

Product Sheet**Vertical InstantOffice™**

Offering small and medium-sized businesses the most sought-after IP-PBX features at a highly competitive price

Whether your organization is opening its first office, moving to a new facility or has simply outgrown its existing PBX, you have a rare opportunity to replace your existing phone system with one that offers expanded functionality. There's no better choice than Vertical InstantOffice, a proven, powerful and cost-effective solution that takes your phone system to the next level of convenience, flexibility and productivity. InstantOffice delivers the features most in demand in an IP-PBX, including voicemail, conferencing, auto attendant and integrated fax. Equally important, it accommodates the budget and staffing constraints of smaller organizations, allowing you to dramatically enhance the quality and efficiency of voice communication — both for your staff and your customers — while keeping a tight lid on costs.

BRINGING TOGETHER VOICE AND DATA

InstantOffice, which has been successfully deployed at more than 9,000 sites worldwide, allows your organization to consolidate voice and data communications on a unified platform that is easy to use, easy to manage and economical. The system provides voice over IP (VoIP) capabilities, integration of voicemail, e-mail and fax, and integrated networking — all delivered using a single, cost-effective T1 line. The result is a compelling set of benefits for your organization.

Manage Your Business More Flexibly

Combining voice and data allows you to manage your growing business more flexibly and responsively. For example, by enabling VoIP, InstantOffice makes telecommuting easy and affordable by helping staff stay connected while working from home. You can also reduce

communications costs by connecting multiple offices over the Internet. Furthermore, InstantOffice brings new features — and new value — to your existing land and mobile phone lines.

Improve the Productivity of Your Staff

For workers who spend long hours on the phone, InstantOffice improves daily productivity by simplifying many small tasks that are repetitive, time-consuming and error-prone, such as checking for new voicemail messages, forwarding calls and initiating conference calls. These productivity enhancements add up to significant time savings for each individual, which are then multiplied across your entire organization. The time gained can be spent on high-value activities such as generating revenue, building client relationships and addressing strategic concerns.

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Provide A Positive Customer Experience

Whether you're dealing with new prospects or existing customers, they value service that respects their time and is responsive to their needs. InstantOffice helps you build customer satisfaction and loyalty by consistently delivering a positive experience where calls are directed to the right resource on the first contact, are answered in a timely way and are handed off to other departments seamlessly and accurately.

Control Your Communications Costs

By combining functionality that was previously handled by multiple systems, InstantOffice allows you to lower the overall cost of ownership for your communication infrastructure. You can:

- Benefit from the system's modularity, purchasing only the capabilities you need
- Reduce the redundant deployment, integration and support costs required for multivendor environments
- Eliminate the high monthly costs associated with dedicated analog and DSL lines
- Reduce administrative and onsite service charges related to phone line moves, adds and changes
- Reduce toll charges by routing calls over the Internet
- Protect your investments by deploying a software-based solution that can expand and adapt to your changing needs.

DEPLOY A COMPREHENSIVE YET AFFORDABLE SOLUTION

IP-PBX: Full-Featured and Flexible

The InstantOffice PBX provides a comprehensive set of features for handling calls promptly, efficiently and flexibly. Easy-to-use functions such as call transfer, call waiting, off-site call forwarding (e.g., to a user's home or mobile phone) and paging through speakerphones and overhead systems help ensure that calls reach the intended recipient, even if that individual is away from their desk or out of the office.

Direct Inward Dial (DID) enables inbound callers to reach a user's phone line or a fax machine directly, without first going through a voice response system or a live attendant. Hunt groups allow departments to control how incoming calls are handled. You can decide whether a call will ring only on the receptionist's phone set, all lines simultaneously or all lines in sequence until someone picks up.

Conferencing: Bringing People Together

Conferencing capabilities facilitate collaboration and team decision-making. The system can handle eight simultaneous conferences, with up to four participants per conference.

Voicemail: Getting the Message Across

InstantOffice voicemail incorporates numerous features that streamline daily communications activities. Message notification options let users know when they have voice messages waiting to be picked up, eliminating the need to constantly check voicemail. Flexible playback makes it easy to bypass less urgent messages and respond to pressing matters.

Integration with e-mail permits voice messages to be sent or forwarded as standard e-mail messages, with a .WAV file attachment. This enables voicemail messages to be managed, shared and forwarded easily and flexibly, using Microsoft Outlook rather than the telephone's voice interface.

The system accommodates nearly 70 hours of voice storage, allowing users to retain a significant volume of voice messages without their mailboxes filling up.

Auto Attendant: Always On Duty

Auto attendant ensures that incoming calls are always answered, with a custom greeting that is appropriate to the day and time. Options and voice prompts can be customized to suit your business needs and improve customer service. The system supports dial-by-name applications, enabling employees to receive phone calls via their office lines, even when there is no receptionist on duty.

Outstanding Features:

What Sets InstantOffice Apart

Several key features clearly distinguish InstantOffice from other systems in its class.

- **Record your conversations.** Users can record phone conversations and save them as .WAV files simply by pressing a button on the phone. Files can be forwarded for transcription or saved and shared for record keeping, compliance or training purposes.
- **Add integrated fax capabilities.** An optional fax routing application enables faxes to be received as e-mail messages and managed with all the convenience of e-mail. Receiving faxes as e-mail eliminates problems caused by a fax machine running out of paper or the wrong employee picking up a fax. At the same time, this eliminates concerns that a confidential fax is sitting in a public area for anyone to see or take.
- **Benefit from integrated T1.** Unlike competitors' products, InstantOffice offers an easy-to-configure, integrated T1 capability. This feature saves you money by mixing voice and data lines on a single T1, without requiring additional hardware and related support and maintenance costs.

Supported Phones: Whatever You Need

InstantOffice supports a wide variety of analog and digital endpoint phones. Supported analog devices include traditional handsets, fax machines, confer-

ence room speakerphones — and even cordless phones, which for the first time give users the freedom to roam within the office. InstantOffice also supports digital, IP and softphones. This gives you the flexibility to deploy the best and most cost-effective device for the purpose at hand, all using a single infrastructure.



REMOTE CAPABILITIES: DOING A LOT WITH A LITTLE

When it comes to supporting an IT and communications infrastructure, most smaller businesses have limited resources. InstantOffice lets you gain maximum value from your infrastructure budget through its capabilities for remote administration, configuration, fault monitoring and diagnostics.

The InstantOffice Advantage

Key Features	Business Benefits
Full featured IP-PBX	Provide essential communication services including voicemail, auto attendant, conferencing and fax
Supports a wide variety of phones	Choose the best device for the intended use
Integrated T1	Reduce communications costs
Remote administration	Support users more cost-effectively with limited resources
Remote management, fault monitoring	Ensure high availability, reduce support costs
Modular	Purchase only what you need
Easy to install and maintain	Minimize disruptions to your business

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An intuitive, Web-enabled interface greatly simplifies administration. With minimal training, office personnel can perform routine tasks such as creating and deleting users, configuring voice mailboxes and managing phone line moves, adds and changes. One individual can also manage multiple sites from a single location.

RELIABILITY: KEEPING YOU UP AND TALKING

Because your phone system is the lifeline of your business, InstantOffice incorporates numerous features that ensure trouble-free operation around the clock. These include high-reliability configurations and remote fault monitoring, with proactive notification of system faults. Remote, Web-based troubleshooting tools enable quick diagnosis and resolution of potential problems before they affect your phone system, your employees and your business.



TWO OPTIONS: CHOOSE THE BEST SOLUTION FOR YOUR BUSINESS

To meet diverse business requirements, InstantOffice is available in two configurations:

- The InstantOffice 1500 small-site platform supports up to 42 users per site and includes redundant hard drives for high reliability and integrated T1.

- The InstantOffice 3500 supports up to 72 users per site and offers an optional redundant hard drive.

With an extensive set of customizable features, the system can be tailored to meet the unique and fast-changing needs of your organization.

MAKE THE CONNECTION TODAY

InstantOffice supports your growing business with a converged communications solution that is flexible, cost-effective and easy to use. We're eager to show you how InstantOffice can enhance the productivity of your employees and the service experience you provide to your customers.

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 about InstantOffice or other solutions from Vertical Communications, please call us at 800.914.9985 or visit our website at www.vertical.com.



5 Cambridge Center Cambridge, MA 02142
www.vertical.com 800-914-9985

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