



REX20

REX20 is an All-in-One telephony systems. It provides seamless connectivity to not only PSTN and analog terminals, but also IP-based SIP trunks and SIP terminals. Using VoIP, REX20 supports inter-office calls over the Internet or VPN.

Always Connected with Your Customers

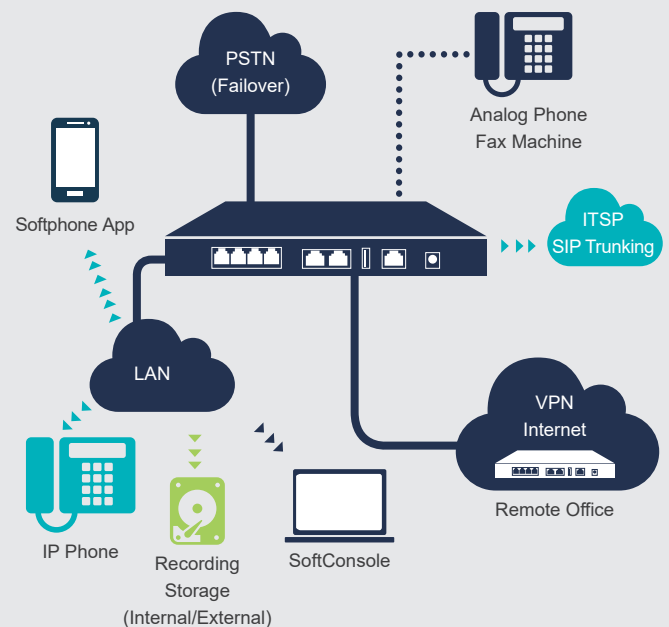
With features such as remote extension, call forking to your mobile phone and call-back, REX20 assures you that no matter where you are, whether in your office, traveling abroad, or working at home, you will never miss any important business call.

Improving Call Answer Rate

The smart auto attendant can provide 24/7 live answering service to customers, and direct the incoming calls efficiently to the extension or cell phone of the right person through configurable voice menus in business/non-business hours and holidays. Even, it can deliver the calls from VIP customers to the agents directly, bypassing voice menus.

Reduction of Telecommunications Cost

REX20 has all the IP remote-calling functions needed to support the remote worker, business travel, and communication with branches through the Internet. With IP connectivity, international or long-distance calls are turned into local toll-free calls. With advanced routing capabilities, REX20 can route calls intelligently according to call types. Combined with softphone App and SoftConsole, you can achieve more effective and comfortable communications between you and your customers.



Max.IP extensions	20
Max.analog extensions	4
Max.IP trunks	24
Max.analog trunks	4
Max. concurrent calls	24
H×W×D	35×203×136 mm
Model	2S/2, 4S, 4FXO

Features

- Built-in analog-gateway modules and storage for recording, FoIP, and voicemail
- Headquarters and branch-office communications through SIP-based tie trunks
- Mobile extensions keep you connected anywhere and anytime
- The Windows-based SoftConsole provides click-to-dial, call history, and call recording
- XML/HTTP-based RESTful API for third-party applications
- Remote access via the Redstone Cloud*
- Management with the Redstone or third-party Remote Device Management Systems (TR-069, SNMP)
- Add-on middle-ware for hospitality applications
- Peer-to-peer communication between Redstone IP-PBX and SIP terminals across NAT without the need for static IP addresses, DDNS or port mapping on the access router

* The Redstone Cloud is based on Amazon.

Specification

Protocols

Call control SIP/UDP and SIP/TCP (RFC3261), IMS (3GPP), MGCP (RFC3435)

Network Telnet, SSH, HTTP, HTTPS, DHCP/PPPoE client, DNS(A/SRV record), STUN, OpenVPN client, 802.1X

Media Processing

Caller ID Bellcore Type 1&2, ETSI, BT, NTT, and DTMF-based CID

Codec G.711 (a/μ), G.729a, G.722.2, G.722

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 (T.38)

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.

DISA Authorization with calling party number, Authorization triggered by feature access code

Call recording Call recording (total, on demand), Recording priority/retention priority upon insufficient storage

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 Encrypted 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

Application interface API (XML/HTTP)

Phone management Plug-and-play for IP phones, Configuration-free installation of softphone

Auto provisioning Download configuration file via TFTP/FTP/HTTP/HTTPS, Obtaining ACS address via DHCP option 66 or redirection

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 statistic Call status and history, Device status monitoring and statistics collection

Monitoring/alarming Status/performance monitoring or reporting. Status/performance alarms

Other

Multi-site voice Support NAT traversal, 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	Dual core, 880 MHz
RAM	256 MB
FLASH	16 MB
Internal USB flash drive	16 GB
Weight (net)	0.72 kg
DC power input voltage	12 VDC/1.5 A
Power consumption	9 W
Mounting	Desktop,Rack
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)