

## XTS-IP™ Business Communications System

Product Sheet

# Cost-effective Converged Communications



The XTS-IP™ Business Communications System from Vertical Communications is an exceptional solution for small and medium-sized businesses. XTS-IP delivers on the promise of IP convergence by integrating seamlessly with traditional analog and digital environments.

The XTS-IP™ Business Communications System dramatically streamlines communications by enabling you to make and receive calls over a managed network. The XTS-IP supports both the latest Voice-over-Internet-Protocol (VoIP) telephony as well as traditional digital communications within a single, unified infrastructure. Moving to VoIP telephony today with XTS-IP helps eliminate toll calls, slash administrative costs and provide powerful new management capabilities. If you're not yet ready to take advantage of the benefits of VoIP, you can upgrade gradually by adding IP endpoints and applications over time.

### SINGLE AND MULTI-SITE FLEXIBILITY

The XTS-IP can be deployed as either a single-site system or as a multi-site unified solution. An XTS-IP system may be configured from one to six cabinets for a maximum of 96 IP ports and 600 digital ports per site, and a

network capacity of up to 32 sites. It all adds up to truly scalable, enhanced communications and lightning-fast ROI.

### APPLICATIONS

XTS-IP converges data and voice communications and enables optional call-handling applications to be run on networked PCs.

#### *Discovery NetPhone™*

Allows users to make and receive calls via the PC desktop using existing contact management software on their PC, such as Microsoft Outlook.

#### *Discovery Desktop™*

Allows attendants to monitor and process calls for the entire system from their PC desktop. Perfect for large or multi-tenant applications.

#### *Discovery CA™*

Provides call accounting and employee/network performance tracking reports to maximize corporate resources. Provides real time and historical data through standard and customized reporting

## XTS-IP™ Business Communications System

### Discovery Manager™

Manage your workforce with Discovery Manager. Track inbound and outbound calls, view employee status, and measure performance for customer service representatives using this powerful software.

### Networking

This optional software allows up to 32 sites to operate as one through the use of VoIP or PRI cards.

### TELECOMMUTER AND REMOTE OFFICE SUPPORT

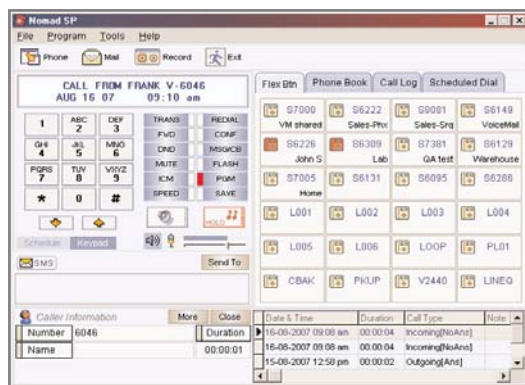
With the XTS-IP system, remote IP phones can be fully functional extensions of the host telephone system. Remote users can place, monitor, and transfer calls just as if they were operating from headquarters. By adding a Remote Services Gateway Module (RSGM), the remote office staff gets the advantage of failing over to their local CO line in the event of a network interruption.

### ENDPOINTS

XTS-IP supports the latest Vertical Vodavi IP endpoints as well as legacy Vertical Vodavi digital endpoints and other digital and analog devices, such as fax.

### Traveling Worker Support - Nomad SP™

The Nomad SP soft phone is the perfect solution for traveling sales and support staff. Nomad PC software provides a fully functional extension of the host telephone system on a notebook PC. With the addition of a USB headset, traveling employees with access to a broadband connection can use their laptop to place, monitor and transfer calls, while appearing to be at headquarters.



Designed for the road warrior, Nomad SP is a remote extension of the telephone system that resides on a desktop or laptop PC.

### Mobile Worker Support - Nomad IP™

Nomad IP is a wireless handset for the XTS-IP system that operates via wireless access



points placed throughout your site. The handset can automatically “hand-off” a signal among these access points, allowing, for example, warehouse staff to provide immediate and direct customer service while performing their regular duties throughout the warehouse.

### Multi-Site Workgroups

Multiple XTS-IP and XTSc-IP telephone systems support networking for up to 32 sites. XTSc-IP is an ideal solution for small businesses. One system acts as the hub and the other systems become nodes. Networking systems in this manner enables powerful features such as centralized attendant and voicemail to streamline incoming communications and provide significant operational cost savings.

### Voice Messaging Solutions

XTS-IP supports several voice messaging platforms, such as Pathfinder™, our advanced messaging system. More than just voicemail, PathFinder is a powerful Windows-based messaging platform that allows workgroups to share voice, fax and e-mail messages using their desktop computers and standard e-mail applications. PathFinder supports Desktop Call Control (DCC), which allows users to prioritize and route incoming calls and Text-to-Speech, which allows mobile workers to access and respond to e-mails by telephone.

## XTS-IP CONVERGED COMMUNICATIONS SYSTEM

### XTSc-IP BRINGS VERSATILITY

The XTSc-IP is the ideal solution for small businesses or for remote sites in a networked, multi-site environment. It shares the same internal components as the larger, XTS-IP system, so should you need to migrate to the larger XTS-IP, simply replace the cabinet and master processor for increased capacity.

#### XTSc-IP Maximum Capacities

##### Traditional (TDM) Technology

The XTSc-IP is a single-cabinet unit that starts as a 4 x 8 x 2 (4 CO lines, 8 stations, 2 analog ports) and can grow to 28 x 44 x 2. It has 5 universal expansion slots that can be used for station, CO, ISDN, in-skin voicemail or VoIP expansion.

##### Voice-over-IP

The XTSc-IP accommodates one VoIP card, available in 2, 4, 6, 8, 12 or 24-port configurations.

#### XTS-IP Maximum Capacities

##### Voice-over-IP

When fully expanded, the XTS-IP can provide up to 96 ports of VoIP connectivity. You can start with 2 ports and add ports to the system as your needs grow.

#### Digital Technology

- One cabinet: 48 CO trunks and 96 stations up to 136 ports

- Two cabinets: 144 trunks and 192 stations up to 280 ports
- Three cabinets: 144 trunks and 252 stations up to 376 ports
- Four to six cabinets: 216 trunks and 492 stations up to 600 ports. Cabinet count depends on configuration.



## SPECIFICATIONS AND FEATURES

911 Attendant Alert	Daylight Savings Time	Name In Display
Account Code	Direct Inward Dial	Networking (PRI or VoIP)
Agent Wrap Up Timer	Direct Inward System Access (DISA)	Off Hook Voice Over
Alternate Attendant Position	Direct Station Selection/Busy Lamp Field	Off Net Forward Redirect
Alternate Dial Plan	Directory Dial	Paging
Attendant Display/ACD Transfer Display	Distinctive Ringing	PRI Call Pair Assignment
Attendant Override/Barge-In	Do Not Disturb/Page Block	Priority Queuing
Answering Machine Emulation	Ethernet Port	Repeat Redial
Attendant Assignment	Executive Override	Relay Programming
Automatic Call Distribution	External Day/Night Ring	Remote Administration
Automatic Night Mode Activation	Flexible Numbering	Remote System Monitor
Automatic Privacy	Group Listening	Save Number Redial
Background Music	Handset/Headset Mode	Speed Dial
Battery Back-Up (Memory)	Hot Desking	Station Message Detail Recording (SMDR)
Call Back	Hot Line/Ring Down	Station Relocation
Call Coverage	Hunt Groups	T1/ISDN Trunking
Call Forward	In/Out Button	Tenant Groups
Call Forward - Preset	Incoming Calling Line Identification	Text Messaging (Silent Response)
Call Forward Override	Intercom	Toll Restriction
Call Park	Last Number Redial	Trouble Notification
Call Pickup	Least Cost Routing	Uniform Call Distribution (UCD)
Call Transfer	Macro Buttons	Universal Day/Night Answer
Camp On	Message wait Indication	Virtual Stations
Class of Service	MSG/VM Button Shared Function	Voice Mail (Flash based)
CO Flexible Port Assignment	Multi-Party Conference - Analog Port	Voice Mail (Hard Disk Drive)
CO Line Access	Music-On-Hold	Voice Mail One Touch Record
Conference	Music-On-Hold & Paging on IP Ports	Voice Over Internet Protocol (VoIP)
Customized Messages	Mute Key	
Database Administration Tool	Muted Ring	

# XTS-IP Converged Communications System Endpoints and Applications

## SUPPORTED ENDPOINTS



**8-Button  
Enhanced  
Speakerphone**



**8-Button  
Executive Display  
Speakerphone**



**30-Button  
Executive Display  
Speakerphone**



**30-Button  
Full Duplex  
Speakerphone**



**Elite Large Screen  
Display Phone**



**Ranger & Ranger SS  
Cordless Handset**



**DSS Attendant Console**



**Door Intercom**



**IP7024D  
24-Button Display**



**Nomad SP Soft Phone**



**Nomad IP**



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