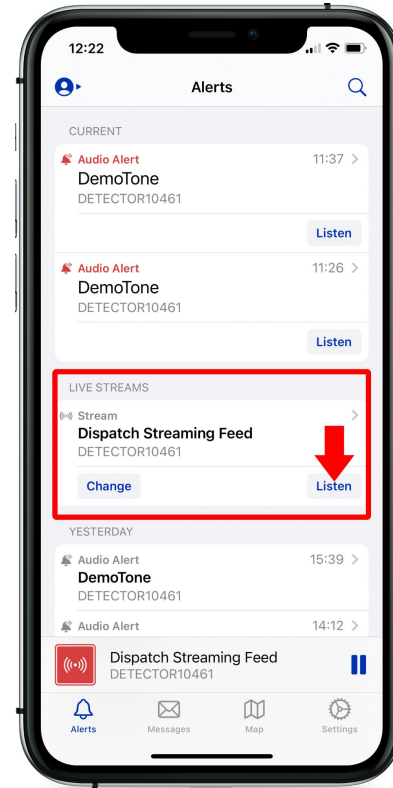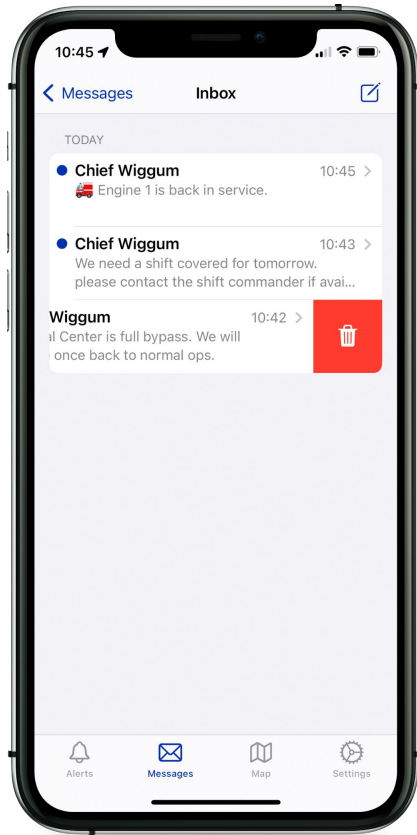
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Display Boards

- Setup a large display for all members to see.
- Fully **customizable** with our **modulated** display board editor.
- Display and customize
  - Audio & CAD Alerts
  - Scene Location Street View
  - Maps with Hydrants & POIs
  - Responses & Availabilities
  - Weather & Radar
  - Calendars

Streaming Audio

- Listen to **live** directly from the app.
- Ability to add additional communications or fireground channels.
- Add and listen to other neighboring department streams.

NOTE: To hear other department streams they must be a client of eDispatches.

Mass Messaging

Users who have be selected with proper permissions can send out Priority Messages to **individual**, **groups**, or **all** members. Priority Messages can be sent as a **text** or **app notifications**.

Pricing

Small & Medium Sized Department Plans

$49/mo

Up to 15 Members

Audio Dispatch

CAD Messaging

Priority Text Messaging

Free Streaming Audio

Availability & Response

Visual Response

Hydrant Mapping & POIs

Provided Equipment

No Contracts

Free US-Based Tech Support

$79/mo

Up to 25 Members

Audio Dispatch

CAD Messaging

Priority Text Messaging

Free Streaming Audio

Availability & Response

Visual Response

Hydrant Mapping & POIs

Provided Equipment

No Contracts

Free US-Based Tech Support

$129/mo

Up to 50 Members

Audio Dispatch

CAD Messaging

Priority Text Messaging

Free Streaming Audio

Availability & Response

Visual Response

Hydrant Mapping & POIs

Provided Equipment

No Contracts

Free US-Based Tech Support

Additional packs of five are available for $15/month

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Large Department Plans

$179/mo

Up to 100 Members
Audio Dispatch
CAD Messaging
Priority Text Messaging
Free Streaming Audio
Availability & Response
Visual Response
Hydrant Mapping & POIs
Provided Equipment
No Contracts
Free US-Based Tech Support

$233/mo

Up to 200 Members
Audio Dispatch
CAD Messaging
Priority Text Messaging
Free Streaming Audio
Availability & Response
Visual Response
Hydrant Mapping & POIs
Provided Equipment
No Contracts
Free US-Based Tech Support

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Larger Plans Available

Contact Us

More than 200 Members
Audio Dispatch
CAD Messaging
Priority Text Messaging
Free Streaming Audio
Availability & Response
Visual Response
Hydrant Mapping & POIs
Provided Equipment
No Contracts
Free US-Based Tech Support

30 Day Free Trial

RISK FREE

FREE 30 DAY TRIAL

NO EQUIPMENT CHARGES

More Videos, Tutorials & Articles Available Online

https://support.edispatches.com/

Thank you!

"Keeping you and your members in the emergency loop!"