



# IVX<sup>®</sup> C-Class



All-In-One  
Digital Phone System

# IVX

# C-Class

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

ESI knows that your business requires a telephone system that's easy to use and lets you focus on your business.

ESI's **IVX C-Class system** comes fully equipped with features you can actually use every day.

Learn how much **IVX C-Class** can do for your business. For more details, consult your ESI Reseller or visit [www.esiivx.com](http://www.esiivx.com).

ESI builds big-system features into the small-business **IVX C-Class**. The patented IVX phone system design means all the vital business communications features are built in — not added on. Equipped to handle up to six phone lines, 12 digital stations and two analog stations for fax machines or cordless phones, IVX C-Class gives your business a competitive edge.

### Easy choices

ESI offers the IVX C-Class system with either voice mail or Integrated Answering Machine.™ Each is designed with features that will compliment your daily business and increase productivity.

### IVX C-Class with voice mail

There are two C-Class systems with ESI's award-winning voice mail, including automated attendant and a dedicated mailbox for each station.

Choose a C-Class system with:

- **Two** available channels of voice mail and **two** hours of voice message storage ... or ...
- **Four** available channels voice mail and **six** hours of message storage

### Integrated Answering Machine

IVX C-Class with Integrated Answering Machine is tailored for businesses that require only 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 advanced features are also available — such as live call screening, off-premises reach-me, external message notification, and a Message Recycle Bin — from a single designated station.



# Real features you can use

## Spoken help is one touch away

Need assistance using your phone? Simply press the **HELP** key for the friendly **Verbal User Guide**. You can also train a new employee with the built-in user tutorial.

## 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. On your ESI Digital Feature Phone, use the **Esi-Dex™** speed-dial feature for single-touch storage of caller information for callback any time.

## Message handling

IVX C-Class with voice mail has patented 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 the blue **VOICE MAIL** key followed by the desired station keys — easily creating a voice mail distribution group on the fly.

## Call recording

IVX C-Class with voice mail allows you to record any call. Simply press the **RECORD** key on your ESI Digital 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.

## Message Recycle Bin

The system stores your 10 most recently deleted messages in a **Message Recycle Bin**. You can easily recover deleted messages.

## 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 C-Class also makes it easy to change your “reach-me” number remotely.

## A history of success

The IVX C-Class system represents the latest in a long tradition of engineering excellence from ESI. Founded in 1987, ESI specializes in telephone systems for the small to mid-size business. 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.

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.

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



## Now, you have a choice.

Choose between two seamlessly integrated options — **ESI's award-winning voice mail with automated attendant** or the **Integrated Answering Machine**.

If your business requires enhanced message and call handling, choose ESI's voice mail with automated attendant that efficiently answers and routes calls.

IVX C-Class with voice mail easily increases productivity with either two or six hours of message storage space and 24 mailboxes.

If your business doesn't currently require full-featured voice mail and an automated attendant, the **Integrated Answering Machine** offers message handling with features your business can use every day.

# IVX® C-Class

## Different phones for different needs

Select from the **24-Key Digital Feature Phone**, complete with speakerphone and access to all available system features, or the **12-Key Digital Feature Phone** with limited access to system features. Both phones offer an easy-to-read display for call-handling information, as well as fixed and programmable feature keys for simplified operation.



24-Key Digital Feature Phone



12-Key Digital Feature Phone

### Everything is built in

- Up to 20 call processing ports (6 phone lines, 12 digital stations, 2 analog stations)
- Up to two dedicated analog ports for cordless phones, fax machines, other analog devices
- Voice mail/automated attendant or Integrated Answering Machine

### Powerful call handling

- Intelligent Caller ID\* allows one-touch automatic message return
- Two conference bridges, each able to handle either three or 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 the mailbox’s 10 most recently deleted messages
- Three music-on-hold tracks or one outside source

### Sophisticated voice mail (when equipped)

- Two channels of built-in voice mail with two hours of voice message storage  
or  
Four channels of built-in voice mail with six hours of voice message storage
- Easily identified with blue **VOICE MAIL** key\*\*
- Up to 10 guest mailboxes
- External message notification
- 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 each mailbox’s 10 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 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 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 and cell phone / pager notification
- 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-Dex™ speed-dialing

- Feature Dex for quick programming of feature keys
- Three separate numbers lists: Personal Dex, Station Dex and System Dex
- Uses Caller ID information\* or direct keypad entries

### 24-Key Digital Feature Phone

- Designed for users requiring full access to system’s capabilities
- Compact; fits into any office decor
- Rugged design resists abuse, spills
- Easy-to-read two-line display
- Status indicator lamp
- Built-in speakerphone
- 12 dedicated keys for frequently used functions
- 12 programmable feature keys
- Digital volume/scroll keys
- Four-position tilt and wall-mountable
- Headset operation

### 12-Key Digital Feature Phone

- Designed for lobby, warehouse, or other areas where the user does not require access to all features
- Compact; fits into any decor
- Easy-to-read single-line display
- Three dedicated keys for frequently used functions
- Nine programmable feature keys
- Digital volume/scroll keys
- Four-position tilt and wall-mountable

### Other features

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

\* 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.

## Learn more

To find out how an IVX C-Class system can provide the solution to your specific communications needs, consult your local ESI Reseller or visit us at [www.esiivx.com](http://www.esiivx.com).



We Make It Easy To Communicate

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