REX Series Function List

S/N	Type	Function	Overview	Subfunction	Overview
1	Switch board	Automated Attendant	Auto Attendant feature supports playing a welcome message to the caller after an incoming call from an outside line is connected.	Customizing and replacing voice files	Support text to greeting message function, will be converted to the text content of the welcome message; also supports the upload of the welcome message, or through the phone to record the welcome message directly.
				Customized time slots	Supports customized time slots to set the time range of work slots during the week.
				Multi-level IVR	Supports inbound users to select the required service by pressing the phone button according to the broadcast content of IVR voice navigation.
		Telephone operator/ receptionist	Operator features support answering and transferring outgoing calls.	Voice allocation	When there is more than one operator extension, the call distribution mechanism supports sequential, circular and simultaneous.
				Playing voice prompts	The device will play the voice prompt to the caller when the number of rings reaches the set value.
2	External line / Trunk	SIP Outside & Analog external line	Analog Outside Line: Provides configuration of analog outside line interfaces. SIP Outbound: Support SIP protocol outbound settings, can be registered and managed SIP outbound.	Welcome Greetings	The trunk greeting can be set to IVR, Greeting, and Voice file when the Inbound route is set up as Attendant.
				Outbound Call authority	Configurable to Allow/Pickup prohibit/Share and DID only.
				Call recordings	Support to turn on the recording function of the external line.
				Supports multiple trunk types	Supports peer trunk, registration to a SIP server, FXO gateway register to REX.
				Inbound route methods	Supports both switchboard IVR and DID dedicated access methods.
				Register for multiple platforms	Supports the configuration of registration servers and client domain names for each IP external line.
				Limit the number of concurrent SIP outside lines	Supports configuration of an upper limit on the total number of concurrent connections to all SIP outside lines.
				Call recordings	Support to turn on the recording function, need to be used in conjunction with the New Rock recording software.
				Caller ID	When an external phone call comes in, the number of the caller is displayed on the extension, pre-ringing/post-ringing/adaptive caller ID can be configured.
				Configuring a Proxy Server	Support for configuring proxy servers.
				Directly connected repeater group	Supports configuration of directly connected trunk groups.
				IMS	REX supports interfacing with IMS IP multimedia subsystems.
				Backup SIP Server Configuration	Backup servers are automatically enabled when the SIP outbound primary server is unavailable.
				Configure the number of concurrent calls	Supports configuration of an upper limit on the total number of concurrent connections to all SIP outside lines.
3	Extension	Analog extension & IP extension	Configure analog extensions and IP extensions. IP extension users can connect to the device through the network. Supports configuration of extension numbers and permissions.	Call restriction	Supports configuration of extensions to make calls subject to call permissions, Call restriction can be set: intercom, local, domestic, international, forbidden.
				Extension lock	Locked extensions can only dial internal lines, calling external lines requires authorization code (PIN) authentication.
				Call Forward	The device transfers incoming calls to a specific phone or voice mailbox, You can set all incoming calls to be transferred to another phone, transfer to another phone when you can't answer,

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					transfer to another phone when busy, transfer to another phone when there is no answer, transfer all incoming calls to voicemail, transfer to voicemail when busy/no answer.
				Speed dial Groups	Users replace the actual number with a pre-set two-digit number, providing a convenient, easy-to-remember dialing method.
				Hotline (communications link)	The device automatically calls the hotline number after the machine is taken off the hook. Dialing immediately after the handset is taken off the hook / dialing the hotline after the delay of no dialing operation can be set.
				Call Forking	The device transfers incoming calls to your extension and another pre-programmed answering terminal at the same time.
				Assistant' s extension	Setting up an extension as an assistant's extension will cause calls to go to the assistant's extension.
				Silent Monitoring	Calls from other extensions on the device are being heard by the extension.
				Barge	Permit the extension to interrupt any other extensions' calls.
				Call Waiting	When there is a new incoming call, you can choose: Ignore new call/Answer new call/Switch call.
				Call hold	Pause the current call to put the other party on hold with background music and dial a new call without hanging up.
				Call Forwarding/Called Transfer	Forwarding of the current call to other extensions or external phones when this extension is the calling/called.
				Callback on Busy	If the other party's extension is busy, you can enable the Callback on Busy function on your extension after your extension is on-hook. The other party's extension then calls back your extension when it is idle. The system will automatically alert your extension and the other party's extension at the same time.
				Do not Disturb	Set up DND to automatically reject incoming calls
				Configure the extension display name	Configure the display name of the extension, support Chinese and English.
				Ringing frequency	Supports configuration of ringing frequency.
				Voicemail	If there is a voice message at the extension, the message file will be sent to this mailbox as an e-mail attachment, which needs to be used together with the supporting recording software of New Rock.
		One number Ten devices	One phone number can be tied to multiple extensions.	Extension Display Name	Configure the display name of the extension, support Chinese and English.
		Number Filtering	Set outbound call rules to regulate the outbound dialing behavior of extensions. You can configure outgoing call numbers, permissions, and routing when dialing.	Unrestricted Outbound Numbers	Extension users dialing an unrestricted outbound number will not be restricted in any way
				Outgoing call prefixes are prohibited	You can set up to prohibit extension users from calling numbers with a prohibited outgoing call prefix.
				Rejected caller ID	When rejecting an incoming call from a caller number, the device will play a busy tone alert.
		Call Answering Unit	Configure the extension's call answering group to realize the shared answering task	/	/

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			of multiple extensions, supporting round selection /Sequential selection/group ringing.		
		Extension Status Subscription	On the device's web interface, you can subscribe to the call status of other extensions for your phone.	/	/
		Call Pickup	Answer calls from other extensions.	Direct Pickup	Answer a call by entering the specific extension number.
				Pick up Operator' s Call	Pick up operator' s incoming calls.
				Call Pickup	Answer a call without specifying extension number, and the system will connect you to one of the ringing calls.
				Group Pickup	Answer a ringing call in your group.
				Pickup Blocking	You can disallow other people to pick up calls on your extension.
		Calling among Three Parties	Supports Calling among Three Parties, in which third parties can be invited to join in the call.	Calling among Three Parties	You and the other two parties talk together.
				One party on-hold	You speak with one party and place the other party on hold.
		Call residing	Extension users can temporarily put the current call on hold and hang up during a call, and can continue to talk to each other on other extensions in the system.	/	/
		Straight line (DID call-in/DOD call-out)	After binding an outside number to an extension, when a caller dials the outside number, the device bypasses the welcome message and calls the bound extension directly.	DID	After binding an outside number to an extension, when an outside caller dials that outside number, the device bypasses the welcome message and calls the bound extension directly.
				DOD	Bind the corresponding external number of the internal extension and use it directly when the extension dials the external phone number.
4	**Leave a message**	Message Function	When the extension user cannot answer the call, the other party can leave a voice message after the voice prompts.	/	/
5	**Fax**	Fax mode	Support T.38, G.711 Transparent Transmission, need to use with New Rock products.	/	/
6	**Multi-device networking**	Device Networking Configuration Functions	Supports multiple REX devices to connect to each other via IP network to form a complete communication network.	/	/
7	**System Configuration**	Incoming Call Duty List	Supports answering incoming calls to external lines at different times and by different duty cell phone numbers.	/	/
		Call record	Provide detailed records of each call, including the calling number, called number, start and end time of the call, etc.	/	/

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		Background music (BGM)	Supports the device playing music to the waiting party while the call is on hold.	/	/
		Caller ring-back tone (CRBT)	Supports playing a color ringtone to the caller before the call is answered.	/	/
		System Time Setting	Support for configuring the system time of the device.	/	/
		Tone	Supports setting dial tone, busy tone, ringback tone and other tones by country.	/	/
		API	Devices can push reports on events, call logs, etc. To apps via APIs.	/	/
		SIP transmission type	Support configuration SIP configuration mode, support TCP/TCP & UDP/UDP.	/	/
		PING Diagnostics	Supports diagnosis of network connectivity.	/	/
		DTMF	Support for configuring the transmission method of DTMF signals (RFC2833, pass-through, SIP INFO).	/	/
		NewLync	Support to enable the Newlync App, PC and desktop phones with the same vibration, call relay and other features.	Telephone co-oscillation	When an incoming call comes in, the Newlync App, PC and desktop phones ring at the same time, and users can answer from any terminal.
				Call Relay	Seamless switching to other terminals during a call.
				Remote management of devices	Device can be managed remotely in the NewLync App
		Auto Provision	Supports remote centralized management of device configuration and firmware upgrades via an Auto Configuration Server (ACS).	/	/
		Media	Configure Voice over IP media parameters to support multiple codecs: G.729A/20 G.711U/20 G.711A/20 G.722.2/20 G.722/20	/	/
		Routing table	Supports number replacement and routing.	/	/
		Encryption Configuration	Supports multiple encryption methods to encrypt voice packets and data.	/	/
8	**Security management**	Firewall Configuration	Setting up access whitelisting and static defenses.	Static defense	Allow packets from legitimate IP addresses and block packets from illegitimate IP addresses.
				Access to a white list	When enabled, only addresses in the whitelist list are allowed to access the device via Web or SSH.
		Brute force login prevention	Provide authentication, restricted login and access whitelisting for Web login.	Login Retry Lockout	The same IP will be added to the lockout list after exceeding the maximum number of allowed failures.
		Dynamic defense	Proactive defense mechanism against unknown attack sources by suppressing packet rate to effectively defend against potential dos/ddos attacks.	/	/

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		Call barring	Allocate call privileges according to preset times.	/	/
		Call Black/white list management	Analog/IP extension call black/white list can be set up.	/	/
9	**System maintenance**	Software upgrade	Support for local upgrades.	/	/
		Configuration Maintenance	Supports importing/exporting device configuration files or restoring the current device configuration to factory defaults, uploading functional license files.	/	/
		TDM Capture	Recording of voice signals from analog ports for analysis of anomalies.	/	/
		Ethereal Capture	Ethereal Capture is the real-time saving of Voice over IP packets in the device.	/	/
		Log Management	Records information about changes in equipment status during operation, which can be used to locate equipment faults and understand network conditions.	/	/
		Operational information	Used to record the operating status of the equipment and also to monitor events occurring in the equipment.	/	/
10	**High availability**	PSTN failover	Automatically call out from the device's analog outside line when there is a network failure that makes the SIP outside line unavailable.	/	/
		Disconnected Recording	Local storage of recordings after disconnection.		
		Alarm notification	Supports user setting to automatically send notification to a specified phone number when a specific alarm occurs on the device.	IP Relay Registration Failure	The device's IP trunk (usually a SIP outside line) fails to successfully register with the IP telephony service provider or external SIP server to send a notification to the specified device.
				Dos attack	Sends notification to specified devices in the event of a dos attack.
				Analog Outside Line Anomaly	Outside line cannot be accessed normally, and notification is sent to the designated device when an outside call cannot be made or an outside incoming call cannot be received.
				Recording anomaly alarm	Sends a notification to the specified device when a problem occurs with the device during the recording process.
		Two-machine hot standby	Supports deployment as dual-machine hot standby, when the master device is abnormal, the slave device will be automatically enabled to ensure that the call is not interrupted (REX500/REX1000 support).	/	/
11	**Network Configuration**	Network parameter	Set the IP address and related parameters of the device according to the network environment in which the device is located.	Automatic acquisition /fixed IP address	Use Dynamic Host Configuration Protocol (DHCP) to obtain an IP address and other network parameters or set an IP address manually.
				VPN	Use SIP external lines to access SIP servers in the VPN network, avoiding the problems that SIP protocol may bring when traversing firewalls and traversing NAT.

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				Extranet access	Support penetration and port mapping.
				STUN	Obtain the public IP address of the router on the front end of the device through the STUN function
				Domain name resolution	Resolving DNS servers to resolve domain names to IP addresses.
				IPV6 (REX8000 supported)	Provides more efficient address assignment and network communicability.