

Inrico PoC-DMR Solution Enhances Tourism Communication

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Inrico has recently delivered customized integrated broadband-narrowband radio communication solutions to a prominent coastal tourist attraction in Shenzhen. After undergoing renovation and upgrades at the end of 2021, the attraction officially reopened for trial operation during the International Labor Day holiday this year. Encompassing an expansive area of 3.9 square kilometers and welcoming tens of thousands of tourists daily during peak season, the site encountered significant communication and operational challenges.

Inrico's wireless radio communication solution, including the [IRC380 smart hybrid radio](#), PD660 DMR radio, and the [iConvNet App](#), stands out for its vast coverage, easy deployment and flexible management, low latency, and more.



Wide-area Coverage and Visualized Dispatching

The dual-mode capability of IRC380 radios enables effortless switching between PoC and DMR modes, effectively addressing the coverage limitations of legacy two-way radios. This ensures uninterrupted communication within and beyond the coastal scenic area, providing a seamless experience for users.

In high-traffic zones like entrances, where cellular networks can be congested, two-way radios offer reliable and secure communication via DMR mode. Commanders equipped with the IRC380 radios can remotely supervise scenic area conditions over the operators' network, precisely pinpoint the GPS location of staff, and streamline workflow through PTTToC (Push-to-Talk over Cellular).

Flexible Cross-Department Coordination

This scenic spot encompasses various departments like customer service, operations, security, etc, which require a unified and flexible management system. Inrico's solution advocates for and delivers the iConvNet Mobile App, facilitating swift group establishment and seamless collaboration among the staff using portable radios and an array of devices, including smartphones and tablets.

The group call ensures seamless communication within each group without interference, while the all-call and broadcast functions effectively deliver vital information to every terminal promptly for unified command and dispatch.

Intelligent Patrol Management

During the daily patrol of tourism areas, Inrico's solution provides an intelligent patrol function with NFC or GPS-based clock-in options, effectively optimizing scenic patrol management. In addition, the dispatcher can flexibly configure the check-in points and patrol routes as required.

Once an amusement facility is found to require repair, the manager assigns a job ticket to maintenance technicians for a detailed inspection. IRC380 radios enable technicians to capture and upload text, pictures, and videos from the field to the dispatch center, facilitating better-informed and faster task execution for an enhanced customer experience.

Streamline Emergency Response

Emergency response is a key requirement for intercom communications at seaside resorts. With the SOS feature, lifeguards can swiftly alert dispatchers to any visitor in danger, enabling quick location pinpointing and reinforcements. The dispatching console receives man-down or stationary alarms if staff encounter danger or if the radio is inactive for an extended period. Additionally, the lone worker function transmits voice, video, and positioning information to the dispatch console, ensuring constant monitoring of staff status. Moreover, setting up geofence can trigger an alarm if an employee mistakenly enters a dangerous area, providing an extra layer of safety for the staff.

Ultra Rugged and Durable

The IRC380 radio is engineered to meet the rigorous MIL-STD-810H and IP68 standards, providing unparalleled protection from drops, submersion, and particulates. With added features such as anti-iron filings, anti-drop angles, a water drainage keyboard, and an internally reinforced antenna, it stands as a testament to its exceptional durability, making it the ideal choice for ensuring security at the expansive resort.

Programming Fast and From Anywhere

The IRC380 radio boasts OTA (Over-the-air) Programming, enabling operators to conveniently update frequencies in batches remotely, eliminating the need to bring them back to a central location for programming via cable. This feature offers a seamless management process, especially when handling a large number of radios or when they are dispersed across various locations.

"The cutting-edge communication solution from Inrico has revolutionized our communication system," enthused the Scenic Project Manager. "It enables us to wholeheartedly focus on priority tasks without any distractions."