



REX200

Max. IP extensions	168
Max. built-in analog extensions	48
Max. IP trunks	216
Max. built-in analog trunks	48
Max. concurrent calls	90
BHCC	14.4K
H×W×D (1U)	44×440×260 mm

Product models

With modular design, the capacity of the REX200 can be flexibly expanded to 16-48 FXS/FXO ports.

Highlights

- Connected to IMS Networks via ONU
- Dual-redundant Ethernet ports
- Dual AC/DC power supplies (optional)
- Multi-site deployment supports up to 300 sites
- Add-on call recording management system
- Add-on middle-ware for hospitality applications
- XML/HTTP-based RESTful API interworking with and supporting third-party applications
- Multi-level auto-attendant
- Remote access via the Redstone Cloud*
- Management with the Redstone or third-party Remote Device Management Systems (TR-069, SNMP)
- Class I lightning protection

* The Redstone Cloud is based on Amazon.

REX200 is a highly integrated hybrid IP-PBX with up to 200 analog and/or IP extensions. Due to its high-performance and XML/HTTP based API, it is a cost effective solution for mid-size contact center with up to 60 agents as well.

Powered by innovative VoIP technology from Redstone, the REX200 provides seamless connectivity to not only PSTN and analog terminals, but also IP-based SIP trunks and SIP voice stations.

Always Connected with Your Customers

With features such as remote extension, call forking to your mobile phone, and call-back, the REX200 assures you that wherever you are--whether in your office, traveling abroad, or working at home--you will never miss any important business calls.

Improving Call-Answer Rate

The auto-attendant provides 24×7 service to customers, and efficiently directs incoming calls to the extensions or cell phones of the right person through configurable voice menus in business/non-business hours and holidays. The smart auto-attendant can even deliver the calls from VIP or repeat customers to the appropriate agents directly, bypassing voice menus (caller-agent binding).

Cost Reductions

The REX200 has all of the IP remote-calling functions needed to support the remote worker, business travel, and communications with branches, all through the Internet. International or long-distance calls are turned into local toll-free calls. With advanced routing capabilities, the REX200 can route calls intelligently according to call types. Combined with softphone app and SoftConsole, you can communicate with your customers effectively, regardless of where you are.

Remote Management and NAT Traversal

The REX200 includes an embedded Redstone Cloud client that allows the REX200 located behind an enterprise NAT or firewall to be accessed from the Internet for maintenance and troubleshooting or by voice devices from remote branch sites, remote IP extensions, or far-end value-adding applications. Real-time monitoring, alarm notification, remote packet capture and software upgrades can be performed with the Redstone or third-party device management systems with TR-069 or SNMP.

Specification

Protocols

Call control	SIP/UDP and SIP/TCP (RFC3261), IMS (3GPP)
Network	Telnet, SSH, HTTP, HTTPS, DHCP/PPPoE client, DNS (A/SRV record), STUN

Media Processing

Caller ID	Bellcore Type 1&2, ETSI, BT, and DTMF-based CID
Codec	G.711 (a/μ), G.729a
DTMF	In-band audio, RFC2833, SIP-INFO
Hook-flash	Local processing, RFC2833, SIP-INFO
Fax over IP	T.38, G.711 pass-through T.38 compliant Group 3 Fax Relay Maximum fax rate of 33,600 bps (pass-through)

Disconnect modes Polarity reversal, Busy tone detection, Loop current

Voice-quality enhancement Echo cancellation (G.168-2004), Jitter buffer, Silence suppression (VAD, CNG), PLC

Voice

Smart auto-attendant/Receptionist	Business/non-business hours/holiday, Music on hold, Attendant group, Multilingual/multi-level IVR, Auto attendant profiles, VIP service
Dialing	Speed dial, Outgoing route selection, Least-cost routing, Automatic route selection
Call settings	Call transfer, Call forward, Do not disturb, Barge, Silent monitoring, Simplified DISA etc.
Call recording	Through Call Recording Management System
Voicemail	MWI (polarity reversed, FSK, high voltage)
Analog trunk	Caller ID, Polarity reversal detection
SIP trunk	IMS, Multiple SIP servers, Skype Connect
Phone status indication	Status subscription (BLF)

Security

User-defined ports	SIP port, RTP port, HTTP/HTTPS port to access the Web GUI
Access list	IP addresses allowed to access HTTP/HTTPS/Telnet/SSH service, IP address filtering of SIP
IP phone protection	Prohibition on outgoing dialing by IP extensions on public network, User-Agent authentication, Registration password cracking protection
Web GUI login protection	Prohibition on login from public IP address, Login password cracking protection
Encryption	Encryption on SIP signaling or/and media streams. Importing and exporting encrypted configuration file and password/PIN
Security level	Three levels of security settings

Provisioning, Administration and Maintenance

Device management	Redstone Remote Device Management System, TR-069 management (TR-069, TR-104, and TR-106), SNMP
Remote access over TCP	Redstone Cloud
Auto provisioning	Download configuration file via TFTP/FTP/HTTP/HTTPS, Obtaining ACS address via DHCP option 66 or redirection
API	XML/HTTP
Log	8-level log management, Syslog, Internal USB flash drive (16 GB)
Data capture	Port capture, Packet capture
Configuration	Bulk import/export. Resetting to the factory default
Status and statistics	Call status and history, Device status monitoring and statistics collection
Monitoring/ alarming	Status/performance monitoring or reporting. Status/performance alarms

Other

Multi-site voice	Multi-site networking across NAT without the need of static IP address, DDNS or port mapping on the access router. Uniform dial plan, Call forward, Call transfer. Outbound-trunk sharing, Three-way calling, Attendant on remote site
QoS	DiffServ, TOS, 802.1p/q VLAN tagging
Internal storage	Local recording, Voicemail, Customer information, User-uploaded IVR file

Hardware

CPU	1 GHz	RAM	256 MB, DDR3
Flash	32 MB	Internal storage	16 GB
Mounting	Rack	Net weight	3 kg maximum
Voice DSP module	200 MHz, 2 to 6 modules		
Single/Dual AC power supplies	100 to 240 VAC, 50/60 Hz, 1.2A maximum		
Single/Dual DC power supplies	-36 to -72 VDC, 2.5A		
Power consumption	60 W maximum		
Operating	Temperature: 0 to 40°C, Humidity: 10% to 90% RH (non-condensing)		
Storage	Temperature: -40 to 70°C, Humidity: 5% to 90% RH (non-condensing)		