UNIFIED COMMUNICATIONS

With Vertical Summit2400

SIMPLE UNIFIED COMMUNICATIONS

Vertical Summit2400 is a unified communications platform from Vertical Communications and Ericsson-LG Enterprise designed to help organizations communicate and collaborate with all of their stakeholders. Summit2400 helps people across your business be more productive and efficient regardless of their location or chosen device.

Simple Unified Communications

Unified Communications capability is built in to Summit2400. Use voice, video, instant messaging, conference calls and visual voicemail, all on one simple and easy to use platform. UC is designed to be intuitive and provide your team easy to use tools and features.

Reliable and Resilient

Total reliability is the only option for your communications. Summit2400 UC delivers complete resilience through geographic redundancy and inherent modular architecture.

Anytime, Anywhere Connectivity

Access the power of your Summit2400 Unified Communications platform regardless of your device or location using smartphone, tablet or PC applications.
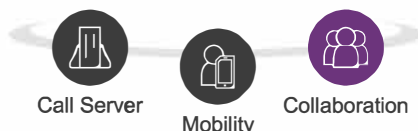
Tailored to your needs

Summit2400 offers a range of enhanced applications from Vertical Communications, Ericsson-LG, and specialist application providers. Integration into standard office applications such as Microsoft Outlook or Lync means your communications are truly integrated.
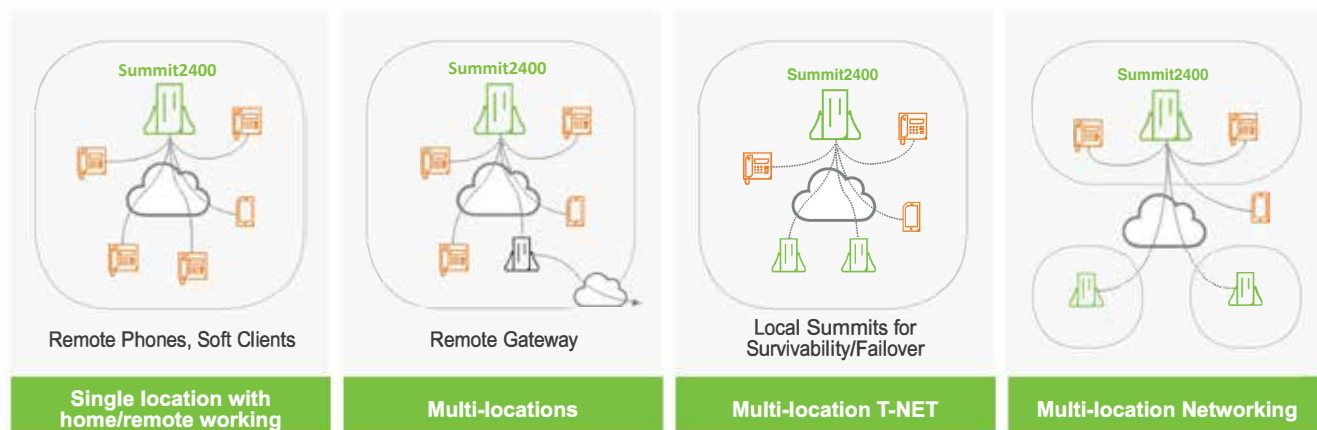
The latest standards-based technologies

Summit2400 helps you to make the most of the latest network technologies such as SIP, optimize call costs using WiFi or use in-built voice conferencing to save on external conference services.

Scale with your growth

Summit2400 is designed to deliver flexibility as your organization grows. Your communications can easily adapt to meet changing needs.

Call Server

Mobility

Collaboration

Flexible deployment options for multi-site environments

Summit2400	Summit2400	Summit2400	Summit2400
Remote Phones, Soft Clients	Remote Gateway	Local Summits for Survivability/Failover	
Single location with home/remote working	**Multi-locations**	**Multi-location T-NET**	**Multi-location Networking**

Unified Communications
For All Of Your Team

MANAGING DIRECTOR

"Summit2400 helps me run my business, provide the service my customers need and control my costs. Every member of the team gets the communications tools they need to do a great job."

OFFICE MANAGER

"The wallboard tells me and the team when we all need to grab the phones and simple reports help me stay on top of costs and response times."

MOBILE SALES EXECUTIVE

"I can take my office phone extension with me wherever I am as my smartphone is integrated into the system meaning my customers can easily reach me anytime and colleagues can see when I am available."

SALES AND SUPPORT AGENT

"I can support my customers better as they know what's happening if they ever have to queue. There's a simple announcement telling them where they are in the queue and the call is quickly delivered to the right person in the team."

GLOBAL ACCOUNT MANAGER

"Traveling abroad used to mean lots of expensive calls to the office and restricting call home to my family but with Summit2400 UC technology on my smartphone and laptop I can easily call at local rates wherever I am in the world."

WAREHOUSE SUPERVISER

"My mobile DECT handset means wherever I am everyone can still easily reach me."

RECEPTIONIST

"I can quickly see what everyone is doing and transfer calls with a single button or mouse click. It's never been easier."

IT MANAGER

"With a simple and intuitive web interface I can make changes myself and complete handset moves efficiently and easily."

HOME BASED WORKER

"I use my phone just the same at home as if I was in the office. Being able to see the status ("presence") of my colleagues and instant message quick questions makes me feel just like I am sitting next to my team."
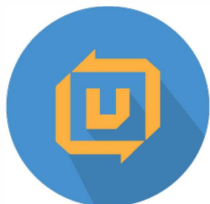
Unified Communications Overview

Communicate, collaborate and boost productivity,
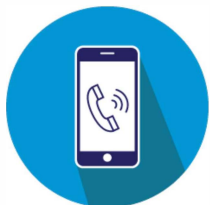regardless of your location or chosen device.

Your Unified Communications Strategy

Summit2400 UC delivers the tools and features to support your team, including:

Easy UC

No additional hardware options to deliver standard UC to your team. Just choose your licences and go.
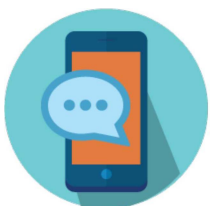
Mobile

Access the power of Summit2400 UC wherever you are with the intuitive Summit2400 UCS mobile client.

Video

Bring interactions alive with video calls from your handset, PC client or smartphone application.

Presence & Messaging

Easily connect with colleagues over phone, video, instant messaging or web collaboration.

Application Integration

Integrate Microsoft Outlook into your Summit2400 with simple integrations of schedule, contacts and click to call.

Packaged and Scalable UC

Choose which version suites your business by identifying the options below that accommodates your users needs, Summit2400 UC can scale with your business as your needs and requirements develop from Standard to Premium.

Summit2400 UCS server types

Type 1
UCS Standard (Built-in)

Built in UC Server for Summit 2400
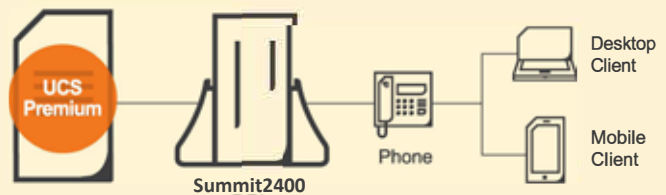Cost effective and easy to deploy

Type 2
UCS Premium (External)

External Windows UC server*
Advanced features, collaboration tools and capacity

*For PC spec see datasheet

Evolve Your Needs

Please note that features are non-transferable between the Standard and Premium options.

Each software client can be embedded with a softphone enabling you to make calls directly from your PC. Alternatively, choose the "without voice" option to continue using your desktop handset alongside the application.

*Summit2400 UCS Standard clients and UCS Premium clients cannot be operated in parallel. Summit24000 UC migration to UC Suite is possible.

**A separate licence is required for support on both platforms.

FEATURES	UCS Standard*	UCS Premium
Presence	●	●
Presence registration	50	200
IM	One to One	One to Many
Audio Call	●	●
Video Call	●	●
Click to call	●	●
Call Control	●	●
Visual Voicemail	●	●
Audio Conference Manager	●	●
Supporting Active Directory		●
Outlook Synchronisation	●	●
MS Exchange Integration		●
Organisation Chart		●
6-Party Video Conference		●
Collaboration		●
Mobile Client (Android, iPhone)**	●	●
Live call recording	●	●
Web collaboration		●
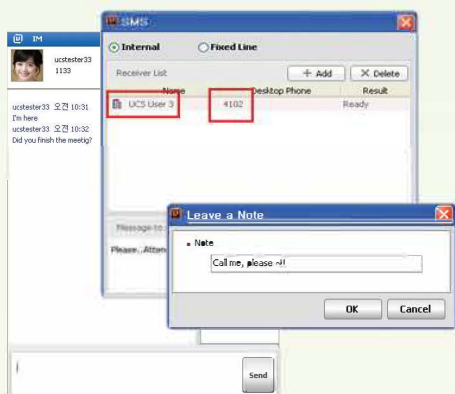
Instant Message/SMS/Note

Call Popup & Memo
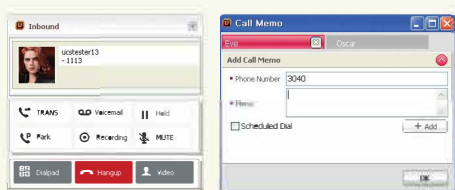
Conference
Member add
(Drag & Drop)
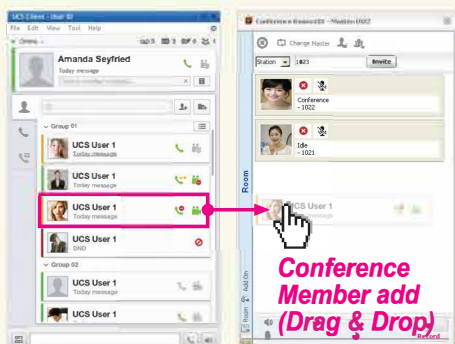
Audio Call & Conference

Video Call & Conference

□ Search

Tel +82-2-3777-111△
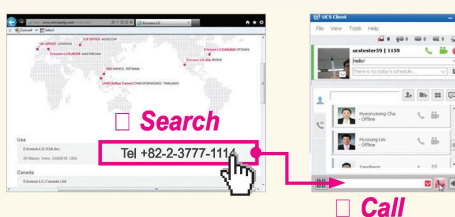
□ Call

Click call

Integrated Presence

• Instant access to colleagues availability
• Quickly find colleagues who are available and save time
  and money with more efficient first time contact
• Integrated "do not disturb" presence setting is available across
  UCS and Phone

Instant Messaging, SMS and Note

• Simply invite others with drag & drop
• Send /receive text messages to other internal Summit2400 systems
• Leave notes for offline UCS users so they can contact you as soon
  as they come online

Audio Call

• Call popup shows caller's information
• Outlook popup shows caller's contact information in
  Microsoft Outlook
• Make quick memos on call within a pop up window

Audio Conference

• Simple to use Audio Conference Manager
• Use built-in audio conference system and increase capacity with
  MCIM conferencing module
• Easy conference organisation through PC application
  with drag & drop
• Features for conference control
 (Invite / Master change / Mute / Lock / Record)

Video Call

• One-to-one video calls from UCS Desktop and Mobile client
• QCIF, CIF, 4CIF video resolution

Video Conference

• Face to face conferences with colleagues
• Max. six party, and eight group video conference
  (Support only 1:1 on Mobile)
• QCIF, CIF, 4CIF video resolution
• Quick ad-hoc conference set up
• Meet-me conference and email notification
• Application sharing during conference
• Remote monitoring, Still shot, Recording
• Presentation mode (1:32)

Click call

• Integrate Summit2400 telephony into your desktop and PC applications
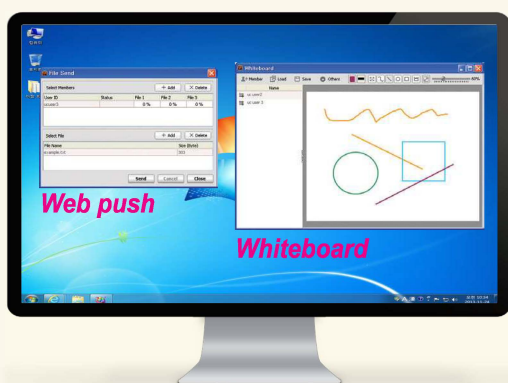• Easy dialling from web browser or Microsoft Windows applications
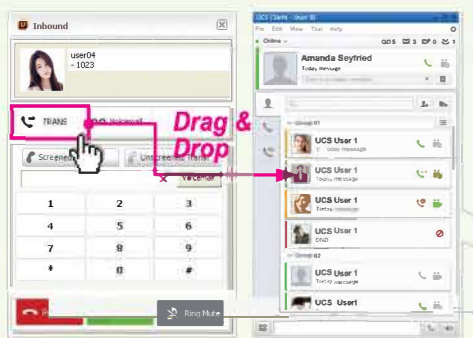
Call Transfer
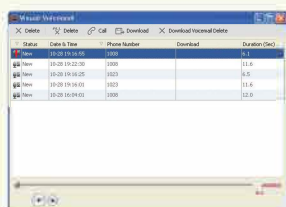
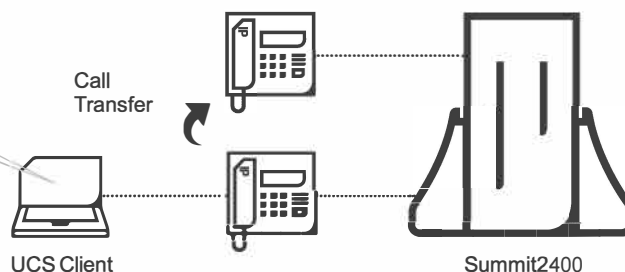Visual Voicemail

Outlook Synchronization

Web push

Whiteboard

Collaboration

Call Control

- Manage your calls from the desktop with Summit2400 UCS
- Call control with simple one click or drag & drop
- Answer / Disconnect / Deny / Transfer / Hold / Park

▶ *Example :* Call Transfer by drag & drop

Call Transfer

UCS Client

Summit2400

Visual Voicemail

- Easy retrieval of voicemail through Visual Voicemail application
- Supporting desktop client and mobile client

Outlook Synchronisation

- Synchronisation with Microsoft Outlook contacts and schedule
- Contacts registered to Microsoft Outlook are synchronised to Summit2400 UCS users' Private Directory
- If Private option is activated, the schedule is not opened to the shared users from the Summit2400 UCS
- Easy dialling from Microsoft Outlook contact

Microsoft Exchange Server Integration

- More precise schedule synchronisation with Exchange Server
- Outlook schedule synchronisation with or without UCS login
- Option 1: Integration with local Microsoft Outlook client
- Option 2: Synchronisation between Exchange server and UCS Server

Collaboration

- File Send
- Program sharing
  - Application: Share documents, spreadsheets, presentations, and drawings in real time
  - Desktop: Share desktop screen with other UCS users
- Web push: Share web page address with other UCS users
- Whiteboard: Share drawings and free-form text

Enhanced Applications

Every business has different communications needs and Summit2400 is designed to be tailored to your specific market sector and organization. Vertical Communications offers various applications to help you build a unified communications strategy that meets the needs of every part of your business.

Summt2400 Attendant (Office & Hotel)

Summit2400 Attendant

An operator console which helps your receptionist or front desk staff handle high call volume.
- Operating without an external phone
- Call recording / Call statistics / Call history
- Presence, shortcuts and on screen call control

Summit2400 IPCR

Summit2400 IPCR

A call recording and monitoring solution tightly integrated with Summit2400 call platforms and contact centres.
- Centralised or distributed call recording
- Encryption enabled call recording
- Multi-party conference call recording up to 13 party access
- Trunk-based recording
- Announcement file play during call

Summit2400 NMS

Summit2400 NMS

A powerful web-based Network Management tool designed to permit rapid response to system alarms, provide remote access, analyse system statistics and provide issue alarm notification.
- Fault management and real time system monitoring
- Web based client access
- Traffic statistics

Integrated Applications

The Summit2400 open architecture means that integrated third-party applications are able to leverage the full power of Summit2400 and ensure you can build a complete solution tailored to your needs.

icall report dashboard

icall record

icall suite

Productivity Through Intelligence

icall is designed to integrate into the Summit2400 platform and use the data and system functionality to deliver you greater insight and control of your communications platform. Five modules cover call reporting, recording, desktop call control, contact center management and outbound dialing.

report

Log and analyse your communications
• Customised and scheduled call reports and analysis
• Real time dashboard and wallboard displays

record

Record your calls for training, compliance and assurance
• Simple retrieval, play back and call evaluation
• Easily record ISDN2, ISDN 30, Analogue or SIP trunks

dial

Outbound dialer - more talking, less time dialing
• Progressive and predictive dialling
• Increase agent productivity and job satisfaction

contact

Contact center management module
• Real time contact centre reporting and demand modelling
• Manage SLA's and monitor agent performance

PHONE-LINK Desktop Call Control

PHONE-LINK

Integrated telephony from your desktop delivering call control and full integration into CRM, ERP and specialist applications

• Screen popping of key applications
• Integration into Microsoft Outlook and other applications
• Share presence busy status and internal messaging
• Click to dial from websites or applications
• Operator console