

REDCOM® Application Package Suite

Increases productivity and extends the functionality of your REDCOM HDX or SLICE®

The REDCOM Application Package Suite is a set of nine apps designed to boost productivity, reduce costs, and enhance the user experience of your REDCOM HDX or SLICE system. Each application is designed for quick installation onto a customer-supplied server.



Admin Web App

This app provides network administrators with a single point of administration for multiple REDCOM systems. The Network Overview screen provides a summary of all REDCOM systems, allowing administrators to easily monitor the health of the network, quickly identify problems, and navigate to the proper screen to configure a solution. The app also enables administrators to quickly add new lines, manage subscribers, change features, and make system updates. Available at no charge.



End User Web App

REDCOM's End User Web App allows your customers to control features and settings that would normally require a call to the phone company. The web app also provides an intuitive interface for subscribers to view their call history logs, configure Single Number Services, and set up Selective Call Forwarding. The REDCOM End User Web App is easy to use and is accessible from a web browser on a computer, tablet, or smartphone.



Task Scheduler

Allows for select system functions to be scheduled for execution at a specific date and time. For example, a specific report can be scheduled to run at 4pm every Friday or a task can be scheduled to update all VoIP endpoint configurations at 2am on Sunday. Available at no charge.



VoIP End Instrument Provisioning App

Allows the system to generate and host configuration files for supported VoIP end points. The provisioning server also allows for various commands to be issued to compatible VoIP endpoints that will instruct the phone to perform actions. Available at no charge.



LCS Proxy Server

Enables multiple Link Command System (LCS) clients to connect to a single REDCOM system. With this app, the burden of the proxy server is moved from an LCS workstation to a server that is better equipped to handle the function. Available at no charge.



Bellcore AMA Billing Records

Enables the generation of a subset of AMA-formatted billing records from the CDR records on the REDCOM system.



Conference Viewing App

This feature provides the ability to view active conferences from one or more REDCOM systems. If a user is granted access by the system administrator, they will see information such as participants or active talkers through a web-based interface. Available at no charge.



Report Generator Web App

Mines data from multiple REDCOM systems, compiles the information as desired, and generates different reports on the results. These reports may include data such as call history, usage rates, system performance, network problems, traffic, and call quality. A variety of reports are available that focus on subscribers, trunks, conferences, failed calls, and carriers.



Operator Permissions App

This application allows system administrators to enable or disable specific capabilities for individual Link Command System (LCS) operators. Permissions include access to specific conferences, as well as the ability to monitor and control conferences.

REDCOM Application Suite System Requirements

Software

- Ubuntu® 14.04 LTS

Hardware

- Runs on REDCOM Server 1600 or any Intel-based PC with the following minimum specs:
 - Processor: Intel® Core® i3 or faster processor
 - Memory: 4GB or more
 - Hard Drive: 250GB or larger

Custom Feature Development

Put our telecom experts to work for you. If you have a unique requirement, REDCOM can work with you to develop custom communications features to meet your specific needs. To learn more, talk to a REDCOM customer advocate at 585.924.6500.