

Manage calls efficiently with REDCOM's Link Command System



- ▶ Powerful PC-based call service platform improves productivity
- ▶ Compatible with existing network infrastructure
- ▶ Easy to use, intuitive graphic interface
- ▶ Includes embedded softphone



ADD FEATURE-RICH OPERATOR CONTROL TO YOUR PHONE SYSTEM

Your phone system is a critical tool for command and control in both tactical and strategic applications. To provide operators with a complete, user-friendly overview of your telephone network, REDCOM offers the Link Command System—a GUI software package call management system that delivers extensive conferencing, call control and handling capabilities.

Working with any standard PC the system creates a powerful console that allows operators to place, accept, and intercept calls. Operators can also control held calls, active conferences, directory assistance requests, and call queue management.

USER-FRIENDLY DESIGN. TOUCH SCREEN SIMPLICITY

REDCOM enhances operator productivity with the one-click convenience of Direct Station Selection (DSS)—a system of on-screen buttons that identify individuals or units. DSS buttons can be graphically customized with images that speed identification and connection. The entire system is designed for ease of use with minimal training, providing simple and intuitive navigation and command screens that improve call response times.

CUSTOMIZABLE TO MEET YOUR NEEDS

The Link Command System supports multiple operators. Each operator can customize their screen layout and system of tabs, buttons or audio alerts, retrieving them as saved preferences when they log on to the system. A simple system allows users to create and arrange their own buttons or configure audio alerts for maximum efficiency.

SYSTEM REQUIREMENTS

- PC with Pentium® III and minimum 256 MB RAM
- Windows® 2000, NT or XP
- Ethernet Port

SWITCH REQUIREMENTS:

- IGX V 6.0 or higher
- HDX 1.0 or higher
- SLICE®
- SLICE® 2100™
- Line Circuit
- Host Control Interface
- Controller Board with Ethernet Interface

LINK COMMAND SYSTEM FEATURES:

- **Conference monitoring:** Including Preset and "meet-me" conferences
- **E-mail messaging:** e-mail phone messages to subscribers (requires local SMTP mail server)
- **Directory Assistance:** Search by first or last name, station number, unit, department, or e-mail address
- **Call Queue:** Provides name, number and console requested for each call waiting. Users may selectively answer calls in any order.

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Talk to the tactical & strategic communications experts at REDCOM

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