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Vertical Communications Introduces Innovative Software Enhancements for Wave IP Business Communications Solution

Only UC System with Built-in Disaster Recovery Application

Santa Clara, CA, December 1, 2011 – Vertical Communications, Inc., a provider of next-generation IP telephony systems and integrated B2B unified communications (UC) solutions, is pleased to announce the latest software release for its flagship Wave IP business communications systems. [Wave IP Release 2.5](#) features [Wave Live Image, a new, fully integrated disaster recovery solution](#), as well as increased SIP carrier support and new enhancements to features that help Vertical customers improve TCO, lower ongoing maintenance costs and streamline provisioning of users. Vertical's "all-on-one-box" solution provides cost-effective, real-world unified communications capabilities for businesses of all sizes.

Wave Live Image uses patented disk imaging technology from Acronis® in an embedded application that provides Wave users with timely, cost-effective disaster planning and recovery, as well as regularly scheduled or on-demand back-ups of all or parts of the system, all on one platform. Live snapshots of a Wave IP system can be downloaded to a bootable USB device, providing administrators with a fast, effective process to re-image and restore the system in minutes. Snapshots are automatically compressed to minimize storage requirements and can be stored on the secondary drive of the Wave IP system, on a network file server, or on an offsite location for ultimate peace of mind.

"With Vertical's Wave Live Image, we are now able to automatically backup and in a worst-case scenario, get a new system up and running in a matter of minutes," said Chet Lyle, president of Communications Diversified. "Vertical continues to provide us with high quality technology, which in turn allows us to offer the best IP communications systems to our customers."

Wave 2.5 also features the addition of Verizon and Broadsmart to the list of Wave SIP-supported carriers, which includes Accessline, Broadvox, Comm Partners and others. To further reduce system administration and costs, Wave 2.5's advanced import/export utilities are designed to streamline user set-up with bulk provisioning of users, personal call rules, routing lists and actions, while simplifying migration to a Wave IP system from other PBX systems.

More enhancements in Wave 2.5 can be found in the system's feature-rich ViewPoint desktop call control client. Existing call features include improved automatic account code association for easier tracking, recording and posting of customer-specific account code information for inbound and outbound calls; additional administrator and user auto-update options, as well as presence-based group ring options for faster call handling; and an intuitive bookmark feature for use with voice mail messages.

“Having the ability to quickly and easily restore IP communications is an absolute necessity where communications are considered the lifeblood of a company’s operations,” noted Peter Bailey, Vertical president and chief operating officer. “Live Image gives you that capability so if the unthinkable happens, you can quickly re-image and restore your system from a bootable USB device in just minutes. This, along with the other enhancements Wave 2.5 offers, helps cost-sensitive, mid-sized businesses and larger distributed organizations seeking to reduce overhead associated with managing business communications, streamline the administration of their system while lowering their total cost of ownership.”

Wave IP Communications System

The family of Wave IP business communications systems offers customers a fully integrated unified communications solution and ultimate flexibility with features such as contact center, call recording, reporting, networking, management, custom call routing applications and IVR – all within a single system. Wave IP’s unique *Application-Ready* architecture means Vertical’s unified communications capabilities and suite of voice applications are available “on-the-box” so they can be easily deployed and managed without expensive add-on software.

Pricing and Availability

Wave 2.5 is available to Vertical customers running Wave 2.0 and above, or with an active software subscription, through a simple software upgrade.

About Vertical Communications

Vertical Communications, Inc. is a unified communications (UC) and IP telephony solutions provider for business-to-business communications. Vertical’s business communications systems provide the enterprise-class functionality necessary to deliver seamless connectivity, collaboration and mobility through smart, powerful telephony and voice applications that are simple to deploy and use while substantially reducing operating costs. With more than 200,000 customers across all industries, Vertical solutions are distributed through a network of more than 3,000 authorized dealers throughout North America and in Europe. For more information, visit www.vertical.com.

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