



AVAYA
DEVCONNECT

iNEMSOFT

CLASSONE® OPERATOR CONSOLE LINKS IP/SIP-BASED TELEPHONES AND RADIOS

The ClassOne Operator Console is an intelligent, software-based workstation that features a user-friendly interface enabling connectivity to both Avaya Aura telephony networks and legacy radios and dispatch systems.

Dispatch, command and control field operations from anywhere in the network

With iNEMSOFT's ClassOne Operator Console, organizations can manage both radio and telephone calls through a single interface. Easy-to-navigate menus allow users to take, route, conference, record, transfer and control calls, regardless of source or urgency level.

This intelligent, software-based workstation is part of the iNEMSOFT ClassOne iCAS solution, which helps organizations integrate radio communications directly into their Voice over IP communications infrastructure. It features a user-friendly interface that can command and control a wide variety of media operations and system functions.

DevConnect Compliance- Tested for Interoperability

Available through the DevConnect Select Product Program, the ClassOne Operator Console interfaces with an organization's Avaya Aura® Platform to send and receive calls over the IP/SIP network. The Avaya Aura platform is a set of seamless components that

provide comprehensive team and customer engagement by transforming traditional, single-purpose solutions for voice, video, email and instant messaging into a true multimedia, multimodal architecture.

The ClassOne Operator Console's IP- and SIP-based deployment options enable connectivity to Avaya Aura telephony networks, legacy radios and dispatch systems. It is available in various models and screen sizes to support mission-critical operations and radio dispatch. In addition, the console client can be installed to run on various Microsoft Windows-based computers, mobile devices and tablets.

The user-friendly interface lets operators control and command system functions from a touch-screen featuring

With push-to-talk functionality, users can quickly connect with radios and receive inbound calls from either radios or the voice network.



Plantronics Blackwire 500 Headset (C510)



Plantronics Blackwire 500 Headset (C520)



Plantronics HW251N SupraPlus Wideband Monaural Headset



Plantronics Dual Channel Headset - Barrel



Logitech Keyboard + Mouse



Plantronics USB PTT Adapter - Barrel



iNEMSOFT USB Footswitch Dongle



Linemaster 642-S Footswitch



Soundtech gn-1 Professional Gooseneck Microphone



Plantronics USB PTT Desk Mic



Logitech External Stereo Speakers: single volume knob



Logitech External Stereo Speakers: individual volume knob

Accessories compatible with the iNEMSOFT ClassOne Operator Console

large, programmable icons and easy-to-navigate menus. With push-to-talk functionality, users can quickly connect with radios and receive inbound calls from either radios or the voice network. In addition, the console can monitor large numbers of radios and provide local point-to-point radio connectivity for high availability and disaster recovery.

Features & Benefits

IP/SIP Options

Console options include both IP- and SIP-based models. IP-based consoles integrate Avaya H.323 IP and SIP telephones for media channel management and radio connectivity. SIP-based consoles use an on-board computing platform and RTP protocol. They feature built-in audio speakers, microphones, an external headset and USB devices to manage audio streams.

Robust, Rugged Design

The Operator Console, available in various models and screen sizes, operates silently and features sturdy metal housing and no moving parts. The flat, resistive, touch-screen PC has numerous connectors, including both consumer and industrial interfaces, two 10/100/1000 Mbps network ports, integrated Wi-Fi and a powerful audio amplifier with 2x2W speakers.

User-friendly Interface

The easy-to-use interface provides push-to-talk connectivity to radios and other endpoints and is used to receive normal and emergency calls from radios and the voice network. Operators can conference, transfer and control various connected media channels from a touch-screen featuring large, programmable icons that make it easy to navigate different menus and features.

Flexible Deployment

Operator Consoles can be configured to function with standard Avaya IP H.323, SIP or digital telephones, or to function as a SIP-based soft console installed anywhere on the network. This flexibility helps lower deployment costs for remote response teams, regional staff and virtual operation centers.

System Requirements

- Avaya Aura Communication Manager 6.x or later
- Avaya Aura Session Manager 6.x or later
- Avaya Aura Application Enablement Services 6.x
- Avaya Meeting Exchange 6.2

Learn More

To learn more about Avaya and iNEMSOFT solutions, contact your Avaya Account Manager or authorized Avaya reseller. Or, visit us online at **www.devconnectmarketplace.com**

About iNEMSOFT

iNEMSOFT is a DevConnect Technology Partner specializing in unified communications solutions that extend to telephone and radio endpoints of all types. Its products include multiple enterprise applications designed for emergency response, dispatch, disaster recovery and collaboration across previously disparate telephone and radio platforms.

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

For more information, visit **www.inemsoft.com**

KEY FEATURES

- User login and logout
 -
- Location independent user position/profile
 -
- Standard telephone dial pad
 -
- Speed-dial and redial both phones and radios
 -
- Radio and telephone call-waiting queue
 -
- Radio voting based on RSSI
 -
- Operate and monitor multiple radios
 -
- Display regular or 911 calls with priority
 -
- Initiate, answer, hold, transfer and conference calls
 -
- Send DTMF tones
 -
- Conference radios and telephones
 -
- Push-to-talk by voice activation, mouse, key or foot switch
 -
- Radio color indicators and details
 -
- Change radio frequency and channel
 -
- Global contact directory
 -
- Call tagging based on ANI/DNIS
 -
- Local survivability via Point-to-Point

About DevConnect

DevConnect is Avaya's developer and technology partner program. Through a free Registered level membership in DevConnect, members are able to access a wide range of developer resources, including APIs, SDKs, technical support and training. Enhanced Membership options offer higher levels of technical support, compliance testing and co-marketing benefits. To learn more or register for membership, visit www.devconnectprogram.com

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.

About Avaya DevConnect Select Product Program

The DevConnect Select Product Program (SPP) offers a powerful portfolio of compliance-tested, Avaya-compatible products and services from established DevConnect Technology Partners. SPP products and services are chosen for the SPP portfolio based on their strategic value and interoperability with Avaya technology. SPP solutions eliminate the challenges of managing multivendor relationships and are easy to order through standard Avaya order processes.

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