

# 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.*

*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, IVX S-Class gives your business a competitive edge.

### Make a choice.

ESI offers IVX S-Class with voice mail or Integrated Answering Machine™. 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 six 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.



*If you have Caller ID service from your provider, your ESI phone system uses incoming calls' Caller ID information to reset its clock automatically for maximum accuracy. (That's the same method a cell phone uses to keep accurate time.) Of course, you still can set the clock manually, if you wish.*

## This is a business 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 desktop Feature Phone: just press the **HELP** key.

To learn more about the available ESI Feature Phones, see inside this brochure or visit [www.esivx.com/phones](http://www.esivx.com/phones).



## ESI offers even more 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 even more valuable to you. For more details, consult your Certified ESI Reseller or visit the ESI Web links shown.

- **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<sup>§</sup>, 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.

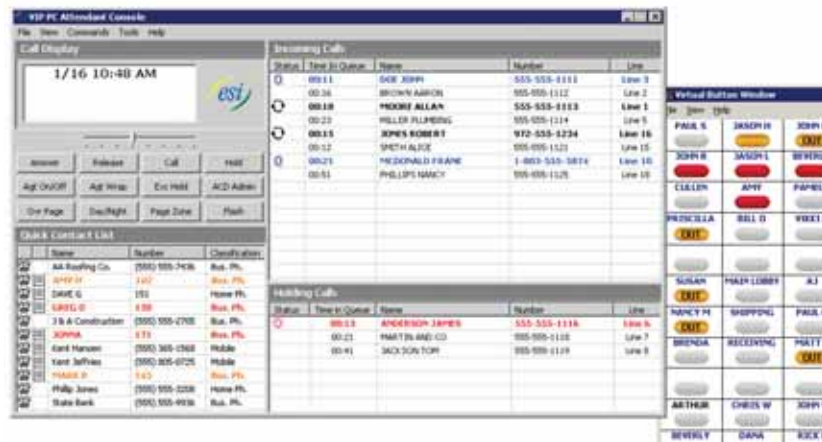


VIP's Call Control window lets you make and take calls, including speed-dialing, from its Quick Contact List. VIP lets you place calls simply and quickly to any stored Outlook contact, and see voice mail, call logs, and other special VIP features right in Outlook.

VIP Professional provides additional features, including secure intra-system text-messaging. Visit [www.esivx.com/VIP](http://www.esivx.com/VIP).

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.esivx.com/presence](http://www.esivx.com/presence).

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 uses color-coding to show 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.esivx.com/Attendant](http://www.esivx.com/Attendant).



# IVX S-Class has all the features you need, and counting.

## 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.

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.

## 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 as many as 10 of your most recently deleted messages in a **Message Recycle Bin** from which you can easily recover them.

## External call forwarding.

IVX S-Class lets you forward an outside call directly to a cellular phone, branch office, or answering service.



*ESI desktop phone models, left to right: 24-Key Digital Feature Phone, 48-Key Digital Feature Phone with optional 60-Key Expansion Console, 12-Key Digital Feature Phone.*

*The 48-Key Feature Phone 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](http://www.esiivx.com/phones).

## Call recording.

IVX S-Class with voice mail lets you record any call. Simply press the **RECORD** key on your ESI desktop 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.

## Available auto-recording.

With ESI's optional *VIP* family of software applications installed on your PC, IVX S-Class with voice mail can automatically record<sup>s</sup> 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.

## Built-in music-on-hold.

For those times when your callers are on hold, IVX S-Class includes three pre-recorded music tracks to save you licensing fees. If you prefer an existing audio source, just plug it into the convenient jack on the system cabinet.

## 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.

## 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.*

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IVX S-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/S-Class](http://www.esiivx.com/S-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 S-Class cabinet packs astounding communications power into a wall-mountable box that needs very little space in your phone closet.

#### 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)
- Account codes for greater accountability\*\*
- External call forwarding
- 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 two 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 six 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 on ESI desktop Feature Phone\*\*
- Up to 190 guest mailboxes
- External message notification
- Cascade paging mailboxes
- 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 "voice memo"; allows moving and copying recordings to others' mailboxes (auto-recording‡ available with optional *VIP Professional* or *VIP PC Attendant Console*)
- 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

#### 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™

- **HELP** key on ESI desktop Feature Phone provides instant assistance
- Hundreds of informative, friendly prompts guide users, administrators and installers

\* 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.

†† *Outlook 2000*, *2002*, or *2003* required.

††† Up to five on four-channel/six-hour configuration.

‡ Auto-recording requires *VIP Professional*-compatible application and optional license.

§§ Available only on voice mail-equipped IVX S-Class Generation II.

§§§ Presence indications require optional ESI Presence Management (see [www.esiivx.com/presence](http://www.esiivx.com/presence)).

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

#### 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
  - 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)
    - 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 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§§ 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§§ software for *Windows*®

- *VIP* (Visually Integrated Phone)
  - On-screen interface for call-handling with all ESI features associated with normal Feature Phone use, as well as programming your Feature Phone
  - Manages both voice mail and e-mail from within *Microsoft Outlook*††
  - 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
  - Enhanced version, *VIP Professional*, adds more informative interface, auto-recording‡, easier one-touch callback, secure text-messaging, display of users' presence status§§§, and more
- *VIP PC Attendant Console*
  - Includes all *VIP Professional* features, plus these additional capabilities:
    - Easy, on-screen management of phone system activity, using same color-coding scheme as physical Expansion Console
    - Shows up to 200 stations, mailboxes, and department numbers at once
    - Displays users' presence status, including easy-to-see "OUT" indication for off-premises users§§§
    - Lets multi-tasking attendant keep eyes on work, yet still handle calls

#### Other features

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

For more details, visit [www.esiivx.com/S-Class](http://www.esiivx.com/S-Class).

