



Vertical Comdial® DX-80 Business Communications System

Sophisticated Telecommunications Solution in an Affordable, Scalable Package



The DX-80 Business Communications System is designed to give smaller enterprises all the sophisticated communications features of big-company systems in an affordable, easy to use and scalable package. The DX-80 System includes a family of desktop and cordless speakerphone endpoints and a comprehensive feature set of nearly 200 functions previously available only on high-end PBXs, including powerful voicemail and auto-attendant options.

EXPANDS AS YOUR BUSINESS GROWS



The DX-80 System delivers enterprise-grade productivity without the complexity, cost and management responsibilities of a larger system. Its modular architecture enables small enterprises to get started today with a reliable digital communications solution with the assurance that it can be easily and economically expanded to grow in step with your business. Administration is a snap with the modem options, which enable one person to administer the system from virtually any network-accessible location. Growing your communications system to keep pace with the success of your organization has never been so easy – or so affordable.

SHARPEN YOUR COMPETITIVE EDGE

The basic DX-80 system delivers nearly 200 powerful communications features right out of the box, giving your organization a jump start on the competition. A sampling includes:

Built-In Caller ID: The caller's name and number are clearly displayed on both digital and Caller ID-capable analog telephone sets, providing caller ID information regardless of extension type.¹

Uniform Call Distribution (UCD): Allows extensions to be linked for call handling, enabling efficient utilization of your customer service resources. Incoming calls can be forwarded to the next available agent or on a per-group basis (sales, tech support, etc.) using Linear, Distributed or All Ring modes.

"Meet-Me" Conferencing: In addition to supporting standard conference calling, the DX-80 also supports eight "Meet-Me" conference bridges. All parties can dial directly into a conference call from the road or inside the office.

Tenant Service: By configuring tenant groups, one DX-80 system can be configured to serve multiple premises while meeting the specific customization requirements of each. Paired with the DX-80's two Music-On-Hold sources, the DX-80 is capable of serving multiple offices while meeting the specific customization requirements of each.

Fax Detection: The DX-80 supports automatic fax detection and routes incoming transmissions to the appropriate extension, eliminating the expense of a separate fax line.

Station Message Detail Recording (SMDR) Interface: Track data for incoming and outgoing CO calls; connects to printer or serial interface.

¹ Requires Caller ID service from local telephone service provider.

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DX-80 Integrated Corporate Office™ Voicemail Keeps Your Business Running 24/7

Call Recording	Allows subscribers to record up to 150 hours of active calls in real-time.
Call Screening	Asks the caller to say his/her name and then announces the call to the subscriber.
Transfer Off-Premise	Automatically transfers a caller to an off-premise location, reducing the number of missed calls.
Pager Notification	Automatically pages subscribers when they receive messages, reducing customer response time.
Multilingual Prompts	Facilitates communication with diverse customer groups. ²
Call Queuing	Callers can hold for a busy extension, are told their position in queue, and given options to leave a voice mail message, speak to the operator, or try another extension.
Caller ID Integration ¹	Caller ID information is communicated during playback, and may be used to dial-by-name.
PA Announcement	Subscribers can connect to an internal or overhead paging system.
Voicemail Modem	Enables remote configuration and management of both the voicemail and DX-80 system. ²



Music on Hold: One internal music source is included in the DX-80 System. Two jacks are provided for external music inputs.

Public Address Interface: Connect the DX-80 to speakers or a horn – a perfect solution for warehouses and general paging needs.

Door/Gate Control Interface: Use your phone to operate a contact closure to open a door or gate, or ring a loud bell or other device.

OPTIONS THAT BOOST EFFICIENCY

To further enhance your organization's productivity and efficiency, the DX-80 System includes a broad array of time-saving options.

Corporate Office™ Voicemail Module: Combining the DX-80 platform with Vertical Comdial industry-recognized Corporate Office voice messaging software produces a complete small-office communications solution. The DX-80 digital voice processing card provides fully integrated voice messaging – including automated attendant, without requiring the dedication of any communication system extension ports. That means all 56 extension ports are completely available for digital and analog port needs.

Choose from two voicemail memory options – a flash memory module with 8 hours of message capacity; or a hard drive card with 150 hours of message capacity and a Modem that enables remote access and configuration of the DX-80 system, including voicemail, from any network-accessible location.

Automated Attendant Module: This dedicated module handles incoming calls when a live attendant is unavailable. It's quickly and easily customizable to direct callers to the appropriate extension or department.

Modem: The DX-80 Modem Module enables one person to remotely access and configure system parameters, virtually eliminating response time and service costs.³

Expansion Boards: Need more capacity? Add a 4-port CO Line Module, an 8-port Digital Port Module, a 4-port Analog Port Module or a Modem Module to meet your requirements.

Expansion Cabinet: With this option you can daisy chain two DX-80 cabinets to double the call handling capacity of your system in one easy step.

ENDPOINTS THAT ENHANCE PRODUCTIVITY

The DX-80 System includes a family of endpoints to meet an extremely broad range of requirements: a full-featured desktop Executive Telephone, an ergonomic full-featured Cordless Speakerphone and a Direct Station Selection (DSS) Console for enterprises needing a live attendant.



Interactive LCD Executive Endpoint

The interactive LCD, speakerphone and built-in Caller ID put you in control of your business communica-

² Supported on hard-drive voicemail only.

³ Voicemail parameters can be remotely programmed via the hard drive voicemail modem.

System Capacity Range

	CO Lines	Digital Stations	Analog Stations
Base System	4	8	4
Maximum Capacity (2 KSUs)	16	48	8

tions. You get nearly 200 time-saving features. Some feature highlights include:

Interactive LCD: Displays useful information, including caller identification, call status and message waiting status. Contrast is adjustable to optimize readability. Three softkeys located immediately below the LCD screen allow subscribers to select from a displayed menu of calling and configuration options.

30 Button Programmability: 30 programmable dual-color LED buttons can be programmed to do customized tasks that meet your personal needs. For example, you can program a button to dial favorite extensions, access speed-dial numbers, page a colleague, park a call, or let you take a breather with “Do Not Disturb” mode and much more – all with a single button.

Busy Off Hook Voice Announce: The DX-80 can make sure that important calls get through by making an announcement over the speakerphone – even if you’re already on another call.

Connections, Connections: A headset jack makes life easier for professionals who depend on constant communication.



Full-Featured Cordless Speakerphone

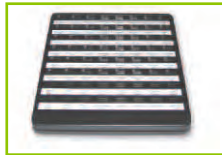
Would the efficiency of your staff or colleagues be enhanced if they could freely carry their feature-rich DX-80 speaker-

phone throughout the office or facility – and still enjoy all of its advanced calling features? Now they can!

Customer satisfaction soars with the DX-80 Cordless Speakerphone because attendants, warehouse and production personnel, roving employees, technical support professionals, and retail representatives can freely move about a warehouse or an office to check files, confirm inventory or report on the status of a project while keeping the caller on the line. Now your personnel can respond to business

issues with a level of efficiency that will differentiate your business from the competition.

64-Key Direct Station Selection (DSS) Console



For professional and larger offices that require a live receptionist, the sleek DX-80 Console expands the designated Attendant’s

extension with 64 additional buttons for connectivity to system endpoints. It plugs directly into a DX-80 Key System Unit.



Key System Unit (KSU)

The modular design of the DX-80 KSU Cabinet means that you can increase the capacity of your phone system quickly and easily by

adding expansion boards and/or combining two KSUs to instantly double system capacity with the optional Expansion Cabinet.

SPECIFY WITH CONFIDENCE

The DX-80 supports your growing business with a digital communications solution that is flexible, cost-effective and easy to use. Think of the DX-80 Business Communications System as a critical interface with customers and an asset to drive revenue, increase customer service and reduce operating costs. The DX-80 is designed to provide your organization with the power of a big business system in an affordable, expandable and extremely reliable package.

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 DX-80 can enhance the productivity of your employees and the service experience you provide to your customers.



Vertical Comdial® DX-80

Business Communications System

DX-80 EXECUTIVE SPEAKERPHONE ENDPOINT



DX-80 CORDLESS SPEAKERPHONE ENDPOINT



Vertical Comdial® DX-80 Communications System Features



Key Features

Account Code: Verified, Forced/Unforced
 Alarm Clock: Extension, System
 Alpha-Numeric Display (Super Twist)
 Attendant
 Attendant Administration
 Attendant/Extension Console
 Automated Attendant (Optional; includes Alternate Ringing Mode)
 Automatic Redial
 Automatic Hold
 Automatic CO Line/Intercom Selection (Programmable)
 Automatic Ring Mode Operation
 Barge In (Part of Intrusion)
 Background Music (Two Channels Standard Music on Hold)
 Battery Back Up (Memory; System via optional 3rd party UPS)
 Busy Ring Allow/Deny
 Call Back (CO Lines/Extension)
 Call Duration Timer
 Call Forward – CO Line Predefined
 Call Forward – Extension – Busy
 Call Forward – Extension – Direct
 Call Forward – Extension – No Answer
 Call Forward – Extension – Follow From
 Call Forward – Extension – Follow To
 Call Forward – Extension – External
 Call Forward – Ext. Predefined – Wrong No.
 Call Forward – Ext. Predefined – No Answer
 Call Forward – Ext. Predefined – Busy
 Caller ID (Standard on All Lines; Telephone Company Caller ID Service Required)
 Caller ID – Call Table (100-System)
 Caller ID to Analog Ports
 Call Operator/Attendant (Programmable Code)
 Call Park (Easy per Extension Operation)
 Call Park Answer
 Call Pick Up - Direct, Group
 Camp On - Extension
 Class Of Service - CO Line
 Class Of Service - Extension
 CO Line Alternate Route
 CO Line Guard Time
 CO Line Group (Pooled Access)
 CO Line Loop Supervision (Call Abandon)
 CO Line Name Programming (7-Character)
 CO Line Programming Copy
 CO Line Queuing (CO Line Call Back)
 CO Line Ringing Mode (Day, Eve)
 CO Line Signaling (Tone/Pulse)
 CO Line Assignment (Complete Flexibility)
 CO Line Receive Assignment (Allows answering ability while restricting outgoing access)
 CO Line Ring Assignment
 CO Line Type Assignment (PBX, CO, Device Port)
 Conference – Supervised, Unsupervised
 Conference – Forced Release
 Conference – Private Connection
 Database Programming via Key Telephone
 Database Programming via Windows PC-DBA
 Daylight Savings Time
 Dial Pad Confirmation Tone
 Direct Inward System Access (DISA) (Optional with AAM)
 Direct Station Selection/Busy Lamp Field
 Discriminating Ringing (Internal/External Call Specific)

Distinctive Ringing – CO Line, Extension
 Do Not Disturb
 Do Not Disturb – One Time
 Do Not Disturb – Override
 DTMF Receivers (One per Analog Port)
 End to End Signaling
 Enhanced Lettering Scheme
 Extension Feature Status Check
 Extension Groups (Paging, Pick Up)
 Extension Password
 Extension Programming Copy
 Extension Swapping
 Extension User Name (7 Character)
 External Music Source (2 Standard)
 External Paging
 Fax Detection with Automatic Transfer (Every 4th Line)
 Feature Button Disable
 Feature Code List
 Flash
 Flexible Feature Button Inquiry
 Flexible Extension Numbering Plan
 Flexible Feature Button Programming
 Flexible System Numbering Plan
 Forced Intercom Call Forward
 Forced Intercom Tone Ring
 Forced Release
 Headset Jack
 Headset Mode
 Hold Abandon
 Holding Call Answer/Select
 Hold – Common (System)
 Hold – Exclusive
 Hold Reminder
 Hot Key
 Hot Line
 Hour Mode Selection
 Hunt Groups (via UCD-Linear)
 I-Hold Indication
 I-Use Indication
 Intercom Key
 Intercom Mode Selection
 Intercom Non Blocking
 Intrusion – Extension/CO Line
 Last Number Redial
 Liquid Crystal Display (LCD)
 LCD Interactive Buttons
 Loud Bell Control (Gate/EP/LBC)
 Meet Me Conference
 Meet Me Page
 Memo Pad
 Message – Status Text
 Message – Extension Text Messaging
 Message Waiting
 Monitor – Extension via Monitor COS
 Music On Hold (Two Input Sources)
 Mute
 Muted Ringing
 Name In Display
 Night Service Activate
 On Hook Dialing
 Page Allow/Deny
 Paging
 Pause Insertion
 PBX Compatibility
 PC Database Administration
 Phone Lock/Unlock
 Privacy

Privacy Release
 Private Line
 Pulse to DTMF Conversion
 Recall
 Release Key
 Reminder Tones
 Remote Programming via Windows® PC-DBA
 Ringing Line Priority
 Room Status (Hotel Feature)
 Saved Number Redial
 Single Line Telephone/Analog Device Support
 Single Line Telephone CO Line Flash
 Single Line Telephone Hotline
 Speed Dial – 1000 Number Capacity
 - Extension: 50 Possible Per Ext. (1000 Max.)
 - System: 200 At Default (1000 Max. Possible)
 Station Message Detail Recording (SMDR)
 System Time/Date
 Tenant Groups (3)
 Toll Restriction
 Tone/Inter-Digit Duration Selection
 Transfer
 Transfer and Answer Call
 Universal Call Distribution
 - 24 Groups
 - Linear/All Ring/Distributed
 UCD Agent Log Off/Log On
 UCD Overflow (2 announcements possible)
 UCD Reroute Destination
 UCD Voice Announce Group
 User Name Programming
 Virtual Number
 Voice Announce: Hands-free Reply
 Voice Announce: Busy Ext. Hands-Free Reply (OHVA)
 Volume Control
 Warning Time
 Warning Tone

Cordless connectivity

Cordless Full-Featured Speakerphone Endpoint
 Base Station
 - 2 Endpoint Capacity per Base Station
 - 2 Base Station Capacity per DX-80 System
 - Base Station Power Derived from KSU
 Endpoint charging cradle

Corporate Office™ Voice Mail (optional)

Answering Machine Emulation
 Call Blocking/Caller ID Integration
 Call Queuing
 Call Recording
 Call Screening
 Cascading Message Delivery
 Customizable System Prompts
 Dial-by-Name
 Distribution List/Group Boxes
 Flash and Hard Drive Versions
 Integrated Auto-Attendant
 Interview/Question/Order Entry
 Message Waiting Update through the Backplane
 Multilingual Capability (7270C only)
 On-Board Modem (7270C only)
 Pager Notification
 Scheduled Greetings
 Skip Greeting Message
 Subscriber Outbound Calling
 Time/Day Announcements (Day, Lunch, Evening)
 Time Synchronization with the DX-80
 Transfer Off Premise

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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 DX-80 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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