

Vertical Comdial FX II[™] Business Communications System

Real Business Value for Small and Midsize Enterprises



As your organization grows, both voice and data communications become more challenging – and more critical to continued success. The Vertical Comdial FX II Business Communications System enables voice communications to be transported and easily managed over data networks. A suite of messaging and call control applications enable unified voicemail and e-mail messaging, flexible call routing and reporting for single-site and multi-site organizations. The FX II is a hard-working business system that raises the power of communications to the next level and grows gracefully with your organization.

GROWTH IS GOOD

You've worked hard to grow your business. Whether your organization has grown within a large campus environment, among multiple offices across a region or a continent, by running multiple shifts or by growing a team of telecommuting workers, continued growth will depend increasingly on efficient, economical communication across your entire enterprise.

The FX II system dramatically streamlines your communications by enabling you to make and receive calls over a managed network. The FX II supports both new Voice-over-IP (VoIP) telephony and traditional digital communications within a unified infrastructure. VoIP telephony can eliminate toll calls, slash administrative costs and provide powerful new administrative capabilities. With the FX II you can focus on growing your bottom line, not your communications network!

PROVEN SOLUTION

With more than 12,000 systems deployed, the FX II has established its value across a broad

spectrum of business environments that depend heavily on both voice and data communications. Examples include law firms, real estate offices, marketing and advertising companies, auto dealerships, service businesses and many more. The FX II is reliable, scalable and versatile and delivers superior business value by combining efficient VoIP telephony, unified messaging, and a suite of time-saving call management applications for single-site and multi-site enterprises.

Users can access calls and messages from multiple devices, including digital phones, IP phones, cell phones, e-mail devices and more – whether they are in the office or not. Users can also administer their own endpoint configuration with an intuitive, built-in mailbox administration tool. The FX II supports network infrastructure and business communications standards such as TSAPI and Microsoft[®] TAPI. It also can integrate voice communications with popular software applications, such as Microsoft Outlook[®] and FrontRange Solutions GoldMine[®].

Vertical Comdial FX II™ Business Communications System

SINGLE AND MULTI-SITE FLEXIBILITY

The FX II can be deployed by a certified dealer as a single-site system or as a multi-site unified solution for up to 14 branch offices that can be implemented and managed from headquarters. Its modular design scales quickly and easily from 8 users in a single office up to a multi-site enterprise with up to 4,800 users, 3,600 lines and 10,000 mailboxes. It all adds up to truly scalable, enhanced communications – and lightning-fast ROI.

Hot-Desking Creates Virtual Office Space

The FX II can create virtual desks for your employees through “hot-desking.” Hot-desking enables multiple employees to customize a workstation to their own configuration preferences and credentials by simply logging in. Hot-desking is the ideal solution when there are fewer work stations than employees. Examples include organizations running multiple work shifts, rotating employees among branch offices, shuttling workers between main office and home office or with staff that is frequently on the road. These are common situations in real estate, law enforcement, insurance claim audit, sales, social work, inspection, career advising, financial advising and training environments.

Ideal Telecommuting Solution

With an FX II IP solution the work can move to the workers instead of the workers moving to the work. Vertical IP endpoints give networked telecommuters full access to your organization’s voice communications infrastructure. The physical barriers to communication that once required workers to be in their offices are gone. Toll calls are eliminated. A flexible work structure is established that encourages employee retention and cuts office overhead by reducing total office space requirements and enabling satellites to be sited in non-premium areas. “Telecommuting more than pays its way,” according to the state of California telecommuting pilot program.¹

INTEGRATED CALLING FEATURES

The FX II platform includes basic built-in calling functions such as call forwarding and caller ID for remote and home office workers for single-site and multi-site installations. A suite of integrated messaging options provides a wide range of functions from voicemail to elite advanced voice e-mail and call recording for single-site and multi-site deployments. The FX II platform also includes built-in unified call

distribution (UCD) for basic call center requirements. Capabilities include linear and round robin station hunting and queuing ringing calls into groups. An optional UCD report generation application called UCD Reports is also available.

VOICEMAIL OPTIONS

Interchange

The Interchange Communications Suite of applications increases productivity by consolidating voice and e-mail messaging and third-party fax into one easy-to-use Unified Messaging (UM) platform. Interchange is integrated with world-standard Microsoft Outlook®. Using the familiar Outlook graphical interface, users can handle voicemail just like e-mail messages and forward calls from their desktop. They can also make and receive calls in combination with the Desktop Management Suite (see below). Users can even listen to e-mail messages read aloud over the phone from remote locations.² Other time-saving UM functions include auto-attendant, mailboxes, call recording and Find-Me-Follow-Me. Interchange also includes basic call center features for workgroups.

Corporate Office

The FX II platform option Corporate Office is a basic in-skin messaging solution that includes auto-attendant, enhanced voice messaging, call forwarding, custom greetings and more. This cost-effective application also enables callers to mark messages as urgent or private and transfer to an alternate extension or mobile phone.

DESKTOP MANAGEMENT SUITE

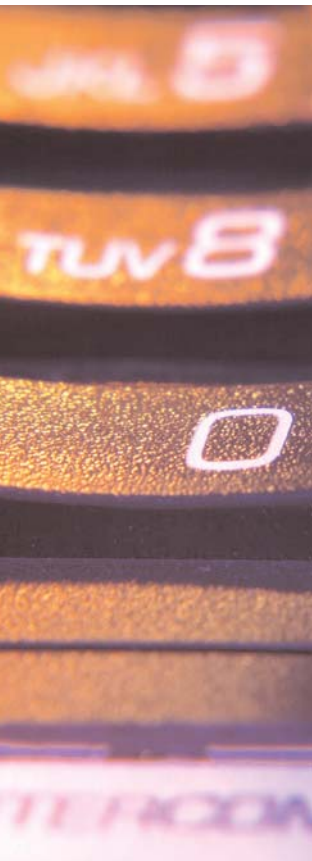
The FX II features a suite of four Computer Telephony Integration (CTI) applications that greatly facilitate call handling and management. These powerful applications comply with TSAPI, TAPI and CSTA standards and can be tailored to meet the particular needs of an organization. They can direct incoming calls, monitor employee availability, initiate conference calls, speed dial from a PC and much more. Four CTI solutions are available. Choose the one that fits your business needs:

Impact Attendant

Designed for reception and operator console applications, Impact Attendant displays the status of all users on a PC monitor.

Impact Call

Provides call control and status reporting for individuals across your network.



¹ California Government Code (CGC) Sections 14200-14203 and 15275-15279.

² Requires Text-to-Speech option.

FX II System Capacity Range

Configuration	Minimum	Maximum
Overall System	1 chassis 1 slot (6 slots per chassis) 8 ports	5 chassis 30 slots 480 total ports with analog trunking 560 total ports with digital trunking
IP Networking	1 hub and 1 node	1 hub and 14 nodes

Impact Group

Provides call control and status reporting for workgroups across the network.

Corporate Call

Enables powerful call handling and messaging control that is integrated with Microsoft Outlook and FrontRange Solutions GoldMine.

CALL CENTER INTEGRATION

Virtually all businesses have one form of call center or another. The FX II provides options for a wide range of requirements.

QuickQ™

QuickQ is a sophisticated solution that automatically distributes incoming calls to the best available resource. Easy-to-configure automated announcements welcome callers; advanced call routing and queuing techniques intelligently search for the most appropriate available call-center resource. QuickQ also includes real-time monitoring and reporting tools that can be used to determine if a call center is operating at peak performance.

Optional Call Center Application

The Interchange Communications Suite call center option provides informal workgroup call centers with basic routing, real-time reporting and administration capabilities.

FX II ENDPOINT SERIES

The FX II supports a range of Vertical IP, multi-line and cordless digital and analog endpoints.



Edge 100 and Impact SCS Digital Series

This family of speaker-phone endpoints features excellent sound quality, large interactive 6 x 24 LCD screens, Caller ID and headset ports for hands-free operation. They provide business telephone functions such as multiple line calling, music-on-hold, call transfer, conference calling, speed dial, redial and access to additional auto-dial locations. Programmable keys may be quickly customized to meet



individual requirements. Both the sleek Edge 100 and traditional Impact SCS families include a 48-button console for offices that require a live receptionist.



iPrimo SCS IP Series

These user-friendly IP endpoints offer advanced features including large-screen interactive displays and the convenience of hands-free communica-

tions. Plug an iPrimo endpoint directly into your secure LAN or WAN and get full-featured VoIP connectivity. No PC is needed.



Scout II Wireless Multi-line Telephone

The Scout II is engineered to provide convenient, mobile on-site multi-line communications with a feature set similar to the

Edge and Impact SCS series of desk endpoints. Each Scout II endpoint consists of a base unit and a wireless handset.

SPECIFY WITH CONFIDENCE

The FX II Business Communications System supports your growing business with a converged voice and data communications solution that is flexible, expandable, cost-effective and easy to use. The FX II is a critical business asset that will drive revenue and enhance the quality of customer service while slashing your operating costs. It is a robust, field-proven solution that provides a ready platform for tomorrow's technology advancements. For example, when the time is right, customers purchasing a FX II system today can migrate economically tomorrow to the even more powerful MP5000 Media Platform solution through a simple, single-blade upgrade to their existing system.

Vertical has established a track record of providing the world's leading business organizations with powerful communications solutions that improve efficiency and provide managers with new information and metrics to increase productivity and profitability. We're eager to show you how the FX II can enhance the productivity of your employees and the service experience you provide to your customers.



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ABOUT VERTICAL COMMUNICATIONS, INC.

Vertical Communications, Inc. is a leading provider of next-generation IP-based voice and data and digital communications systems for business. Vertical combines voice and data technologies with business process understanding to deliver integrated IP-PBX and application solutions that enhance customer service and business productivity. Vertical's customers are leading companies of all sizes – from small to large and distributed – and include CVS/pharmacy®, Household International and Apria Healthcare. Vertical is headquartered in Cambridge, Mass. and delivers its solutions through a worldwide network of systems integrators, resellers and distributors.

For more information about the FX II Business Communications System please contact us at 800-266-3425. For other Vertical solutions, please contact us at 800-914-9985 or visit our Website at www.vertical.com.

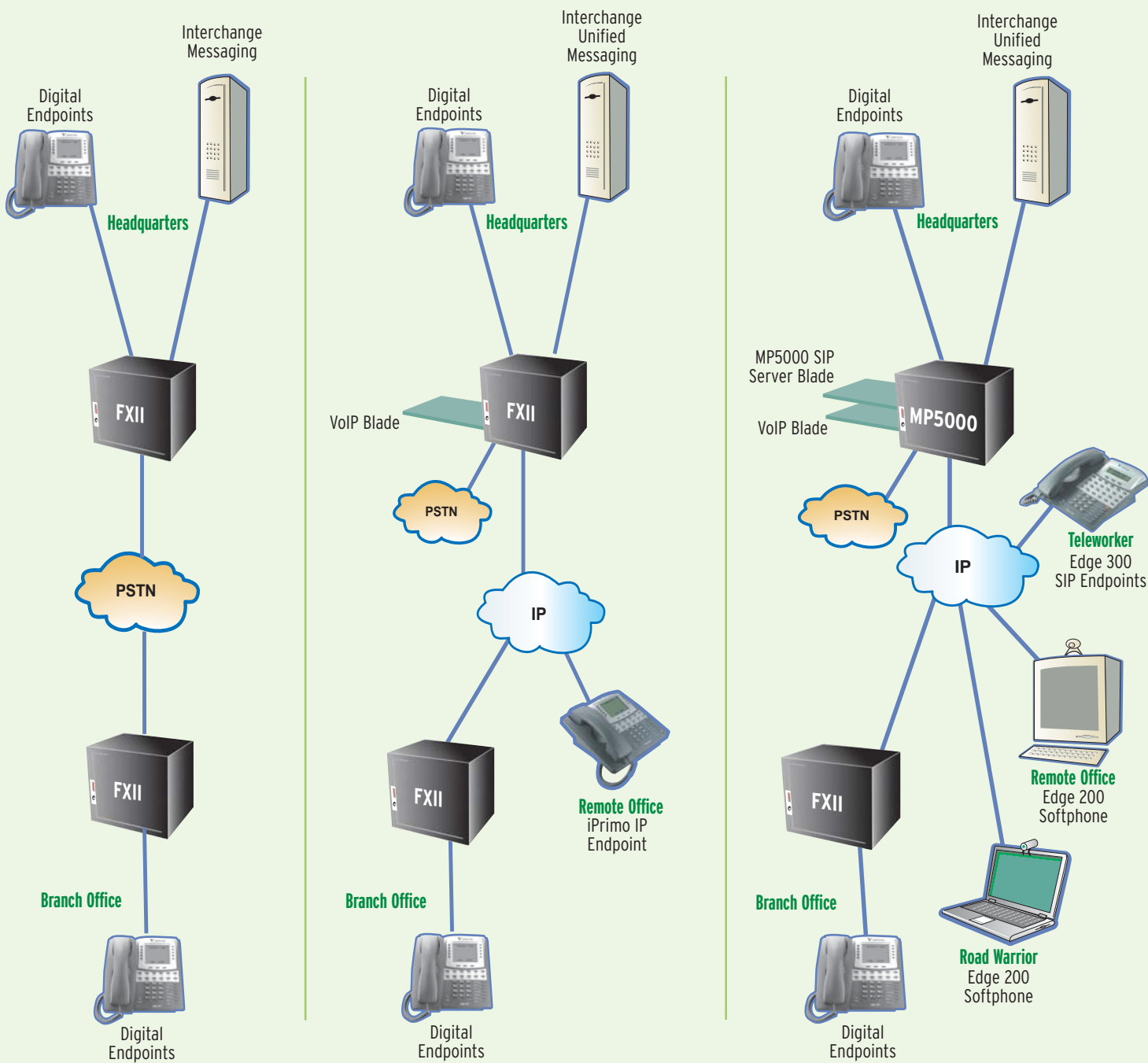


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Vertical Comdial FXII™

Typical Business Communications System Configurations



1. DIGITAL BUSINESS COMMUNICATIONS

- Enhanced messaging
- Digital endpoint choices
- ISDN networking
- Expandable

2. CONVERGED IP NETWORKING

DIGITAL BUSINESS COMMUNICATIONS plus:

- VoIP telephony
- Interchange unified messaging
- Digital and IP endpoints (iPrimo)
- Multi-site support up to 4,800 endpoints, 3,600 lines and 10,000 mailboxes

3. FUTURE-PROOFING

CONVERGED IP NETWORKING plus:

- Single blade chassis upgrade to MP5000
- SIP, digital and softphone endpoints
- Presence management
- Instant messaging
- Video conferencing

Vertical Comdial FXII™ Business Communications System



SYSTEM FEATURES

All Call Paging
ANI/DNIS Support
Automatic Route Selection
Background Music
Battery Backup
Call Costing and SMDA Reports
Call Forwarding
Conferencing (7 Party)
Digital Wireless Telephone Support
Direct Inward Dialing (DID)
Direct Inward System Access (DISA)
Disconnect Supervision
DSS Status Button
E&M Tie Line support
E911 Line Type
Enhanced Night Mode
External Paging Interface
Flexible Station Numbering Plan
Hot-Desking
Industry Standard Telephone Support
Interface (TSAPI) Support
ISDN-PRI Interface Support
Line Groups
Meet-Me Answer Page
Modem Support
Multiple Redial
Music Interface
Music on Hold
Networking (Both IP and ISDN)
Paging Access
Power Failure Transfer
Self Diagnostics
Station Hunting
Station Speed Dial
System Speed Dial
System Status Reports

ENDPOINT CAPACITIES

- Digital Endpoints: 480 maximum
- Analog Endpoints: 480 maximum
- iPrimo IP Endpoints: 128 maximum

PSTN LINE CAPACITIES

- Digital Lines (T1 or PRI): 10 Blades: 240 Lines Maximum
- Loop Start Trunks: 15 Blades: 240 Lines Maximum
- PSTN Connectivity: T1, ISDN-PRI, Loop Start, E&M, Centrex, DID

MULTI-CHASSIS EXPANSION OPTIONS

Fiber-Multimode, distance 1.5 km
Connectors

- SC duplex
- Chassis Ribbon Connection
- Chassis SCSI Connection

CHASSIS CONFIGURATION

One Chassis: 6 Universal Slots, 1 Fixed Expansion Slot
Two Chassis: 12 Universal Slots, 2 Fixed Expansion Slots
Three Chassis: 18 Universal Slots, 3 Fixed Expansion Slots
Four Chassis: 24 Universal Slots, 4 Fixed Expansion Slots
Five Chassis: 30 Universal Slots, 5 Fixed Expansion Slots

SPECIFICATIONS

Codec Transcoding: G.711, G.723.1, G.729
PC-Based Configurator
IP Endpoint Support: iPrimo
Digital Endpoint Support: Edge 100, Impact Classic, Impact SCS, Scout II Wireless
IP Transport and Management Protocols: TCP/IP, UDP, HTTP, RTP, RTCP
Supported Protocols: RFC2833, TSAPI, TAPI, CSTA, QSIG
External Paging Port: 1 plus 4 Dry Contact Relays
FCC Part 68 Registered
FCC Part 15 Class A RF Emissions Compliant
Environmental:

- Ambient Operating Temperature: 0°-40°C
- Hum: 90% non-condensing
- Heat Dissipation: 1,474 BTUs per hour

Chassis Dimensions:

- Height: 13 $\frac{1}{8}$ in.
- Width: 19 in. with standard mounting bracket
- Depth 14 $\frac{3}{8}$ in.

Power Supply: 117 VAC, 60 Hz, 6A



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