

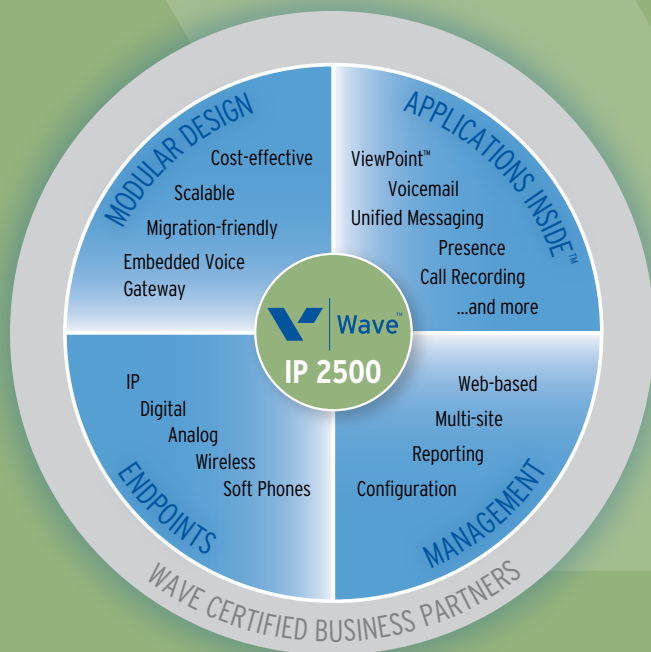


The **FUTURE** is calling.



Wave IP 2500™ | IP Business Communications Solution for Small Business

THE FUTURE IS CALLING. HOW DO YOU PLAN TO RESPOND?



The advantages of the Wave IP 2500 business communication system – its modular design, Applications Inside™ architecture, extensive family of supported endpoints, and powerful management tools – are delivered to our customers by the talented and capable members of the Vertical Wave Certified Business Partner community.

As your business evolves, so do your communications requirements. When making an investment in an IP phone system, your business demands a cost-effective solution that:

- Provides outstanding value in the core business applications you need today, such as desktop call management, unified messaging, call recording, fax and auto attendant.
- Lets you selectively run advanced applications to address future business opportunities and improve customer service, such as self-service interactive voice response (IVR) applications and contact center – without costly additional servers.
- Supports thousands of sites but is easy to manage, reducing administrative time and costs.

What's more, today's IP phone system must also deliver investment protection by:

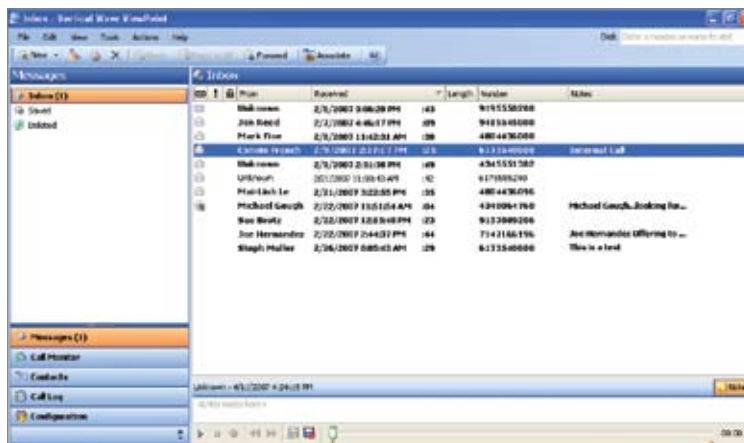
- Leveraging your investment in the phones your employees use today – such as IP, digital or analog phones and devices – as well as soft phones, voice badges and other voice-enabled devices you may use in the future.
- Creating a seamless call experience for both staff and callers, whether employees work in the office, at home, or on the road.
- Facilitating the growth of your business cost-effectively, by letting you add users and applications in a modular and straightforward way, without requiring expensive forklift upgrades or additional servers.
- Reducing network and voice costs by leveraging integrated voice and data connectivity services like SIP trunking.

Whether you have a handful of employees or hundreds, and whether they're located in one office or distributed across the country, the future of your business depends on the smart choices you make today.

Vertical Wave – It's the Right Call.™

A NEW PRODUCT, A RICH HERITAGE

Vertical Wave is the result of more than two years and millions of dollars of research and development investment by Vertical Communications, a leader in next-generation IP telephony solutions. Based on proven technologies that have met the needs of demanding customers like CVS/pharmacy, Staples and Apria Healthcare, and featuring a range of brand-new capabilities, Wave is the reflection of Vertical's rich heritage of technical innovation and its ongoing commitment to enhancing customer communications.



The Wave ViewPoint™ application, available to all users on the Wave system, makes it easy to initiate, receive and manage calls.

VERTICAL WAVE – CHANGING THE GAME

Vertical Wave changes the game for next-generation IP business communications. The Vertical Wave IP 2500 Business Communications System is a new generation of communications asset that delivers enterprise-level communications capabilities at a small business price.

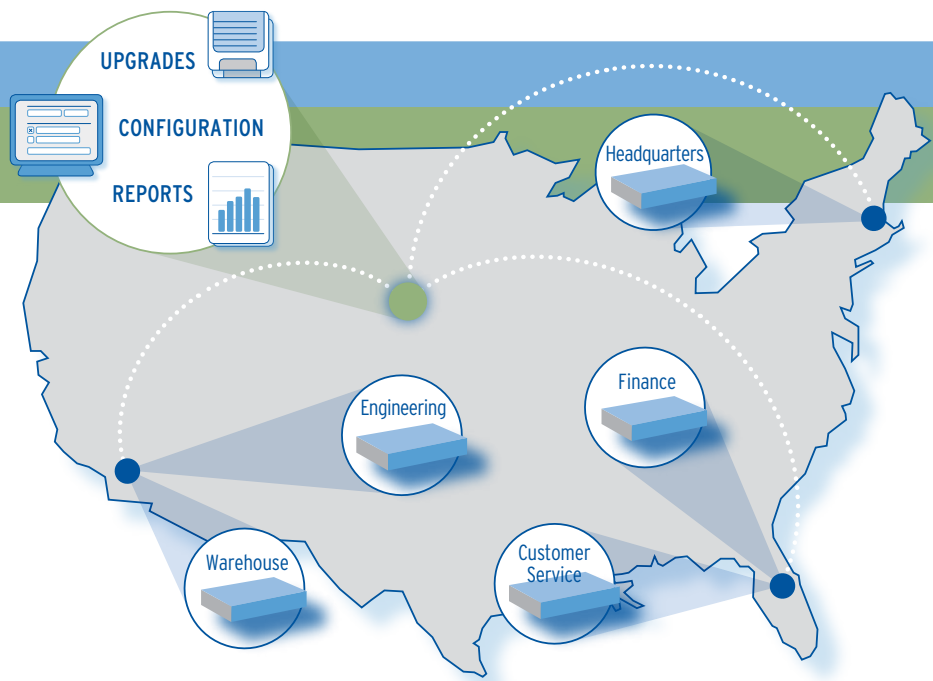
Every aspect of Wave is designed to enable your organization to enhance customer service, improve employee productivity and control communications costs. Wave extends the value of business communications with its unique Applications Inside™ architecture, which supports an embedded portfolio of communications applications as a fully integrated solution – eliminating the need for costly additional servers. A set of high-value base applications come standard on the Wave IP 2500 platform including Wave ViewPoint™, Visual Voicemail, Unified Messaging, Presence, Call Recording and Auto Attendant. The award-winning Wave ViewPoint desktop call management tool delivers an easy, intuitive and powerful set of communications capabilities to every user in your organization, dramatically extending the capabilities of a physical phone.

A range of optional Wave add-on applications are already part of the Wave system, and can be dynamically deployed at any time – a capability no other solution can claim. These include Wave Contact Center™, Wave Conference Manager™, Wave Voice Server™ and Wave Fax Manager™, as well as a variety of industry-specific applications delivered over time. To ensure seamless operation of the Wave system and ease of administration among multiple sites, Wave offers network-wide management and reporting tools.

With integrated voice services and support for SIP services, Wave allows small businesses to reduce costs and enjoy the network flexibility offered by IP.

The real Wave breakthrough is the elegance with which all of these capabilities have been engineered into one single, streamlined and extraordinarily cost-effective platform to provide real-world performance advantages and superior value.

Comprehensive management tools make it easy to manage upgrades, change configurations, and generate reports from both single- and multi-site Wave implementations.



- **Wave Global Administrator** This intuitive, Web-based management tool makes it easy to set up the system, handle moves, adds and changes, and administer applications licenses. Global Administrator includes robust diagnostic and monitoring capabilities.

ADD-ON APPLICATIONS

Optional add-on applications are pre-installed and ready-to-run. They can be licensed and dynamically launched at any time. The free 30-day trial license lets you try each application before you buy.

- **Wave Contact Center** Optimized for any business unit that interacts with customers such as technical support, inside sales, and customer service. Wave Contact center agents can be located wherever there is an Internet connection – at headquarters, in a branch office, or at home. Agents use the same ViewPoint application with which they are already familiar. Administrators maximize customer satisfaction and agent performance with enterprise-level contact routing and queuing. Advanced monitoring and reporting on virtually any aspect of contact center operations are included.
- **Wave Conference Manager** Provides complete “meet me” conferencing support for up to 60 parties, plus unlimited “listen only” conferencing, without the added costs of a third-party conference service provider. Users can also create multi-party conferences on the fly using ViewPoint.

- **Wave Fax Manager** An integrated fax server supports inbound and outbound faxing.
- **Wave Voice Server** This fully-integrated voice application server enables you to develop and deploy customer-friendly business-enhancing, self-service applications. As business needs evolve, use Wave Voice Server to create your own library of value-added speech-enabled applications.

MANAGEMENT TOOLS

Wave Global Administrator, included with Wave, provides a broad range of management and diagnostic capabilities. If your employees are distributed among multiple locations, or if you require multi-site reporting for your organization, you may consider these optional Wave management tools.

- **Wave Global Manager** This powerful Web-based multi-site management tool complements Wave Global Administrator by allowing you to track, schedule and automate routine system maintenance tasks, such as backups and software upgrades.
- **Wave Global Reporter** Automates the collection and analysis of call detail information for a single system or across a network of systems at multiple locations. For these multi-site deployments, Wave Global Reporter automatically consolidates call records and applications-level data from each site, accessible through both global views and drill-down reporting.



Wave Global Administrator makes moves, adds and changes a breeze.



ADVANCED CAPABILITIES – WHEN YOU NEED THEM



Wave takes full advantage of both the advanced feature set and cost savings of the Vertical family of IP endpoints.



To help protect your investment in endpoints, Wave supports many Comdial® Impact Classic digital phones and many Vodavi®-branded digital phones.

IS YOUR ORGANIZATION READY FOR IP TODAY?

Wave is IP at its core. When configured as a pure IP solution, Wave's integrated SIP server and native gateway resources provide a complete, standards-based IP telephony infrastructure for next-generation SIP applications and network services. Wave supports Vertical SIP IP endpoints, SIP-based PBX and applications networking, SIP trunking and IP-based remote administration.

NEED MORE TIME TO MIGRATE TO A PURE IP ENVIRONMENT?

Wave includes robust voice gateway capabilities that let you migrate to next-generation IP communications services on your own timeline. Wave supports traditional voice trunk interfaces, including analog trunks, T1 and PRI-ISDN with built-in CSU/DSU functionality and V.35 access with powerful diagnostics. Wave also supports a full range of IP Codecs as well as SIP trunking services for maximum flexibility.

SUPPORTS BROAD ARRAY OF PHONES

Wave supports many combinations of wired and wireless SIP phones, including soft phone clients and digital telephones, as well as analog endpoints. Wave takes full advantage of both the advanced feature set and cost savings of the family of Vertical IP phones. To help protect your telephone investment, Wave supports many Comdial Impact Classic digital phones as well as many Vodavi®-branded digital phones.*

* See back for details.

WAVE GROWS WITH YOU

Wave provides exceptional expansion capabilities and investment protection as your organization grows and prospers. The base Wave IP 2500 system supports up to 350 IP endpoints or a combination of up to 60 digital and analog end-users.

To expand a base Wave IP 2500 system to support more digital or analog trunks/stations, simply add innovative Wave Expansion Units (EXUs) which stack neatly on to the Wave IP 2500 server. No external cabling or additional hardware configuration is required. Each EXU supports up to 48 additional digital or analog users or additional trunk capacity.

As your business grows, your Vertical Wave system can grow gracefully along with it, satisfying your future needs and protecting your communications infrastructure investment. Wave's multi-site capabilities feature robust networking and IP-based management of multiple site deployments, enabling network administrators to efficiently manage moves, adds and changes, configure voice features and applications between workgroups and across locations, as well as leverage SNMP-based alarms and trace applications to notify, diagnose and troubleshoot almost any issue.

As your business grows, add up to 4 Wave EXUs to the base Wave IP 2500 platform.

WHAT'S IN YOUR FUTURE?

For any organization to succeed, it's critical to make investments in systems that address today's needs while anticipating future opportunities.

While some IP-based business communications systems claim to integrate voice and data communications, only Vertical Wave offers the Applications Inside™ architecture, which both delivers on the promise of IP and keeps hardware costs in line. With a core set of applications that will drive today's organization – Auto Attendant, Unified Messaging, Call Recording, and ViewPoint desktop call management – as well as a growing library of value-added applications to grow with you over time – Contact Center, Conference Manager, Fax Manager and Voice Server – Wave is key to your future success. Choose from a rich set of management tools to address your organization's needs as they evolve.

Your business future rests on smart decisions.

Vertical Wave – It's the Right Call.™



MAKE THE RIGHT CALL WITH VERTICAL WAVE

With its unique Applications Inside™ architecture, Vertical Wave provides the right mix of big business capabilities at a small business price. Automatically receive upgrades and enhancements through the Wave Subscription Program. Whether your organization has 20 users or thousands, Wave supports you now – and in the future.

Wave is available through our network of Wave Certified Business Partners and is licensed as follows:

- **Wave Standard Edition** – for 1 to 50 users
- **Wave Professional Edition** – for 51 to 200 users
- **Wave Enterprise Edition** – for 201 to 350 users

WAVE IP 2500 KEY FEATURES

Base Applications	<ul style="list-style-type: none"> • Wave ViewPoint Desktop Call Management • Visual Voicemail • Unified Messaging • Presence Management • Call Recording • Auto Attendant • Wave Global Administrator
Add-on Applications	<ul style="list-style-type: none"> • Wave Contact Center • Wave Conference Manager • Wave Fax Manager • Wave Voice Server • Wave Global Reporter • Wave Global Manager
System Features	<ul style="list-style-type: none"> • Native support for IP, SIP-based IP Telephony, TDM and PSTN via integrated gateway resources • Dynamic DSP/media resource allocation for applications, VoIP and core PBX services • QoS – DiffServ and IP TOS classification • SIP RFC 3261 • Voice Codecs – G.711, G.723.1, G.729a • 4 FXS and 4 FXO ports
Size/Capacity	<p>The base Wave IP 2500 system is a rack-mountable server that measures 17.6" wide (447mm) x 19" deep (483mm) x 4.35" high (111mm) and weighs 26 lbs (11.8kg). The base system supports:</p> <ul style="list-style-type: none"> • Up to 350 users • Up to 10 T1s • Up to 240 SIP trunk channels <p>The Wave Expansion Unit (EXU) measures 17.6" wide (447mm) x 19" deep (483mm) x 2.6" high (66mm) and weighs 19 lbs (8.6kg). Each EXU supports up to 48 additional users or trunk capacity.</p>
Endpoints	<ul style="list-style-type: none"> • Vertical IP Phones (9112i, 9133i, 480i, 480CT) • Vertical Digital Phones (Edge 100 12- and 24 -button) • Comdial Impact Classic Digital phones including Edge 100G-12 and -24, 8324SJ, 8312SJ, 8212S*, 8012S*, 8024S*, and 8112S* • Vodavi®-branded digital phones*: please contact Vertical for a list of supported phones.
Phone System Highlights	<ul style="list-style-type: none"> • Analog TUI Features • Auth Code • Auto Dial • Barge In • Call History/Lists • Call Page, System & Zone • Call Park • Call Recording • Caller ID with Blocking • Camp On • Centralized Trunking • Class of Service • Coach • Conference – Ad Hoc and Meet Me • Customizable Inbound/Onbound Routing • Do Not Disturb • DSS/BLF • Extension Pickup • Feature Code Access • Group Pickup • Hold • Intercom • Listen/Pickup • Message Waiting • Monitor • Multiple Line Appearance • Music On Hold • Mute • Night answer • Phone LCD Voicemail Status • Private Networking • Shared Line Appearance • SIP Trunking • Speed Dial • System Speed Dial • Transfer – Blind/Consult • Unified Dial Plan • User Forward • Voice Call • Workgroups

* Scheduled for early 2008.



www.vertical.com

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