

IVX[®] C-Class

Product Overview

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Rev. A



We Make It Easy To Communicate

About ESI

ESI (Estech Systems, Inc.) is a privately held corporation based in Plano, Texas. Founded in 1987, ESI specializes in telephone systems for the small to mid-size business. Since its days as a small start-up, 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, represented a radical breakthrough in system design: the inclusion of a full suite of features within a single integrated telephone design.

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

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IVX is a registered trademark, and Esi-Dex, Integrated Answering Machine, Quick Groups, Quick Moves, Virtual Mailbox Key, Auto Page, Quick Page and Verbal User Guide are trademarks, of ESI. Other registered trade names mentioned herein are trademarks of their respective owners. ESI phone systems are protected by U.S. Patent 6,067,349 and 6,252,944, and other patents pending.
Product details are subject to change without notice.

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System overview

The IVX C-Class system is designed for small businesses with flexible voice mail needs and minimal growth requirements. The IVX 20c comes with a six-line, twelve digital station, and two analog station configuration. The system is ideally suited to handle the needs of small business customers.

The IVX 20c comes complete with a strong list of features, a selection of digital feature phones, and a choice of message storage options to match the customers messaging requirements.

Message Storage Options

ESI offers IVX C-Class with two voice mail options or, for those not requiring voice mail, an Integrated Answering Machine™.

Voice Mail

There are two IVX C-Class systems with ESI's award-winning voice mail, including an 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 of voice mail and six hours of voice 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.

Integrated Answering Machine™

IVX C-Class with Integrated Answering Machine™ is tailored for businesses that do not require voice mail, but do require advanced 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 will ensure you won't soon run out of message storage space.

Many advanced features are available — such as live call screening, off-premises reach-me, external message notification, and a Message Recycle Bin — from a single designated station.

When needed, upgrading to ESI's full-featured voice mail is as easy as switching out the memory module.

System features

The IVX C-Class system has a six-line, 12-station, two analog port configuration.

- **Impressive capacity** — Handles six CO lines and up to 12 stations, and two analog stations for fax or cordless phones.
- **ESI Feature Phones** — Compact and stylish, yet rugged, the 24-Key Digital Feature Phone includes a high-quality speakerphone, informative multi-functional display and a specially designed key layout with several dedicated keys to minimize or eliminate the need to memorize codes. ESI also offers the 12-Key Digital Feature Phone with similar design and basic functions. (See page 4.)
- **Extensive help** — ESI's Verbal User Guide™ uses spoken and displayed help prompts to help everyone from the Installer through the Administrator down to the least experienced end user. Easily accessible with one press of the **PROG/HELP** key. You may also go to www.esiivx.com for up to date online help.
- **Intelligent Caller ID**¹ — Allows one-touch automatic message return.
- **Live call recording**² — Can record any conversation or personal memo along with moving or copying of any recording to another user's voice mailbox (see "Voice mail features," *below*).
- **Call waiting** — Includes helpful display, showing both calls' Caller ID information, and easy one-key toggling between calls.
- **Conference calling** — Includes two conference bridges, and a conference may contain up to four parties, so the IVX C-Class system can support two conferences of four parties each. Analog phones on the system can take part in and initiate conference calling.
- **Esi-Dex™ speed-dialing**² — Calls any number using three separate lists (personal, station, and system); uses Caller ID¹ information or direct keypad entries.
- **Dedicated overhead paging interface** — Allows for external paging through overhead speakers or multi-zone paging units (amplification required)
- **911 alert** — Provides immediate line access if any station with line access dials **9 1 1** to report an emergency; sends a message via the serial port indicating the start date, time, station number and end-time of the 911; also sounds a warning tone at the operator station and displays, for example:
*911 CALL FROM
X102 JOHN JAMES*
- **Status Indicator Lamp** — Indicates three conditions of the 24-Key Digital Feature Phone: off-hook, ringing, and new voice mail message.

¹ This and all other references to Caller ID service within this manual assume the end-user organization subscribes to Caller ID service from its telephone service provider.

² Not available on an S-Class with Integrated Answering Machine or from a 12-Key Digital Feature Phone

Voice mail features

- **Up to 4 built-in voice mail ports** — These are **in addition to** the up-to-20 possible call-processing ports; thus, you may build the system to its maximum for call-handling without having to balance voice mail needs versus call-handling needs.
- **Highest-grade voice quality** (64-kilobit/second sampling) for voice mail and other storage of voice messages. The C-Class offers 30 minutes of storage on the C-Class with Integrated Answering Machine™, two hours of storage on the two port system, and six hours of storage on the four port system.
- **Message-on-hold recordings** — All C-Class systems have up to five recordings: three prerecorded, one customized, and one live entry. The C-Class with Integrated Answering Machine™ has three prerecorded messages and one live entry.
- **Different mailbox types**, including broadcast, cascade, guest and group.¹
- **Message Recycle Bin** (undelete) — Remembers, and can restore, each mailbox's 10 most recently deleted messages. This feature is also available on the C-Class with Integrated Answering Machine™.
- **Quick Groups**™ — Makes it easy to leave voice mail messages for several users.¹
- **Quick Move**™ — Records a conversation into another user's mailbox.¹
- **Virtual Mailbox Key**™ allows easy monitoring of a second mailbox.¹

C-Class with Integrated Answering Machine™

- The C-Class with Integrated Answering Machine™ can record up to two simultaneous calls. When a message is left, the message indicator on the Digital Feature Phone will light. Messages can be retrieved by any authorized Digital Feature Phone or remotely from an off-premises location. The system can also be programmed to either call an off-premises number or commercial network to deliver messages.

Auto attendant features¹

- **18 branches** — Allow you and your customer to set up a caller-friendly answering environment, including a company directory.
- **Virtually unlimited call routing** — Includes pager or cell phone notification.

¹ Not available on the C-Class with Integrated Answering Machine™.

Phone models

There are two choices of digital feature phones available on the IVX C-Class. This means customers can select from among the available feature phones that best suit their needs.

Model	Display		Speakerphone	Programmable feature keys
	Lines	Characters		
24-Key Digital Feature Phone	2	32	Yes	12
12-Key Digital Feature Phone	1	16	No	9

Each model connects to the cabinet via standard two-wire twisted pair.

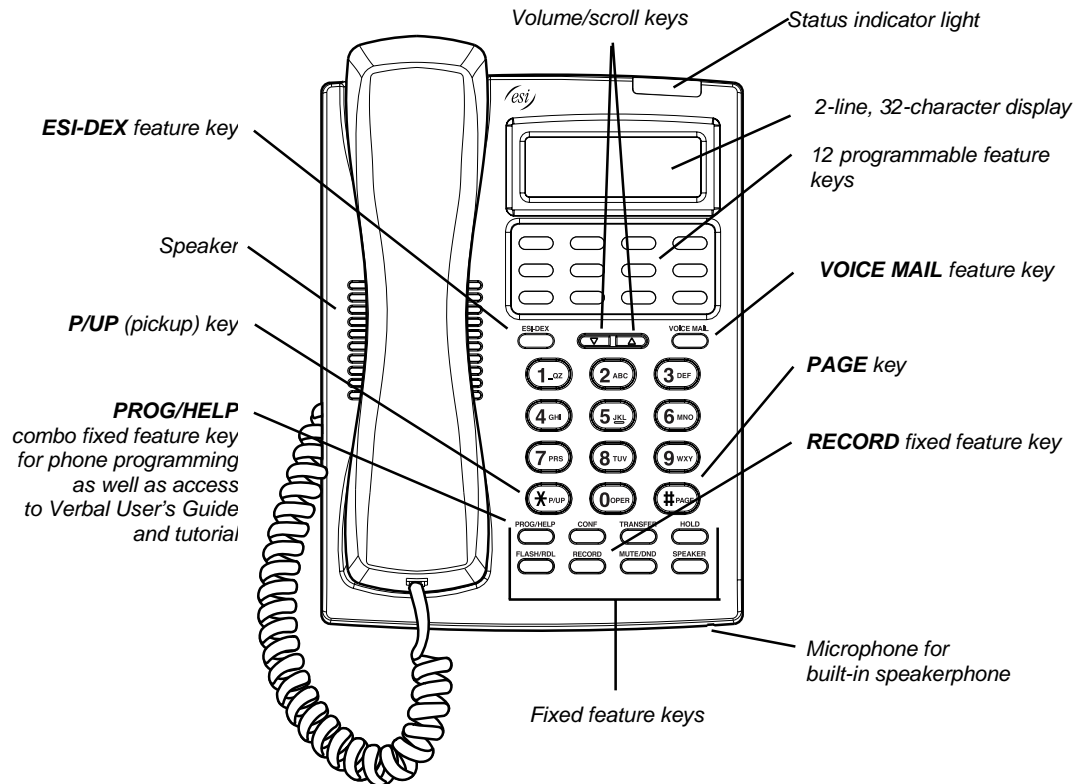
The intelligent display and the extensive spoken prompts from ESI's Verbal User Guide™ deliver vital call-handling information and are readily understandable by even a novice ESI phone user. For added reliability, each ESI phone has a sealed membrane below the keys, making it virtually spill-proof. The sturdy base lets the user adjust each phone four different ways — from near-horizontal to near-vertical — to fit easily on any desk or counter space.

Phone overlays

Each ESI Phone comes with one overlay for the programmable feature keys. To order additional overlays, visit the DESI™ website at www.desi.com. You can also download the free *Windows*-based software, *DESI Lite*, which allows you to print on the overlays. For assistance with DESI products, please consult the DESI website.

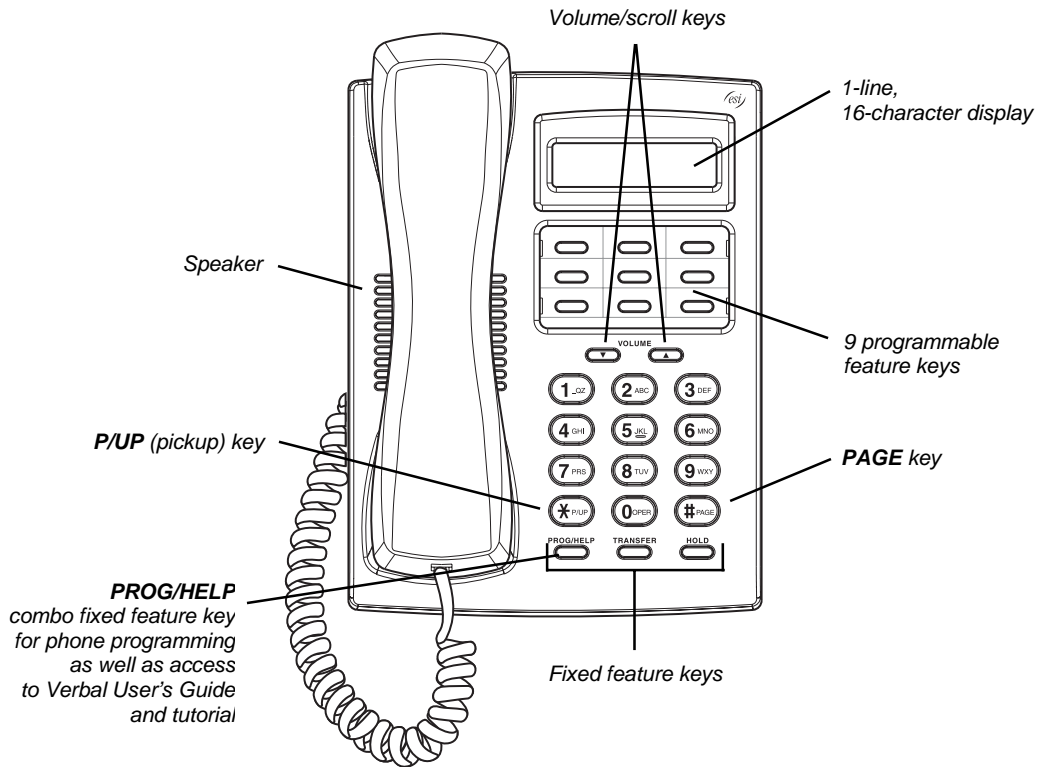
24-Key Digital Feature Phone

The **24-Key Digital Feature Phone** is ideal for most phone users. The phone's display and programmable feature keys combine for maximum productivity. The 24-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use.



12-Key Digital Feature Phone

The **12-Key Digital Feature Phone** is for infrequent users requiring feature access, but less customization, or areas such as a lobby, warehouse, or waiting room.



System Components

IVX C-Class components consist of a system cabinet with the following configurations.

- **IVX 20c (4 port voice mail):** Six lines, 12 digital stations, two analog ports, and six hours of voice mail storage
- **IVX 20c (2 port voice mail):** Six lines, 12 digital stations, two analog ports, and two hours of voice mail storage
- **C-Class with Integrated Answering Machine™:** Six lines, 12 digital stations, two analog ports, and thirty minutes of message storage

Memory Module

The **Memory Module**¹ consists of a CompactFlash™ card on the IVX 20c containing all system programming and configuration data, including pre-loaded voice prompts.

System Cabinet

The wall-mounted **System Cabinet** measures 8½" W × 11" H × 3" D, and is designed for easy installation and easy component access. It houses a Memory Module and Main Board. The system includes a 33.6 Kbps modem for software uploads and remote programming.

Main board

The main board combines leading-edge hardware components — including a Motorola® ColdFire® processor and DSP structure — along with proprietary operating system software. The board provides:

- System control of the Memory Module (CompactFlash®)
- Six CO line interfaces
- 12 digital station interfaces
- Two analog ports
- A standard RS-232C DB9 serial port
- A built-in 33.6 Kbps modem for remote access
- An external paging-device interface
- MOH interface

¹ Memory Modules are packaged separately and are mounted in the cabinet during installation.

Wall-mount transformer

The **System Cabinet** requires a 24 VAC 1.25-amp transformer (supplied).

Connections

External paging device connection

A dry contact overhead-paging device can be connected to the system through the port card's 66 block. The overhead paging port is fixed (located on the main board) as extension 199 for programming purposes and user access.

CO line connection

The IVX C-Class system's advanced CO line circuitry provides for open loop detection and the system's built-in Caller ID interface. The IVX C-Class supports only analog loop start lines.

Station connection

The first 12 pairs on each amphenol are station ports.

All stations are connected using a single pair. Each port position is pre-numbered and fixed as indicated in the 66 Block Wiring Diagram.

<p>Note: The station runs can be up to 1,000 ft.</p>

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