VERTICAL™
Comdial®

Product Sheet

Vertical Comdial MP5000 Business Communications System
Enabling Telecommunications to Keep Pace with Growing Enterprises - Economically

The MP5000 is the ideal telecommunications solution for growing organizations with remote sites and road warriors, and with heavy intra-organizational calling and conferencing requirements. It's easily administered from a single point and supports a broad spectrum of hard and soft endpoint mixes and advanced call handling applications. Add remote sites and users quickly and easily. Deploy advanced next-generation SIP and IP functionality, from peer-to-peer video calling to unified messaging, where it makes sense; preserve your existing telecommunications infrastructure where it doesn't.

PROVEN SOLUTION

The MP5000 delivers economical, scalable, enhanced communications and lightning-fast ROI. Whether your organization is growing in a single large campus environment or by launching multiple offices throughout a region or a continent, continued growth will depend increasingly on efficient, economical communication across your entire enterprise. The MP5000 has established its value in a broad spectrum of business environments that depend heavily on both voice and data communications. Examples include law firms, real estate offices, marketing and advertising companies, auto dealerships, service businesses, government agencies and many more.

The MP5000 makes sound business sense because it delivers easily administered, economical VoIP telephony and advanced voice applications and also supports existing telecommunications infrastructure including any mix of analog, digital and IP.

THE VALUE OF IP TELEPHONY

Merging the MP5000 and a TCP/IP telecommunications network yields a rock-solid VoIP solution and a synergistic payoff: the power to use sophisticated, easily customized computer applications and existing network resources to manage voice communications. Off-the-shelf Vertical applications deliver a suite of advanced call handling, call center and true unified communications and messaging capabilities. Single-point administration via TCP/IP from any point on the network provides visibility and surgical access into system performance by region, individual location, department or user. Plus, configuring new sites and implementing moves, adds and changes is fast and easy.

The MP5000 supports the latest standards-based SIP/VoIP telephony, and is the ideal telecommuting solution to support mobile workers and stay-at-home personnel who opt to work part time or to combat fast-rising travel costs. Calling features and functions are available in networked branches and remote locations. Whether in the office or not, users can access calls and messages from multiple devices, including SIP phones via conventional VPN connectivity, IP phones, digital phones, mobile phones, fax, e-mail devices and more. And because the MP5000 runs on a network, it can provide helpful "presence management"

Vertical Comdial MP5000 Business Communications System

via SIP endpoints – visually showing the hook status of all endpoints. The Edge 200 softphone also supports video calling, private enterprise instant messaging and much more.

SINGLE AND MULTI-SITE FLEXIBILITY

The MP5000 can be deployed by a certified installer as a single-site or multi-site unified solution. Its modular design scales quickly and easily from a handful of users in a single office up to a multi-site enterprise with thousands of end-users, using virtually any combination of endpoints.

Hot Desking Creates Virtual Office Space

The MP5000 can create personalized desks for employees across the network through "hot desking." Hot desking enables multiple employees to customize any workstation to their personal preferences and credentials by simply logging in. Hot desking is the ideal solution when employees outnumber work stations – situations that are common in real estate, law enforcement, insurance claims audits, sales, social work, inspection, career and financial advising and training organizations and environments.

Ideal Telecommuting Solution

With an MP5000 IP solution the work can move to the workers instead of the workers moving to the work. The physical barriers to communication that once required workers to be in their offices are gone. Busy professionals especially appreciate the convenience of softphone support using Edge 200 endpoint software, which enables them to make calls directly from a laptop or PC. Telecommuting enables a flexible work structure that encourages employee retention and reduces total office space requirements. Increasingly attractive as fuel costs increase, "Telecommuting more than pays its way," according to a recent state of California telecommuting pilot program.[1]

The Value of IP Video

The MP5000 supports peer-to-peer IP video calling and secure instant messaging (IM) using the existing LAN/WAN infrastructure. As a result, enterprises can realize a direct ROI from savings in travel costs. Video facilitates collaboration and can dramatically enhance productivity by connecting people in an audio-visual environment who may be in different time zones and speak different languages.

CALL CONTROL AND MESSAGING

The MP5000 platform includes basic built-in calling functions such as call forwarding and caller ID for remote and home office workers for single-site and multi-site installations. It also includes built-in unified call distribution (UCD) to meet call routing requirements. Capabilities include linear and round robin station hunting and queuing ringing calls into groups. An optional UCD report generation application called UCD Reports is available.

VOICEMAIL OPTIONS

A suite of optional call-handling and messaging applications provides a wide range of functions from basic voicemail to voice e-mail and call recording.

Interchange

The Interchange Communications Suite of applications increases productivity by consolidating voice and e-mail messaging and third-party fax into one easy-to-use Unified Messaging (UM) platform. Interchange integrates with world-standard Microsoft Outlook®. Users can handle voicemail just like e-mail messages and record, save, delete, or forward calls from their desktop. Users can even listen to e-mail messages read aloud over the phone.[2] Other time-saving Interchange functions include auto-attendant, mailboxes, Find-Me-Follow-Me, plus optional workgroup call center features and call recording.

Corporate Office

The MP5000 Corporate Office option is a basic messaging solution that includes auto-attendant, enhanced voice messaging, call forwarding, custom greetings and more. This cost-effective application also enables callers to mark messages as urgent or private and transfer to another extension or mobile phone.

DESKTOP MANAGEMENT SUITE

Vertical offers a suite of four Computer Telephony Integration (CTI) applications for the MP5000 that streamline call handling and management across your LAN. These powerful applications comply with TSAPI, TAPI and CSTA standards and can be tailored to meet the particular needs of an organization.

Impact Attendant

Designed for reception and operator console applications, Impact Attendant displays the status of all users on a PC monitor.

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[1] California Government Code (CGC) Sections 14200-14203 and 15275-15279.
[2] Requires Text-to-Speech option.

MP5000 System Capacity Range		
Configuration	Minimum	Maximum
Overall System	1 chassis 1 slot (6 slots per chassis) 8 ports	5 chassis 30 slots 640 ports
IP Networking	1 hub and 1 node	1 hub and 60 nodes
SIP/H.323 Endpoints	1 Edge 300 1 Edge 200 1 iPrimo	400 endpoints (memory upgrade required) 400 endpoints (memory upgrade required) 200 endpoints

Impact Call

Provides call control and status reporting for individuals across your network.

Impact Group

Provides call control and status reporting for workgroups across the network.

Corporate Call

Integrated with Microsoft Outlook® for powerful call handling and messaging control; also supports FrontRange Solutions GoldMine®.

CALL CENTER INTEGRATION

Virtually all businesses utilize a form of call center. The MP5000 provides options to meet a wide range of requirements.

QuickQ™

QuickQ is a sophisticated solution that automatically distributes incoming calls to the best available resource. QuickQ includes powerful, real-time monitoring and reporting tools that measure call center performance.

Interchange Call Center Option

The Interchange Communications Suite Call Center option provides basic routing and real-time reporting and administration capabilities to informal workgroup call centers.

VERTICAL ENDPOINT SERIES

The MP5000 supports a wide range of Vertical IP, digital and analog endpoints.

Edge 300 IP Phone

Its onboard SIP support for peer-to-peer calling makes the Edge 300 a powerful endpoint for busy professionals. Edge 300 features include an intuitive, menu-driven LCD user interface, speakerphone, headset port and built-in 2-port Ethernet switch for PC and network connectivity. The Edge 300 is available with 12 or 24 programmable buttons illuminated with tri-color LEDS.

Edge 200 Softphone

The Vertical Edge 200 Softphone application transfers many of the capabilities of your office phone plus peer-to-peer video calling to your personal computer. All you need is a VPN connection to become a live extension off the primary site and access call handling applications including conferencing, presence management, speed dialing and call forwarding. Presto! You're in the office...no matter where you may be.

Edge 100 and iPrimo SCS IP Series

Simply plug an iPrimo endpoint directly into your LAN or WAN and get full-featured VoIP connectivity plus full digital feature support. Features include convenient, large-screen interactive displays and hands-free operation.

Edge 100 and Impact SCS Digital Series

These digital speakerphone endpoints feature excellent sound quality, interactive 6 x 24 LCD screens, Caller ID and headset ports for hands-free operation. Both the sleek Edge 100 and traditional Impact SCS series include a 48-button console for offices that require a live receptionist.

Scout II Wireless Multi-line Digital Telephone

The Scout II provides convenient mobile on-site multi-line communications with a calling feature set similar to the Edge and Impact SCS series of desk endpoints.
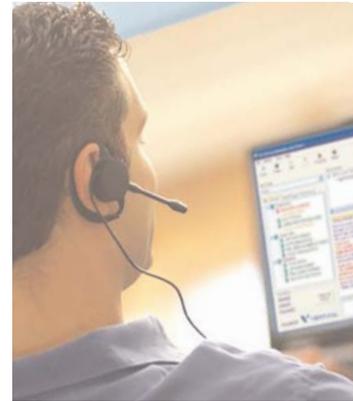
Vertical Comdial MP5000 Business Communications System

SPECIFY WITH CONFIDENCE

The MP5000 Business Communications System supports your growing business with a converged voice and data communications solution that is flexible, expandable, cost-effective and easy to use. The MP5000 is a critical business asset that will drive revenue and enhance the quality of customer service while slashing your operating costs. It is a robust, field-proven solution that provides a ready platform for tomorrow's technology advancements. If you already own a Vertical Comdial FX II phone system, the good news is that it can be upgraded to MP5000 specifications through a simple CPU upgrade. .

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 MP5000 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 MP5000 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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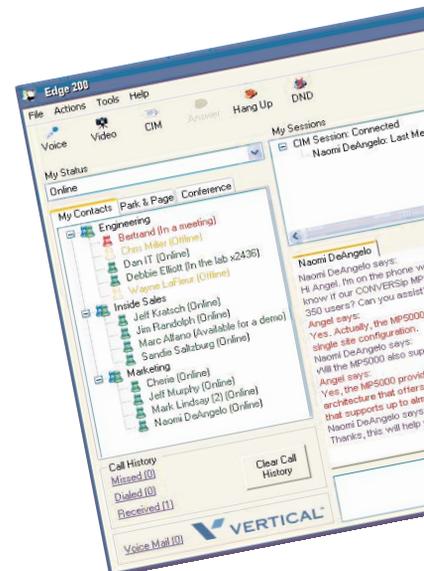
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Vertical Comdial MP5000™
Typical Business Communications System Configurations

MP5000 Digital Configuration

Messaging

Digital Endpoints

Headquarters

MP5000

PSTN / ISDN

MP5000

Digital Endpoints
Branch Office
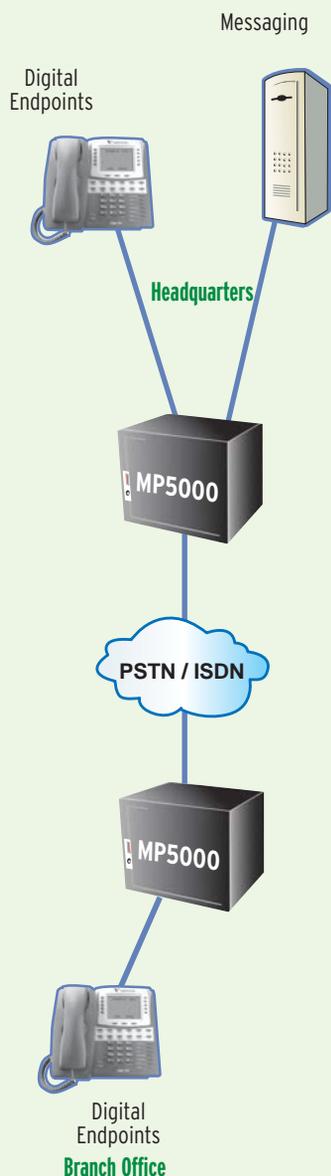
MP5000 SIP Configuration

Unified Messaging

Headquarters

MP5000

Edge300

Edge300

PSTN

IP

Edge300

MP5000
Branch Office

Edge200

Edge200
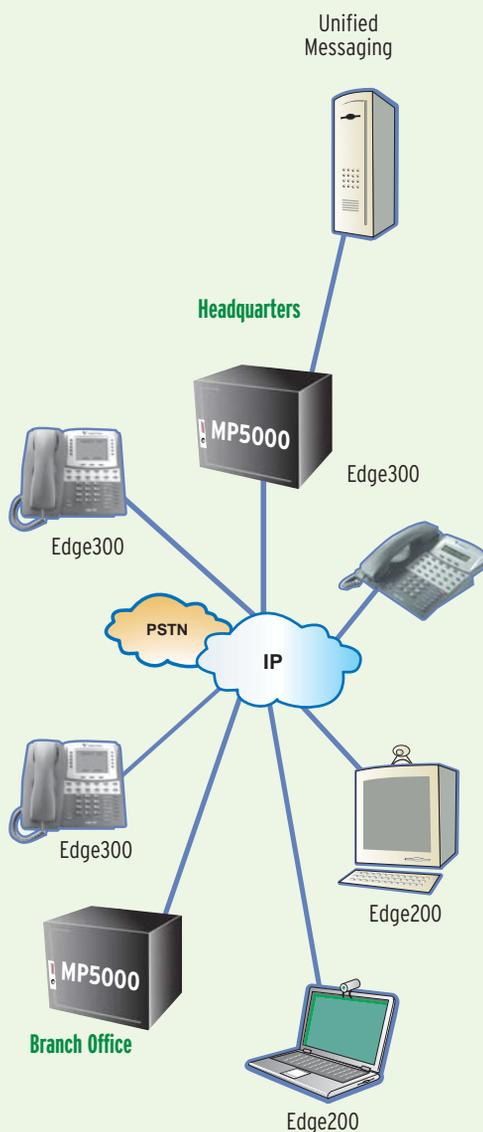
MP5000 Converged Configuration

Unified Messaging

Digital Endpoints

Headquarters

MP5000

Teleworkers

PSTN

IP

Edge200

Home Office

Edge300

Edge200

MP5000

Digital Endpoints
Branch Office

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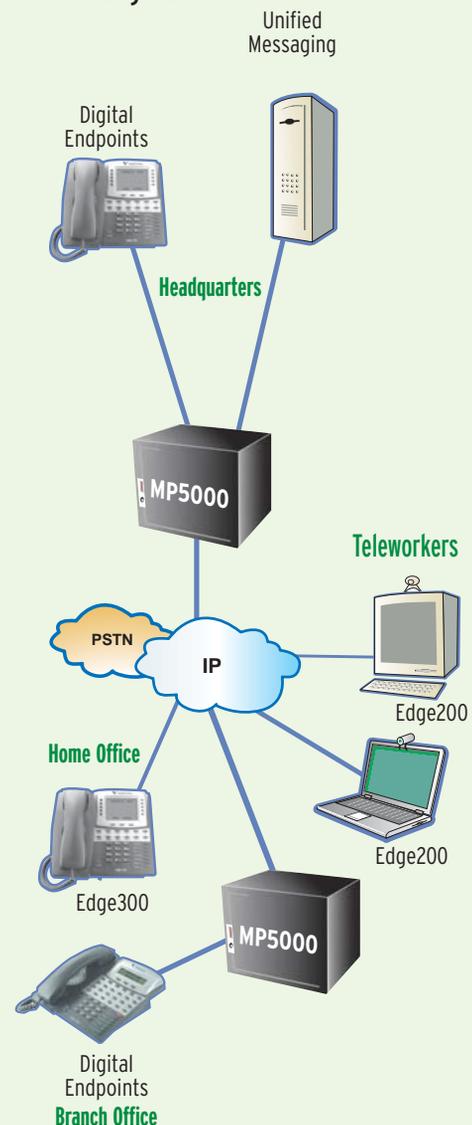
1. DIGITAL BUSINESS COMMUNICATIONS
- Enhanced messaging
- Digital endpoint choices
- ISDN networking
- Expandable

2. SIP Communications
DIGITAL BUSINESS COMMUNICATIONS plus:
- Presence management
- Video calling
- Secure enterprise instant messaging
- Shared voice and data infrastructure

3. FUTURE-PROOFING
SIP COMMUNICATIONS plus:
- Multi-protocol endpoint support (analog, digital, SIP and traditional VoIP)
- Leverage investment in digital and analog infrastructure
- Deploy SIP and/or VoIP endpoints and networking where needed
- Migrate to next-generation platforms

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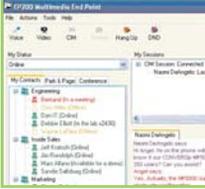
SYSTEM FEATURES

All Call Paging
ANI/DNIS Support
Automatic Route Selection
Background Music
Battery Backup
Call Costing and SMDA Reports
Call Forwarding
Conferencing (7 Party)
Digital Wireless Telephone Support
Direct Inward Dialing (DID)
Direct Inward System Access (DISA)
Disconnect Supervision
DSS Status Button
E&M Tie Line support
E911 Line Type
Enhanced Night Mode
External Paging Interface
Flexible Station Numbering Plan
Hot-Desking
Industry Standard Telephone Support
Interface (TSAPI) Support
ISDN-PRI Interface Support
Line Groups
Meet-Me Answer Page
Meet-Me Conferencing
Modem Support
Multiple Redial
Music Interface
Music on Hold
Networking (Both IP and ISDN)
Paging Access
Power Failure Transfer
Self Diagnostics
Station Hunting
Station Speed Dial
System Speed Dial
System Status Reports

MULTI-CHASSIS EXPANSION OPTIONS

Fiber-Multimode, distance 1.5 km
Connectors
• SC duplex
• Chassis Ribbon Connection
• Chassis SCSI Connection

CHASSIS CONFIGURATION

One Chassis: 6 Universal Slots, 1 Fixed Expansion Slot

Two Chassis: 12 Universal Slots, 2 Fixed Expansion Slots

Three Chassis: 18 Universal Slots, 3 Fixed Expansion Slots

Four Chassis: 24 Universal Slots, 4 Fixed Expansion Slots

Five Chassis: 30 Universal Slots, 5 Fixed Expansion Slots

SPECIFICATIONS

Codec Transcoding: G.711, G.723.1, G.729
PC-Based Configurator
IP Endpoint Support: Edge 300, Edge 200, iPrimo
Digital Endpoint Support: Edge 100, Impact Classic, Impact SCS, Scout II Wireless
IP Transport and Management Protocols: SIP, TCP/IP, UDP, HTTP, RTP, RTCP
Supported Protocols: RFC2833, TSAPI, TAPI, CSTA, QSIG
External Paging Port: 1 plus 4 Dry Contact Relays
FCC Part 68 Registered
FCC Part 15 Class A RF Emissions Compliant
Environmental:
• Ambient Operating Temperature: 0°–40°C
• Hum: 90% non-condensing
• Heat Dissipation: 1,474 BTUs per hour
Chassis Dimensions:
• Height: $13\frac{15}{16}$ in.
• Width: 19 in. with standard mounting bracket
• Depth $14\frac{3}{8}$ in.
Power Supply: 117 VAC, 60 Hz, 6A