Zenitel Connect Pro

Unified Communication, Integrated Security

All of your critical communication
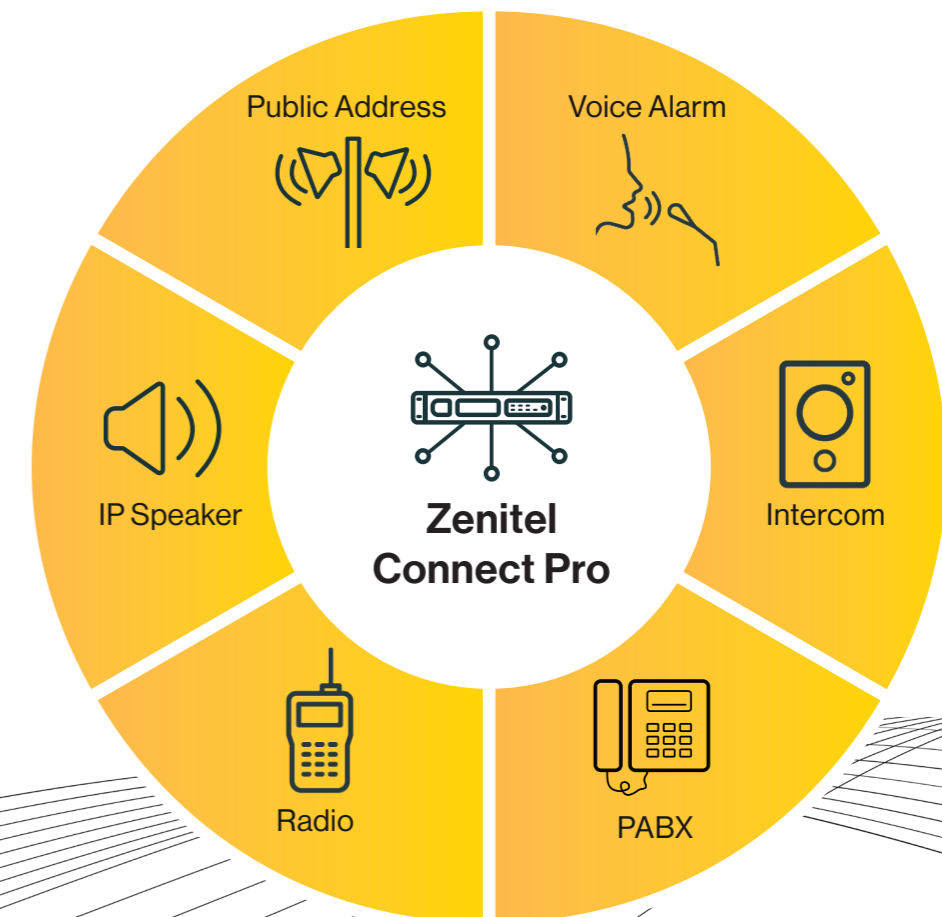## on a single platform

Zenitel Connect Pro, the industry's first unified critical communication solution that addresses safety, security, operational, and infotainment communication needs under one platform.

Zenitel Connect Pro represents a paradigm shift in the way people and businesses communicate, transitioning from traditional, siloed communication to a collaborative communication approach, by seamlessly integrating intercoms, IP speakers, public address, and voice alarm systems under a single platform.
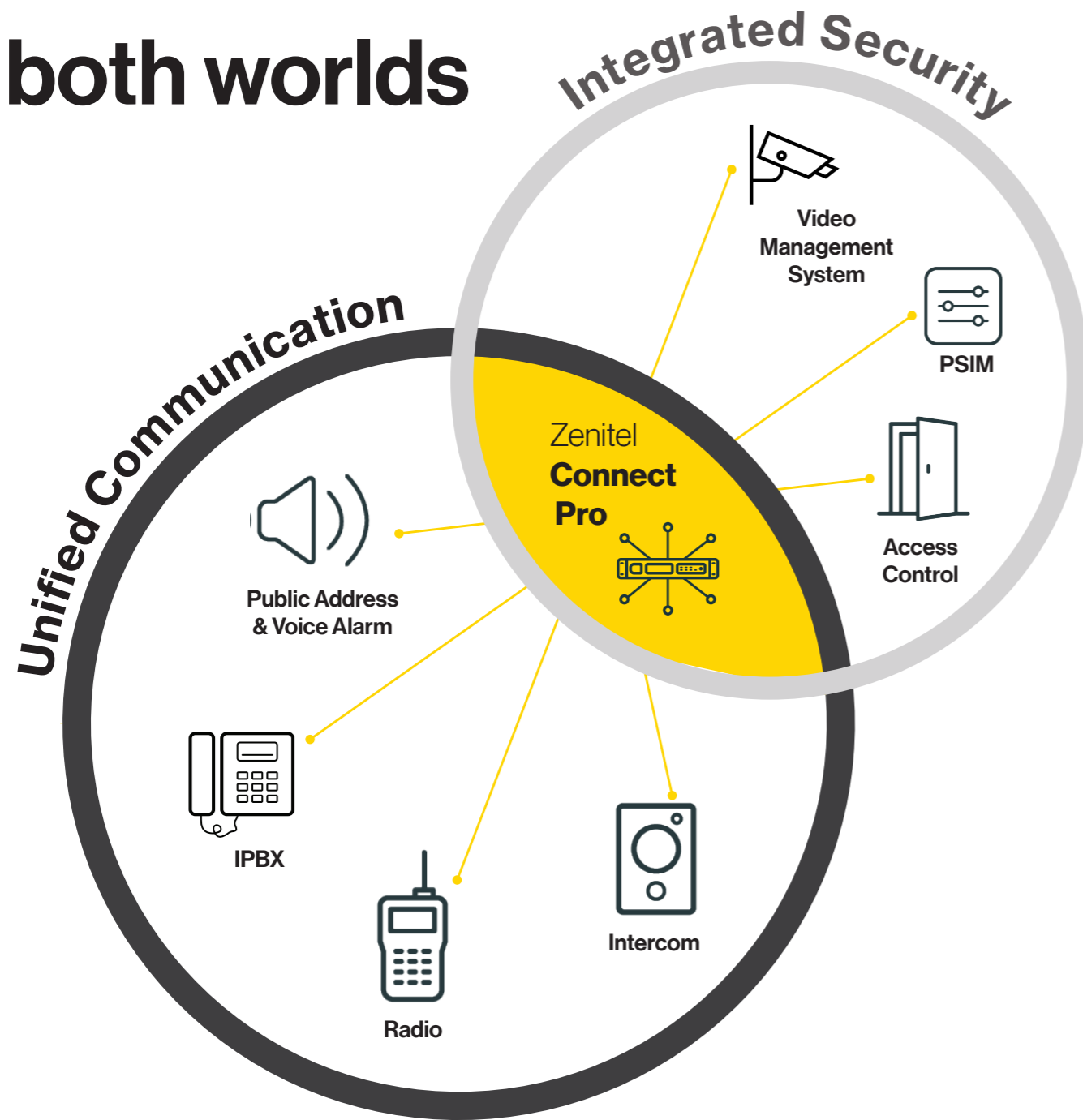
By adopting open interface standards, Zenitel Connect Pro make it easier for security system integrators to incorporate audio into the security mix, makes a shift from reactive security to proactive and interactive security solutions.

Zenitel Connect Pro is a platform for communication functionalities and services in combination with 3rd party integrations which sets a new standard for **cyber secure unified critical communication.**

Public Address

Voice Alarm

IP Speaker

Zenitel Connect Pro

Intercom

Radio

PABX

The best of
both worlds

Integrated Security

Unified Communication

Zenitel
Connect Pro

Video Management System

PSIM

Access Control

Public Address & Voice Alarm

IPBX

Radio

Intercom

One trusted vendor

Ensured CyberSecurity

Maximum Flexibility

Streamlined Operations

Unified communication

By bringing public address, voice alarms, intercom, help points, IP speakers, and other communication technologies together, we bridge the communication gap between security and safety teams. This not only streamlines daily and emergency operations, but having a central platform also makes it easier to monitor all communication assets and keep systems up to date, as upgrades can be managed from a single platform.

Integrated Security

Within the physical security industry, critical communication solutions are becoming essential components of comprehensive security strategies. These technologies help transforming traditional reactive security systems into proactive, interactive security complements your video, access control, and other security systems; enhancing situational awareness, reducing response time, and optimizing overall security posture.

Clear Coordinated Reliable | Communication

zenitel

Zenitel Connect Pro is a robust and scalable communication platform engineered to support seamless integration with a wide array of third-party systems. Its open architecture, based on widely adopted standards such as REST API, SIP, and ONVIF, provides security system integrators, IT administrators, and developers with the flexibility to create custom integrations, automate workflows, and integrate communication with external systems.

Zenitel Connect Pro: Designed with 3 Core Functional Blocks

1 Communication Services

Based on future-ready intelligent communication services, Zenitel Connect Pro delivers on a broad range of communication needs, including bi-directional audio and video calls, group calls, public address broadcasts, call priority handling, and more.
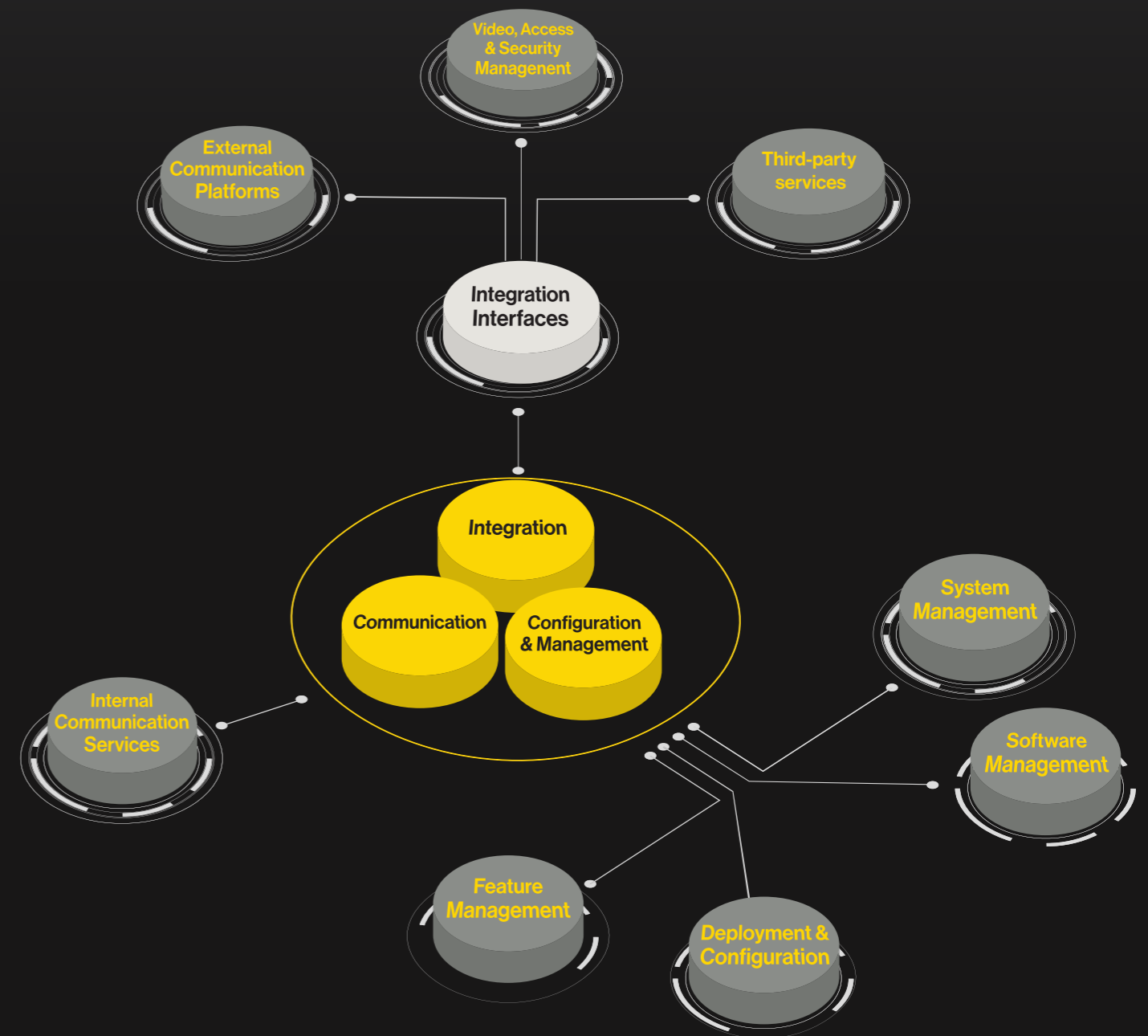
2 Configuration and Management Services

Zenitel Connect Pro enables you to set up, deploy, monitor, and maintain your communication system from one place. With a single web-based interface to master, your team spends less time in training. Zenitel Connect Pro is powerful, yet easy to use with an intuitive interface. This helps you to reduce setup time while giving you full control over your communication assets. Stay secure and up to date on the latest software patches, with a full overview of device software versions, which gives you complete ease of mind.

3 Integration Services

By embracing open standards such as SIP and REST API, Zenitel Connect Pro makes it easier for security system integrators to incorporate audio into the security mix, including video management and access control solutions, enabling a shift from reactive security to proactive and interactive security solutions.

Diagram labels:
- Video, Access & Security Managenent
- External Communication Platforms
- Third-party services
- Integration Interfaces
- Integration
- Communication
- Configuration & Management
- System Management
- Internal Communication Services
- Software Management
- Feature Management
- Deployment & Configuration
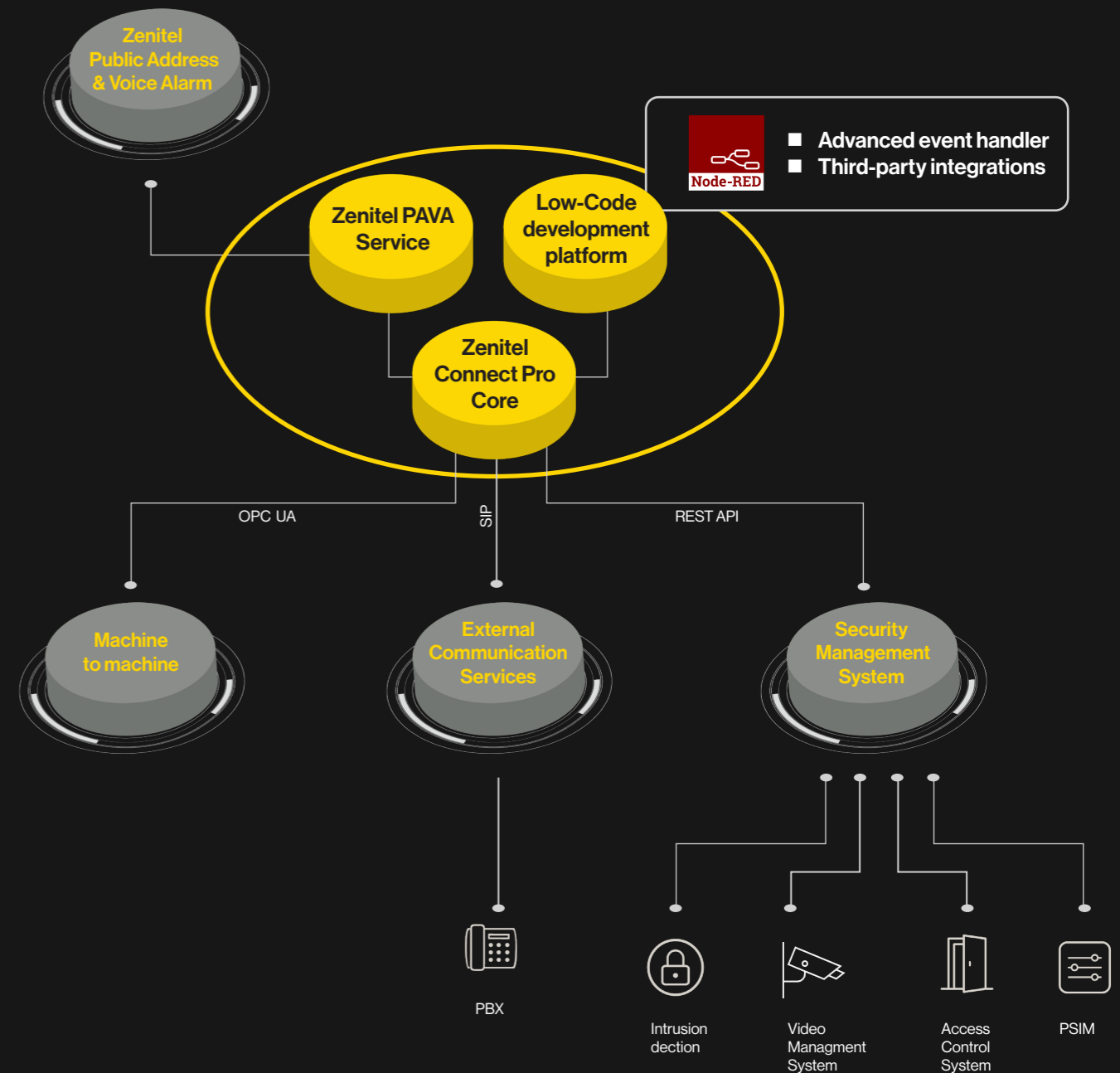
A platform geared for future growth

Communication needs are constantly evolving; the way we communicate, who we communicate with and where they are located. By adopting open interface standards, Zenitel Connect Pro will continue to evolve to meet industry demands for new capabilities and cybersecurity needs. Zenitel Connect Pro enables our partner community to further build 3rd party services, ensuring they can meet customer needs.

Low-Code development environment

Zenitel Connect Pro offers a low-code development environment based on Node-RED. This simple yet powerful, flow-based development environment opens up numerous possibilities for automating and optimizing communication systems, particularly within IoT environments, using an advanced event handler functionality.

APIs for streamlined security operations

Our secure REST APIs provide access to call and management features on Zenitel Connect Pro, enabling security integrators to streamline operations directly from security management systems. All API interfaces are authenticated and encrypted, with access levels authorized according to service requirements.

Zenitel Public Address & Voice Alarm

Node-RED
- Advanced event handler
- Third-party integrations

Zenitel PAVA Service
Low-Code development platform
Zenitel Connect Pro Core

OPC UA — SIP — REST API

Machine to machine
External Communication Services
Security Management System

PBX

Intrusion dection
Video Managment System
Access Control System
PSIM

Key benefits

Unified Communication

We bridge the gap between safety and security operations, by bringing voice alarms, public address, intercom, help points, IP speakers, and other communication technologies together.

Faster and better Integrations

Faster and more secure integrations with third-party security, communication, and analytics services helps security system owners achieve better situational awareness.

Simplified Management

An intuitive web-based interface to control and manage all your communication asset in one place. This helps you to reduce setup time while giving you full control over your communication assets.

Enhanced Cybersecurity

With multi-tier user management, Zenitel Connect Pro gives you enhanced control for your sensitive data.

Unified
communication

Unify your Critical Communication

By combining intercoms, IP speakers, public address, and voice alarm systems into a single platform, we enable advanced security communication use cases for your operational, security, and safety communication needs.

Communication features:

Audio and Video calls

One-to-one audio and video calls.

Unconditional forwarding

Forwards calls immediately. For 1-to-1 and call queue calls.

Pre-recorded messaging

Play pre-programmed messages to broadcast groups.

Door release/output control

Open doors during a conversation.

Multi-call management

A busy call is transferred instantly to the new destination.

Priority

When monitoring call queues with differed priorities, the highest priority call will be at the top.

Call queues

Callers don't get a busy tone when operators are talking as calls are queued.

Time out call forwarding

Any call not accepted within a programmed time is routed to the new destination on time out.

Group calls and broadcast

An operator can broadcast to a group. All group devices play the broadcast.

Public Address features

Live PA broadcasts

Make PA calls from IP-PBX or Intercom master stations to PA zones.

Pre-recorded audio messages

Play pre-programmed WAV-file(s) messages to defined PA zones

Store and forward announcements

Quality check before forwarding the message.

Enhanced audio offering

Faster and better integrations

Faster and better integrations

Deliver faster and better Integrations

By leveraging open standards such as SIP, ONVIF, and REST API, we simplify integrations, enabling you to deliver security solutions faster.

Integration features and interfaces

PAVA Integration

Native integration with Zenitel Vipedia PAVA System. (Entails a ICX-510 hardware platform).

Secure SIP-trunk

With authentication and authorization.

Display Zenitel devices on graphical maps

Third-party integrations can use device information to place a device icon on a map.

Device status

Available through Zenitel Link API.

Service creation enviroment

Node-RED facilitates graphical programming with complete JavaScript capabilities.

Event handler

Node-RED can be used as event handler.

OPC UA

The OPC-UA server is implemented as a Node-RED flow.

Zenitel Link API Interface - Gives access to all Zenitel Connect Pro Features

REST API

Industry standard REST-API implementation. Swagger Documented.

- Send status polling commands
- Send action commands: call setup broadcast, voice message, and more.

WAMP

Third-party integrations can subscribe to events without polling.

Reduce development time

Flexible integration choices

Enhance situational awareness

Gain actionable insights

Easy setup and deployment

| Reduced setup time | Quicker onboarding | High system uptime | Easy trouble-shooting |

Save time and effort with Easy Setup and Deployment

Simplicity and intuitiveness are at the core of Zenitel's design philosophy for the Zenitel Connect Pro interface, which caters to system integrators, installers, and end users. Organized into four main groups — System, Devices, Features, and Applications — the interface simplifies setup and management tasks. Additionally, the Favorites group allows users to prioritize frequently used tiles, which enhances operational efficiency.

Device Set-up features

Auto-discovery of devices
Scans the network and discovers all Zenitel devices.

Pre-configuration import
Preconfigure all devices and import your setup using an Excel spreadsheet.

Device permission
Allows for simple selection of individual device settings.

Multi-select device configuration
Enables simultaneous configuration of multiple devices.

One configuration web interface
Configure device parameters from the same graphical user interface.

Monitoring & Maintenance features

Device software update
Zenitel devices can easily be upgraded from the platform menu.

Device status
Shows device status: offline/registered/configured.

Backup and restore
Ability to restore programming from backup.

Software version status monitoring
Shows software versions on connected devices.

System software update
System software can easily be upgraded from the platform menu.

Log retrieval
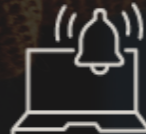Optimizing problem-solving using available log data.

Cybersecurity assurance

Cybersecurity Assurance

Built on Security by Design principles, Zenitel Connect Pro offers numerous security features, including a Zero-Trust Security model, password policies on devices and users, and authentication and encryption on all external interfaces.

Security features

Zero-trust security model

Strict identity verification and password policies for each connection.

Multi-tier user management

Permission based levels: administrator, features and functions. Zenitel Link API's is only accessible to authorized Zenitel Link users.

Encryption

Encryption on all external data links.

User authentication and authorisation

All data links are authenticated and authorized.

Hardware root of trust

Only software upgrades with a specific signature will be accepted.

Software vulnerability scan

Software updates are scanned for vulnerabilities before release.

Detect   Prevent   Respond

Flexible deployment options

Whether you are expanding your existing facility or building a new facility, you should be able to scale your communication infrastructure without a complete overhaul. That's why Zenitel's Communication platforms are designed with flexible scalability options at their core.

Zenitel IC-EDGE

Intuitive and self-contained

A simple, yet powerful communication platform, intended for a smaller, independent system. Easy to deploy, use, and maintain.

Zenitel Connect Pro

Unified and Integrated

A unified communication platform offering a wide range of communication services, including intercom and public, while delivering a state-of-the art integration platform for security integrations.

Why **Zenitel?**

Zenitel is well positioned to drive the future of intelligent critical communication solutions. Through our portfolio of IP products and solutions, with built-in intelligence and a focus on cybersecurity, we provide organisations with superior, scalable security and flexibility. Zenitel is the proven, preferred choice for environments requiring crystal-clear audio to ensure the protection of human life, property, assets and the management of critical activities. With interoperability at all levels, we seamlessly integrate with access control, video management and security platforms.