



IVX[®] E-CLASS



All-In-One
Digital Phone System

IVX

E-Class

ESI's **IVX E-Class system** has the capacity, intelligence, and expandability to handle your communications needs — today and for years to come.

Take just a few moments to see how much an IVX system from ESI can do for your business. Then, for more details, consult your Certified ESI Reseller or visit www.esiivx.com.



Simply the best telephone system for your business

The all-in-one telephone system

The patented ESI **IVX E-Class** design means all vital business communications features you need are built in — not added on. The IVX E-Class includes:

- A highly advanced, expandable phone system with extensive and unique call-handling features
- A superior-quality voice mail system with exceptional features and messaging options
- A multi-level, highly customizable automated attendant for call routing
- Automated call distribution to maximize your callers' convenience
- Optional VoIP Telephony to connect remote locations as one system

Grows with your business — intelligently

Whether you have many outside lines and large numbers of users or just a handful of each, IVX's modular, flexible design grows with your business. The IVX E-Class supports up to 66 phone lines and up to 84 ESI Feature Phones. Because of IVX's intelligent design, ESI's patented built-in voice mail capability **doesn't** subtract from this total. IVX maximizes **both** call-handling capacity **and** voice mail storage capacity. As your communications needs grow, you can easily and inexpensively add lines (including high-capacity broadband), phones and special options if and when you need them.

Help at the press of a key

ESI's comprehensive **Verbal User Guide™** makes IVX the easiest business phone system you've ever used. Just press the **HELP** key and the interactive, Verbal User's Guide even provides a complete tutorial — along with a friendly "Good morning." (And there's always updated help on-line at www.esiusers.com.)

Built-in voice mail

Improve your business communication with ESI's integrated **voice mail**. Easily accessible by using the distinctive blue **VOICE MAIL** key on the Digital Feature Phone, ESI's fifth-generation technology offers up to 16 simultaneously available channels of voice mail — as well as more than 200 mailboxes and up to 280 hours of voice message storage. With ESI's exclusive Virtual Mailbox™ and other unique features, you can easily customize IVX's voice mail for your special applications.

Samples of
industry praise
for ESI products

Best of Show
Product of the Year
Best Key System of the Year
Teleconnect

Best of Show
Product of the Year
Computer Telephony

Best of Show
Communications Solutions

Best of Show
Product of the Year
Internet Telephony

ESI: A history of success

Excellence

The IVX E-Class system represents the latest in a long tradition of engineering excellence from ESI.

Innovation

Founded in 1987, ESI specializes in telephone systems for the small to mid-size business. ESI pioneered the all-in-one telephone and voice mail system. The original IVX, introduced in 1996, was a breakthrough in design: the inclusion of a full suite of features within a single integrated telephone system.

Stability

Since its days as a small startup, ESI has enjoyed exceptional stability and growth while maintaining its dedication to small company values — including the need to take care of the most important part of the equation: **your business.**

Quality

ESI's product innovation, quality, and unsurpassed value has resulted in a financially strong company with consistent earnings and growth averaging more than 30% per year.

Committed to excellence, ESI is an ISO 9001-certified company — assuring that quality is fundamental.

ESI Resellers

ESI products are available through a nationwide network of carefully selected Resellers with the technical knowledge and business resources to provide you with the ultimate experience in communications. IVX E-Class products are available from only those ESI Resellers who have passed our rigorous, ongoing factory training.



ESI products have repeatedly received industry acclaim for user-friendly features, advanced technology and extreme reliability.

At ESI, we make it easy to communicate.

Equipped to handle **all** of your business communications

Unique message handling

The IVX E-Class system has patented voice mail features that make it simple to share information with your team. ESI's **Quick Groups™** lets you send a message to other user mailboxes by pressing **VOICE MAIL** followed by the desired station keys — easily creating a voice mail distribution group on the fly.

Call recording and call screening

Simply press the **RECORD** key on your ESI Feature Phone and the IVX E-Class system will record any call — even conference calls and personal reminders. IVX also lets you screen incoming calls, just like you do with your home answering machine.

Intelligent Caller ID

See at a glance who's calling (or who's on call-waiting). ESI's patented technology even stores Caller ID information with each voice message. Use the Esi-Dex™ speed-dial feature for single-touch storage of caller information for callback any time.

Auto attendant or live voice

Each IVX E-Class system includes a sophisticated automated attendant with six levels and 100 branches. This unusual flexibility makes it easy to set up auto-answering that saves time and conveniently routes callers to their desired extensions, departments, or even destinations outside the system. And if you prefer to answer calls "live," the auto attendant can help with overflow situations — so calls are always answered.



From left to right: 48-Key Digital Feature Phone, 24-Key Digital Feature Phone, 48-Key Digital Feature Phone with optional 60-Key Expansion Console, 12-Key Digital Feature Phone, Remote IP Feature Phone

The 48-Key Feature Phone (available in both Digital and Remote IP versions) is ideal for most active phone users. It takes full advantage of IVX capabilities, partly because of its many fixed feature keys that eliminate the need to memorize key combinations. This attribute, as well as the phone's large number of programmable feature keys, results in maximum productivity. Also, users who need more programmable keys can easily attach the optional 60-Key Expansion Console to the 48-Key Feature Phone, for a total of 90 programmable keys.

The 24-Key Digital Feature Phone is for lower-traffic users requiring feature access, but less customization.

The 12-Key Digital Feature Phone is designed for occasional users and areas such as a lobby, warehouse or waiting room.

For added reliability, each ESI phone has a sealed membrane below the keys, making it virtually spill-proof. The phones easily fit on any desk or counter space with the sturdy four-position angle base — so it's always easy to see the status of the display and keys (the phones can also be wall-mounted).

Automatic call distribution made easy

ESI's built-in automatic call distributor (ACD) — another standard feature — manages incoming departmental calls. You can easily program how calls are to be answered, how calls waiting in queue are handled and distributed, as well as monitor how efficiently your inbound calls are being managed.

T1 and ISDN PRI

The IVX E-Class provides T1 and ISDN PRI connectivity with the optional T1/PRI card. Each T1/PRI card also includes an additional 12 digital station extensions. You can easily reduce your recurring phone charges by using high-capacity connections.

Multi-site networking options

Using the power of VoIP, **Esi-Link** brings your remote offices closer together.

With Esi-Link, offices from across town or across the country are connected together into one large system. Using your WAN or the Internet, you can connect up to 100 locations without adding dedicated lines or long-distance toll charges. Also, the **ESI IP Gateway** allows non-ESI systems to become part of your Esi-Link network.

ESI's Remote IP Feature Phone functions just like an on-site extension and works in most locations with broadband access — for example, a home office with a DSL or cable connection.

Unified messaging

With the **Esi-Mail™** option, you can view, prioritize, and select for playback any voice mail message from your *Microsoft® Outlook® 2000/2002* Inbox. A variety of controls on the integrated *Esi-Mail* toolbar allow for synchronized control between your *Outlook 2000/2002* Inbox and your voice mailbox.

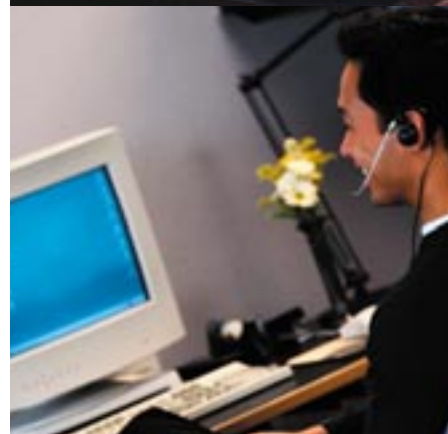
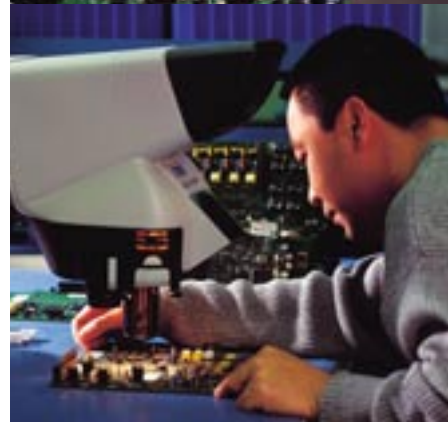
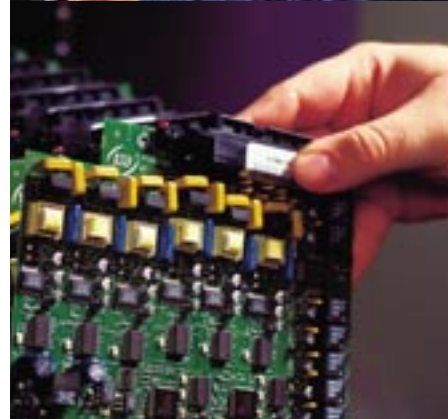
Easy maintenance and updates

Perform system maintenance via modem, direct connection, or via the LAN/WAN. Authorized personnel can also use the convenient *Esi-Access* program to manage system settings.

System updates are easily accomplished through software downloads. All IVX systems are fully self-contained, for higher reliability and more security.

Learn more

The IVX E-Class includes many other unique ESI features that will enhance your business communications. To learn more, consult your local Certified ESI Reseller or visit www.esiivx.com.



IVX® E-Class



The right angle

With four angle positions, your ESI Feature Phone easily adjusts to reduce glare, increase comfort, and maximize desk space. Each ESI Feature Phone is also wall-mountable.

Grows with your business

- The IVX 72e has 70 call-processing ports, eight channels of voice mail and 70 hours of message storage
- The IVX 128e has 126 call-processing ports, 16 channels of voice mail and 280 hours of message storage
- Up to 28 fully functional analog ports
- Up to 20 60-Key Expansion Consoles
- Up to 12 IP Feature Phones (local or remote)
- Up to 100 networked Esi-Link-enabled systems

Powerful call handling

- Enhanced Caller ID* allows one-touch automatic message return
- Live call recording of any conversation (or personal memo); allows moving and copying recordings to others' mailboxes
- Live call screening allows listening to an incoming message (as on a home answering machine); pick up call at any time or let it go to voice mail
- Highest-grade voice quality (64 kilobit/second sampling) or voice mail and other voice storage
- Call waiting with Caller ID*
- Missed Call Key™ shows who called without leaving a message so you can easily return the call or store the number for speed-dialing
- Virtual Answer Key™ makes it easy to record custom greetings to handle select callers when they're in call waiting
- Six conference bridges, each able to handle either three or four parties
- Background announce
- Trunk-to-trunk transfer
- Eight music/message-on-hold tracks (includes three prerecorded tracks)
- Dedicated overhead paging interface
- QuickPage™ for rapid paging notification of held calls

ESI's Verbal User Guide™

- HELP key provides instant assistance
- Hundreds of informative, friendly prompts guide users, administrators and installers

Sophisticated voice mail

- Up to 16 channels of built-in voice mail
- Easily identified with blue VOICE MAIL key
- Off-premises message delivery (cell phone or pager)
- Urgent message notification
- Multiple mailbox types, including group, broadcast, informational, cascade paging and Q & A
- Message Recycle Bin remembers and can restore each mailbox's 10 most recently deleted messages
- Quick Groups™ for easily moving a voice mail message to other user mailboxes
- Quick Move™ for saving a message to other user mailboxes during call recording
- Virtual Mailbox Key allows easy monitoring of additional mailboxes
- Off-premises "reach-me" can let someone forwarded to a voice mailbox still reach the called party at a designated number
- AutoPage™ makes it easier to page users over Feature Phone speakers (or, if connected, overhead paging system)

Automated attendant

- Six levels, 100 branches
- Virtually unlimited call routing, including off-premises transfer
- Trunk-to-trunk transfer eliminates need for Centrex service to transfer calls off-premises

Automatic call distributor (ACD)

- Routes calls within designated departments based on agent availability; maximizes customer call flow

ESI Feature Phones

- Different models give you maximum flexibility in handling varying needs
 - 48-Key Feature Phone in Digital, Digital TAPI, and Remote IP versions
 - 24-Key Digital Feature Phone
 - 12-Key Digital Feature Phone
- Compact; fits into any office decor
- Four position tilt and wall-mountable
- Rugged design resists abuse, spills
- Large, easy-to-read display
- Built-in speakerphone**
- Dedicated feature keys (including a distinctive blue VOICE MAIL key**)
- Up to 30 programmable feature keys
- Volume/scroll keys
- Headset operation**
- Esi-Dex™ speed-dialing
 - Three separate numbers lists: Personal Dex, Station Dex and System Dex (Uses Caller ID* information or direct keypad entries)
 - Location Dex shows your Esi-Link and remote station locations (when applicable)
 - Feature Dex quickly programs programmable feature keys

Unified messaging

- Esi-Mail™ allows you to manage voice mail messages and e-mail from a single Microsoft Outlook 2000/2002 Inbox

Optional voice-over-IP network features

- Esi-Link connects up to 100 compatible ESI phone systems (or non-ESI phone systems, using ESI's IP Gateway) over your WAN or the internet, so they work as one large phone system
- Remote IP Feature Phone provides full E-Class feature set via IP at remote location; uses G.729 industry standard to reduce bandwidth requirements†
- System maintenance via LAN/WAN connection

TAPI support

- Basic Telephony Service
- Provided through:
 - A standard interface on the TAPI version of the 48-Key Digital Feature Phone
 - The Ethernet® interface on the IP Feature Phone and the Remote IP Feature Phone
- Lets your PC control your phone with software like ACT!, Microsoft® Outlook® and GoldMine® to provide outbound dialing, "screen pops", and more ***

Multiple high-capacity options

- Support for T1 and ISDN PRI

Other features

- Call reports, SMDR
- Local or remote diagnostics and maintenance
- Automatic clock setting — synchronized with Caller ID*

* Caller ID information available if your telephone service provides it. Contact your provider for details.

** Not available on the 12-Key Digital Feature Phone.

*** Screen pops on Microsoft Outlook and Goldmine require additional third-party software.

† Certain minimum LAN/WAN bandwidth and data latency requirements apply.



We Make It Easy To Communicate

www.esiivx.com

More information on ESI and its products is available on the World Wide Web at www.esiivx.com. IVX is a registered trademark, and Esi-Dex, Quick Groups, Quick Moves, Esi-Mail, Virtual Mailbox Key, Missed Call Key, AutoPage, QuickPage and Verbal User Guide are trademarks, of ESI. Other registered trade names mentioned herein are trademarks of their respective owners. ESI phone systems are protected by U.S. Patents 6,067,349 and 6,252,944, and other patents pending. Product details and features are subject to change without notice. Copyright © 2003 ESI (Estech Systems, Inc.).