

Vertical Telenium IP™

Product Sheet

# Superior IP Telephony for the Small- and Mid-Sized Enterprise



**Vertical Telenium IP is a comprehensive and pragmatic IP telephony solution for small- and mid-sized organizations. By converging voice and data services across the enterprise network, Telenium IP delivers proven, reliable, business-class telephony for both single and multi-site organizations. The Generation 4 Telenium IP platform offers a more robust feature set than any competing system to optimize communications with customers, partners, and suppliers. It simplifies management and slashes long-distance tolls between offices, reducing ownership costs. Moreover, the system can be scaled to add even more advanced capabilities, enabling Telenium IP to grow with your needs. When it comes to IP telephony, Telenium IP sets the bar high for features and value.**

## **PROVEN PERFORMANCE MAKES THE DIFFERENCE**

Telenium IP is engineered with built-in resiliency and flexibility. The Vertical platform supports up to 600 ports, and multiple Telenium IP systems can be linked for even greater capacity. The solution's innovative, solid-state, flash-based design avoids spinning disk media, yielding a longer lifespan than most server-based phone systems. In the event of a power outage, startup time is less than two minutes, providing rapid restoration of phone services. Redundant call controllers can also be deployed to gain fault tolerance in mission-critical environments.

## **COMPETITIVE ADVANTAGES ARE STANDARD**

Out of the box, Telenium IP offers an in-

comparable feature set to bolster customer communications, staff performance, and the bottom line.

### ***Work Smarter and Faster***

Telenium IP's standard call functionality empowers employees with indispensable features like voicemail, call forwarding, call waiting, and call parking. Staff can also conduct voice conferences easily to support workgroup collaboration. With push-button simplicity, they even can record calls to capture a customer's order or a client's instructions, and then forward the recording as a .wav file to colleagues.

### ***Improve Caller Satisfaction***

Automatic Call Distribution (ACD), once affordable only by large companies, is standard on Telenium IP. With robust ACD capabilities, you

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Telenium IP brings plug-and-play simplicity to moving and adding phones



can use call center functionality to organize the flow of incoming calls, always directing callers to the right department for prompt service. Additionally, Telenium IP's standard auto attendant facilitates inbound call routing by letting callers reach their parties without staff assistance. Calls are connected to sales, service, or the help desk quickly and easily, allowing staff to handle inquiries more effectively and provide customers with a more satisfying experience.

### **Work Anywhere**

Because employees increasingly work off-site, Telenium IP can extend voice services beyond the internal network. Calls can be forwarded to any handset, cell phone, or PDA to ensure mobile users and sales staff are always accessible. Remote workers can even deploy cell phones as their desktop handsets, making and receiving calls from their office extensions as if they were at their desks. Whether offsite or at home, workers stay connected.

### **Integrate the Organization**

Unlike competing systems, Telenium IP includes robust, multi-site networking at no charge, making it ideal for distributed organizations. Telenium IP platforms can be installed at remote sites and linked via the WAN or deployed via gateways at smaller offices. Either way, employees will gain enterprise-wide extension dialing. Because all voice traffic between sites will travel over the network, toll calls are avoided, making collaboration and workgroups more cost-efficient.

### **EASY TO OWN AND USE**

Complexity is costly. Without the in-house expertise to manage traditional phone technologies, even simple tasks like moving or adding phones is an expensive proposition demanding onsite vendor technicians. Moreover, call functionality is useless if features are too complicated for employees to use. Telenium IP fulfills the promise of IP telephony by providing outstanding ease-of-use for both administrators and users.

### **Rapid Deployment**

Telenium IP brings plug-and-play simplicity to moving and adding phones, making handsets always available where required. Its auto-configuration functionality instantly discovers gateways and handsets when they are connected to the network, making them ready to use with unsurpassed speed.

### **Centralized Management**

Telenium IP's centralized management gives IT staff complete control over the entire phone system. Using a web-based portal to configure and administer Telenium IP, its easy to optimize voice services for evolving business requirements. IT staff can even remotely manage multiple Telenium IP systems, avoiding the need for IT personnel at each site.

### **Customizable**

Telenium IP adjusts to your needs, not the other way around. Without a steep learning curve, users can customize their handsets to make their phone and voicemail features work as they do. With Telenium IP, the functionality that improves communications is used daily.

### **LOW COST OF OWNERSHIP**

Telenium IP is designed from the bottom up to make function-rich voice services affordable. In addition to its many cost-saving IP features that leverage the enterprise network, the platform provides other functionality that contains expenses. Thanks to support for Session Initiation Protocol, cost-effective SIP trunk lines may be used. Moreover, Telenium IP's distributed architecture allows for gateway installations anywhere on the network to lessen cabling costs. The platform is scalable for investment protection, and handsets and gateways are software-upgradeable to simplify and accelerate the deployment of new features as they emerge. Telenium IP proves that enterprise-class telephony does not have to be expensive to own.

### **FLEXIBLE SUPPORT FOR HANDSETS**

Telenium IP supports analog phones as well as the outstanding Vertical IP7000™ handsets, Nomad IP™ Wireless Telephones, and Vodavi®-branded digital 3011-71, 3015-71 and 3017-71 model phones. This versatility offers high-quality handsets for every need as well as investment protection.



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## CALLS STAY PRIVATE

Business communications are confidential and must remain that way. To safeguard your conversations, Telenium IP relies on powerful, standards-based IP Security (IPsec) to encrypt all voice and data traffic. For additional security, employees can password-protect their voicemail boxes to preserve the privacy of sensitive messages.

## PATHFINDERIP™: COMPLETE DESKTOP MESSAGE MANAGEMENT

The optional PathFinder IP further streamlines communications by delivering advanced messaging on every employee's desktop. Using a Windows-based client, staff will handle, manage, and share voice and e-mail messages efficiently and productively. This powerful platform works with all standard e-mail applications, simplifying its integration into enterprise networks. PathFinder IP also provides a more robust feature set for auto attendants as well as more flexible routing and greater scalability. Voice mail and auto attendants can be centralized for simplified, web-based administration, or distributed across multiple locations, ensuring that a power outage at headquarters does not affect remote offices. Moreover, even more functionality can be added to meet specific business needs.

### OneLook® Unified Messaging

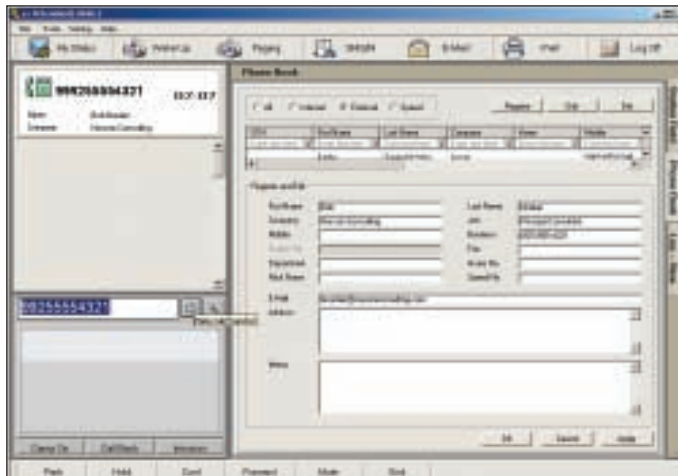
The optional OneLook Unified Messaging solution boosts communications by forwarding voicemail as .wav files to email inboxes, providing employees with one-glance views of all their messages. Its Desktop Call Control further improves message handling by allowing employees to screen calls and prioritize the most important ones.

### Chalk Talk™: Broadcast Messages

The optional Chalk Talk module provides automated message delivery, offering a simple and effective way for schools and businesses to quickly communicate vital messaging to parents and employees. Schools, for example, can deploy Chalk Talk for a homework hotline, substitute teacher locator, absentee student notification, or to inform parents of school closings.

## ezATTENDANT™: STREAMLINE CALL HANDLING

With the optional ezAttendant, receptionists can improve caller satisfaction by directing



calls throughout the organization quickly and accurately. This sophisticated call processing solution offers advanced capabilities that permit operators to manage calls efficiently even for multiple networked locations.

## TAILOR TELENium IP TO YOUR NEEDS

The latest Telenium IP release offers improved scalability and optional capabilities. Voice services can be expanded as the workforce grows, enabling businesses to further harness the power of IP telephony and stay competitive.

### Nomad™ Soft Phones

Nomad Soft Phones permit employees to use their laptops as business telephones, providing telecommuters and travelers access to all of Telenium IP's features without requiring a handset. Load Nomad Soft Phone software onto a wireless PDA to transform the device into a Telenium IP phone.

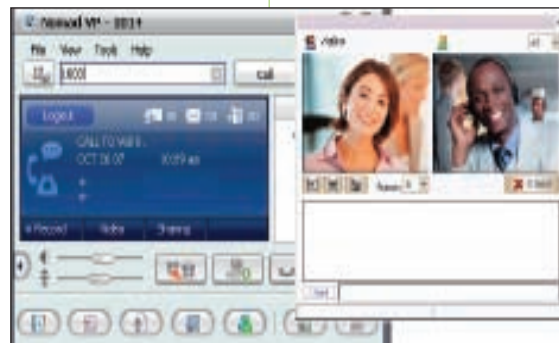
### NomadVP™: The Power of Video

NomadVP can supercharge workgroups by enabling employees to use their PCs and laptops for videoconferencing. With the immediacy of video messaging, collaborations and teamwork are improved while the travel costs demanded by onsite meetings are eliminated. Additionally, users can schedule calls, identify callers using screen pops, record conversations, and much more, providing them with the most sophisticated communications tools available.

### More Productive Call Centers

Discovery Manager™ enhances Telenium IP's

*Monitor availability with ezAttendant, and use customizable hot keys to route calls quickly and efficiently.*



*Use NomadVP's video calling to bring remote workers 'virtually' into the office for meetings.*

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standard ACD functionality to make call centers an even more powerful resource. Full-featured monitoring and reporting allows businesses to tune call centers for maximum efficiency, and agents can work from any location for economy and convenience.

### *Enhanced Availability of Voice Services*

Telenium IP's Site Survivability option delivers business continuity. The system can automatically reroute calls to the PSTN should the network fail, allowing phones to operate even when data services do not.

### **TELENIUM IP: VALUE, DEPENDABILITY, AND SATISFACTION**

For businesses seeking to outperform competitors and grow, IP telephony is a necessity and the smart choice is Telenium IP. Companies can capitalize on a time-tested, business-class solution known for its rich features and low cost of ownership. Most importantly, phone communications can be transformed into a strategic asset that will help

your staff work more effectively and profitably than ever before.

### **ABOUT VERTICAL COMMUNICATIONS, INC.**

Vertical Communications, Inc. is a leading provider of next-generation IP-based voice and data 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 on products and solutions from Vertical Communications, call 877-VERTICAL or visit our Website at [www.vertical.com](http://www.vertical.com).**

