

Vertical Comdial® 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.¹

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.



¹ Requires Caller ID service from local telephone service provider.

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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. ²
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. ²
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 ¹	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. ²



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.²

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

² Supported on the 7270C Corporate Office Voicemail Module.

System Capacity Range

	CO Lines	Digital Stations	Analog Stations
Base System	4	8	4
Maximum Capacity (2 KSUs)	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



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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



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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.



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