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**Vertical Communications Launches “Wave Answers”  
24/7 Support Portal for End Users**

***[www.waveanswers.com](http://www.waveanswers.com) Video Tutorials Address Common Customer Questions***

**Santa Clara, Calif., March 25, 2014**—Vertical Communications®, a leading provider of business communications software and solutions, has launched a self-service technical support portal for users of its Wave IP Unified Communications platform. The new online offering, “[Wave Answers](#),” provides users with easily searchable, step-by-step videos on how to use the many features and applications in their Wave IP system.

“We’re always looking to invest in new technologies and services for our customers that enhance the overall experience of Vertical’s unified communications solutions,” said Steven De Korne, Vertical’s vice president of marketing. “The Wave Answers portal delivers an easy, convenient and always-accessible way for end users to receive on-the-spot information and training that best serves their needs. The immediate access to tutorials and system information allows our customers to become much more self-sufficient and productive, and helps reduce calls to a help desk or field-based technician.”

With Wave Answers, customers can find answers to hundreds of questions on the Vertical Wave IP. Video tutorials are divided into categories that cover the many applications, features and functionalities of the system, such as its ViewPoint desktop and Contact Center applications, as well as Vertical IP and digital phones. Users simply go to [www.waveanswers.com](http://www.waveanswers.com), enter a question into the search window, and the Wave Answers portal provides a list of available videos that address it.

According to De Korne, Vertical will offer additional automated tutorial services in the near future, including “Wave Help,” an online version of the latest Wave IP technical manuals for authorized Wave IP service technicians and system administrators.

**About Vertical Communications®**

Vertical Communications, Inc. is a unified communications (UC) and IP telephony solutions provider for business-to-business communications. Vertical’s Wave IP business communications software and 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 and supported through a network of authorized dealers throughout North America, Europe, Latin America and Asia. For more information, visit [www.vertical.com](http://www.vertical.com).

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