Redstone Systems, Inc.

REX Series

User Manual

REX20

REX50

REX200

REX200-A

REX500

REX1000

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Amendment Records

Document Rev.06 (2025-04)

Updated product models and new features..

Document Rev.05 (2017-07)

Changed the description of 2.14 Direct Inward System Access (DISA).

Document Rev.04 (2017-04)

Added "2.19 Incoming Call Number Binding".

Document Rev.03 (2014-06)

Added "2.16 Barge-in" and "2.17 Callback on Busy"; and updated "3 *99 Voice Menu".

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Document Rev.01 (2011-8)

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Manual Description

This manual shows how to use REX's features step by step. Some features need to be preset by administrator before you can use. Please refer to **Administrator Manual** for presetting the features by using Web utility.

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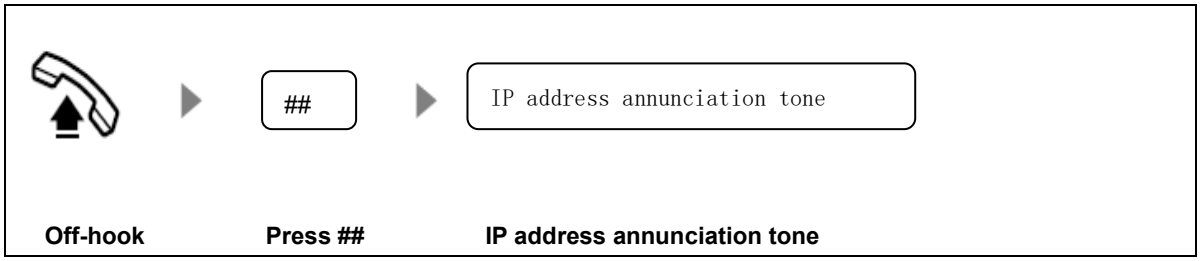
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1 Basic Operation

1.1 Query IP address

Operation of querying IP address: lift the handset and press +##

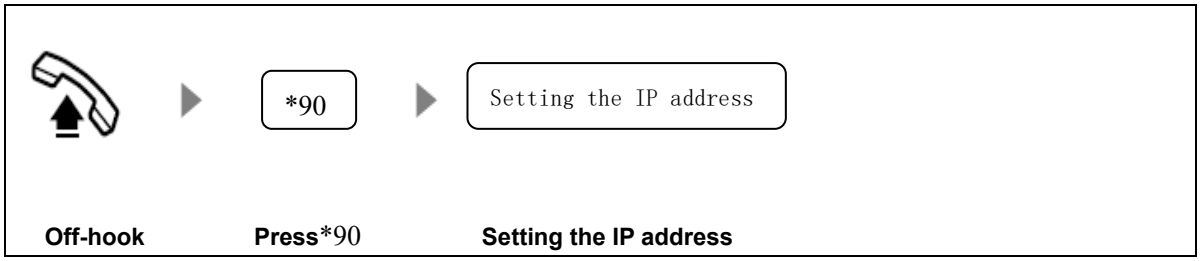
Figure 1-1 Query IP address



1.2 Setting the IP address

Operation to set IP address: Off-hook + *90

Figure 1-2 Setting the IP address



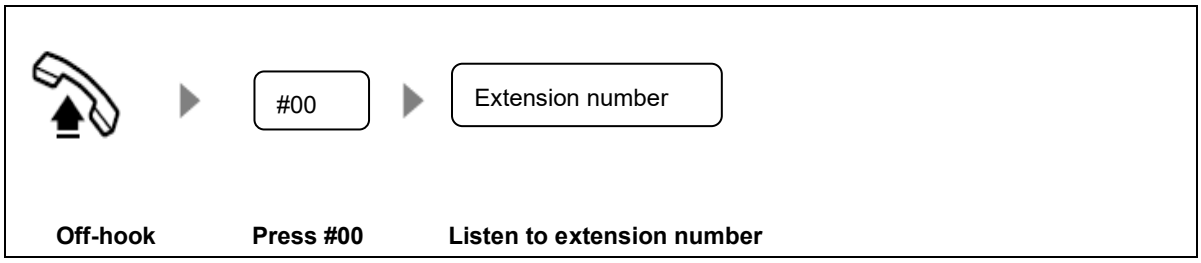
Note

- Format:The first part is the IP address, the second part is the subnet mask, the third part is the gateway, and the fourth part is the DHCP (0 off, 1 on), replacing the dot notation of the IP address with *, and separating the parts with #.
- Example：*90
- 192*168*2*100#255*255*0*0# 192*168*2*1#0#
- IP | netmask | gateway |dhcp（off）

1.3 Determining Your Extension Number

Operation: lift the handset and press **#00**.

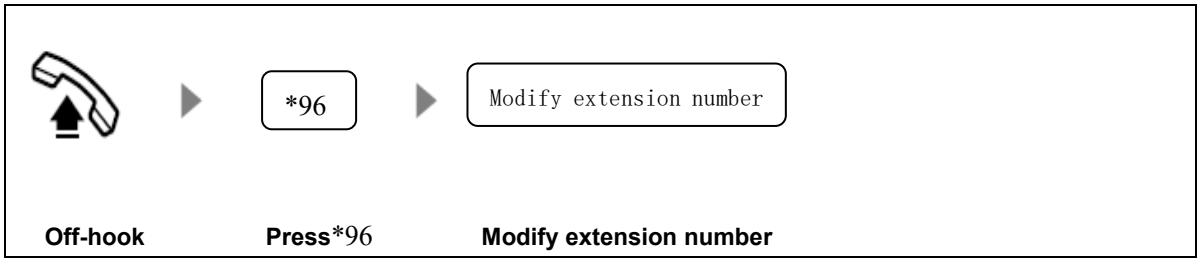
Figure 1-3 Determining extension number



1.4 Modify extension number

Operation to change the extension number: Off-hook + *96

Figure 1-4 Modify extension number



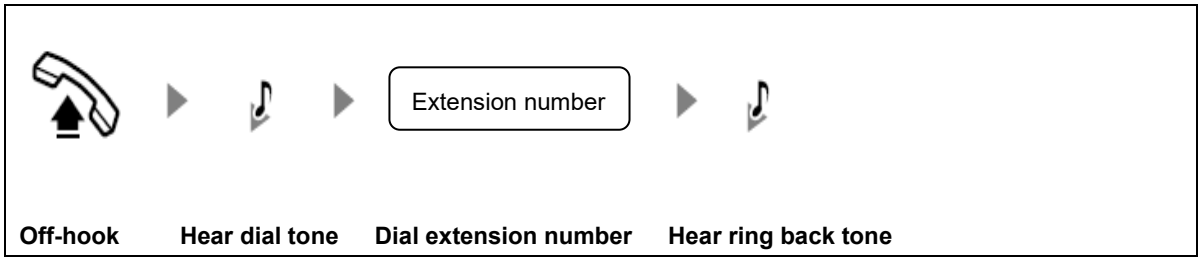
1.5 Making Calls

1.5.1 Calling another Extension

There are two ways to call another extension depending on the dialing scheme of the system set by your administrator.

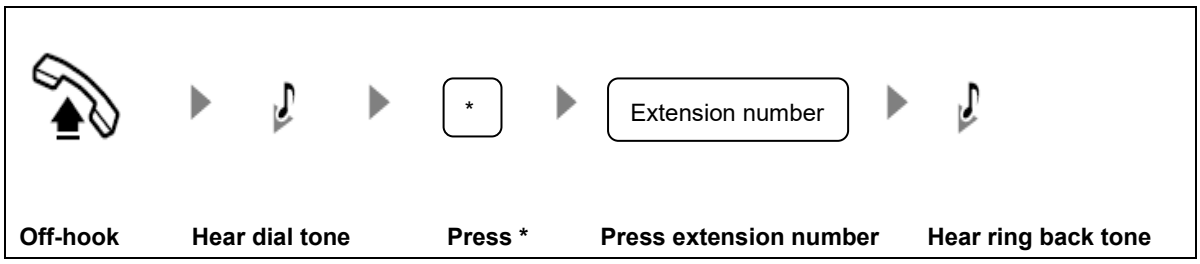
Direct dialing: dial extension number.

Figure 1-5 Direct dialing



Dialing with a prefix: press ***** and dial extension number.

Figure 1-6 Dialing with a prefix

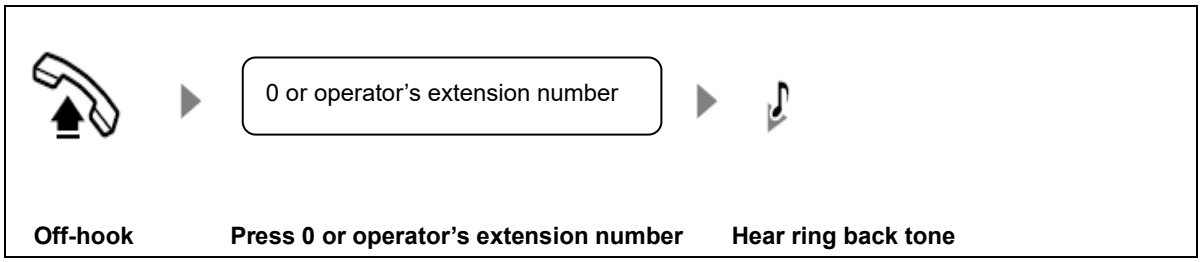


1.5.2 Calling the Operator

There are two ways to call the operator depending on the dialing scheme set by your administrator.

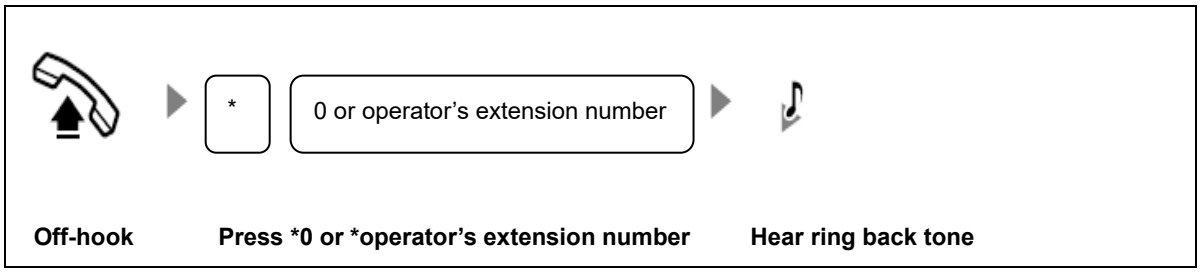
Direct Dialing: press **0** or dial operator's extension number.

Figure 1-7 Direct dialing



Dialing with a prefix: press ***** and dial **0** or operator's extension number.

Figure 1-8 Dialing with a prefix



Note

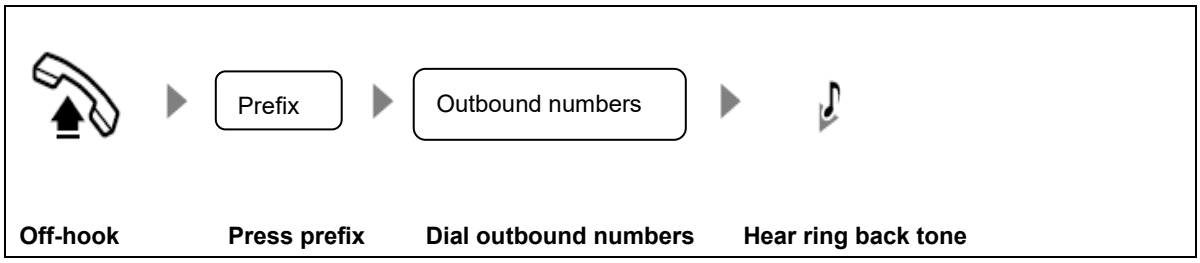
0 is the default prefix for dialing operator, and it can be changed by your administrator.

1.5.3 Calling an Outside Party

There are two ways to call an outside party depending on the dialing scheme set by your administrator.

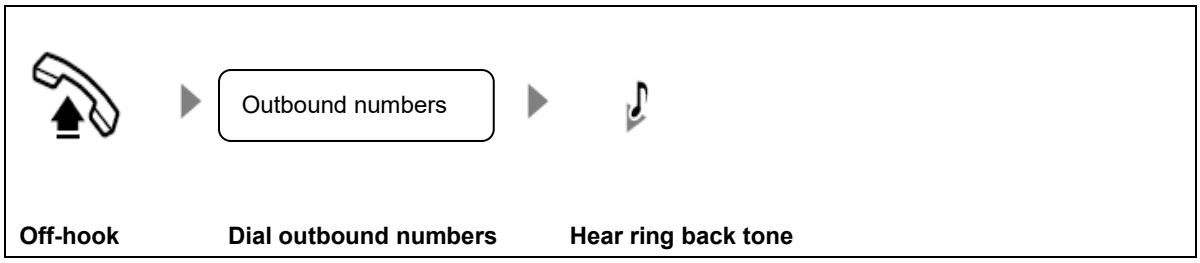
Dialing with a prefix: press outbound prefix and followed by the party's numbers.

Figure 1-9 Dialing with a prefix



Direct Dialing: dial outbound numbers.

Figure 1-10 Direct dialing



Note

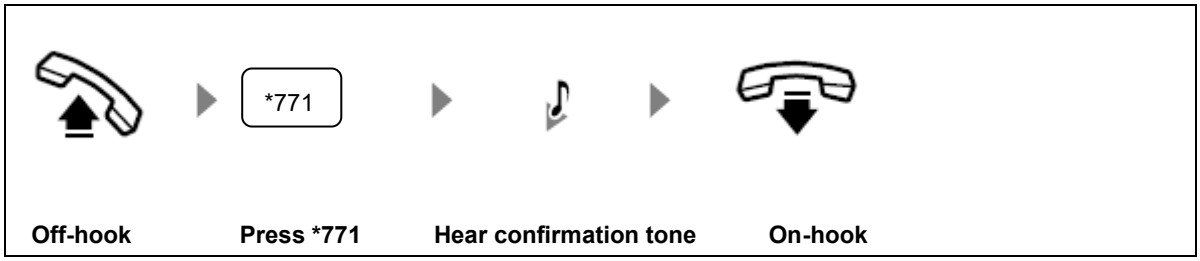
- Your extension must have the privilege to call the outside party.
- Ask your administrator to find out the privilege of your extension.

2 Extension Features

2.1 Extension Lock

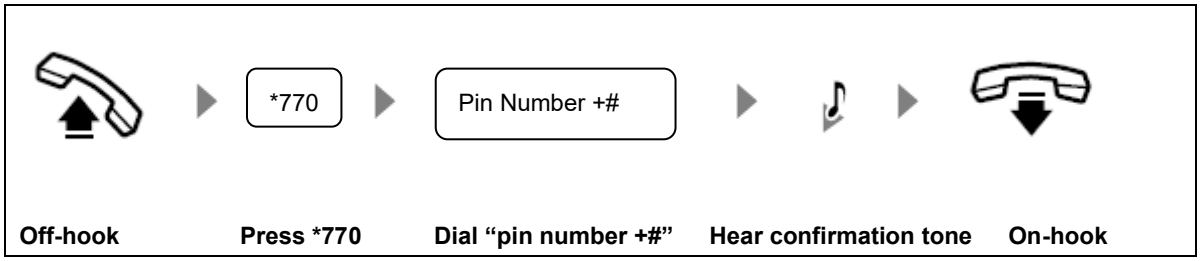
You can lock up your extension if you don't want others to make outbound calls on your extension.

Figure 2-1 Extension lock



Unlock the phone before calling the outside parties.

Figure 2-2 Extension unlock



Note

The pin number is assigned by your administrator. If you forget your pin number or you want to change the pin number, please contact the administrator.

2.2 Speed Dialing

You can assign a 2-digit speed dial code to your frequently dialed phone number for convenience.

Figure 2-3 Set up speed dial code

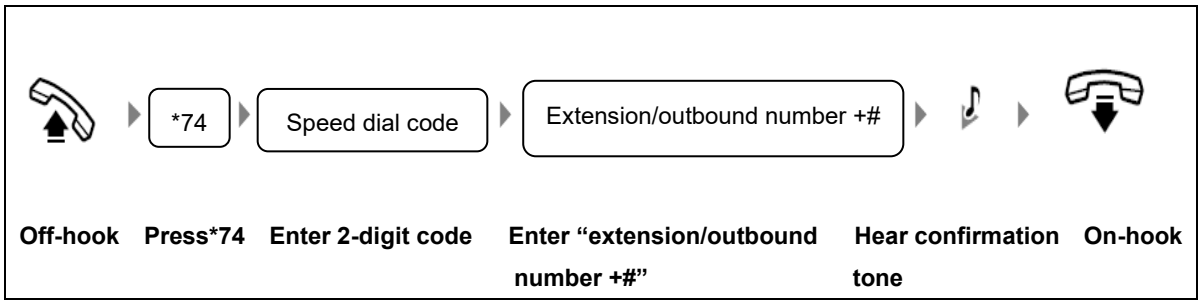


Figure 2-4 Inquire/Delete speed dial code

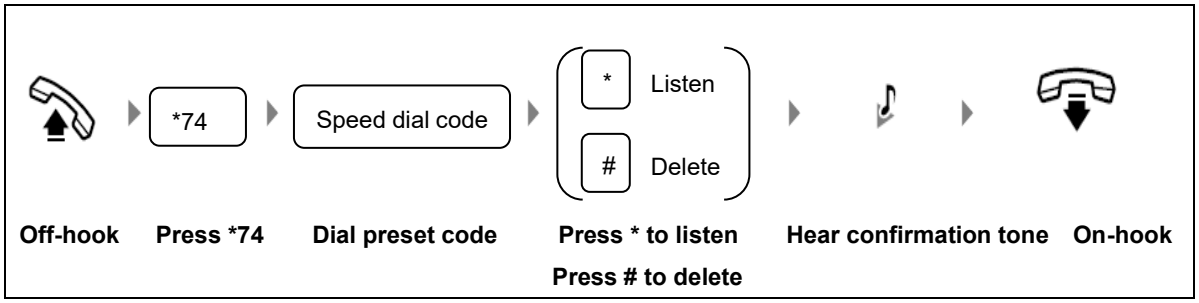
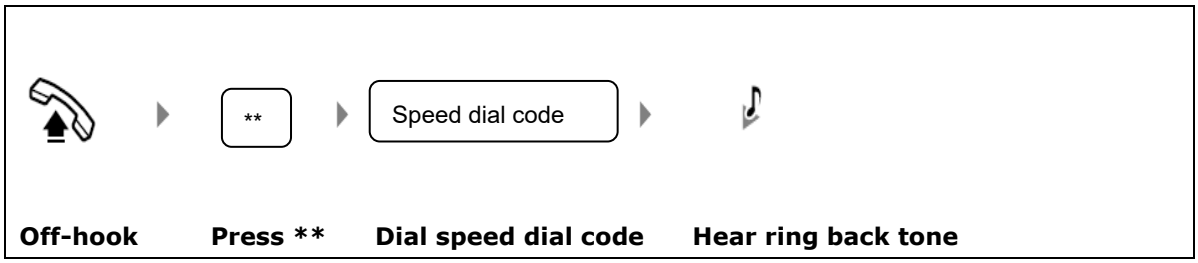


Figure 2-5 Dial speed dial code



Note

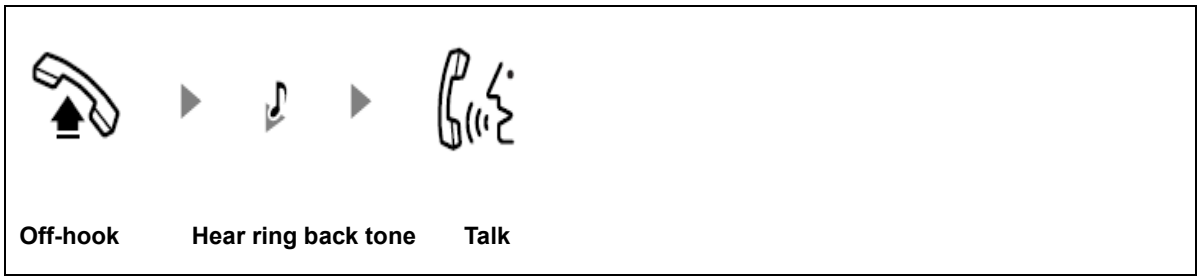
Speed dial code is limited to two-digit from 20 to 49.

2.3 Hotline

Hotline allows you to make a call to the preset destination by lifting your handset. Your administrator can select one of the following two hotline types for you:

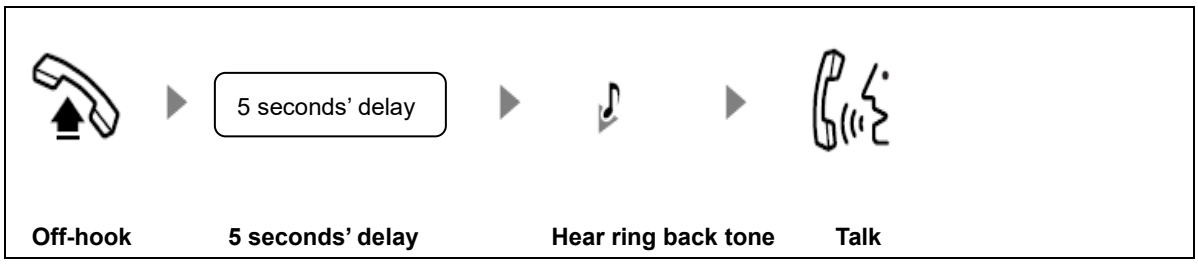
Immediate hotline: lift your handset, and the call to the preset destination will be made immediately.

Figure 2-6 Immediate hotline



Delayed hotline: lift your handset and you can make a call to any destination by pressing the destination number, or if you do not press any digit within 5 seconds, a call to the preset destination will be made automatically.

Figure 2-7 Hotline with delay



Note

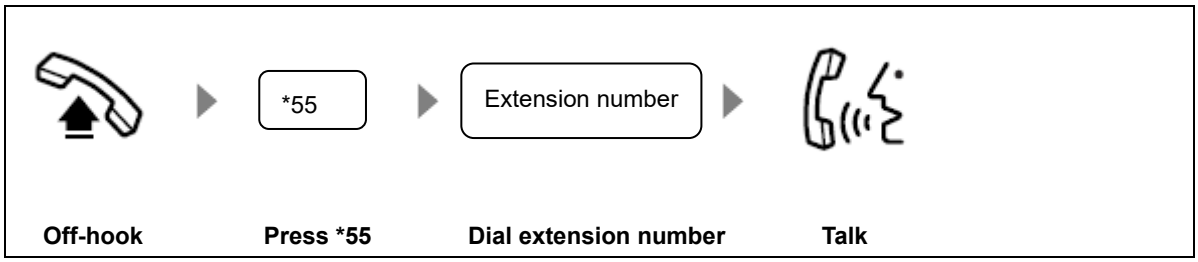
The phone number for the destination is set through Web GUI by your administrator.

2.4 Call Pickup and Call Pickup Blocking

Call pickup allows you to answer calls on other extensions with your handset. The system provides call pick up in various scenarios.

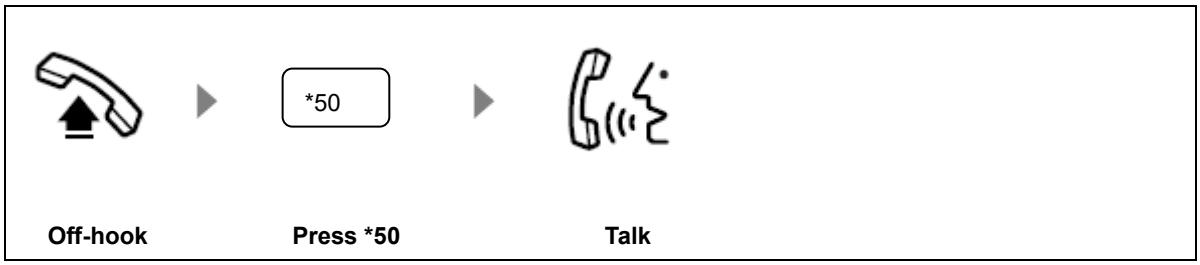
Direct Pickup: answer a call by entering the specific extension number.

Figure 2-8 Direct pickup



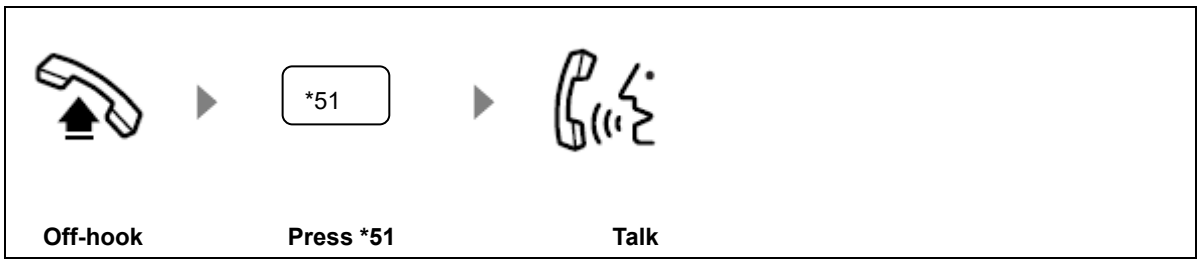
Pick up Operator's Call: pick up operator's incoming calls.

Figure 2-9 Pick up operator's call



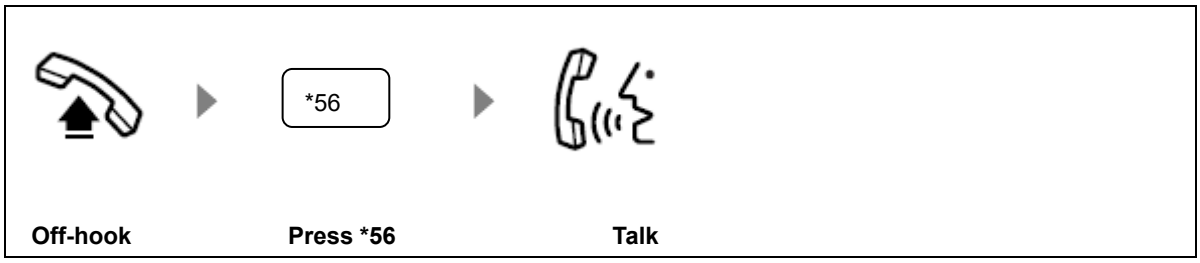
Call Pickup: answer a call without specifying extension number, and the system will connect you to one of the ringing calls.

Figure 2-10 Call pickup



Group Pickup: answer a ringing call in your group.

Figure 2-11 Group pickup

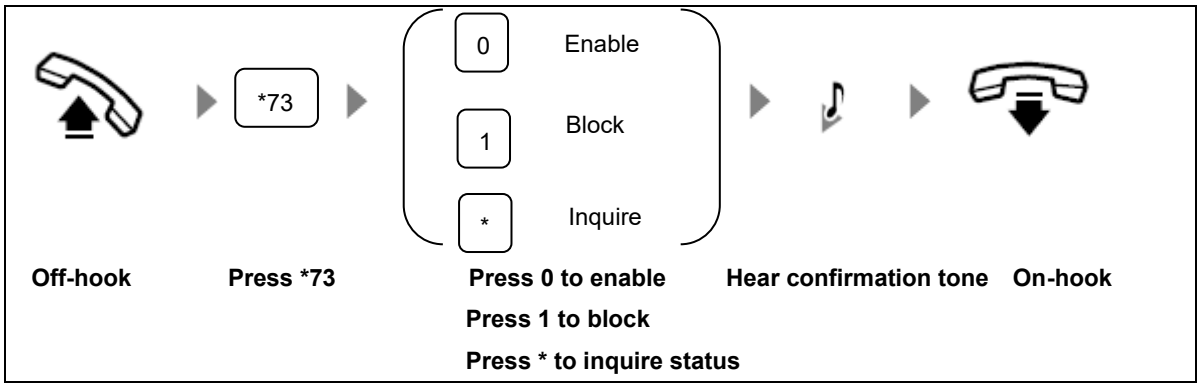


Note

A group is made up of certain number of extensions, set by your administrator.

You can disallow other people to pick up calls on your extension.

Figure 2-12 Call pickup blocking

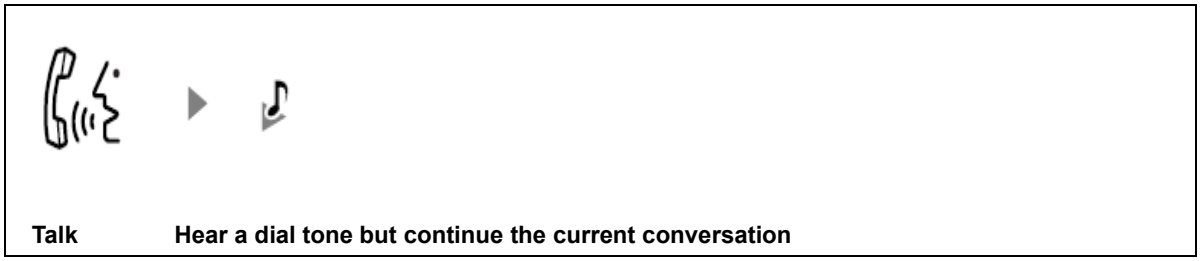


2.5 Call Waiting

Call waiting allows you to answer a second incoming call while you are in talk already. The system will notify the new caller that you are talking on the phone and at the same time provide beep to you. When there is a waiting party, you can choose:

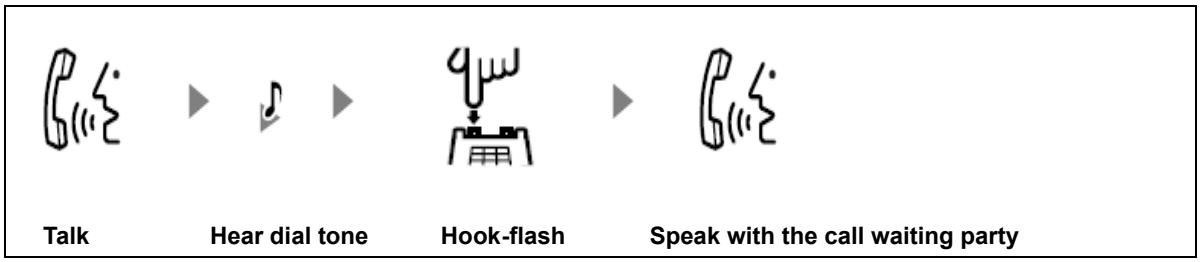
Continue the current conversation.

Figure 2-13 Continue the current conversation



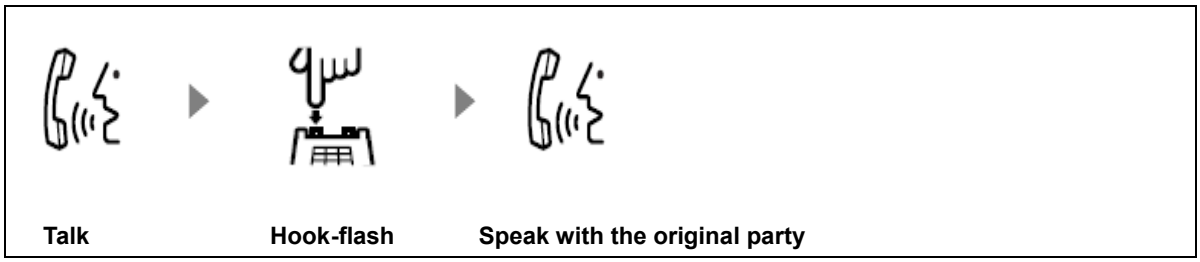
Put your current call on hold, and talk to the waiting party.

Figure 2-14 Place the original party on hold



Talk to two calls alternately.

Figure 2-15 Talk to two parties alternately



Note

The party in waiting will hear music.

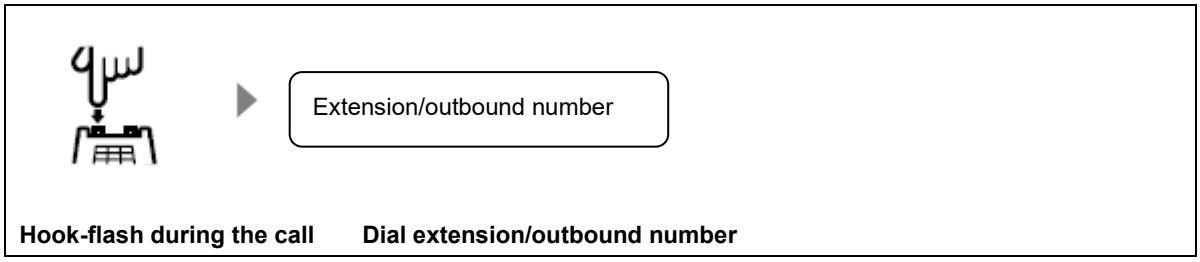
Hook-flash can be replaced with pressing **.

The administrator needs to enable call waiting on the Web GUI in advance.

2.6 Call Hold

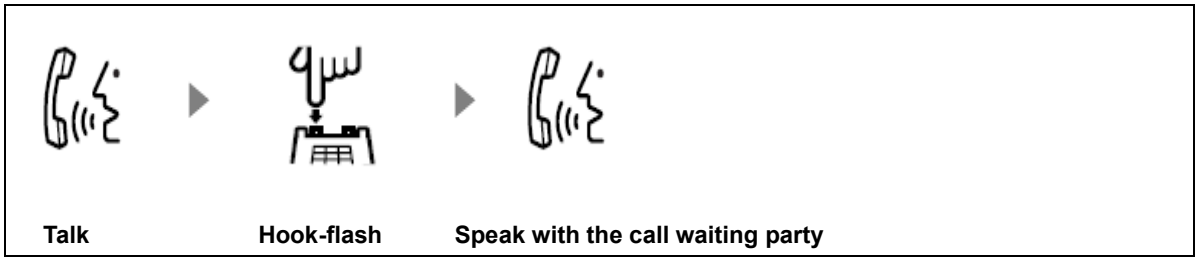
Call hold allows you to make a second call without releasing the current call. While you are making the second call, the current party will wait and listen to music.

Figure 2-16 Place the current call on hold and make a new call



You can talk to two parties alternately.

Figure 2-17 Talk to two call parties alternatively

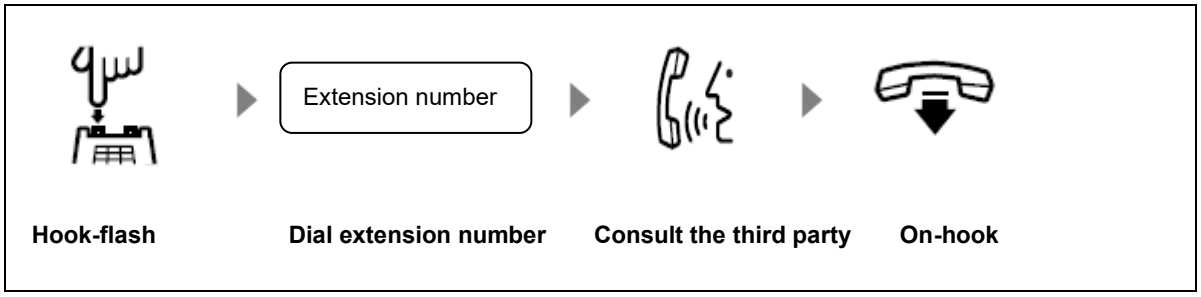


2.7 Call Transfer

You can transfer a call to the third party with one of the following two ways:

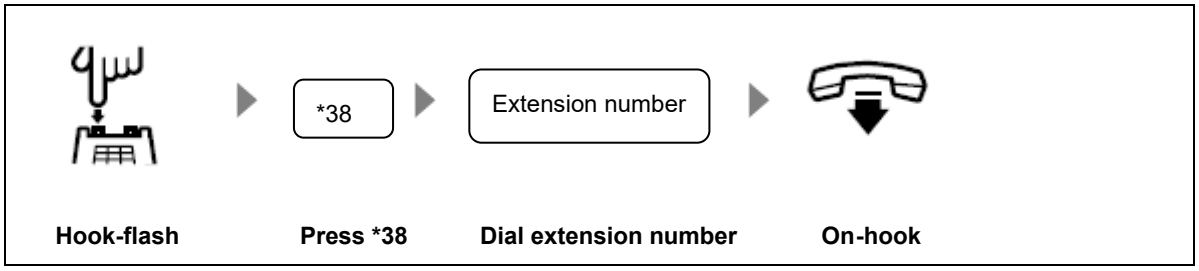
Explicit Call Transfer: you talk to the third party before transferring the call to him/her.

Figure 2-18 Explicit call transfer



Blind Call Transfer: you transfer the call to the third party directly without consultation.

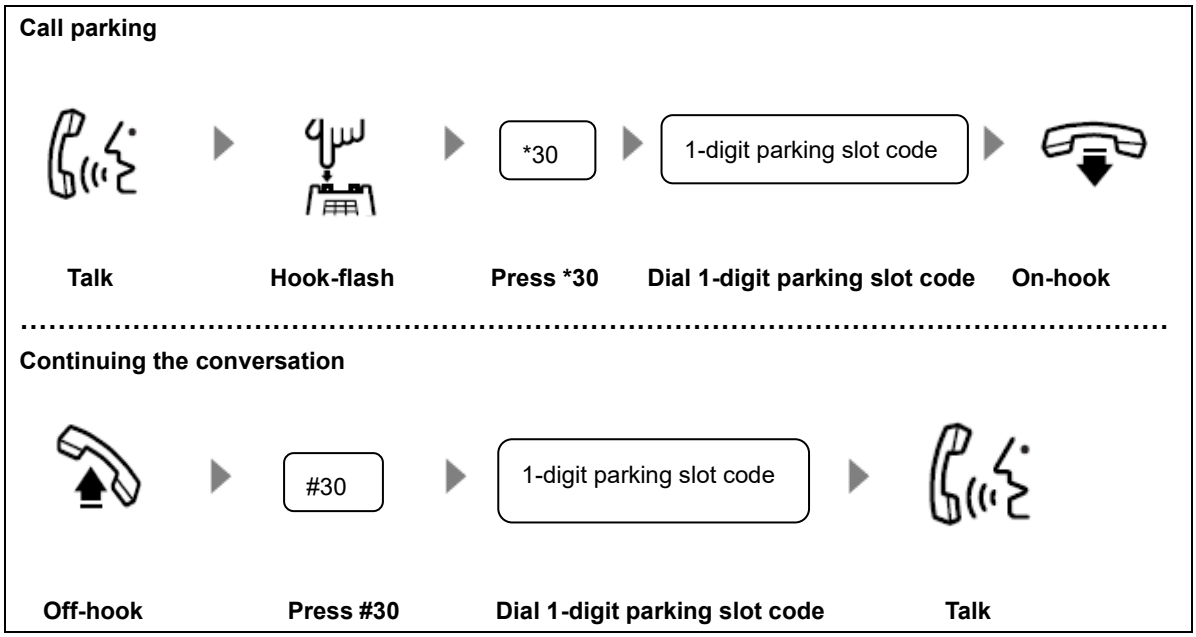
Figure 2-19 Blind call transfer



2.8 Call Parking

Call parking allows you to put a call on hold on a “parking location” and continue the conversation on another extension. During the waiting period, the caller listens to on-hold music. The system provides nine parking locations to use.

Figure 2-20 Call parking



Note

If the parking slot you choose is taken, you will hear a prompt.

2.9 Calling among Three Parties

When you need to speak with two other parties, you can choose to talk to both of them together or separately.

3-way calling

You and the other two parties talk together.

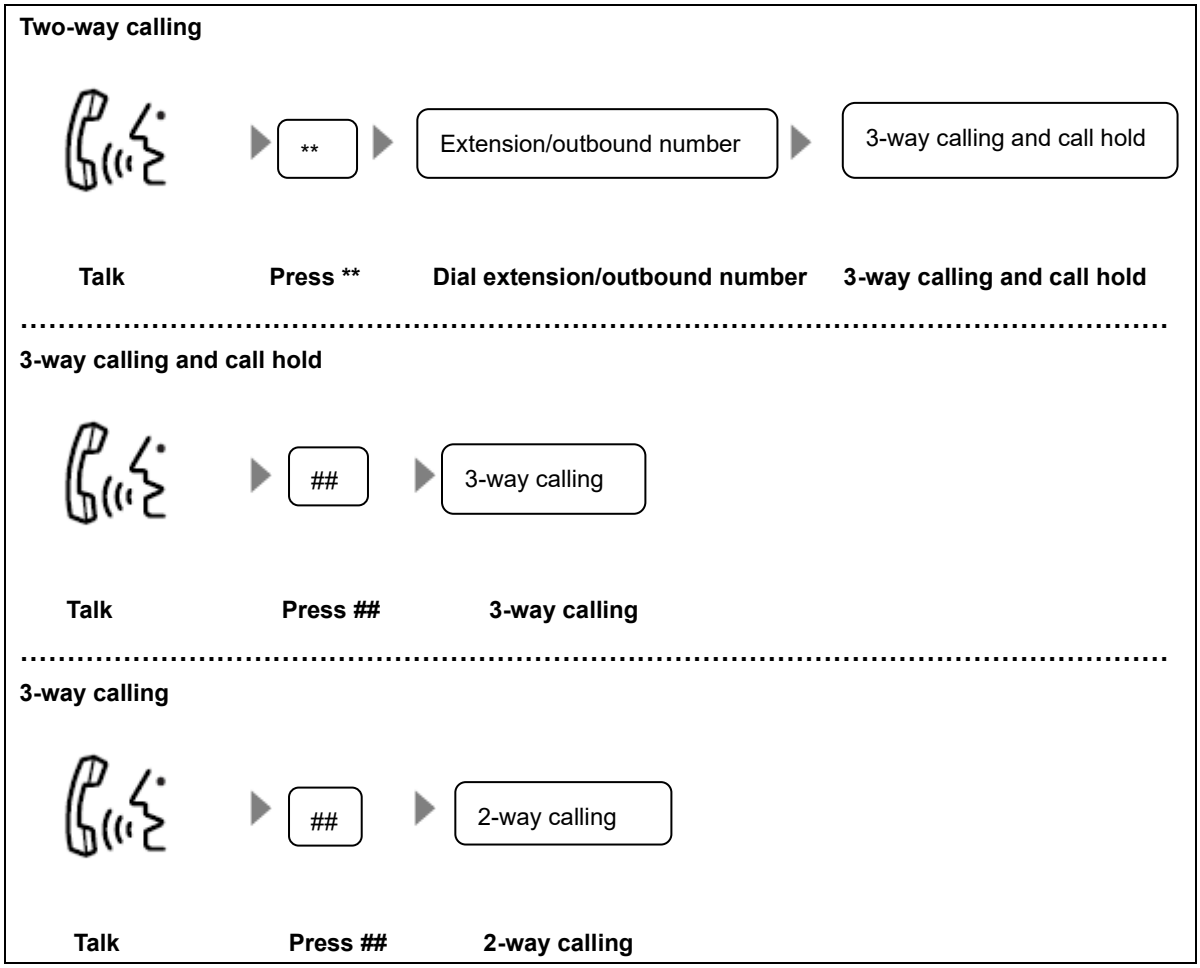
One party on-hold

You speak with one party and place the other party on hold.

Here is how you operate:

- Inviting the third party during a two-way conversation: press ** and followed by the third party number. Note: you may need to dial outbound prefix if the third party is outside.
- Forming a 3-way calling: press ##.
- Breaking 3-way into call hold: press ##.

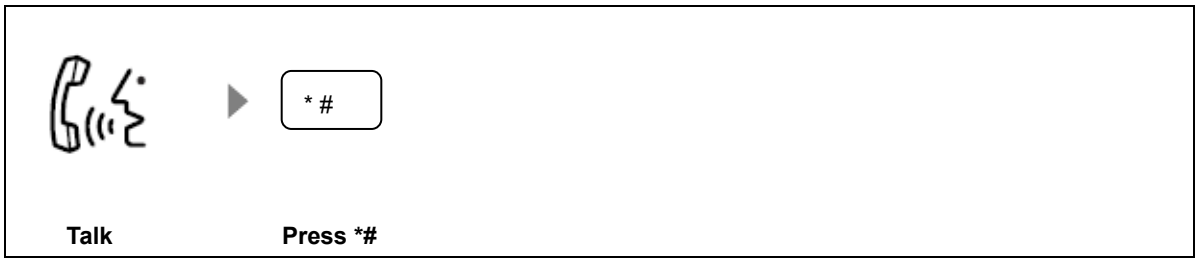
Figure 2-21 Calling among Three Parties



2.10 On-the-fly Recording

This feature allows you to record your call conversation whenever you want, even in the middle of a call. Contact your administrator to enable this feature on Web utility beforehand.

Figure 2-22 On the fly recording



Note

On-the-fly recording takes effect only on the current conversation. If you need to record every call automatically, your administrator can help to set it up on the system.

2.11 Call Forking

Call forking allows the system to take an incoming call and ring not only your extension but also another device which you pre-selected.

Figure 2-23 Set up forking number

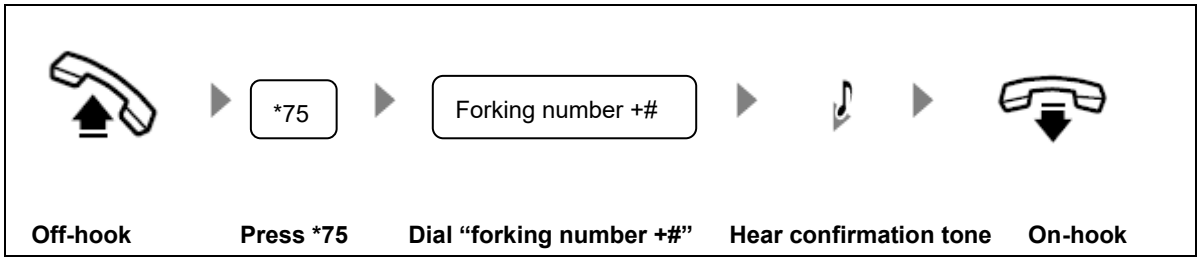
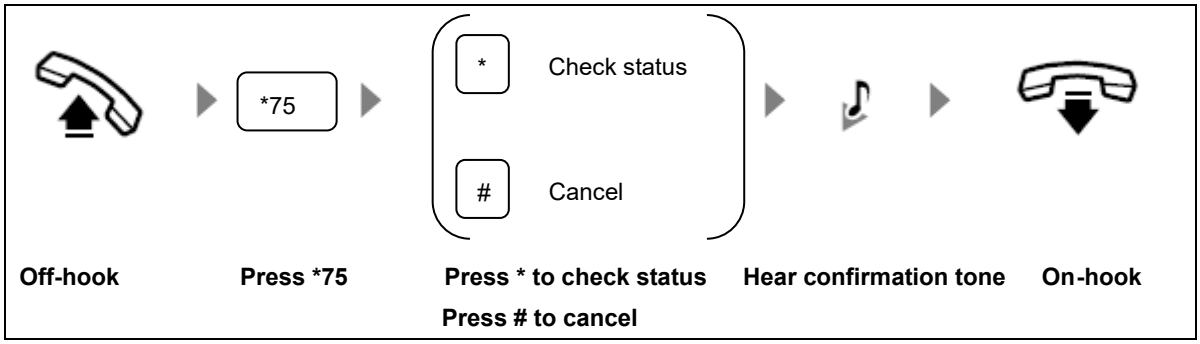


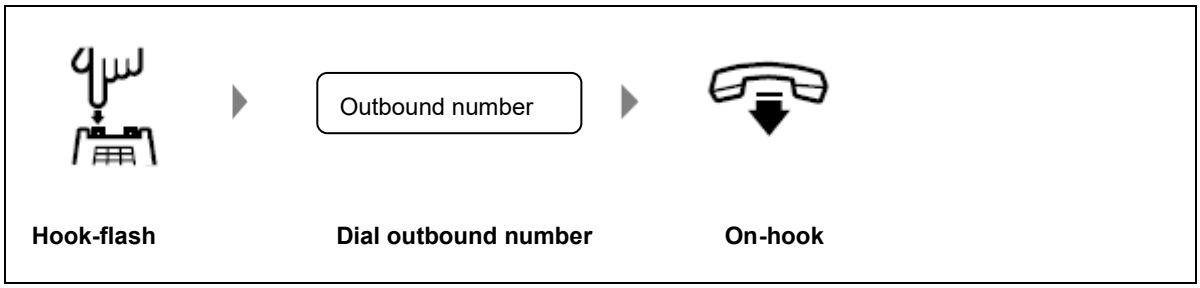
Figure 2-24 Request/cancel forking number



2.12 Outbound Transfer

Outbound transfer allows you to transfer a call to an outside party.

Figure 2-25 Outbound transfer



Note

- When making outbound transfer, two CO lines will be occupied.
- This feature needs pre-assigned by administrator.

2.13 Secretary Assistance

This feature allows the system to take a call to your extension, which is not from your secretary, and automatically redirect it to your secretary's extension. You can choose to redirect any call to your secretary or just incoming calls from outside.

Figure 2-26 Activate secretary assistance

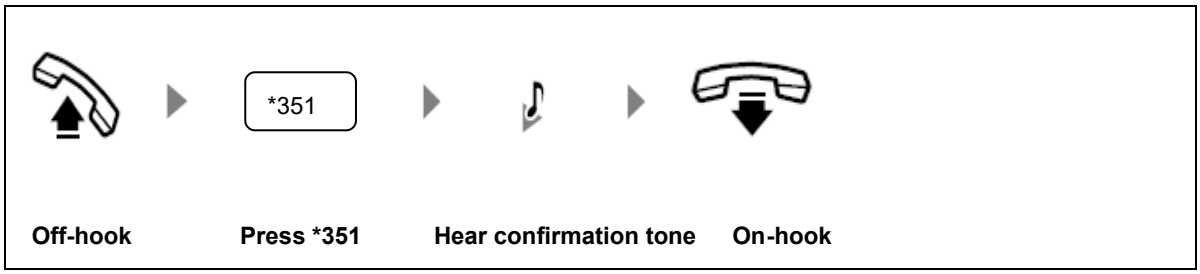


Figure 2-27 Disable secretary assistance

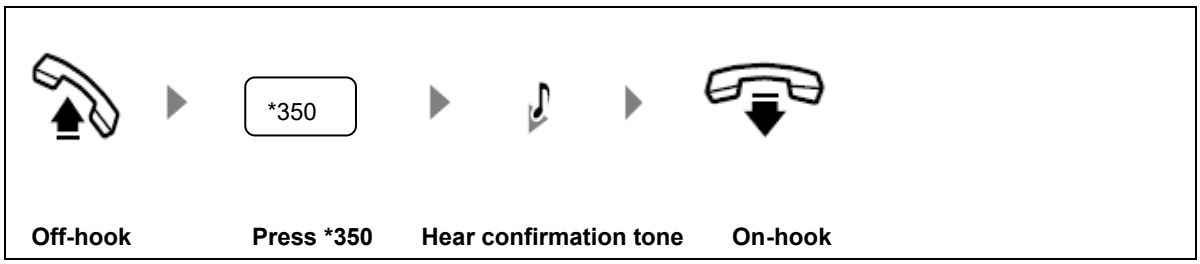
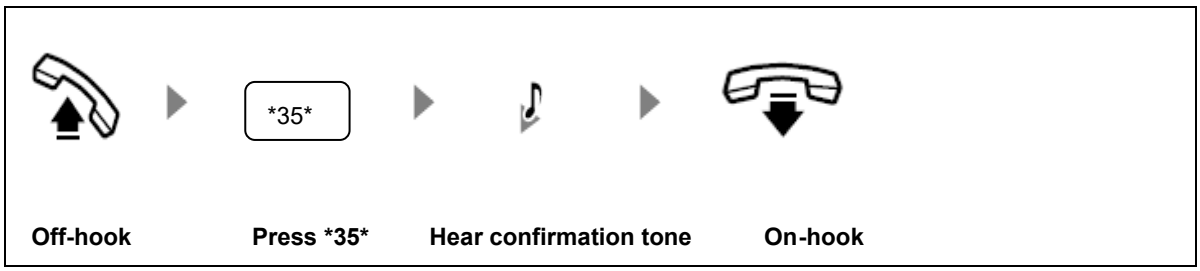


Figure 2-28 Check status of secretary assistance



Note

To enable this feature, your administrator should preset the secretary assistance number through Web utility.

2.14 Direct Inward System Access (DISA)

This feature allows you to get access to the system from outside and make call as you are using your extension. The access will be verified either with the cellphone number which makes the call, or with your extension number and the PIN you entered after entering *33.

Figure 2-29 For internal use

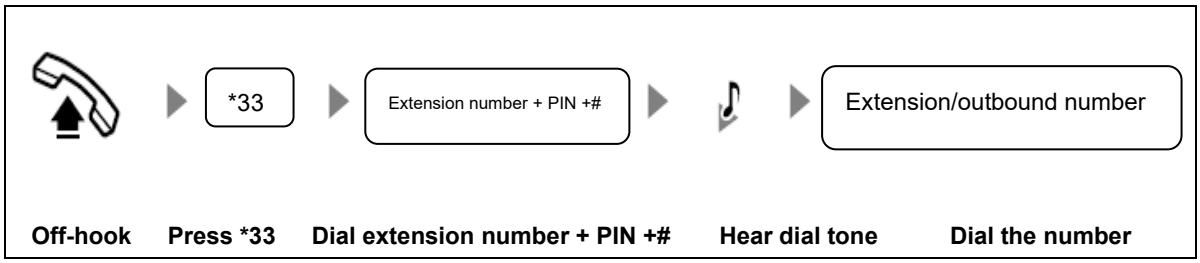


Figure 2-30 For external use (PIN authenfication)

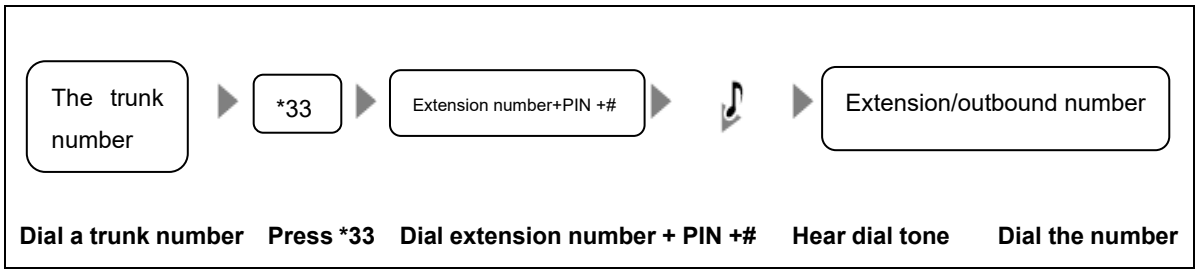
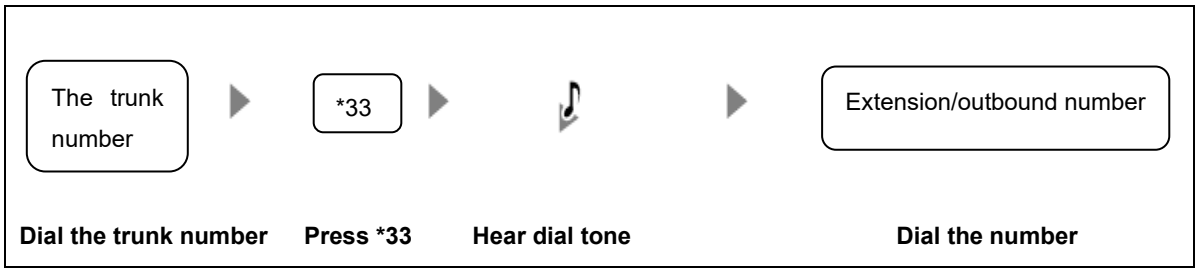


Figure 2-31 For external use (cellphone number authentication)



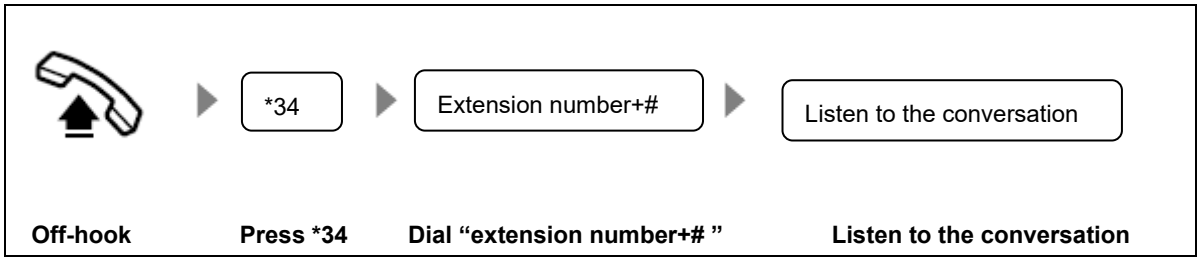
Note

- Your cellphone number as the identity should be configured in the system by your administrator.
- Your PIN is assigned by your administrator.
- If the system fails to verify your cellphone number or the extension number followed by PIN you entered, you will hear a prompt of failure.

2.15 Call Monitoring

This feature allows you to listen to a call conversation of another extension.

Figure 2-32 Call monitoring



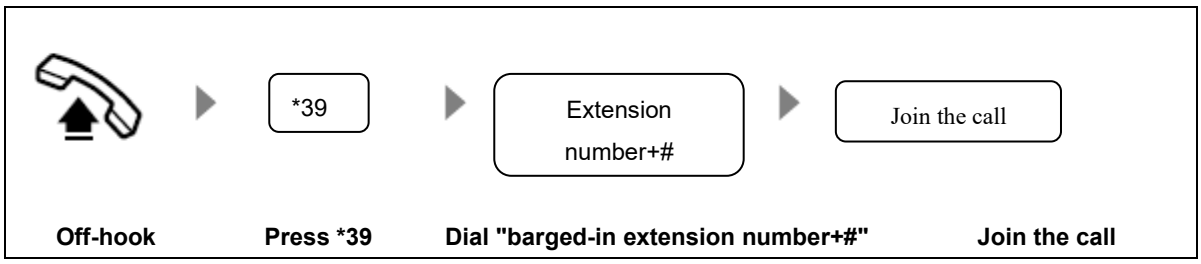
Note

- The privilege should be assigned by your administrator.
- You cannot monitor the conversation on the extension which enables blocking call monitoring.

2.16 Barge-In

After the barge-in function is enabled on your extension, you can press ***39** on your extension to join an ongoing call of the other party's extension for three-way calling (when the barring of barge-in is not enabled on the other party's extension).

Figure 2-33 Barge-in



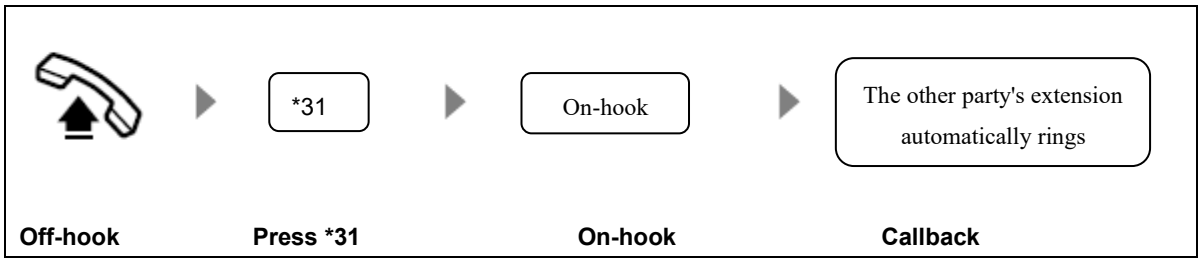
Note

- The administrator needs to enable the barge-in function for your extension on the Web GUI first.

2.17 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.

Figure 2-34 Callback on Busy



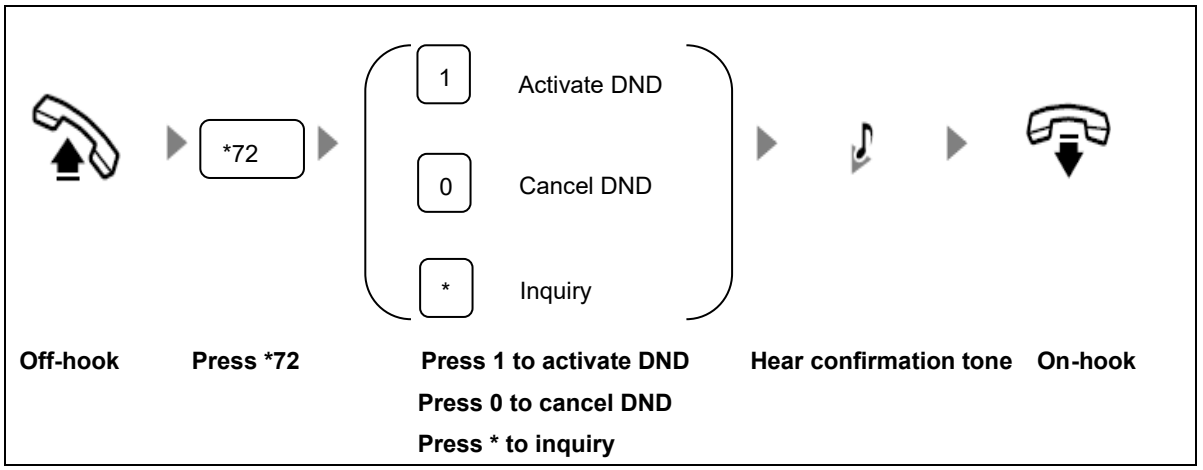
Note

- If the other party's extension is idle but your extension is busy, the callback is annulled.

2.18 Do not Disturb

If you don’t want to be disturbed by incoming calls, you can set up DND to automatically reject incoming calls.

Figure 2-35 DND



Note

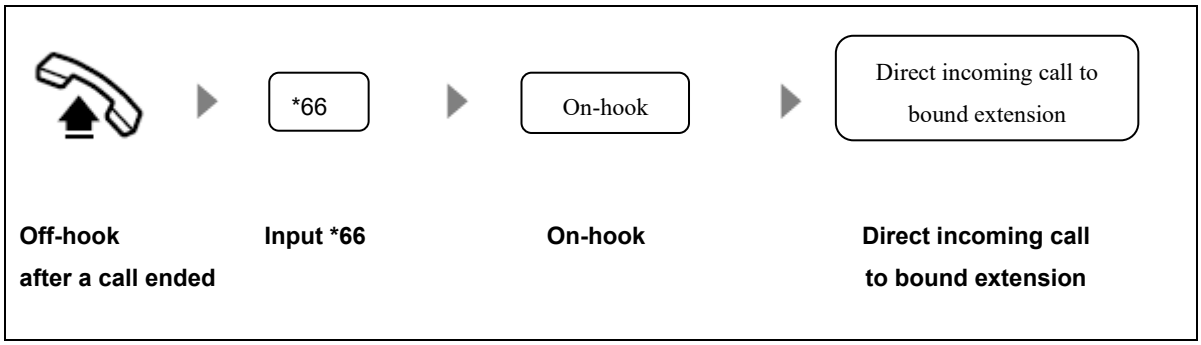
- This feature should be pre-assigned by your administrator.
- After DND is enabled on your extension, the caller of an incoming call will hear a notification tone "The subscriber you are calling enables Do Not Disturb feature, please hang up." Calls can still be made normally on your extension set. The system will give off a short tick as the dial tone to alert you every time when you pick up your extension.

2.19 Incoming Call Number Binding

If an external call number is bound with an extension number, incoming calls go directly to the bound extension without greetings.

You can pick up the extension and dial *66 to bind the call number that you just hung up on (dial *67 to unbind the call number if required).

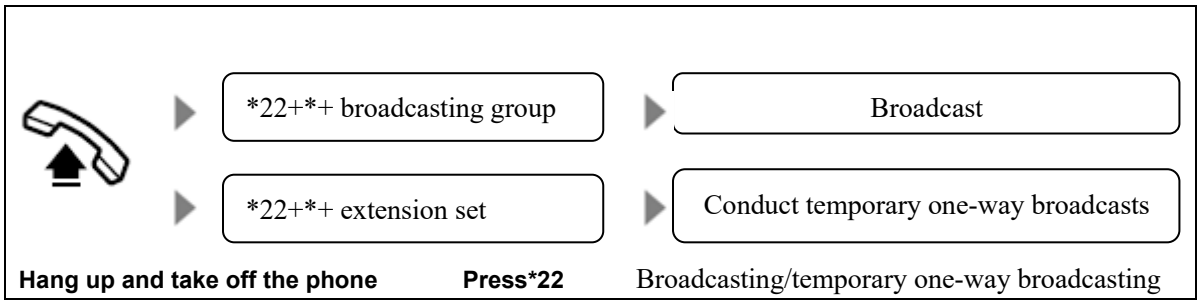
Figure 2-36 Incoming Call Number Binding



2.20 Broadcast a message

Operation for initiating a broadcast: Take off the handset and dial *22+*+Broadcasting Group for broadcasting, or dial *22+Extension Group for temporary one-way broadcasting.

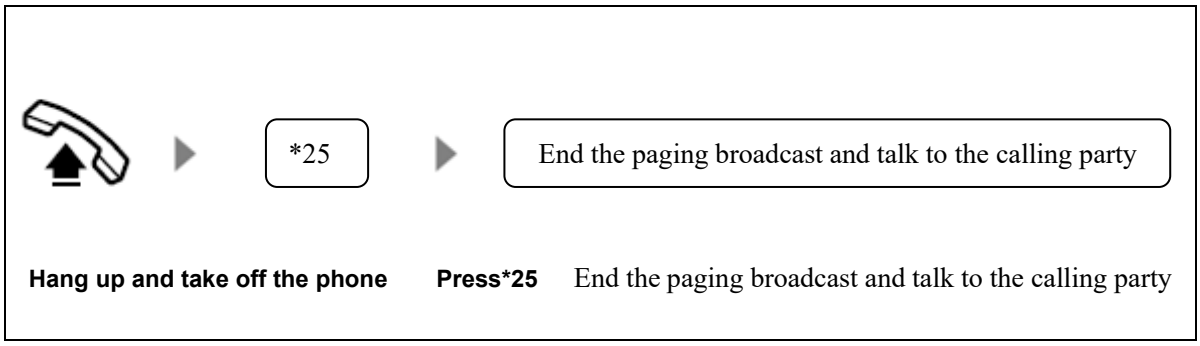
Figure 2-37 Broadcast a message



2.21 Paging response

Operation of Paging Answer: When paging for someone, the paged person can dial *25 to end the paging broadcast and talk to the caller.

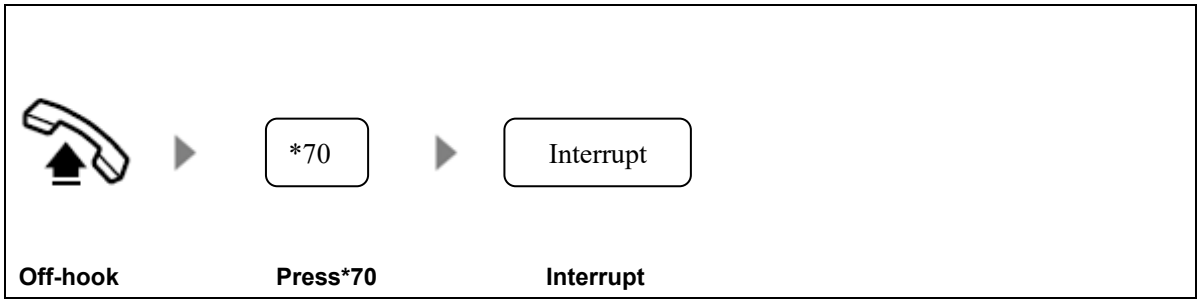
Figure 2-38 Paging response



2.22 Interrupt

Operation of Interrupt: Press *70 to insert after taking off the device.

Figure 2-39 Interrupt

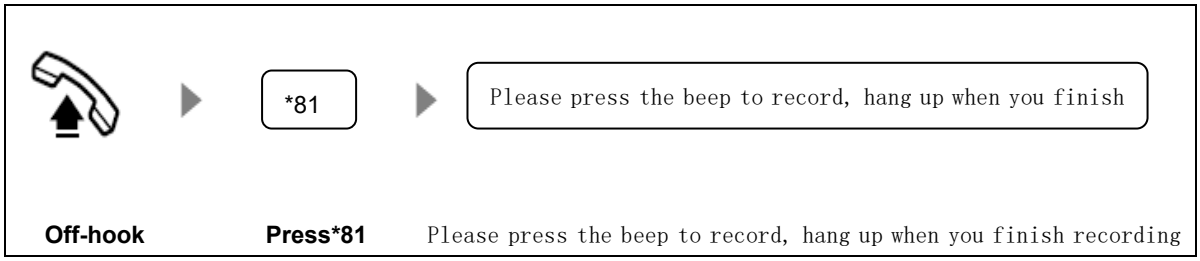


3 Setting up voice prompts

3.1 Recording voice prompts

Operation of recording voice prompts: Off-hook + *81

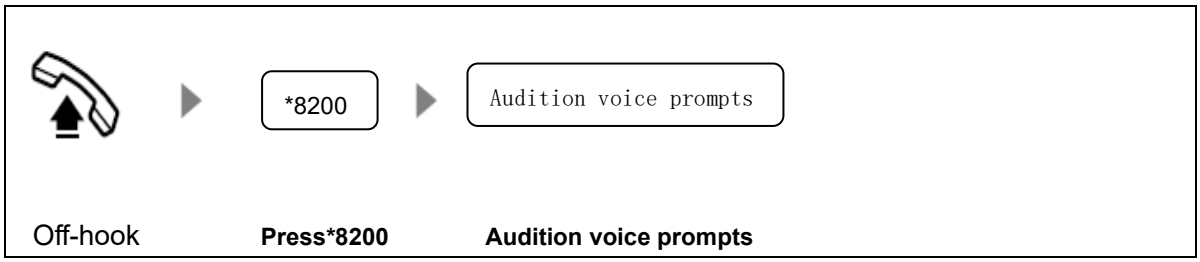
Figure 3-1 Recording voice prompts



3.2 Audition voice prompts

Trial operation of voice prompts: Off-hook+ *8200

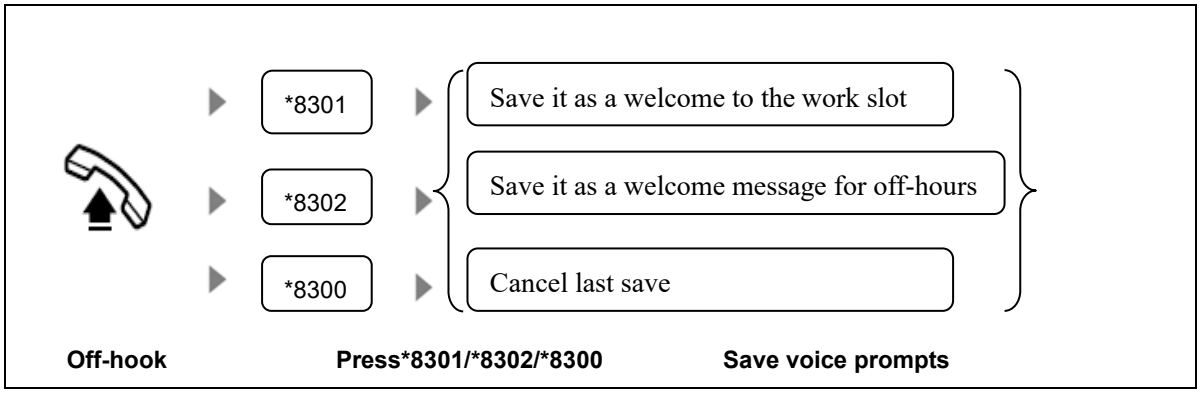
Figure 3-2 Audition voice prompts



3.3 Save voice prompts

Operation of saving voice prompts: *8301: save as a welcome message during working hours; *8302: save as a welcome message during non-working hours; *8300: cancel the last save.

Figure 3-3 Save voice prompts



4 *99 Voice Menu

The voice menu allows you to manage the features on your extension.

Figure 4-1 Managing the features with *99 voice menu

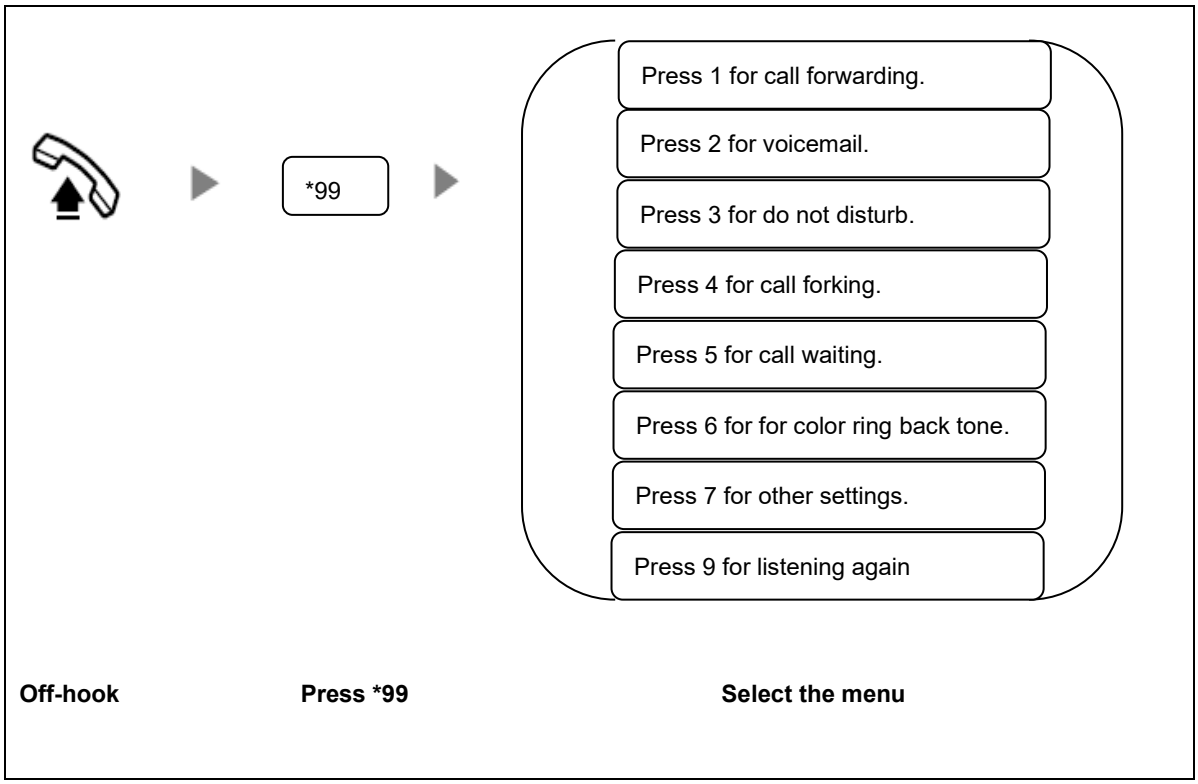


Figure 4-2 Menu for a trunk incoming call (with the account code verified for identification)

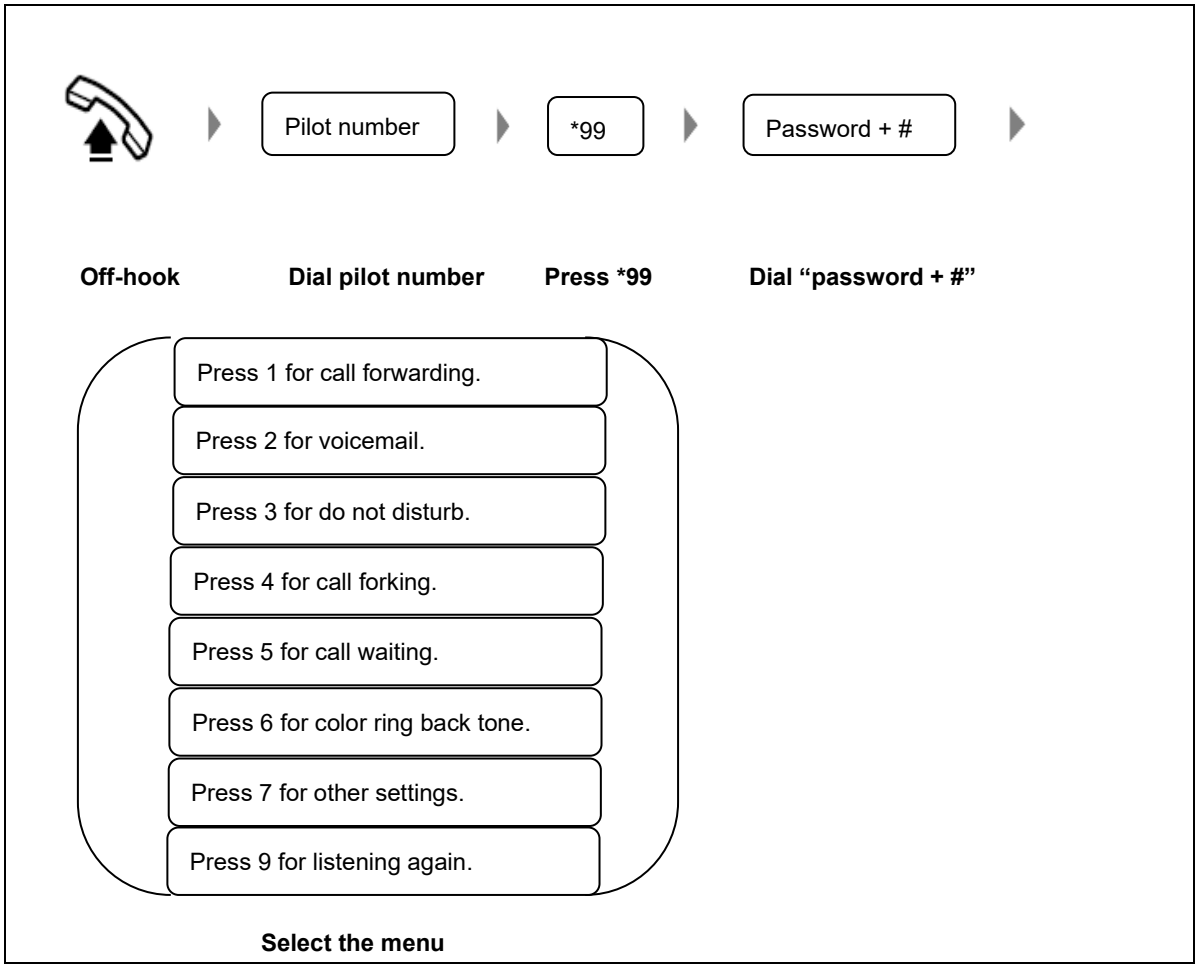
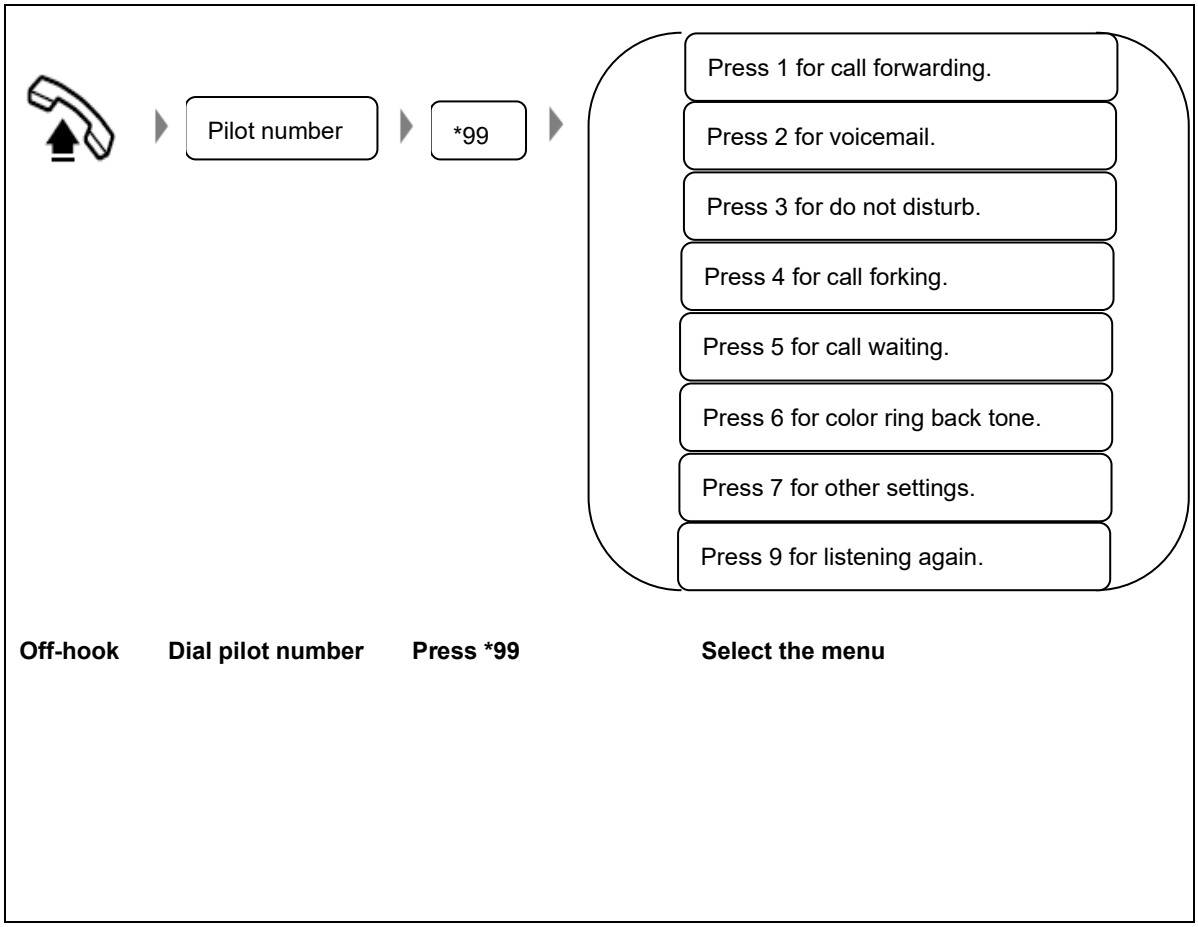


Figure 4-3 Menu for a trunk incoming call (with the handset's phone number verified for identification)



5 Appendix: Feature Codes

Table 5-1 Feature codes

Feature	Operation	
	Analog phone	**SIP phone**
Query/set IP address	• Query IP address: Press ## • Setting the IP address: Press *90	
Query/Modify Extension Number	• Query extension number: Press #00 • Modify extension number: Press *96	
Extension Lock	• Lock: press *771. • Unlock: press *770, enter the pin number, and press #.	• Lock: press *77, send key and 1. • Unlock: press *77, send key and 0. Enter the pin number and press #
Speed dialing	• Edit speed dialing list: press *74 and the 2-digit speed-dial code from 20 to 49, followed by the extension end with #. Or, Press *74 and the 2-digit speed-dial code from 20 to 49, and followed by the outbound prefix and the phone number ended with #. • Query: press *74 and followed by the 2-digit speed-dial code and *. • Disable: press *74 and followed by the 2-digit speed-dial code, and #. • Make call: press ** and the 2-digit speed-dial code from 20 to 49.	• Edit speed dialing list: press *74, send key and the 2-digit speed-dial code from 20 to 49, followed by the extension end with #. Or, Press *74, send key and the 2-digit speed-dial code from 20 to 49, and followed by the outbound prefix and the phone number ended with #. • Query: press *74, send key and followed by the 2-digit speed-dial code and *. • Delete: press *74, send key and followed by the 2-digit speed-dial code, and #. • Make call: press **, send key and the 2-digit speed-dial code from 20 to 49.
Call Pickup	• Direct pickup: press *55 and enter the ringing extension number. • Pick up operator's call: press *50. • Call pickup: press *55. • Groups pickup: press *56.	• Direct pickup: press *55, send key and enter the ringing extension number. • Pick up operator's call: press *50 and send key. • Call pickup: press *55 and send key. • Groups pickup: press *56 and send key.
Call Transfer	• Explicit transfer: press hook-flash and enter the third party extension. After the consultation with the third party, hang up the phone. • Blind transfer: press hook-flash and *38. Enter the third party extension without consultation with the third party. Hang up the phone.	
Call Parking	• Park: press hook-flash and *30. Enter area code from 0 to 9 and hang up. • Retrieval: press #30 and enter corresponding area code.	• Park: press hook-flash and *30. Enter area code from 0 to 9 and hang up. • Retrieval: press #30, send key and enter corresponding area code.

Feature	Operation	
	Analog phone	**SIP phone**
Calling among Three Parties	• Two-way calling to three-way calling and call hold: press ** followed by the extension; Or, press ** followed by the outbound prefix and the phone number. • Three-way calling and call hold to three-way calling: press ##. • Three-way calling to three-way calling and call hold: press ##.	
On-the-fly recording	Press *#.	
Call Forking	• Activate: press *75 followed by the extension ended with #; Or, Press *75 followed by the outbound prefix and the phone number ended with #. • Delete: press *75#. • Query: press *75*.	• Activate: press *75 and send key followed by the extension ended with #; Or, Press *75 and send key followed by the outbound prefix and the phone number ended with #. • Delete: press *75#. • Query: press *75*.
Outbound transfer	Press ** followed by the outbound prefix and the phone number.	
DISA	• From extension: press *33, enter the extension number+ PIN + #, dial the destination number. **Note:** outbound prefix may be needed for making outbound call. • From outside: dial trunk number, press *33, enter "extension number + PIN +#", dial the destination number. **Note:** outbound prefix may be needed for making outbound call.	• Intercom: press *33 and send key, enter "your extension number + PIN + #", dial the destination extension number or the outbound call prefix and the destination number.
Call Waiting	• Activate: press *641. • Deactivate: press *640.	
Call Transfer/ Call Hold	Press **, or hook flash.	
Call Pickup Blocking	• Enable: press *730. • Block: press *731. • Query: press *73*.	• Enable: press *73, send key and 0. • Block: press *73, send key and 1. • Query: press *73, send key and *.
Call Monitoring	• Activate: press *34 followed by the monitored extension ended with #.	• Activate: press *34, send key followed by the monitored extension ended with #.
DND	• Activate: press *721. • Deactivate: press *720. • Query: press *72*.	• Activate: press *72, send key and 1. • Delete: press *72, send key and 0. • Query: press *72, send key and *.
Caller Number Binding	• Binding number: Off-hook + *66 • Unbinding number: Off-hook + *67	
Broadcast	• To make a broadcast: off-hook + *22+* + broadcast group • To make a temporary one-way broadcast: off-hook + *22 + * + extension group	
Paging response	• End paging broadcast and talk to the caller: off-hook +*25	
Interrupt	• Interrupt :Off-hook + *70	

Feature	Operation	
	Analog phone	**SIP phone**
Setting up voice prompts	• Recorded voice prompts: off-hook + *81 • Trial voice prompts: off-hook + *8200 • Save voice prompt :off-hook +*8301: save as welcome message for working hours; off-hook +*8302: save as welcome message for non-working hours; off-hook +*8300: cancel the last save.	
*99 Voice Menu	• From extension: press *99. • From outside: dial outbound number and press *99 followed by the password.	• Intercom: press *99 and send key.