



## Vertical Comdial® DX-80 Business Communications System

# Sophisticated Telecommunications Solution in an Affordable, Scalable Package



The DX-80 Business Communications System is designed to give smaller enterprises all the sophisticated communications features of big-company systems in an affordable, easy to use and scalable package. The DX-80 System includes a family of desktop and cordless speakerphone endpoints and a comprehensive feature set of nearly 200 functions previously available only on high-end PBXs, including powerful voicemail and auto-attendant options.

### EXPANDS AS YOUR BUSINESS GROWS



The DX-80 System delivers enterprise-grade productivity without the complexity, cost and management responsibilities of a larger system. Its modular architecture enables small enterprises to get started today with a reliable digital communications solution with the assurance that it can be easily and economically expanded to grow in step with your business. Administration is a snap with the modem options, which enable one person to administer the system from virtually any network-accessible location. Growing your communications system to keep pace with the success of your organization has never been so easy – or so affordable.

### SHARPEN YOUR COMPETITIVE EDGE

The basic DX-80 system delivers nearly 200 powerful communications features right out of the box, giving your organization a jump start on the competition. A sampling includes:

**Built-In Caller ID:** The caller's name and number are clearly displayed on both digital and Caller ID-capable analog telephone sets, providing caller ID information regardless of extension type.<sup>1</sup>

**Uniform Call Distribution (UCD):** Allows extensions to be linked for call handling, enabling efficient utilization of your customer service resources. Incoming calls can be forwarded to the next available agent or on a per-group basis (sales, tech support, etc.) using Linear, Distributed or All Ring modes.

**"Meet-Me" Conferencing:** In addition to supporting standard conference calling, the DX-80 also supports eight "Meet-Me" conference bridges. All parties can dial directly into a conference call from the road or inside the office.

**Tenant Service:** By configuring tenant groups, one DX-80 system can be configured to serve multiple premises while meeting the specific customization requirements of each. Paired with the DX-80's two Music-On-Hold sources, the DX-80 is capable of serving multiple offices while meeting the specific customization requirements of each.

**Fax Detection:** The DX-80 supports automatic fax detection and routes incoming transmissions to the appropriate extension, eliminating the expense of a separate fax line.

**Station Message Detail Recording (SMDR) Interface:** Track data for incoming and outgoing CO calls; connects to printer or serial interface.

<sup>1</sup> Requires Caller ID service from local telephone service provider.

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## DX-80 Integrated Corporate Office™ Voicemail Keeps Your Business Running 24/7

Call Recording	Allows subscribers to record up to 150 hours of active calls in real-time.
Call Screening	Asks the caller to say his/her name and then announces the call to the subscriber.
Transfer Off-Premise	Automatically transfers a caller to an off-premise location, reducing the number of missed calls.
Pager Notification	Automatically pages subscribers when they receive messages, reducing customer response time.
Multilingual Prompts	Facilitates communication with diverse customer groups. <sup>2</sup>
Call Queuing	Callers can hold for a busy extension, are told their position in queue, and given options to leave a voice mail message, speak to the operator, or try another extension.
Caller ID Integration <sup>1</sup>	Caller ID information is communicated during playback, and may be used to dial-by-name.
PA Announcement	Subscribers can connect to an internal or overhead paging system.
Voicemail Modem	Enables remote configuration and management of both the voicemail and DX-80 system. <sup>2</sup>



**Music on Hold:** One internal music source is included in the DX-80 System. Two jacks are provided for external music inputs.

**Public Address Interface:** Connect the DX-80 to speakers or a horn – a perfect solution for warehouses and general paging needs.

**Door/Gate Control Interface:** Use your phone to operate a contact closure to open a door or gate, or ring a loud bell or other device.

### OPTIONS THAT BOOST EFFICIENCY

To further enhance your organization's productivity and efficiency, the DX-80 System includes a broad array of time-saving options.

**Corporate Office™ Voicemail Module:** Combining the DX-80 platform with Vertical Comdial industry-recognized Corporate Office voice messaging software produces a complete small-office communications solution. The DX-80 digital voice processing card provides fully integrated voice messaging – including automated attendant, without requiring the dedication of any communication system extension ports. That means all 56 extension ports are completely available for digital and analog port needs.

Choose from two voicemail memory options – a flash memory module with 8 hours of message capacity; or a hard drive card with 150 hours of message capacity and a Modem that enables remote access and configuration of the DX-80 system, including voicemail, from any network-accessible location.

**Automated Attendant Module:** This dedicated module handles incoming calls when a live attendant is unavailable. It's quickly and easily customizable to direct callers to the appropriate extension or department.

**Modem:** The DX-80 Modem Module enables one person to remotely access and configure system parameters, virtually eliminating response time and service costs.<sup>3</sup>

**Expansion Boards:** Need more capacity? Add a 4-port CO Line Module, an 8-port Digital Port Module, a 4-port Analog Port Module or a Modem Module to meet your requirements.

**Expansion Cabinet:** With this option you can daisy chain two DX-80 cabinets to double the call handling capacity of your system in one easy step.

### ENDPOINTS THAT ENHANCE PRODUCTIVITY

The DX-80 System includes a family of endpoints to meet an extremely broad range of requirements: a full-featured desktop Executive Telephone, an ergonomic full-featured Cordless Speakerphone and a Direct Station Selection (DSS) Console for enterprises needing a live attendant.



### Interactive LCD Executive Endpoint

The interactive LCD, speakerphone and built-in Caller ID put you in control of your business communica-

<sup>2</sup> Supported on hard-drive voicemail only.

<sup>3</sup> Voicemail parameters can be remotely programmed via the hard drive voicemail modem.

### System Capacity Range

	CO Lines	Digital Stations	Analog Stations
<b>Base System</b>	4	8	4
<b>Maximum Capacity (2 KSUs)</b>	16	48	8

tions. You get nearly 200 time-saving features. Some feature highlights include:

**Interactive LCD:** Displays useful information, including caller identification, call status and message waiting status. Contrast is adjustable to optimize readability. Three softkeys located immediately below the LCD screen allow subscribers to select from a displayed menu of calling and configuration options.

**30 Button Programmability:** 30 programmable dual-color LED buttons can be programmed to do customized tasks that meet your personal needs. For example, you can program a button to dial favorite extensions, access speed-dial numbers, page a colleague, park a call, or let you take a breather with "Do Not Disturb" mode and much more – all with a single button.

**Busy Off Hook Voice Announce:** The DX-80 can make sure that important calls get through by making an announcement over the speakerphone – even if you're already on another call.

**Connections, Connections:** A headset jack makes life easier for professionals who depend on constant communication.



#### Full-Featured Cordless Speakerphone

Would the efficiency of your staff or colleagues be enhanced if they could freely carry their feature-rich DX-80 speaker-

phone throughout the office or facility – and still enjoy all of its advanced calling features? Now they can!

Customer satisfaction soars with the DX-80 Cordless Speakerphone because attendants, warehouse and production personnel, roving employees, technical support professionals, and retail representatives can freely move about a warehouse or an office to check files, confirm inventory or report on the status of a project while keeping the caller on the line. Now your personnel can respond to business

issues with a level of efficiency that will differentiate your business from the competition.

#### 64-Key Direct Station Selection (DSS) Console



For professional and larger offices that require a live receptionist, the sleek DX-80 Console expands the designated Attendant's

extension with 64 additional buttons for connectivity to system endpoints. It plugs directly into a DX-80 Key System Unit.



#### Key System Unit (KSU)

The modular design of the DX-80 KSU Cabinet means that you can increase the capacity of your phone system quickly and easily by

adding expansion boards and/or combining two KSUs to instantly double system capacity with the optional Expansion Cabinet.

### SPECIFY WITH CONFIDENCE

The DX-80 supports your growing business with a digital communications solution that is flexible, cost-effective and easy to use. Think of the DX-80 Business Communications System as a critical interface with customers and an asset to drive revenue, increase customer service and reduce operating costs. The DX-80 is designed to provide your organization with the power of a big business system in an affordable, expandable and extremely reliable package.

Vertical has established a track record of providing the world's leading business organizations with powerful communications solutions that improve efficiency and provide managers with new information and metrics to increase productivity and profitability. We're eager to show you how the DX-80 can enhance the productivity of your employees and the service experience you provide to your customers.



# Vertical Comdial® DX-80 Business Communications System

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

Vertical Communications, Inc. is a leading provider of next-generation IP-based voice and data and digital 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 the DX-80 Business Communications System please contact us at 800-266-3425. For other Vertical solutions, please contact us at 800-914-9985 or visit our Website at [www.vertical.com](http://www.vertical.com).**



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0301-0003-0306

# Vertical Comdial® DX-80

## Business Communications System

### DX-80 EXECUTIVE SPEAKERPHONE ENDPOINT



### DX-80 CORDLESS SPEAKERPHONE ENDPOINT



# Vertical Comdial® DX-80 Communications System Features



## Key Features

Account Code: Verified, Forced/Unforced  
 Alarm Clock: Extension, System  
 Alpha-Numeric Display (Super Twist)  
 Attendant  
 Attendant Administration  
 Attendant/Extension Console  
 Automated Attendant (Optional; includes Alternate Ringing Mode)  
 Automatic Redial  
 Automatic Hold  
 Automatic CO Line/Intercom Selection (Programmable)  
 Automatic Ring Mode Operation  
 Barge In (Part of Intrusion)  
 Background Music (Two Channels Standard Music on Hold)  
 Battery Back Up (Memory; System via optional 3rd party UPS)  
 Busy Ring Allow/Deny  
 Call Back (CO Lines/Extension)  
 Call Duration Timer  
 Call Forward – CO Line Predefined  
 Call Forward – Extension – Busy  
 Call Forward – Extension – Direct  
 Call Forward – Extension – No Answer  
 Call Forward – Extension – Follow From  
 Call Forward – Extension – Follow To  
 Call Forward – Extension – External  
 Call Forward – Ext. Predefined – Wrong No.  
 Call Forward – Ext. Predefined – No Answer  
 Call Forward – Ext. Predefined – Busy  
 Caller ID (Standard on All Lines; Telephone Company Caller ID Service Required)  
 Caller ID – Call Table (100-System)  
 Caller ID to Analog Ports  
 Call Operator/Attendant (Programmable Code)  
 Call Park (Easy per Extension Operation)  
 Call Park Answer  
 Call Pick Up - Direct, Group  
 Camp On - Extension  
 Class Of Service - CO Line  
 Class Of Service - Extension  
 CO Line Alternate Route  
 CO Line Guard Time  
 CO Line Group (Pooled Access)  
 CO Line Loop Supervision (Call Abandon)  
 CO Line Name Programming (7-Character)  
 CO Line Programming Copy  
 CO Line Queuing (CO Line Call Back)  
 CO Line Ringing Mode (Day, Eve)  
 CO Line Signaling (Tone/Pulse)  
 CO Line Assignment (Complete Flexibility)  
 CO Line Receive Assignment (Allows answering ability while restricting outgoing access)  
 CO Line Ring Assignment  
 CO Line Type Assignment (PBX, CO, Device Port)  
 Conference – Supervised, Unsupervised  
 Conference – Forced Release  
 Conference – Private Connection  
 Database Programming via Key Telephone  
 Database Programming via Windows PC-DBA  
 Daylight Savings Time  
 Dial Pad Confirmation Tone  
 Direct Inward System Access (DISA) (Optional with AAM)  
 Direct Station Selection/Busy Lamp Field  
 Discriminating Ringing (Internal/External Call Specific)

Distinctive Ringing – CO Line, Extension  
 Do Not Disturb  
 Do Not Disturb – One Time  
 Do Not Disturb – Override  
 DTMF Receivers (One per Analog Port)  
 End to End Signaling  
 Enhanced Lettering Scheme  
 Extension Feature Status Check  
 Extension Groups (Paging, Pick Up)  
 Extension Password  
 Extension Programming Copy  
 Extension Swapping  
 Extension User Name (7 Character)  
 External Music Source (2 Standard)  
 External Paging  
 Fax Detection with Automatic Transfer (Every 4th Line)  
 Feature Button Disable  
 Feature Code List  
 Flash  
 Flexible Feature Button Inquiry  
 Flexible Extension Numbering Plan  
 Flexible Feature Button Programming  
 Flexible System Numbering Plan  
 Forced Intercom Call Forward  
 Forced Intercom Tone Ring  
 Forced Release  
 Headset Jack  
 Headset Mode  
 Hold Abandon  
 Holding Call Answer/Select  
 Hold – Common (System)  
 Hold – Exclusive  
 Hold Reminder  
 Hot Key  
 Hot Line  
 Hour Mode Selection  
 Hunt Groups (via UCD-Linear)  
 I-Hold Indication  
 I-Use Indication  
 Intercom Key  
 Intercom Mode Selection  
 Intercom Non Blocking  
 Intrusion – Extension/CO Line  
 Last Number Redial  
 Liquid Crystal Display (LCD)  
 LCD Interactive Buttons  
 Loud Bell Control (Gate/EP/LBC)  
 Meet Me Conference  
 Meet Me Page  
 Memo Pad  
 Message – Status Text  
 Message – Extension Text Messaging  
 Message Waiting  
 Monitor – Extension via Monitor COS  
 Music On Hold (Two Input Sources)  
 Mute  
 Muted Ringing  
 Name In Display  
 Night Service Activate  
 On Hook Dialing  
 Page Allow/Deny  
 Paging  
 Pause Insertion  
 PBX Compatibility  
 PC Database Administration  
 Phone Lock/Unlock  
 Privacy

Privacy Release  
 Private Line  
 Pulse to DTMF Conversion  
 Recall  
 Release Key  
 Reminder Tones  
 Remote Programming via Windows® PC-DBA  
 Ringing Line Priority  
 Room Status (Hotel Feature)  
 Saved Number Redial  
 Single Line Telephone/Analog Device Support  
 Single Line Telephone CO Line Flash  
 Single Line Telephone Hotline  
 Speed Dial – 1000 Number Capacity  
 - Extension: 50 Possible Per Ext. (1000 Max.)  
 - System: 200 At Default (1000 Max. Possible)  
 Station Message Detail Recording (SMDR)  
 System Time/Date  
 Tenant Groups (3)  
 Toll Restriction  
 Tone/Inter-Digit Duration Selection  
 Transfer  
 Transfer and Answer Call  
 Universal Call Distribution  
 - 24 Groups  
 - Linear/All Ring/Distributed  
 UCD Agent Log Off/Log On  
 UCD Overflow (2 announcements possible)  
 UCD Reroute Destination  
 UCD Voice Announce Group  
 User Name Programming  
 Virtual Number  
 Voice Announce: Hands-free Reply  
 Voice Announce: Busy Ext. Hands-Free Reply (OHVA)  
 Volume Control  
 Warning Time  
 Warning Tone

## Cordless connectivity

Cordless Full-Featured Speakerphone Endpoint Base Station  
 - 2 Endpoint Capacity per Base Station  
 - 2 Base Station Capacity per DX-80 System  
 - Base Station Power Derived from KSU  
 Endpoint charging cradle

## Corporate Office™ Voice Mail (optional)

Answering Machine Emulation  
 Call Blocking/Caller ID Integration  
 Call Queuing  
 Call Recording  
 Call Screening  
 Cascading Message Delivery  
 Customizable System Prompts  
 Dial-by-Name  
 Distribution List/Group Boxes  
 Flash and Hard Drive Versions  
 Integrated Auto-Attendant  
 Interview/Question/Order Entry  
 Message Waiting Update through the Backplane  
 Multilingual Capability (7270C only)  
 On-Board Modem (7270C only)  
 Pager Notification  
 Scheduled Greetings  
 Skip Greeting Message  
 Subscriber Outbound Calling  
 Time/Day Announcements (Day, Lunch, Evening)  
 Time Synchronization with the DX-80  
 Transfer Off Premise