



FOR IMMEDIATE RELEASE

## **Vertical Communications Announces Latest Release of ViewPoint Mobile with Expanded FMC Capabilities**

*Newest version of industry-leading software features “Call Redirect” for seamless handovers between desktop and mobile devices and unprecedented FMC capabilities*

**Santa Clara, Calif., July 15, 2014**—Vertical Communications®, a leading provider of business communications software and solutions, announced the availability of its Viewpoint Mobile version 2.1 software, an advanced mobile communications solution that seamlessly extends the unified communications features of Vertical’s Wave IP platform to a user’s personal iOS and/or Android devices. With the dramatically expanded fixed-mobile convergence (FMC) capabilities in ViewPoint Mobile 2.1, users can now seamlessly move active calls back and forth between mobile (cellular) and fixed (enterprise) networks, giving businesses superior reliability, flexibility and cost savings.

“ViewPoint Mobile is the leading enterprise mobile client for iOS and Android. This newest release, offered as a base feature with our Wave IP Unified Communications system, enables complete flexibility to manage calls seamlessly across networks. Whether users are in the field, on the road, or in the office, the experience is the same,” explained Peter Bailey, Vertical’s chief executive officer. “ViewPoint Mobile version 2.1 is a significant new step in pursuing Vertical’s vision of the emerging mobile-only enterprise where workers demand enterprise features and applications anytime and anywhere through their mobile devices.”

Designed to serve the increasing demand for ubiquitous availability and connectivity to enterprise applications and services by mobile-only workers, ViewPoint Mobile 2.1 delivers simple and powerful access to all communications features, applications and integrations, regardless of location. Enhancements in this release include:

- **Call Redirect (FMC)** – Active calls can be moved between devices and networks – from cellular to WiFi to desktop and back – with the touch of a button on your ViewPoint Mobile client.
- **Audible Alerts** – Manage call interruptions when traveling between cellular signals. ViewPoint Mobile notifies you with an audible tone if a call is momentarily disconnected and automatically switches the call to another network so you can continue to talk.
- **Access to Enterprise Directories** – ViewPoint Mobile now offers easier, direct access to company directories. Wave system administrators can assign individual user access to specific extensions, departments and call groups for more streamlined access to and control of internal contact numbers within ViewPoint Mobile.
- **Copy and Dial** – Easily copy and paste phone numbers from the web or other locations directly into the dialer.

- **Android Performance Enhancements** – In addition to a new, more intuitive widget design for Android devices, ViewPoint Mobile prevents the screen from going into “lock” mode during active calls. Android users can now also place calls directly through ViewPoint Mobile from within other apps, such as their browser and Facebook.

“The growing reliance on smartphones and tablets has been a challenge to many businesses that want to support the use of personal mobile devices, but are concerned on how to best integrate these endpoints into their ongoing business processes,” said Robert Arnold, principal analyst for global market research firm Frost & Sullivan. “Vertical Communications’ ViewPoint Mobile version 2.1 software gives these customers the ability to manage and redirect calls to any device they choose, without the need for additional hardware or licenses. This unique approach should prove especially beneficial to organizations that rely on a mobile or geographically dispersed workforce, and seek a reliable and cost-effective solution to provide secure, seamless access to business communications tools from any location.”

### **About Vertical Communications®**

Vertical Communications, Inc. is a provider of unified communications (UC) and IP telephony solutions and services to enterprise and business customers throughout North America and Europe. The Company’s flagship UC product - Wave IP - offers comprehensive integration into enterprise CRM, ERP, mobile and other critical enterprise systems, enabling companies to better communicate and serve customers, promote collaboration among employees and partners, as well as provide deep insights into customer communications through business intelligence and management tools. In addition, Vertical provides managed services, project management, custom development, deployment and enterprise support services. Together, the Vertical portfolio enables complete, turnkey deployment and management of voice infrastructure, software, enterprise integration and ongoing support. Vertical sells its products and services to business customers, with a focus on vertical markets including retail, health care, state and local government, and other customer-facing industry segments where customer experience is a primary focus. The Company’s recent merger with Fulton Communications, completed in June 2014, provides the company with direct sales and professional services in over 25 metro markets in North America, which, in combination with Vertical’s over 250 channel partners, provide the Company with broad North American and European reach. Vertical is a privately held company headquartered in Santa Clara, CA. For more information, visit [www.vertical.com](http://www.vertical.com).

###

Vertical Communications:  
Steven De Korne  
Vice President, Marketing  
480-374-8897  
[sdekorne@vertical.com](mailto:sdekorne@vertical.com)

Glenn Goldberg  
Parallel Communications Group  
516-705-6116  
[ggoldberg@parallepr.com](mailto:ggoldberg@parallepr.com)