

## Vertical Comdial<sup>®</sup> DX-120 Business Communications System

# Sophisticated Telecommunications Solution in a Flexible, Highly Scalable Package



The DX-120 Business Communications System is designed to give growing enterprises all the sophisticated communications features of big-company digital systems in an affordable, easy to use and highly scalable package. The DX-120 system includes desktop and cordless speakerphone endpoints, a reception console and a comprehensive feature set of nearly 200 functions previously available only on high-end PBXs. It supports both T1/ISDN-PRI and analog trunking, conferencing, powerful voicemail and auto-attendant options and remote configuration.

### EXPANDS AS YOUR BUSINESS GROWS

The DX-120 system delivers enterprise-grade productivity without the complexity, cost and management responsibilities of a larger system. Its modular architecture and both analog and digital trunking (T1 and ISDN-PRI) enable small enterprises to get started today with a reliable digital communications solution with the assurance that it can be expanded to grow in step with the business. Administration is fast and easy with the modem options, which enable remote access and configuration of system parameters. 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-120 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>

**Direct Inward Dialing (DID):** With T1 or ISDN PRI trunking, the DX-120 supports up to 100 DID numbers for direct caller access to personnel, greetings such as directions or hours, mailboxes, hotlines, departments and fax.

**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-120 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-120 system can be configured to serve multiple premises while meeting the specific customization requirements of each. Paired with its two Music-on-Hold sources, the DX-120 can serve multiple offices and meet the specific customization requirements of each.

**Fax Detection:** The DX-120 supports automatic fax detection with analog trunking, eliminating the expense of a separate fax line.



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

# Vertical Comdial® DX-120 Business Communications System

## DX-120 Integrated Corporate Office™ Voicemail Keeps Your Business Running 24/7

Call Recording	Allows users to record up to 150 hours of active calls in real-time. <sup>2</sup>
Call Screening	Asks the caller to say his/her name and then announces the call to the user.
Transfer Off-Premise	Automatically transfers a caller to an off-premise location, reducing the number of missed calls.
Pager Notification	Automatically pages users 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	Users can connect to an internal or overhead paging system.
Voicemail Modem	Enables remote configuration and management of both the voicemail and DX-120 system. <sup>2</sup>



### **Station Message Detail Recording (SMDR):**

Track data for incoming and outgoing CO calls; connects to printer or serial interface.

**Music-on-Hold:** One internal music source is included in the DX-120 System. Two jacks are provided for external music inputs.

**Public Address Interface:** Connect the DX-120 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-120 system includes a broad array of options.

**T1 and ISDN-PRI trunking:** The DX-120 supports T1 and ISDN-PRI trunking as well as analog trunking to support up to a 40x80x8 configuration. T1/PRI trunking also enables Direct Inward Dialing for up to 100 numbers. The DX-120 also supports External Call Forwarding for DID calls, assuring that users can always be reached.

**Corporate Office™ Voicemail Module:** The DX-120 digital voice processing card provides fully integrated voice messaging – including automated attendant and call recording. In addition, the DX-120 does not require any communication system extension ports, which means

all 88 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 a full 150 hours of message capacity and a built-in modem that enables remote access and configuration of the DX-120 system, including voicemail.

**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 Module:** The DX-120 Modem Module enables remote access and configuration of system parameters, virtually eliminating response time and service costs.<sup>2</sup>

**Expansion Boards:** Need more capacity? Add a T1 or PRI Card, a 4-port CO Line Module, an 8-port or 16-port Digital Station Module, a 4-port Analog Station Module or a Modem Module to meet your requirements.

**Expansion Cabinet:** An optional expansion cabinet can be connected to the base cabinet to provide capacities up to 40x80x8.

### **ENDPOINTS THAT ENHANCE PRODUCTIVITY**

The DX-120 system includes a family of ergonomic, sleek endpoints that meet an extremely broad range of requirements: the full-featured Edge 120 Executive Speakerphone with 30 programmable buttons, the full-featured

<sup>2</sup> Supported on the 7270C Corporate Office Voicemail Module.

### System Capacity Range

	CO Lines	Digital Stations	Analog Stations
<b>Base System</b>	4	8	4
<b>Maximum Capacity (2 KSUs)</b>	40	80	8

Edge 120 Cordless Speakerphone and the Edge 120 Direct Station Selection (DSS) Console with 64 LED-illuminated programmable buttons for enterprises needing a live attendant.

#### Edge 120 Executive Speakerphone



This sleek, ultramodern endpoint puts you in control of your business communications. You get nearly 200 time-saving calling features, including:

**Interactive LCD:** Displays critical information, including Caller ID, call status and message waiting status. Three softkeys below the LCD screen allow you to select from a displayed menu of calling and configuration options.

**30 Button Programmability:** The 30 red/green 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 push. You can also program a button to function as a Call Key, which will provide status for a pool of CO lines, to aid in multiple call handling.

**Busy Off Hook Voice Announce:** The DX-120 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.

#### Edge 120 Cordless Speakerphone



How much would your everyday efficiency be enhanced if you could freely carry a full-featured speakerphone throughout the office, plant or facility? Now

you can! Customer satisfaction soars with the 2.4 GHz Edge 120 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 project status while keeping the caller on the line. Features include six programmable keys and one base station can support two cordless phones. With the Edge 120 Cordless, your personnel can respond to issues with a level of efficiency that will differentiate your business from the competition.

#### Edge 120 Direct Station Selection (DSS) Console



For offices that require a live receptionist, the sleek Edge 120 Console expands the designated attendant's extension with 64 additional red/green dual-color LED buttons for connectivity to system endpoints.

#### Key Service Unit (KSU)



The DX-120 KSU accepts T1, ISDN-PRI and analog trunking cards. The modular design of the Cabinet enables you to increase the capacity of your phone system quickly and easily by adding expansion boards and/or adding a second cabinet allowing a maximum capacity of 40x80x8.

#### SPECIFY WITH CONFIDENCE

The DX-120 supports your growing business with a communications solution that is full-featured, yet easy to use. Think of the DX-120 Business Communications System as a critical interface with customers and an asset to drive revenue, increase customer service and reduce operating costs. The DX-120 is designed to provide your organization with the power of



## Vertical Comdial® DX-120 Business Communications System



a big business system in an affordable and extremely reliable package.

The DX-120 system is designed to facilitate migration from the popular DX-80 system. The DX-120 KSU supports your installed DX-80 endpoints and the DX-80 KSU supports the new, ultra modern Edge 120 endpoints. In addition, DX-80 circuit cards will fit and function in the DX-120 KSU.

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-120 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 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®, Staples 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-120 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).**



One Memorial Drive, Cambridge, MA 02142  
[www.vertical.com](http://www.vertical.com) 800-914-9985

0301-0004-0906

# Vertical Comdial® DX-120 Business Communications System

## EDGE 120 EXECUTIVE SPEAKERPHONE



## EDGE 120 CORDLESS SPEAKERPHONE



# Vertical Comdial® DX-120 Communications System Features



## Key Features

Account Code: Verified, Forced/Unforced  
Alarm Clock: Extension, System  
Alpha-Numeric Display (Super Twist)  
Alternate Line ID (with TI/PRI)  
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 Key  
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 Dialing (DID) (with TI/PRI) (Day, Alt, Eve)  
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  
Hold Key Lamp (Edge 120)  
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  
TI Maintenance  
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-120 System  
• Base Station Power Derived from KSU  
Endpoint charging cradle

## Corporate Office™ Voicemail (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  
User Outbound Calling  
Time/Day Announcements (Day, Lunch, Evening)  
Time Synchronization with the DX-80  
Transfer Off Premise



One Memorial Drive, Cambridge, MA 02142  
www.vertical.com 800-914-9985