



# Cloud Services

by **RTX**

## CLOUD SERVICES BY RTX

A CLOUD-BASED SERVICE PLATFORM  
PRODUCT SHEET

A cloud-based platform with services for administration, deployment, monitoring, site management, and tracking of small, medium, and large enterprise DECT installations.

# RTX CLOUD-BASED SERVICE PLATFORM

Cloud Services by RTX provides a full set of online widgets seamlessly integrating our DECT base stations, location gateways, DECT handsets, wired/wireless headsets, and repeaters into one cloud-based solution.

With the introduction of our new cloud-based service platform; Cloud Services by RTX, we offer an online tool with services for administration, deployment, monitoring, site management, and tracking of small, medium, and large enterprise DECT installations. The platform can be customized to your product portfolio including brand identity and will increase serviceability towards your customers.



**Cloud Services**  
by **RTX**

## FEATURES

- Cloud-based deployment tool with integrated building materials and your DECT portfolio.
- Manage your customers, licenses & sites.
- Monitor sites and keep them updated with the latest software releases.
- Diagnostic tools with trigger events for improved customer service.
- Provisioning and remote management of devices.
- Tracking handsets and Bluetooth™ devices using site-maps.

## FASTER AND BETTER SUPPORT

Cloud Services by RTX makes it easier for you to offer business partners and end-customers faster and better support by meeting the challenges of deploying and administrating total solutions. A tailor-made online tool with modules bundled together in a user-friendly cloud-based solution, with a scalable license model for you to choose options for design, deployment, and management of enterprise systems.

# FULL SET OF ONLINE WIDGETS

With our online service platform, we offer various widgets for you to add or choose as required.

## ADMINISTRATION

In the Administration widget, you can manage licenses, access permissions, customer branding options, user group settings, create sites, support setup, and business partner access.

## DEPLOYMENT TOOL

A powerful online deployment tool allowing you to perform site planning. While simulating building environments, you can perform easy simulations of optimal base station coverage on multiple floor plans. This is based on real DECT product antenna performance and additionally, you can get information on RTX DECT tree calculations, generate site reports and use the output from this tool for monitoring, site management, and tracking.

## TRACKING

Real-time tracking and in-room location detection of DECT handsets and Bluetooth™ Low Energy devices, which enables monitor location timeline.

## SYSTEM MONITORING

Easy monitoring of your installed system with the number of devices installed, firmware revisions, user groups, system settings, and system status.

## SITE MANAGEMENT (SERVICEABILITY)

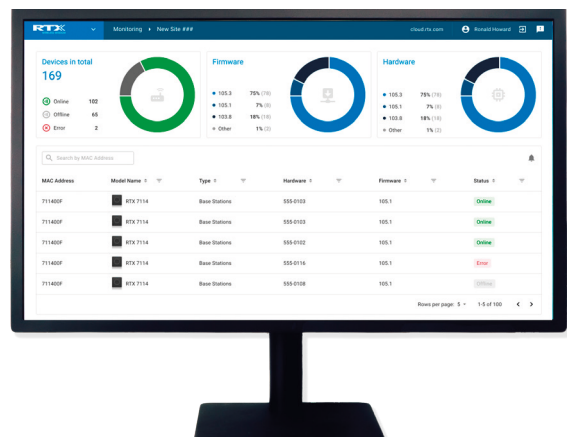
With Site Management, you get a deeper insight into each site and an overall site-wide view of the performance. System health, error logs, system and base stations load, software updates, number of calls and users, quality of service, and return material authorization (RMA) allows you to service your customers on-line.

## HEADSET

The Headset widget enables you to control and administer both wired and wireless headsets. Among others, this includes general headset and softphone configuration settings and enables handling of software updates.



Deployment



Monitoring

# FEATURES

## CLOUD SERVICES BY RTX WIDGET FEATURES

### ADMINISTRATION

- Customer branding
- Licensing
- User groups
- Support setup
- Business partner access

### DEPLOYMENT TOOL

- Site planning
- Multiple Floor plan mapping
- Easy simulation of base station coverage presented in visually intuitive overviews
- RTX DECT tree calculations for optimized placement of base stations
- Simulate building environment
- Generate site reports:
  - Deployment overview with complete floor plans
  - Detailed list of site equipment for generating sales quotations
- Identification of weaknesses in planned deployment
- Use deployment planning for monitoring, site management, and tracking

### SYSTEM MONITORING

- Remotely access site information
- Number of devices installed
- Firmware revisions
- Version information for hardware and firmware.
- Users / user groups
- System settings
- System status

### SITE MANAGEMENT (SERVICEABILITY)

- Remotely access site information
- Remotely update device configurations and settings
- System health
- Scheduled or event triggered reports
- Error logging
- System load / base station load
- Number of calls
- Number of users
- Quality of Service
- Return material authorization (RMA)
- RTX DECT tree configuration, current and history of evolution
- Device location of devices on floor plan
- Firmware provisioning for handsets and base stations
- Local base station statistics
- Site-wide system statistics
- Partner statistics
- Global statistics

### TRACKING

- Tracking / In Room location detection
- Current location of portable parts
  - DECT devices (handsets)
  - BTLE devices (handsets and tags)
- Location timeline

### HEADSET

- Configuration of:
  - General Settings
  - Audio Prompt Settings
  - Registrations
- Software Update:
  - Installation of newest firmware version
  - Application update (PC Tool)
- Application Settings:
  - General Settings
  - Softphone Settings
- Administration of User-Groups:
  - Settings policy per user-group
  - Dedicated Firmware per user-group
- Multi-tenancy:
  - Full multi-tenancy support