

## FEATURES AND FUNCTIONS

- Profile based login
- Secure user authentication
- Multi-port USB dongle
- Intelligent built-In SIP softphone
- Call center ACD agent functions
- Software-based radio voting
- Radio voting group management
- Corporate directory interface
- Broadband PTT integration
- Conventional and digital radios
- Advanced telephone dial-pad
- Radio and telephone speed-dials
- Call-waiting queue
- Audio/on-screen visual notifications
- Selectively accept and transfer calls
- Multi-radio monitor scalability
- 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
- Territory and shift automatic rollover
- Jack box and headset audio controls
- Emergency light and siren control
- Emergency 911 log archive
- Dual-headset trainer mode setup
- Hotline and public announcements
- Console and telephone switchover
- Server health status monitor and tool tips
- Call history for inbound and outbound calls

## CERTIFIED ADD-ON PERIPHERALS OPTIONS



- External standard or PTT handsets fit everyone's communication preference



- Push-to-Talk footswitch controller unit provides smooth non-constrained communication



- Single and dual ear headsets, Bluetooth, wireless and corded certified headsets



- Visual and audible emergency alerter beacons and sirens for critical operations



- USB footswitch controller and relay switching dongle to trigger a beacon/siren alert unit



- Surface Dock to instantly transform your Surface into a workstation

*photo may vary from actual product*

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### USER-FRIENDLY INTERFACE

Our console tools user interface (UI) is user-friendly, organized, functional, consistent, and customizable. The menu-bar offers a single point of entry to all operator tools. User preferences hardware such, audio devices specialized hardware such as PTT footswitch and beacon light. Beacon light features are all configurable.

### INBOUND CALL WAITING QUEUE

A powerful interface to see all incoming radio and telephone calls, and caller identity sorted by priorities. This allows the user to be fully aware of all pending calls, time of arrivals and number of call attempts. The user can manage inbound calls with one click, choose which call to answer, reject or redirect. The user can differentiate normal calls from emergency ones using auto color coding and special tones.

### GETTING DOWN TO BUSINESS

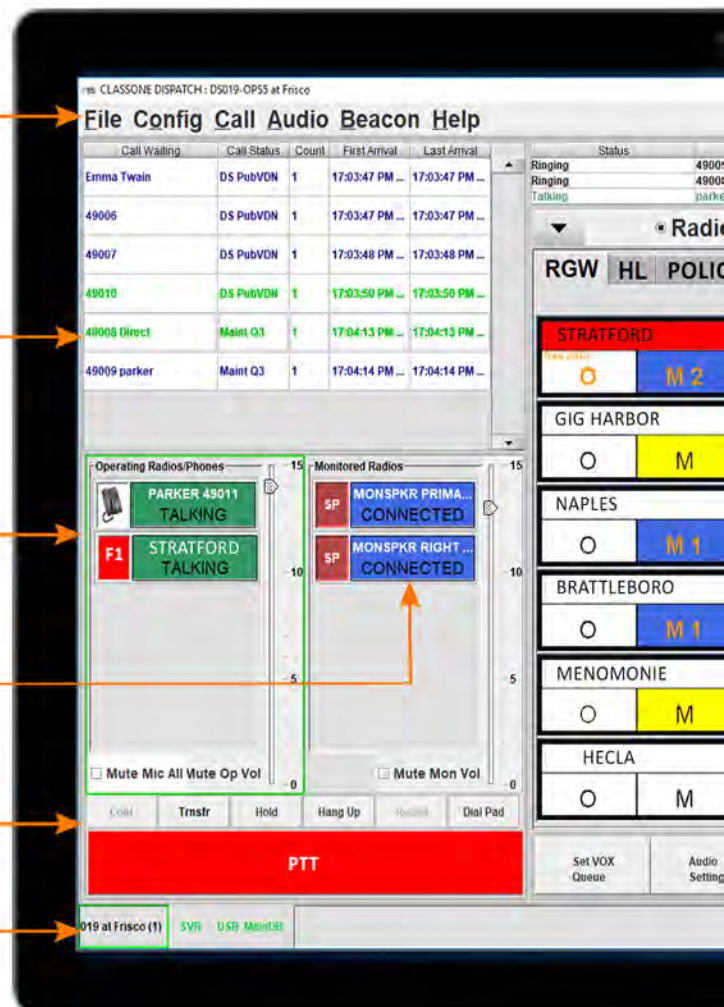
Complex business processes are simplified to provide the user with the best possible user experience and highest level of dispatch center efficiency. Accessing one or many radio channels or telephone calls, the user is always in control with one-touch to make a call, hold, or conference a radio, telephone or group of resources.

### HOW MANY RADIOS TO LISTEN TO

The user can monitor multiple of radios simultaneously utilizing our intelligent conferencing solution. The radio channel can be easily assigned either to the right or left speaker for the receiving audio. Our innovative radio monitoring solution is not limited by the number of simultaneous radio channels that can be put in monitor and does not require multicast.

### SIP SOFTPHONE WITH RADIO PTT

The console software utilizes Session Initiation Protocol (SIP) and its standard feature-rich capabilities. VoIP calling, radio over IP, audio conferencing, volume control, mic muting, redial, hang-up, hold, transfer, a dial-pad and a push-to-talk (PTT) button are all available when operating a radio. An optional footswitch unit is available to allow for hands-free radio operation.



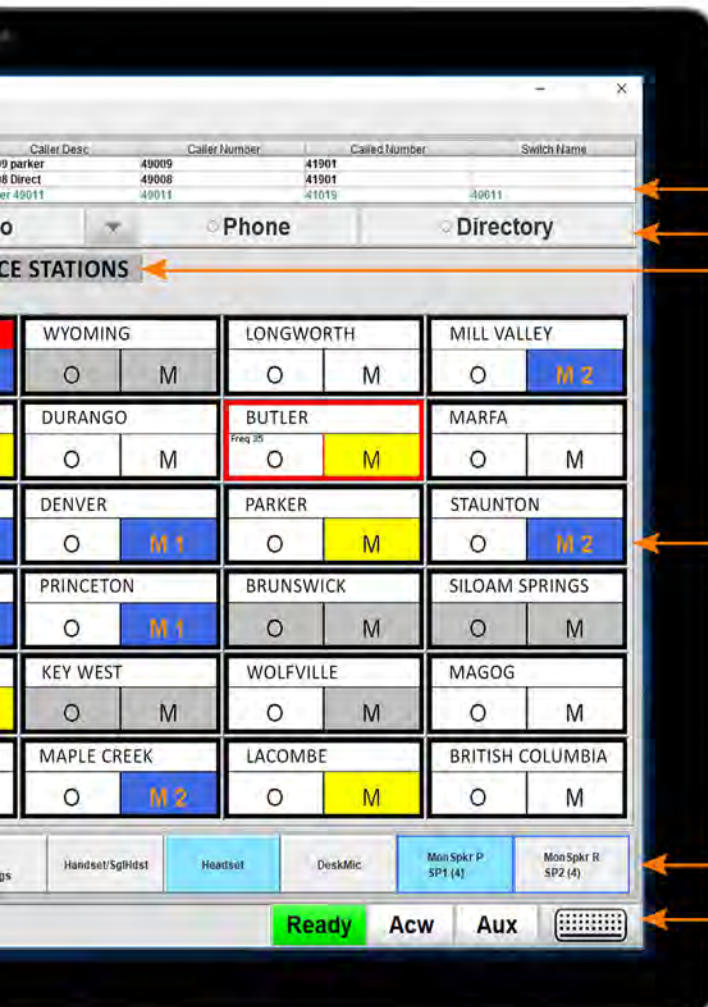
### BUILT-IN HIGH AVAILABILITY AND DIAGNOSTICS

System maintenance and diagnostics is simplified by providing site specific connectivity information, network and system services health, as well as attached USB device's readiness. The system detects and pinpoints errors by turning relevant icons red. A simple hover over with a mouse, the alarm reveals information that can be utilized by a technician for diagnostics and troubleshooting.



# SOFT

free communications



## ABANDONED/LOST CALLS

This smart history tool lists and tracks inbound, outbound and missed telephone calls. These history records can be used to call back those callers who abandoned their call while waiting as well as accelerate inquiry for recently made calls. History records include detailed information about call status, called numbers, callers ID/number, timestamps and duration.

## ACCESSIBILITY AND RESOURCES

A single point of entry to resources such as radios, hotlines, broadcast groups, emergency key personnel, phone speed-dials and corporate directory. This reduces the time needed to locate services. In addition to hundreds of resources visible on the main page, a scalable hierarchal multi-level drop-down navigation structure is built-in to organize layouts by department, branch, city, airport, station, region, state or even country.

## TAB-DRIVEN NAVIGATION DESIGN

Modern navigational standards such as page tabs, drop-down menus, search capability and tools to tailor the interface to most efficient layout. Users are able to easily navigate hundreds of speed-dials per page, when combined with the built-in drop-down menu users can access thousands of hierarchy organized speed-dial pages. A user-friendly built-in designer tool allows layout design, editing, updating and real-time publishing to one or more operator consoles.

## ONE-CLICK SPEED-DIAL SIMPLICITY

Layout management is user friendly, with flexible font and button sizes to perfectly accommodate different user requirements. Every speed-dial button offers control functions to manage daily communication flow, such as text, color codes, emergency and beacon light alarms, ring tones, operate and monitor functions, VOX Queuing, radio frequency/channel numbers, auto dialing phone extensions, Radio details and indications.

## INTELLIGENT ACD AGENT MANAGEMENT

The ACD feature allows the user to receive and answer calls as a call center agent. These functions manage incoming call queues and provide automatic call distribution to one or more agent skills. The system tracks agent work activities, for example using the (ACW) for after call work activities and (AUX) work mode when they need a break or do non-work related activities.

## PERSONALIZED USER EXPERIENCE

The user can select from a range of compliant audio devices. They can switch between multiple audio devices during an active call session or between login sessions. Other tools can be configured and added such as the VOX Queue.



# iNEMSOFT

*Delivering boundary-free communications*

## CLASSONE® SIP-BASED RADIO-TELEPHONE CONSOLE

UNMATCHED BLEND OF INEMSOFT'S APPLICATIONS  
AND MICROSOFT® SURFACE™ PRO PORTABILITY



The newest member of the ClassOne® iCAS radio-telephony platform is a cost-effective, on-demand, mobile productivity Console application optimized for one of the most versatile computing platforms, the Microsoft® Surface™ Pro. A perfect blend of technologies designed for maximum mobility, mission-critical communications, and emergency contact centers. A Console that delivers unhindered, consistent and reliable radio and telephone communications from anywhere utilizing any available network including broadband, LTE/4G/3G, WIFI and IP/MPLS.

Mobilizing dispatch personnel and scaling resources instantly is now possible using cloud services or a shared infrastructure powered by the iNEMSOFT's highly scalable ClassOne® iCAS radio interoperability and collaboration platform. The console application is user-friendly, organized, functional, consistent and customizable.

iNEMSOFT's solutions connect an organization with its customers and users via telephones, hotlines, public announcements, analog and digital Land Mobile Radios as well as broadband PTT. INEMSOFT's mobile applications and tablets can be deployed for dispatch and call answering within utilities, public safety, airlines, railroads and mission-critical operations.