

# IVX<sup>®</sup> S-Class

Generation II

*All-In-One Digital Phone System*



We Make It Easy To Communicate

## Enhance your communications with the all-in-one business telephone system.

*ESI knows your small business needs a telephone system that's easy to use and grows with you.*

*That's why ESI's IVX S-Class comes complete with features you can actually use every day. And now, we've added even more features, as IVX S-Class reaches **Generation II.***

*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/S-Class](http://www.esiivx.com/S-Class).*

ESI builds big-system features into the small-business **IVX S-Class**. The patented IVX phone system design means all vital business communications features are easily accessible. Equipped to grow to 16 phone lines, 32 digital stations, and eight analog stations for fax machines or cordless phones, IVX S-Class gives your business a competitive edge.

### Make a choice.

ESI offers IVX S-Class with voice mail or Integrated Answering Machine.<sup>™</sup> Each system is designed for easy expansion and upgradability.

### IVX S-Class with voice mail.

There are two IVX S-Class systems with ESI's built-in, **sixth-generation voice mail**, including a dedicated mailbox for each station and an automated attendant. Choose an IVX S-Class system with:

- Four available channels of voice mail and two hours of voice message storage.  
... or ...
- Six available channels of voice mail and 30 hours of message storage.

The automated attendant provides up to 18 branches that conveniently route callers to their desired extensions or departments, or even destinations outside the system.

### IVX S-Class with Integrated Answering Machine.

IVX S-Class with **Integrated Answering Machine** is for businesses requiring only enhanced answering-machine capabilities.

The system can simultaneously record two messages using any of the available lines. Messages are accessible from any designated station, and the provided 30 minutes of storage is more than on any conventional answering machine.

Many of the same advanced features are available as with voice mail — such as live call screening, off-premises “reach-me,” external message notification, and a Message Recycle Bin — from a single designated station.



# All the features you need.

## Spoken help is a touch away.

Need assistance using your phone? Just press the **HELP** key for the friendly **Verbal User Guide**. The built-in user tutorial simplifies training new employees and makes it unnecessary to keep track of a printed manual.

## Intelligent Caller ID.

ESI's patented technology displays the caller's name-and-number information with each call, and even stores it with each voice mail message. On your ESI Feature Phone, use the Esi-Dex™ speed-dial feature for single-touch storage of caller information for callback any time.

## Unique message handling.

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

## Message Recycle Bin.

The system stores up to 10 of your most recently deleted messages in a **Message Recycle Bin** from which you can easily recover them.

## Call recording.

IVX S-Class with voice mail lets you record any call. Simply press the **RECORD** key on your ESI Feature Phone and the system will record the call — even conference calls and personal reminders.

## Call screening.

Screen calls just as you do with your home answering machine. Listen as callers leave messages in your mailbox, and intercept a call by lifting the handset.

## Off-premises “reach-me.”

A caller forwarded to your mailbox can reach you at an external number — such as your home or cell phone. IVX S-Class also makes it easy to change your “reach-me” number remotely.

## Grows with your business.

IVX S-Class easily expands from four lines, eight digital stations and two analog ports to 16 lines, 32 digital stations, and eight analog ports. Also, your ESI phones are compatible with other ESI IVX systems. ESI is ready to grow with you.

## A legacy of success.

IVX S-Class Generation II 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 our 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%.



- **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 S-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.*

## Use **VIP™** with **Outlook®** to manage phone activity and increase productivity.

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

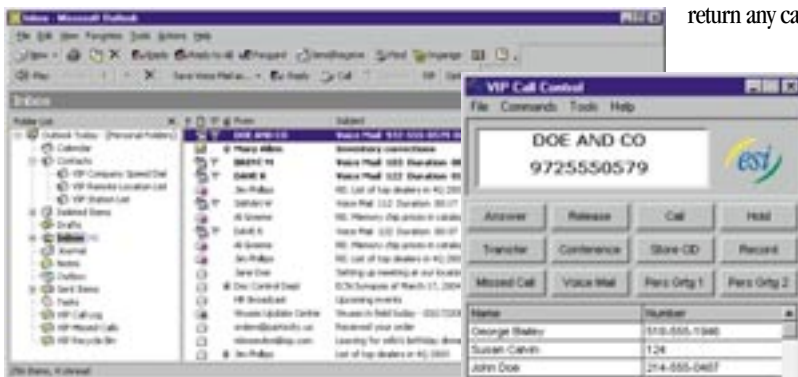
With **VIP**, **Outlook** now becomes your most powerful business tool. Take and make calls faster, transfer calls, set up conferences, and reply to or move messages. **VIP** lets you dial directly from any of your contact lists.

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](http://www.esiivx.com/VIP).



### Different phones for different needs

Select from the **48-Key Digital Feature Phone** and **24-Key Digital Feature Phone**, each complete with speakerphone and access to all available system features, or the **12-Key Feature Phone** with limited access to system features. Each ESI phone includes a display for call handling information, plus fixed and programmable feature keys for simplified operation.

Also available for the 48-Key Feature Phone: the **60-Key Expansion Console** (not shown).



48-Key Digital Feature Phone



24-Key Digital Feature Phone



12-Key Digital Feature Phone

#### Grows with your business

- Up to 56 call-processing ports (16 phone lines, 32 digital stations, eight analog stations)
- Up to eight dedicated analog ports for cordless phones, fax machines, other analog devices
- Voice mail/automated attendant **or** Integrated Answering Machine

#### 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)
- Up to two conference bridges, each able to handle up to four parties
- Background announce
- Dedicated overhead paging interface

#### Integrated Answering Machine™ (when equipped)

- Simultaneous recording of up to two messages
- 30 minutes of voice message storage
- Message retrieval on any Digital Feature Phone
- External message notification
- Off-premises “reach-me” can let someone reach the called party at a designated outside number
- Live call screening at Master Station allows listening to an incoming message (as on a home answering machine); pick up the call at any time or let it go to the mailbox
- Message Recycle Bin remembers and can restore up to 10 of the mailbox’s most recently deleted messages
- Three music-on-hold tracks or one outside source

#### Sophisticated voice mail (when equipped)

- Four channels of built-in voice mail with two hours of voice message storage **or** Six channels of built-in voice mail with 30 hours of voice message storage
- Easily identified with blue **VOICE MAIL** key\*\*
- Up to 10 guest mailboxes
- External message notification
- Virtual Answer Key™ makes it easy to record custom greetings to handle select callers when they’re in call waiting
- Off-premises message delivery
- Off-premises “reach-me” can let someone forwarded to a voice mailbox still reach the called party at a designated number
- Message Recycle Bin remembers and can restore up to 10 of each mailbox’s most recently deleted messages
- Live call screening allows listening to an incoming message (as on a home answering machine); pick up the call at any time or let it go to voice mail
- Live call recording of any conversation (or personal memo); allows moving and copying recordings to others’ mailboxes
- Quick Groups™ for easily moving a voice 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 another mailbox
- Three pre-recorded music-on-hold tracks, one recordable track, or one outside source

\* 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.

† Screen pops on *ACT!*, *Outlook*, and *GoldMine* require ESI’s *VIP* or additional third-party software.

#### Automated attendant (when equipped)

- Up to 18 branches
- Virtually unlimited call routing, including off-premises transfer
- Trunk-to-trunk transfer eliminates need for Centrex service to transfer calls off-premises

#### ESI’s Verbal User Guide™

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

#### ESI Feature Phones

- Different models give you maximum flexibility in handling varying needs
  - 48-Key Feature Phone in Digital and Digital TAPI 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)
  - Feature Dex quickly programs programmable feature keys

#### TAPI support

- Basic telephony service
- Provided through a standard interface on the TAPI version of the 48-Key Digital Feature Phone (or through *VIP* — see “Optional *VIP* software for *Windows*,” below)
- Lets your PC control your phone with software such as *ACT!*®, *Microsoft Outlook*® and *GoldMine*® to provide outbound dialing, “screen pops,” and more†

#### 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

#### Other features

- Direct programming
- Local or remote diagnostics and maintenance
- Automatic clock setting — synchronized with Caller ID\*
- SMDR

