

# REDCOM Link Command System (LCS)

- ▶ *Powerful PC-based operator service platform*
- ▶ *Compatible with existing wireline and mobile networks*
- ▶ *Intuitive and easy to use interface*
- ▶ *Extensive conference control features*



## OVERVIEW

To provide operators with a complete, user-friendly control of network services, REDCOM offers the REDCOM Link Command System (LCS) —a GUI call management system that delivers extensive call control, handling, directory assistance requests, and call queue management.

REDCOM LCS is a Java™-based attendant console application. The console operates on a protocol that runs over Ethernet between a REDCOM switch and a computer. A standard phone, speakerphone, headset, or SIP-compliant softphone can be attached for answering calls.

## CONFERENCE CONTROL

The LCS provides the operator with an interface for starting, monitoring and controlling conferences. Optional conference control features include:

- Add/Drop a calling party to a conference
- Mute/un-mute a party in a conference
- Visualize talking parties within a conference
- Private Consultation
- Sub-conferencing
- Monitoring
- Segmentation

All conference control features are available in the “Individual Conference” window.

## CUSTOM SCREEN LAYOUTS

The LCS main operating screen contains the toolbar, the call information area, the call control area, Directory Assistance, and the Direct Station Select (DSS) tabs and button section. The interface can be fully customized by the end user, allowing each operator to have their own screen layout, system of tabs, buttons, and audio alerts.

## DIRECT STATION SELECT (DSS)

REDCOM enhances operator productivity with the one-click convenience of DSS—a system of on-screen buttons that identify individuals or units. Each of these buttons corresponds to a directory number, similar to a speed dial button on a typical feature phone. Additionally, these buttons can show the station’s status (ringing, idle, etc.) if the button is associated with an internal station.



LCS users can easily create new DSS buttons or edit existing buttons in the DSS area of the main window. 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.


















## OPTIONAL SOFTPHONE FUNCTIONALITY

The LCS softphone works as an additional station to perform some of the attendant console features and supports outgoing and incoming call handling. The softphone is compatible with any microphone and speakers on a PC, including headsets.

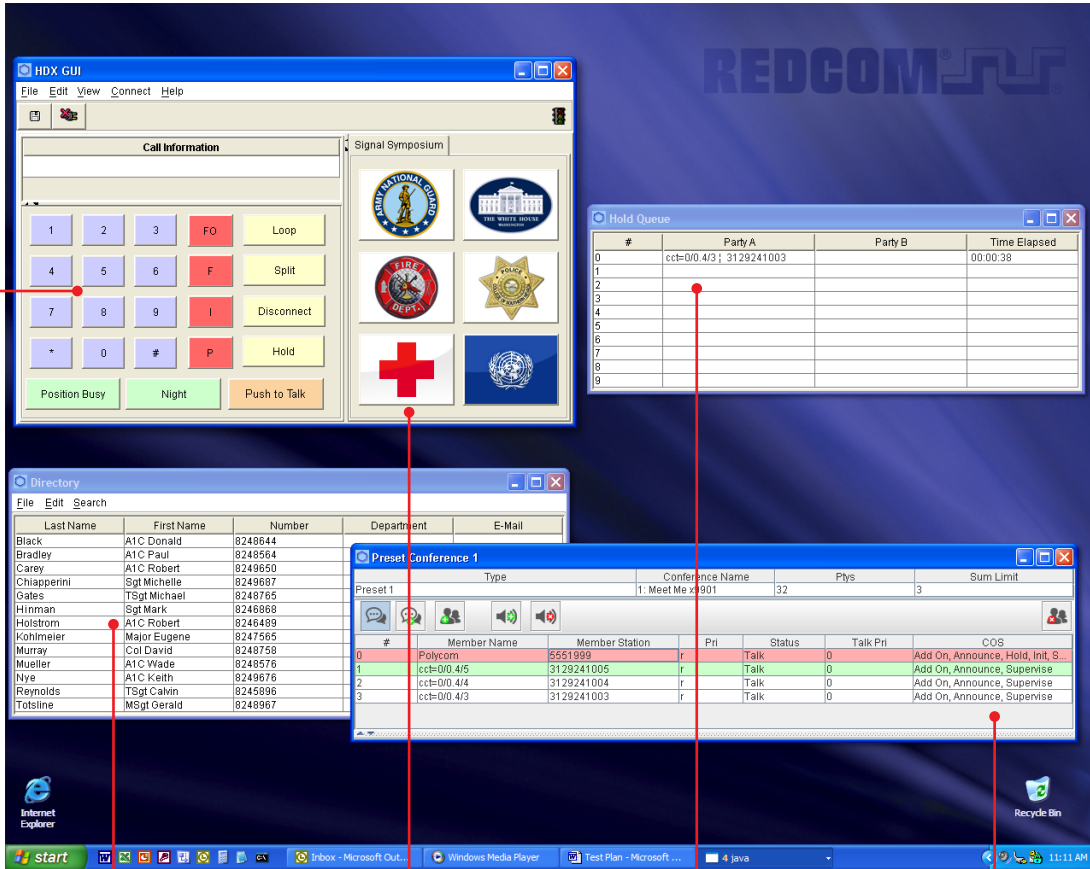


# REDCOM Link Command System Features

The chart below lists REDCOM Conference Control features enabled by the LCS. Standard features are marked with a green check mark . Optional features are marked with an orange circle .

Feature	Description
 Appearance Customization	The layout of the Link Command System console can be fully customized by the end user, allowing each operator to have their own screen layout, system of tabs, buttons and audio alerts.
 Conference Display Information	Provides special identification of chained and joined conference entries to ease identification of joined or chained conferences. Displays available empty conference entries.
 Directory Assistance	This feature allows the LCS operator to program contacts into a list. The operator can double click on a name to instantly call the contact.
 Multi-Conference Control	A single Link Command System operator can control multiple conferences at once from a single PC.
 Operator Recall	Signals the LCS operator with a visual indication that a conferee is requesting attention. Even a muted party can dial a DTMF digit to signal the operator for a private consultation.
 Push-to-Talk	Allows the operator to key up a radio. There is an option to create a PTT button on the LCS screen.
 Add Attendee Control	Allows the LCS attendant to select a particular conference and add the caller to the selected conference.
 Audio Indication	An audio-on indication is generated with any audio input from a conference party. An audio-off indication is generated when there is no audio input from a conference party.
 Conference Join	Allows the LCS attendant to join conferences together.
 Conferee Retrieval	Allows the LCS attendant to select a disconnected party from a conference, have the LCS console dial that party, and add the party back into the conference.
 Drop Attendee Control	Allows the LCS attendant to select a particular conference attendee and drop them from the conference.
 Monitor Conferee	Allows the LCS attendant to listen to the audio path from the conferee to the conference. A tone can be injected directly into the conference to alert conferees that the audio is being monitored.
 Mute Attendee Control	Allows the LCS attendant to select a party of the conference, and to change the status of the party from ACTIVE 2-WAY to MUTE (and vice-versa). The attendee will continue to hear the conference audio.
 Private 2-Way Consultation with Conferee	Allows the LCS attendant to remove an individual from a conference and establish a two-way conversation between the attendant and individual. The operator can later restore the party to the conference.
 Segmentation	A single REDCOM switch can service multiple conferences. Each operator will only have access to the conferences which are allocated to them. Permissions are controlled by a system administrator.
 Sub-Conferencing (Conference Sidebar)	Allows the LCS attendant to select and move individual conferees from one conference to a separate sub-conference. The sub-conference members can be returned to the original conference.
 Visibility of Conferees	Allows the LCS attendant to see when each member is speaking, who the loudest talker is, and when a conferee is muted.

# REDCOM Link Command System Interface



## DIAL PAD

A numeric keypad works just like a standard phone for dialing numbers.

## DIRECTORY

Search and sort by first or last name, station number, unit, department, or e-mail address.

## DSS BUTTONS

One-click "speed dial" buttons are completely customizable with text, logos and images.

## HOLD QUEUE

Provides name, number and console requested for each call waiting. Users may selectively answer calls in any order.

## CONFERENCES

All participants for the current conference are listed in this window.

## System Requirements



### PC Requirements

- A PC capable of running Java™ Runtime Environment 1.6
- Dual Core Processor, 2GB memory & Ethernet port
- Supported Operating Systems:
  - Microsoft® Windows® XP Service Pack 3 (English)
  - Microsoft® Windows® 7 (English)
  - Linux® Ubuntu® 9.04 and later



### REDCOM Switch Requirements

- HDX, SLICE® 2100™, SLICE® IP, SLICE® 2100™ Micro or SLICE® IP Micro V4.0 or higher.
- V4.0 R3P9 or V5.0 required for Conference Control features
- HOST and CONSOLE features enabled
- For console audio: either a line circuit or TRANSip® suite enabled for VoIP

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