

FEATURES AND FUNCTIONS

- Secure user authentication
- Intelligent built-in SIP softphone
- Call center ACD agent functions
- Software-based radio voting
- Radio voting group management
- Broadband PTT integration
- Analog and digital radio support
- Advanced telephone dial-pad
- Radio and telephone speed-dial
- Call-waiting queue
- Audio/on-screen visual notifications
- Selectively accept and transfer calls
- Evacuation and emergency notifications
- Unique multi-radio “unselect”
- Broadcast and emergency groups
- Call priority color coding
- Transmit and receive DTMF tones
- Radio PTT and telephone calling
- Radio speed-dial color notifications
- Radio frequency and channel control
- Microphone/speaker audio controls
- Hotline and public announcements
- Server health status monitor
- Multi-radio monitor scalability
- Inbound/outbound call history

WHY INEMSOFT

iNEMSOFT specializes in unified communications solutions that extend to telephone and radio endpoints of all types. Our products include multiple enterprise applications designed for emergency response, dispatch, disaster recovery and collaboration across previously disparate telephone and radio platforms.

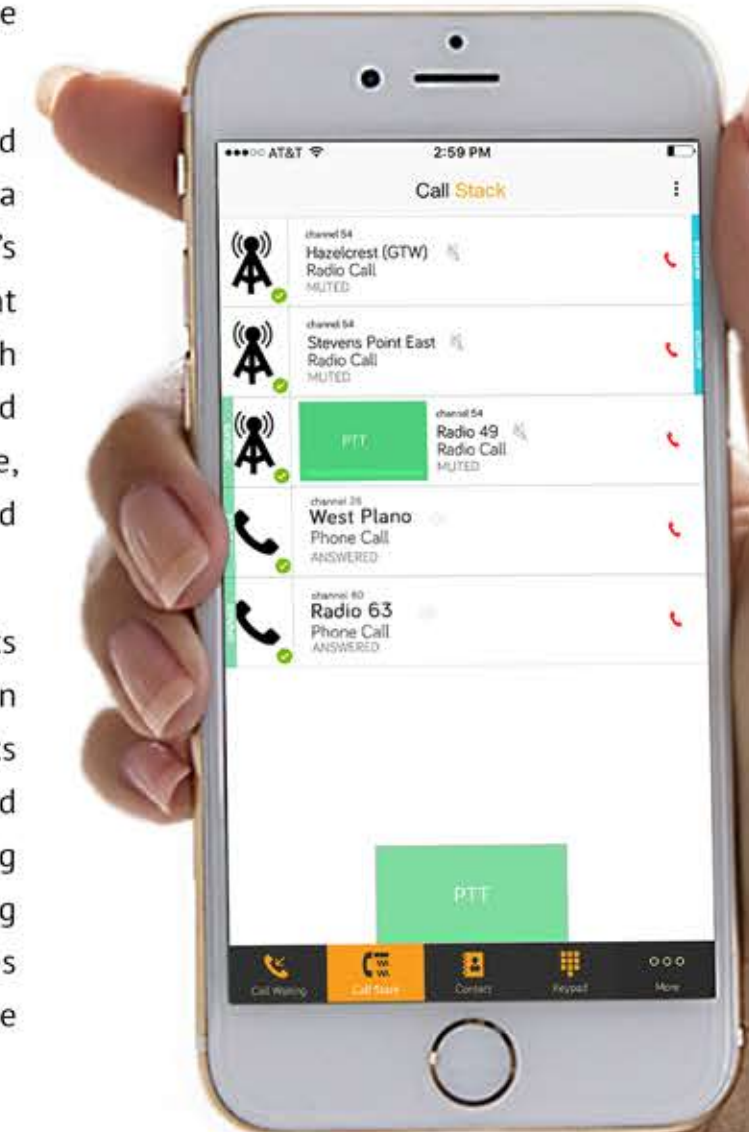
iNEMSOFT has deep experience and specialized skills in integrating and managing endpoints of all varieties – especially in mission-critical environments where high reliability is a must. The company designs solutions that scale to support even the largest of global deployments – backed by a team of expert designers, engineers and project managers for optimal service and support.

CLASSONE® iEXTREME® RADIO-TELEPHONE MOBILE PTT COMMUNICATOR

The CLASSONE iExtreme® SIP-Based Radio-Telephone mobile PTT application takes emergency handling, rapid personnel deployment and dispatch management to the next level. Mobilizing mission-critical communications channels is vital to the survival and growth of every organization. Unlike legacy radio dispatch console technologies, the iExtreme enables dispatchers, field operators, managers and executives an immediate and unassisted access to every radio and telephone channel in real-time for faster response and decision-making.

This application along with our SIP-Based Console applications can be deployed to a cloud architecture managed by INEMSOFT's ClassOne® Endpoint Manager®. The Endpoint Manager provides mobile devices with provisioning data, firmware, setting files, and activation. This architecture allows secure, remote and instant communications with field operators and dispatch personnel.

The iExtreme Mobile PTT application supports call center ACD Agent functions allowing an organization to optimize and manage its workforce using call center best practices and tools. Managers are now capable of monitoring workflow, call distribution, call volume, tracking of call statistics and identifying peak call times and events to steer occupancy level within the network and field operations.



INEMSOFT

Delivering boundary-free communications

CALL WAITING

The Call Waiting screen allows the user to be fully aware of all concurrent inbound telephone and radio calls so that calls can be addressed based on critical information such as caller information, call arrival times, priority level, number of call attempts and caller location. Simply swipe call record to transfer, or click to answer or dropping calls. Automated priority background color and tones are used to differentiate between call types.

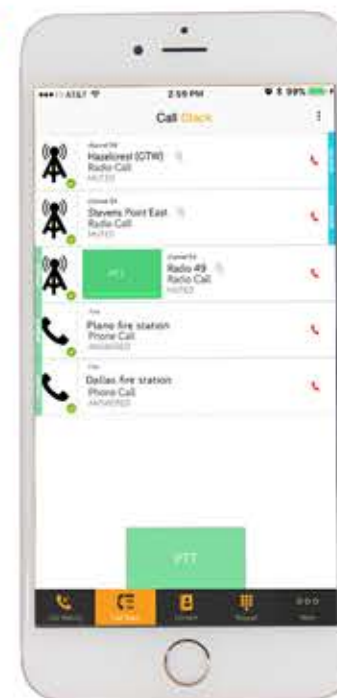


CONTACTS LIST

Corporate directory records, telephone numbers and base radios may be imported directly into mobile application from the user profile upon login or the user can add their own numbers. Either way all records are synchronized with the ClassOne® database to ensure availability as well as stored locally on the mobile device to ensure business continuity during outages. Users can receive tailored phone, radio and group records to their devices.

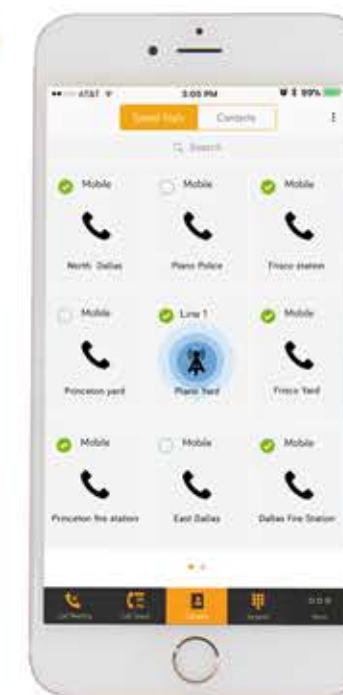
CALL STACK

The Operate Call Stack and Monitor Call Stack allow users to manage their active telephone phones and radio calls with a one-touch swipe right to operate and left for monitor feature. The active stack provides color indicator for visual identification of call priority, as well as a full telephony control functions such as mute, hold, conference, transfer and drop call, audio volume control sliders, and the ability to talk while monitoring other calls at the same time.



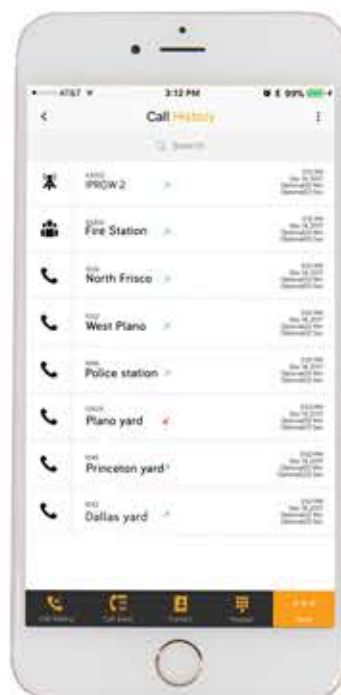
SPEED DIAL

Users can configure the most frequently used numbers to be on the speed dial list by simply tagging the preferred contact. Speed dial icons can be rearranged as needed, and users can trigger a call by simply tapping on the icon. Speed dial cells have indicators to visually represent any audio activity. In addition, a presence indicator will display real time information to show the status of the speed dial contact.



HISTORY

Call History logs all inbound and outbound radio and telephone calls within the iExtreme® application. Call history data is stored locally on the mobile device and synchronized with the ClassOne® database server for future reference. History records encapsulate full contact and call details such as timestamp, date and call duration for user validation and immediate access to frequently called radios or telephone numbers.

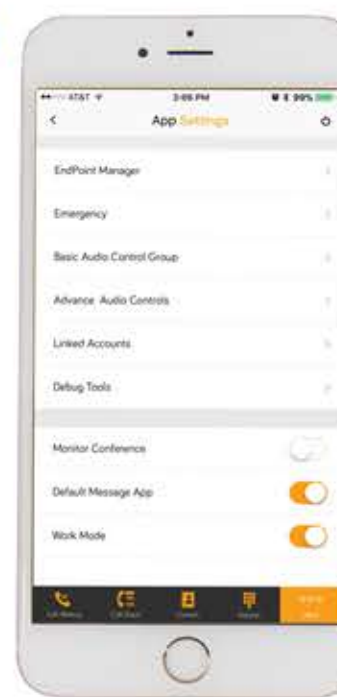


KEYPAD

The iExtreme® mobile PTT application comes with its own keypad interface with an autocomplete suggestion service based on the corporate directory, independent of the mobile device records. As-you-type suggestion shortcuts are displayed to speed up and enhance the user experience. DTMF is supported for tone operated devices such as analog base radio stations, voicemail, public institutions and emergency services.

SETTINGS

Provides a secure link to INEMSOFT's ClassOne® Endpoint Manager® for device provisioning, user access authentication and mobile endpoint activation. Users can switch features on and off, for example enabling the monitor conference feature to monitor many radios simultaneously on a single circuit, configuring the application to run over VPN or LTE/WIFI, setting up SIP account configurations, and much more.



MORE

The more button contains many additional features and tools such as user online status (aka Call Center ACD Ready, Work Not Ready, and Not Ready), network connectivity status to ClassOne® server, SVR and SIP session registration, inbound and outbound dynamic history records, Emergency broadcast, and the iExtreme App Settings Including Endpoint Manager Configuration, and much more.

