IVX® X-Class

All-In-One Digital Phone System

(esi)

We Make It Easy To Communicate

IVX® X-Class   *All-In-One Digital Phone System*

Handles your communications needs — now and for years to come.

*ESI's **IVX X-Class** is a robust, superbly expandable system that will meet the changing communications needs of most businesses for years to come.*

Take just a few moments to learn 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/X-Class**.

It's the all-in-one telephone system.

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

- A highly advanced, expandable phone system with extensive, unique call-handling features.
- Superior voice mail capabilities with exceptional features and messaging options.
- A multi-level, highly customizable automated attendant for call routing.
- Automated call distribution (ACD) to maximize your callers' convenience.
- Optional VoIP telephony for using Remote Phones or connecting 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. IVX X-Class supports up to 84 phone lines and up to 168 **ESI Feature Phones.** Thanks to ESI's intelligent design, the patented, built-in IVX voice mail capability **doesn't** subtract from this total. IVX maximizes **both** call-handling capabilities **and** voice mail storage. 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.

Gives you 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 Guide even provides a complete tutorial — along with a friendly "Good morning." (And there's always even more comprehensive help on-line at *www.esiusers.com*.)

Includes 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 ESI Feature Phone, ESI's sixth-generation technology offers 24 simultaneously available channels ("ports") of voice mail — as well as hundreds of mailboxes and 420 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.

Performs traditional or VoIP telephony.

Whenever you're ready for it, either at purchase or as a later upgrade, your IVX X-Class system can become a VoIP (voice over Internet Protocol) network-based system. That means it uses your LAN to carry voice signals. This provides many advantages, including significant long-term savings — particularly if your business has more than one location.

A full-featured phone system you'll actually enjoy using.

At ESI, we design business telephone systems for how people *really* use them. Here's an example of ESI's user-friendly thinking: in addition to being easy on the eyes, ESI Feature Phones are also easy to use and program to your maximum advantage. ESI's exclusive Verbal User Guide is on every ESI Feature Phone: just press the **HELP** key.

To learn more about the available ESI Feature Phones, see inside this brochure or consult *www.esiivx.com/phones*.

Use the power of *Outlook*® to manage your phone activity and increase productivity.

The VIP *Call Window lets you make and take calls — including point-and-click speed-dialing from its* **Quick Call**™ *list. Also, because* VIP *is* **fully integrated with Outlook**, *you can place calls simply and quickly to any of your stored* Outlook *contacts. Voice mail messages, call logs, and other special* VIP *features appear right in your* Outlook *window for your convenience.*

When your day-to-day call activity is critical to your business, you'll want ESI's **VIP** (Visually Integrated Phone) for *Microsoft® Outlook*.

With *VIP, Outlook* now becomes your most powerful business tool. Take and make calls faster, transfer calls, set up conferences, and reply to or move messages. VIP lets you dial directly from *any* of your contact lists.

Manage your voice mail the same way you manage your e-mail — right from the same Inbox. Listen to a voice mail message in the order you choose, archive it, or send it as an e-mail attachment to any contact, whether inside or outside of your organization.
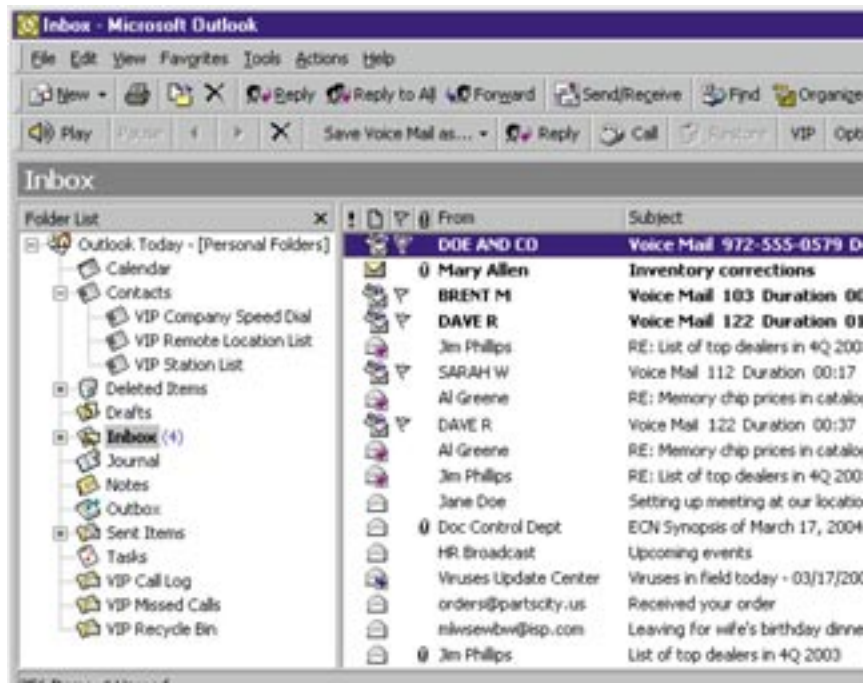
VIP keeps a log of every call — both outgoing *and* incoming. See all your missed calls, or focus on call history and track your activity. You can quickly return any call — from any folder — at any time.

Best of all, VIP is totally integrated with the ESI Feature Phone on your desk, providing superior performance and reliability.

For more details, visit *www.esiivx.com/VIP*.

Features you can really use
to make your business run more smoothly.

Unique message handling.

The IVX X-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 IVX X-Class will record any call — even conference calls and personal reminders. IVX also lets you screen incoming calls, just as on 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. You also can 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 X-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.

Automatic call distribution made easy.

ESI's built-in automatic call distributor (ACD) — another standard X-Class feature — manages incoming departmental calls. You can easily program handling and distribution of calls (including those waiting in queue), and monitor how efficiently your inbound calls are being managed. Incidentally: ACD is for businesses of all sizes, because even just one extension can benefit from its advantages. If you're in business and you take phone calls, ACD will improve your communications with your customers and prospects.

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* **Digital**, **(local) IP** *and* **Remote IP** *versions — is ideal for most active phone users. Its many fixed and programmable feature keys will let you take full advantage of IVX's productivity-boosting capabilities. You also can attach the optional* **60-Key Expansion Console** *to the 48-Key Feature Phone, putting a total of 90 programmable keys at your command. For lower-traffic users who need some feature access but not so much customization, the* **24-Key Digital Feature Phone** *is a great fit. And the* **12-Key Digital Feature Phone** *is designed for occasional users and areas such as lobbies, warehouses or waiting rooms. Each ESI Feature Phone has a sealed membrane below the keys, so it's virtually spill-proof. An ESI Feature Phone fits on any workspace, thanks to its sturdy, four-position angle base that lets you easily see the status of the display and keys. (The phone can also be wall-mounted.)*

Broadband telephony options.

IVX X-Class provides T1 and ISDN PRI connectivity with the optional Digital Line Card (DLC). Each DLC also includes an additional 12 digital station extensions, and each IVX X-Class system supports up to three DLCs. This lets you reduce 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. Esi-Link joins multiple locations, whether across town or across the country, into what effectively is one large system. You can connect up to 100 locations across your WAN or the Internet without adding dedicated lines or long-distance toll charges. (Also, the **ESI IP Gateway** lets *non*-ESI systems become part of your Esi-Link network.)

Optional Remote Phone.

ESI's optional **Remote IP Feature Phone** functions just like an on-site extension and works in most locations with broadband access — for example, a small office or home office with a DSL or cable connection. Busy executives can now work from home and still be part of the office phone system. ESI's Remote Phone also is perfect for use by satellite offices and even contractors.

Easy, secure maintenance and updates.

Perform system maintenance via modem, direct connection, or the LAN/WAN. Your system administrator (or other authorized personnel) can also use convenient ESI software to manage system settings. System updates are easily accomplished through software downloads. And, in this time when a new computer virus seems to occur every hour on the hour, you'll be glad to know that IVX systems are fully self-contained, for higher reliability and more security.

A history of success.

IVX X-Class represents only 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 phone/voice mail system. The original IVX, introduced in 1996, was a design breakthrough: the inclusion of a full suite of features within a single integrated telephone system.

- **Stability** — Since ESI's days as a small startup, we've enjoyed exceptional stability and growth while maintaining its dedication to taking care of the most important part of the equation: your business. Thanks to our products' innovation, quality, and unsurpassed value, ESI is a financially strong company with consistent earnings and annual growth averaging over 30%.

ESI Sales Growth

- **Quality** — Committed to excellence, ESI is ISO 9001:2000-certified — proof that quality is fundamental to our company and our products.

- **Resellers** — ESI products are available through a nationwide network of carefully selected Resellers with the technical knowledge and business resources to give you superior telecommunications. IVX X-Class is available only from ESI Resellers who have passed our rigorous, ongoing factory training.

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

At ESI, we make it easy to communicate.

IVX X-Class includes many unique ESI features to enhance your business communications. To learn more, consult your local Certified ESI Reseller or visit *www.esiivx.com/X-Class*.

IVX® X-Class — *All-In-One Digital Phone System*

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.

Ultra-expandable

When your business grows, so does IVX X-Class. Its many ports and card slots let you add more phones, lines, and even VoIP — on your timetable. The durable system cabinet mounts on the wall or a standard equipment rack.

Grows with your business
- The IVX 128x has 126 call-processing ports, 24 channels of voice mail, 420 hours of message storage, and support for up to 84 stations
- The IVX 256x has 252 call-processing ports, 24 channels of voice mail, 420 hours of message storage, and support for up to 168 stations
- Up to 100 networked Esi-Link-enabled systems
- Up to 56 fully functional analog ports
- Up to 40 60-Key Expansion Consoles on IVX 256x
- Up to 12 IP Feature Phones (local or Remote)
- Accepts same port cards as for IVX E-Class systems

Powerful call handling
- Enhanced Caller ID* allows one-touch automatic message return with ESI Feature Phones (supports basic Caller ID features on non-ESI analog phones)
- 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
- Can support up to 24 conference callers (maximum of four persons in each conference)
- 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 24 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
- Informative reporting

ESI Feature Phones
- Different models give you maximum flexibility in handling varying needs
  - 48-Key Feature Phone in Digital, Digital TAPI, (local) IP, 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**
  - 48-Key Feature Phones include convenient headset jack
- 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

Shared-office tenanting
- Up to four tenants
- Assignment of CO lines for best use by tenants
- Each station and ACD department can be assigned to one tenant
- Auto attendant can have different greetings, day/night settings, and routing to specific locations — just as if each tenant had its own system
- Separate operator positions for each tenant

Optional *VIP*™ software for *Windows*®
- Visually Integrated Phone
- On-screen interface for taking and making calls with all ESI features associated with normal Feature Phone use, as well as programming your Feature Phone
- Lets you manage both voice mail messages and e-mail from within a single *Microsoft*® *Outlook*® *2000/2002/2003* Inbox
- Provides .WAV files of voice mail messages
- TAPI support (Basic Telephony Service) for use with not only *Outlook* but also other TAPI-compliant software, such as *ACT!*® and *GoldMine*,® to provide outbound dialing, "screen pops," and more

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 X-Class feature set via IP at remote location; uses G.729 industry standard to reduce bandwidth requirements†
- System maintenance via LAN/WAN connection

Multiple high-capacity options
- Optional Digital Line Card supports both T1 and ISDN PRI

Other features
- Call reports (including ACD), 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.
† Certain minimum LAN/WAN bandwidth and data latency requirements apply.

ESI products are proudly created in the United States of America.

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We Make It Easy To Communicate