

IVX[®] E-Class

Generation II

All-In-One Digital Phone System



We Make It Easy To Communicate

Simply the best phone system for your business.

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 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/E-Class.

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

The innovative ESI **IVX E-Class** design means all vital business communications features you need are built-in — not added-on. IVX E-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 E-Class supports up to 66 phone lines and up to 84 **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 most ESI Feature Phones, ESI's sixth-generation technology offers up to 16 simultaneously available channels ("ports") of voice mail — as well as hundreds of 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.

Performs traditional or VoIP telephony.

Whenever you're ready for it, either at purchase or as a later upgrade, your IVX E-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.

This is a business phone system you'll actually enjoy using.

At ESI, we design business telephone systems for how people *really* use them. In addition to being easy on the eyes, ESI Feature Phones are also easy to use and program to your maximum advantage. The exclusive Verbal User Guide is on every ESI desktop phone: just press the **HELP** key.

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



ESI offers additional ways to run your business more smoothly.

Any ESI system by itself is an outstanding addition to your business, but special options like these will make it still more valuable to you.

- **ESI Presence Management** combines RF scanning technology and ESI's award-winning telephone systems to offer presence status, call control, entrance security, and documented tracking of users' work hours and attendance history. For complete time and attendance management, use it with **ESI TimeLine** PC software.
- **VIP (Visually Integrated Phone)** works within *Microsoft® Outlook®* to help you manage your ESI voice mail and contacts from your PC. **VIP Professional** adds still more features, such as auto-recording^s, text-messaging, and color-coded monitoring of station status.
- **VIP PC Attendant Console** greatly simplifies managing any busy office's call traffic. Everything your attendant needs to handle your callers efficiently is just a mouse-click away.
- **VIP ACD Supervisor** provides a variety of tools for better managing the unique needs of an ACD department, including a view of real-time department performance and agent status, and built-in management reports as well as the ability to create custom reports.^{ss} To enhance your employees' teamwork, **VIP ACD Agent** provides one-click access to fellow agents' status.



ESI Presence Management works with your ESI phone system to help you manage your business better and keep your facilities more secure. When teamed with ESI TimeLine software, it can help eliminate time cards and payroll errors. Visit www.esiivx.com/presence.

VIP's Call Control window lets you make and take calls, including speed-dialing, from its Quick Contact List. VIP lets you place calls simply and quickly to any stored Outlook contact, and see voice mail, call logs, and other special VIP features right in Outlook. VIP Professional provides additional features, including secure intra-system text-messaging. Visit www.esiivx.com/VIP.



VIP ACD Supervisor gives an ACD manager real-time views of agents' status and performance, along with a variety of department reports. For the employee, VIP ACD Agent shows fellow agents' status. Also, each VIP ACD application has all the features of VIP Professional. Visit www.esiivx.com/ACD.

Department Details			
ACD Department: ACDN			
Agents:	3	Queue:	0
Assessed:	15	Avg Queue:	1:00
Abandoned:	1	Longest Wait:	1:16
ACD Calls:	1	Non-ACD Calls:	3
Service Level:	87%		
Logged In Agents			
Agent	Ext	Color ID Name	Number
PHILIP	114	ARC ELECTRON	555106267
JEREMY	115		
STEPHAN	123		
Logged Out Agents			
Agent	Ext	Color ID Name	Number
PHILIP	106		
EDWARD	101	TELECOM INC	555121824
LIBERTY	110		

VIP PC Attendant Console lets you take control of incoming and held calls, directly from your PC screen. Use the familiar "drag-and-drop" interface to transfer calls and set up conference calls. The Virtual Button Window's color-coding shows the status of up to 200 stations, departments, and voice mailboxes. If used with ESI Presence Management, VIP PC Attendant Console even shows users' "in/out" status. Visit www.esiivx.com/Attendant.



Equipped to handle all of your business communications.

Unique message handling.

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

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 one-touch storage of caller information for callback any time. Set a **Caller ID key** and you can view Caller ID information from any of your 25 most recently received calls, and return each call with a keytouch.

Call recording and call screening.

Simply press the **RECORD** key on your ESI desktop phone and IVX E-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.

Auto attendant or live voice.

The sophisticated **automated attendant** lets you set up auto-answering that conveniently routes callers to desired destinations, internal or external. Even 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 distribution (ACD), another standard IVX E-Class feature, manages incoming departmental calls. You can easily program handling and distribution of calls (including those waiting in queue), and monitor the efficiency of inbound call management. Even just one extension can benefit from the advantages ACD brings to business communications.



ESI desktop phone models, 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 keys will let you take full advantage of your ESI system's productivity-boosting capabilities, and its optional **60-Key Expansion Console** puts an additional 60 programmable keys at your command. The **24-Key Digital Feature Phone** is a great fit for lower-traffic regular users, while the **12-Key Digital Feature Phone** is designed for occasional users and areas such as lobbies, warehouses or waiting rooms.*

*For workers who can't stay at their desks but still need one-key access to powerful ESI phone features, **ESI Cordless Handsets** come in two sizes.* ▶



Want more details about ESI Feature Phones? Visit www.esiivx.com/phones.

Intelligent Call Forwarding.™

ESI's Intelligent Call Forwarding lets you forward an outside call directly to a cellular phone, branch office, or answering service with the caller's Caller ID information rather than yours — so the person to whom the call is forwarded knows who's really calling. (*Requires an ISDN PRI line.*)

Multi-site networking options.

Esi-Link brings your remote offices closer together by joining multiple locations, whether across town or across the country, into what effectively is one big system. Connect up to 100 locations across your WAN or the Internet without dedicated lines or long-distance toll charges. (Also, the **ESI IP Gateway** lets *non-ESI* systems join 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, cable, or fiber-optic 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.

Available auto-recording.

With ESI's optional *VIP* family of software applications installed on your PC, IVX E-Class can automatically record⁸ every call you receive from an outside line. (*VIP* already lets you selectively archive your ESI voice mail.) When each call is completed, you choose whether to save the recording.

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. ESI systems are fully self-contained, for higher reliability and more security.

A history of success.

Founded in 1987, ESI specializes in innovative telephone systems for businesses of various sizes, and pioneered the all-in-one phone/voice mail system.

Since its earliest days, ESI has enjoyed exceptional stability, financial strength, and growth — while taking care of the most important part of the equation: your business. Committed to quality, ESI is ISO 9001:2000-certified.

Our industry has repeatedly praised ESI products for their mix of user-friendly features, advanced technology, and reliability.

ESI products are available through a nationwide network of carefully selected Resellers.

At ESI, we make it easy to communicate.

IVX E-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/E-Class.



The right angle

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



The right size

Only about the height and width of a sheet of copier paper, the energy-efficient IVX E-Class cabinet packs astounding communications power into a wall-mountable box that needs very little space in your phone closet.

Grows with your business

- The IVX 72e has 70 call-processing ports, eight channels of voice mail, up to 140 hours of message storage, and support for up to 48 stations
- The IVX 128e has 126 call-processing ports, 16 channels of voice mail, 280 hours of message storage, and support for up to 84 stations
- Up to 28 fully functional analog ports
- Up to 20 60-Key Expansion Consoles on IVX 128e (four on IVX 72e)
- 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 with ESI Feature Phones (supports basic Caller ID features on non-ESI analog phones)
- Account codes for greater accountability
- Intelligent Call Forwarding** sends original caller's Caller ID information to off-premises number (requires ISDN PRI line)
- Caller ID key shows Caller ID for last 25 callers, for one-touch call return
- Live call recording of any conversation or personal "voice memo"; allows moving and copying recordings to others' mailboxes (auto-recording§ available with optional *VIP Professional*, *VIP PC Attendant Console*, and *VIP ACD Supervisor/Agent*)
- 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) for voice mail and other voice storage
- Call waiting with Caller ID*
- Virtual Answer Key™ makes it easy to record custom greetings to handle select callers when they're in call waiting
- Up to 16 conference callers (maximum of four persons per conference)
- Background announce
- Trunk-to-trunk transfer
- Eight music/message-on-hold tracks (includes three pre-recorded tracks)
- Dedicated overhead paging interface
- QuickPage™ for rapid paging notification of held calls

ESI's Verbal User Guide™

- **HELP** key on ESI desktop Feature Phone 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 on ESI desktop Feature Phone**
- Off-premises message delivery (cell phone or pager)
- Urgent message notification
- Multiple mailbox types, including group, broadcast, informational, cascade notification, 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 distribution (ACD)

- Routes calls within designated departments based on agent availability; maximizes customer call flow
- Informative reporting
- ACD queue prioritization and overflow routing

Shared-office tenanting

- Two 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

* Caller ID information available if your telephone service provides it. Contact your provider for details.
 ** Except for 12-Key Digital Feature Phone, on which voice mail is accessed via a programmable feature key.
 *** Not on 12-Key Digital Feature Phone.
 § Auto-recording requires *VIP Professional*-compatible application and optional license.
 §§ Creation of custom reports requires *Crystal Reports™* (Standard Edition or Professional Edition).
 † Outlook 2000, 2002, or 2003 required.
 †† Certain minimum LAN/WAN bandwidth and data latency requirements apply.

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
 - Digital Cordless Handset in two models
- Compact; fits into any office decor
- Dedicated feature keys
- Headset operation***
 - 48-Key Feature Phones and Cordless Handsets each include headset jack
- Features specific to desktop Feature Phones:
 - Four-position tilt; wall-mountable
 - Rugged design resists abuse, spills
 - Large, easy-to-read display and built-in speakerphone***
 - Up to 30 programmable feature keys
 - Volume/scroll keys
 - 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 Esi-Link and remote station locations (if applicable)
 - Feature Dex quickly programs programmable feature keys

Optional ESI Presence Management

- Works with ESI phone system to help you manage comings and goings into your facility and maintain security
- Quickly shows who is and isn't on the premises, avoiding wasted calls
- Used with optional *ESI TimeLine™* software, can help eliminate payroll errors and the need for physical time cards

Optional VIP applications for Windows®

- *VIP* (Visually Integrated Phone) and *VIP Professional*
 - On-screen interface for call-handling with all ESI features associated with normal Feature Phone use, as well as programming your Feature Phone
 - Manages voice mail, e-mail, and fax messages from within *Microsoft Outlook®*
 - Lets you archive voice mail messages to .WAV files
 - 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
 - Enhanced version, *VIP Professional*, adds more informative interface, auto-recording§, easier one-touch callback, secure text messaging, station status, and more
- *VIP PC Attendant Console*
 - All features of *VIP Professional*
 - Easy, on-screen management of phone system activity
 - Shows up to 200 stations, voice mailboxes, and departments at a time, using same color-coding scheme as physical Expansion Console
 - Displays "OUT" status for off-premises users when used with optional ESI Presence Management
 - Lets multi-tasking attendant keep eyes on work, yet still handle calls
- *VIP ACD Supervisor*
 - All features of *VIP Professional*
 - On-screen, real-time department performance
 - On-screen agent status
 - Built-in management reports
 - Ability to create custom reports§§
- *VIP ACD Agent*
 - All features of *VIP Professional*
 - On-screen agent status

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

For more details, visit www.esiivx.com/E-Class.

