



THE COMMUNICATIONS APPS YOU NEED THERE WHEN YOU NEED THEM

Wave goodbye to per-user license fees.



HAVE YOUR DIGITAL AND IP, TOO.

Wave goodbye to high communications costs.

Say hello to the Wave IP unified communications (UC) system from Vertical Communications®, the industry's only true hybrid solution with both full IP and digital functionality. All on one server. All for no additional cost.

Protect your existing communications investment by easily migrating from digital to the latest IP and cloud-based services as you need them. Unlike other solutions that offer support for IP applications but which require additional hardware and software – at additional costs – the Wave IP comes complete with embedded telephony and fully functioning UC capabilities including collaboration, presence management and enterprise mobility applications that are easy to use and deploy.

One System, One License, More Apps

All native Wave IP UC applications are available at no extra cost and ready to use when you are, thanks to Vertical's unique single licensing model. The base user license included with every Wave IP system gives everyone in your organization access to Vertical's award-winning ViewPoint desktop UC client and to 100% mobility via the ViewPoint Mobile app, as well as features and tools they need to:

- Communicate and collaborate quickly with the ability to see **customized personal statuses** and the availability of everyone in your company directory across all of their devices
- Build better customer relationships with **personalized voice greetings** and **customized customer routing rules**, including **VIP Call Handling**
- Improve customer service with **screen-popped caller information** and **contact center queue callbacks**
- Easily **record, search and retrieve calls** to enhance customer service, ensure compliance with industry standards and regulations, and support employee training and performance
- Record and **broadcast targeted messages** to groups or your entire organization
- Add notes to and prioritize messages at a glance with **Visual Voice Mail**
- Enhance safety and emergency response times with **custom emergency Caller ID**
- **Customize, extend and integrate Wave IP applications** with your own third-party software packages such as CRM systems, billing applications, contact center reporting packages, IVR and more to enhance business processes



Vertical Wave IP 500™



Vertical Wave IP 2500™

Setting the Standard for UC

"[Vertical's] flagship Wave IP platform is a pure-IP-based system that truly integrates the full suite of UC applications (mobility, collaboration, desktop call control, soft client, IM, presence, conferencing, messaging, recording and more) into a single physical appliance. With its tightly integrated design, the Wave IP reduces the costs associated with acquiring, maintaining and operating hardware and applications."

Robert Arnold
Senior Analyst
Frost & Sullivan

100% mobility.
In or out of the office.



The ViewPoint Mobile application for smartphones and tablets provides every user in your organization with true, 100% mobility. ViewPoint Mobile gives you fingertip access to the features and functionality of your enterprise Wave IP system to help transform your office staff into an even more productive mobile workforce. And because all of this functionality is delivered through the Vertical Wave IP, every business communication inside and outside of your firewall is logged and routed back through your corporate network.

ViewPoint Mobile features:

- Complete mobility solution at no additional cost, including a free VPN virtual server for fully secure encrypted voice calls, IMs and data
- Fully integrated SIP softphone with all call controls in one interface to make calls over any data channel, whether WiFi or cellular
- Ability to monitor each call's quality and seamlessly switch between networks if call quality is diminished, or to reconnect if calls are dropped
- Mobile Application Management allows administrators to centrally control access to features

Add-on Applications

Further increase the productivity and power of your Wave IP system with optional add-on applications. These applications are ready to run with a simple license that can be dynamically launched at any time. You even receive a free, 30-day trial license to try each application before you buy.

Wave Call Classifier – Dramatically improve customer service with advanced call routing based on real-time lookup of caller data.

Wave Live Image – During scheduled or unscheduled downtime, restore your Wave IP system to its last known “good” state in a matter of minutes.

Wave Campaign Tracker – Eliminate the high cost of third-party services by assigning direct-dial numbers to each of your marketing campaigns for real-time tracking and reporting.

WaveNet – Connect multiple sites and users over IP/SIP networks and simplify administration of user data, dial plans, voice mail and system features in minutes.

Wave Fax Manager – Seamlessly integrate with any mail server via SMTP to receive, forward and save faxes as email attachments without requiring any third-party fax gateways or devices.

Wave Contact Center & Reporter – Maximize customer satisfaction and agent performance with enterprise-level contact center features, including automatic queue callback option to better manage peak call times.

The Most Built-In Apps on Any Platform

Core applications and features standard in all Vertical Wave IP systems include:

- ViewPoint UC Desktop Call Management Interface
- ViewPoint Mobile with SIP Softphone for Smartphones & Tablets
- Real-time Presence & Status
- Meet Me Conference Rooms
- In- & Outbound IVR Applications
- Call Recording & Logging
- Call Reporting
- Visual Voice Mail
- Integrated Softphone
- VPN & NAT Traversal Support for Teleworkers
- Microsoft Exchange Integration
- Wave Client Application Programming Interface



The award-winning ViewPoint user interface is easily customized to personalize every customer interaction.



Wave Campaign Tracker lets you track advertising costs and results in real time and eliminate the need for and expense of outside marketing reporting services.

Simplified System Management and Networking

Embedded in every Wave IP is Wave Global Administrator, an intuitive Web-based management tool for easy system setup and administration. Global Administrator and optional Global Manager and Global Reporter applications make it easy to:

- Set up and manage your entire system on-site or remotely
- Make moves, adds and changes in minutes
- Perform diagnostics on a single system or across entire network
- Manage licensing and system-wide notifications/alerts
- Track, schedule and automate routine backups and software upgrades
- Collect and analyze call details for global and drill-down reporting

Vertical Wave IP communications systems feature the latest solid-state drive (SSD) technology and scale easily to provide exceptional expansion capabilities for single or multi-site organizations with up to thousands of users. Your investment is protected as your company grows with robust voice gateway capabilities that let you migrate to the latest IP communications services on your own timeline. The Wave IP supports traditional voice trunk interfaces, including analog trunks, T1 and PRI-ISDN, as well as SIP trunking services for maximum flexibility and cost savings.

Reduce Operating Costs

The Wave IP lets you take full advantage of the advanced feature sets and cost savings of Vertical digital, IP and Polycom SoundStation phones. The Wave IP also supports traditional analog phones to help protect your communications investment.



*Vertical
Edge 5000
Executive IP
Phone*



*Polycom™
SoundStation
IP5000/6000/7000
Conference
Phones*



*Vertical
Edge 700
24-button
Digital
Phone*



*Vertical
DECT
Phone*



For more information on solutions from Vertical Communications®, scan the code, call 1-877-VERTICAL, or visit www.vertical.com.

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