

IVX[®] S-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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Visit ESI on the Web at <http://www.esi-estech.com>.

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 S-Class system is designed for the small to mid-sized business with flexible voice mail needs and moderate growth requirements. The IVX 42s comes with a four-line, eight digital station, and two analog station configuration. It grows to as many as 12 CO lines, twenty-four digital stations and six analog ports, and is ideally suited to handle the majority of small business growth requirements. Additionally, the IVX 42s offers different options for voice mail based on the needs of the customer.

For the active voice mail customer, a six channel, thirty-hour memory module provides the best combination of channels and message storage. For the less active user, a four channel, two-hour message CompactFlash option is available. Any IVX 42s system can be upgraded to a six channel, thirty-hour message storage by installing the six-channel memory module.

The Integrated Answering Machine™ offers many of the same features as ESI's award-winning systems with voice mail, but is tailored for small businesses that need advanced answering machine capabilities.

There are three choices of digital feature phones available on the IVX S-Class. This means customers can select the best choice of the available feature phones to best suit their needs.

The IVX S-Class offers the best combination of choices for the customers:

- Three different size configurations allowing a maximum of twelve CO lines and twenty-four digital stations
- Three options for messaging - two voice mail options or the Integrated Answering Machine™
- Three models of phone to match a customer's unique requirements

The installer can program the system locally or remotely, through either a phone or one of ESI's *Windows*®-based applications — *Esi-Access* for you and *Esi-Admin* for the Administrator. Either application runs on a PC-compatible computer which is connected to the system: (a.) from another location, via the built-in modem; or (b.) via a physical link to the system's RS-232C serial port.

Message Storage Options

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

Voice Mail

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

Choose an 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.

Integrated Answering Machine™

IVX S-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 S-Class Base system has a four-line, eight-station, two analog port configuration.

- **Impressive capacity** — Handles up to 12 CO lines, up to 24 digital, and up to 6 analog stations.
- **ESI Feature Phones** — Compact and stylish, yet rugged, the 48-Key Digital Feature Phone (also available a TAPI model), and the 24-Key Digital Feature Phone both include a high-quality speaker-
phone, an informative multi-functional display, and a specially designed key layout with several
dedicated keys to minimize or eliminate the need to memorize codes. An expansion console is
available for the 48-Key Digital Feature Phone. ESI also offers the 12-Key Digital Feature Phone
with similar design and basic functions. (See page 5.)
- **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 **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 copy-
ing of any recording to another user's voice mailbox (see "Voice mail features").
- **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 S-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 exam-
ple:
*911 CALL FROM
X102 JOHN JAMES*
- **Status Indicator Lamp** — Indicates three conditions of the 48 and 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 6 built-in voice mail ports** — These are **in addition to** the up-to-42 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 S-Class offers 30 minutes of storage on the IVX 42s with Integrated Answering Machine™, two hours of storage on the four-port system, and 30 hours of storage on the six port system.
- **Message-on-hold recordings** — All S-Class systems have up to five recordings: three prerecorded, one customized, and one live entry. The S-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 IVX 42s 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

S-Class with Integrated Answering Machine™

- The S-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 IVX 42s with Integrated Answering Machine.

Phone models

Digital Feature Phones

There are three choices of digital feature phones available on the IVX S-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		
48-Key Digital Feature Phone <i>(also available as TAPI)</i>	3	56 ¹	Yes	30
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

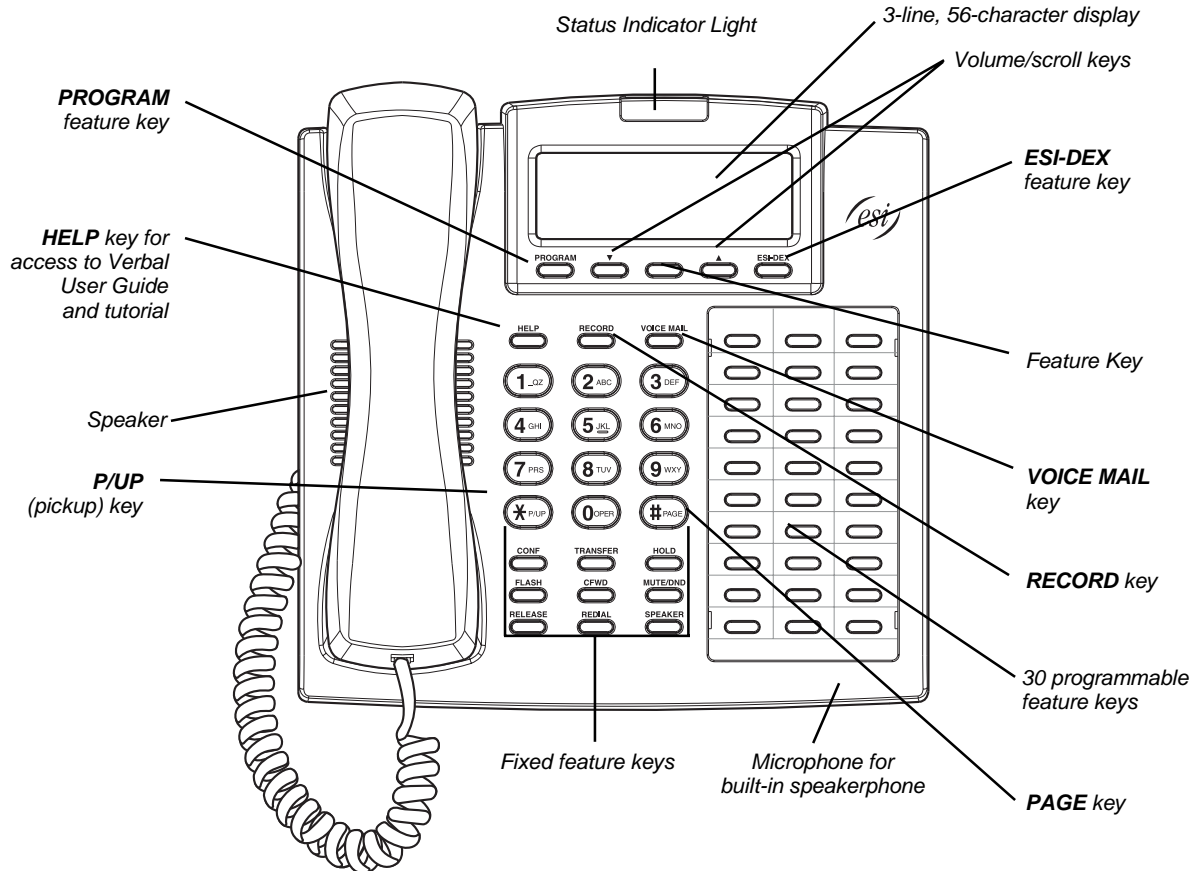
Each ESI Phone comes with one overlay for the programmable feature keys. To order additional overlays, visit the DESI™ website at www.desi.com. You can also download the free *Windows*-based software, *DESI Lite*, which allows you to print on the overlays. For assistance with DESI products, please consult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

¹ The top two lines each have 16 characters, as on the 24-Key Digital Feature Phone; the bottom line has 24 characters.

48-Key Feature Phone

The **48-Key Digital Feature Phone** is ideal for the majority of users because it takes full advantage of all the system's capabilities. The **48-Key Digital Feature Phone** has a variety of programmable and built-in features. It comes in two versions: Digital and TAPI. Additionally, it supports the optional 60-Key Expansion Console. The 48-Key Feature Phone's built-in voice mail features and voice prompts make it easy to program and use.

The **TAPI Phone** is an optional version of the 48-Key Digital Feature Phone. It provides a TAPI cable and adapter to facilitate connection to a PC serial port for **Basic Telephony Integration** to such standard packages as *Act!*[®], *Goldmine*[®] and *Microsoft Outlook*. A 48-Key Digital Feature Phone cannot be field-upgraded to a TAPI Phone.

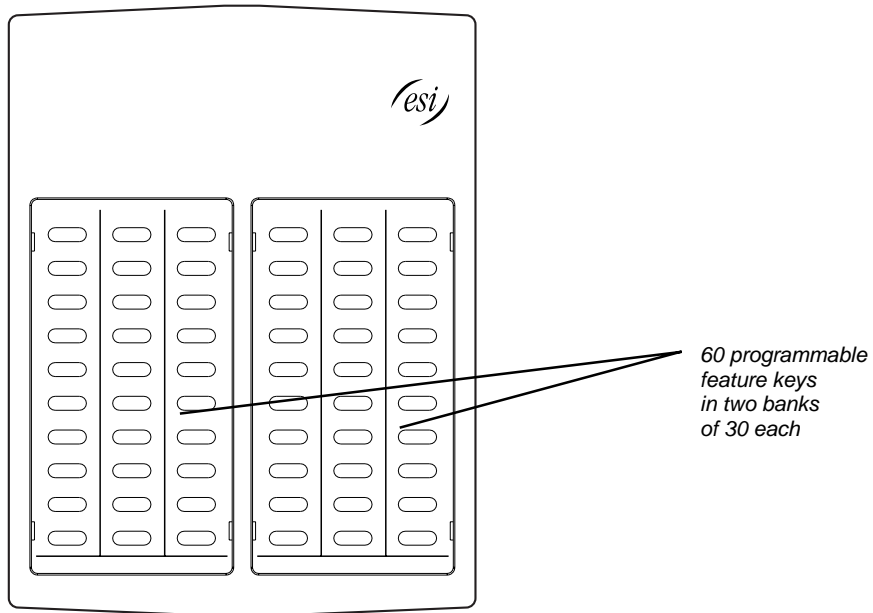


Optional 60-Key Expansion Console for use with the 48-Key Feature Phone

The **60-Key Expansion Console** adds 60 additional programmable feature keys to a designated user's extension. The console is connected to its host **48-Key Digital Feature Phone** via a special cable (provided) and **doesn't** require a separate station port of its own.

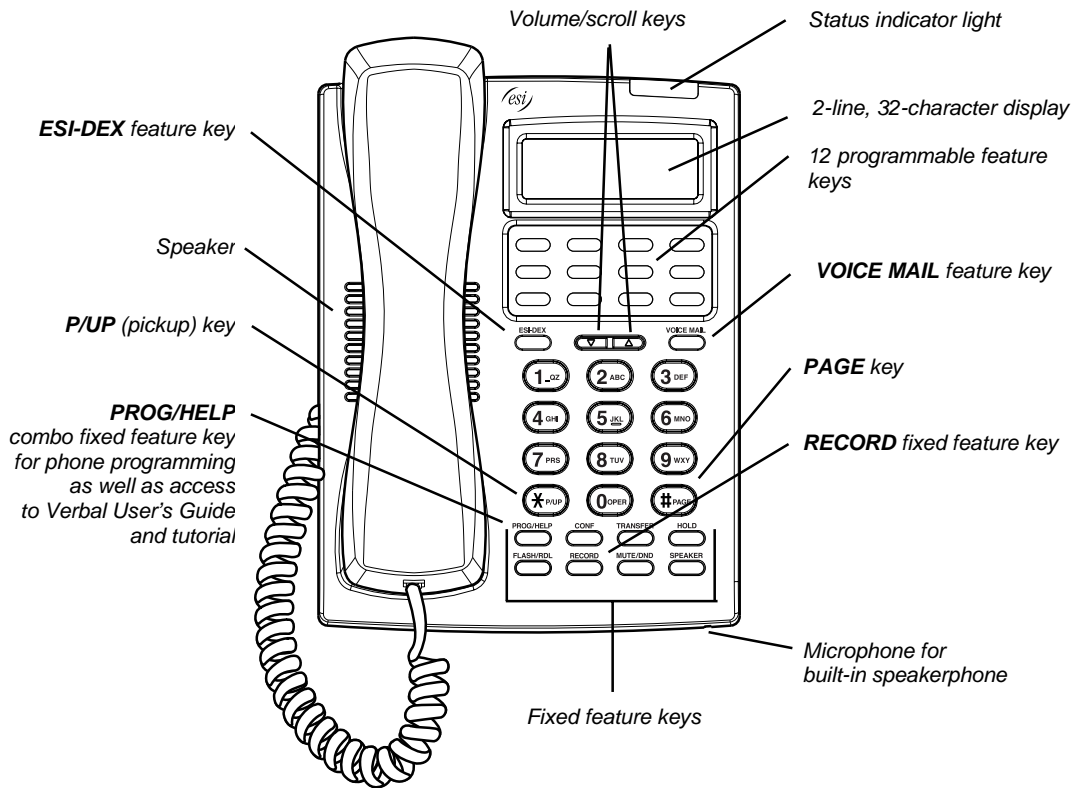
You program the Expansion Console's keys just as you do the programmable feature keys on your ESI Feature Phone, using either direct or traditional programming.

Note: Up to four Expansion Consoles can be installed in a fully configured system.



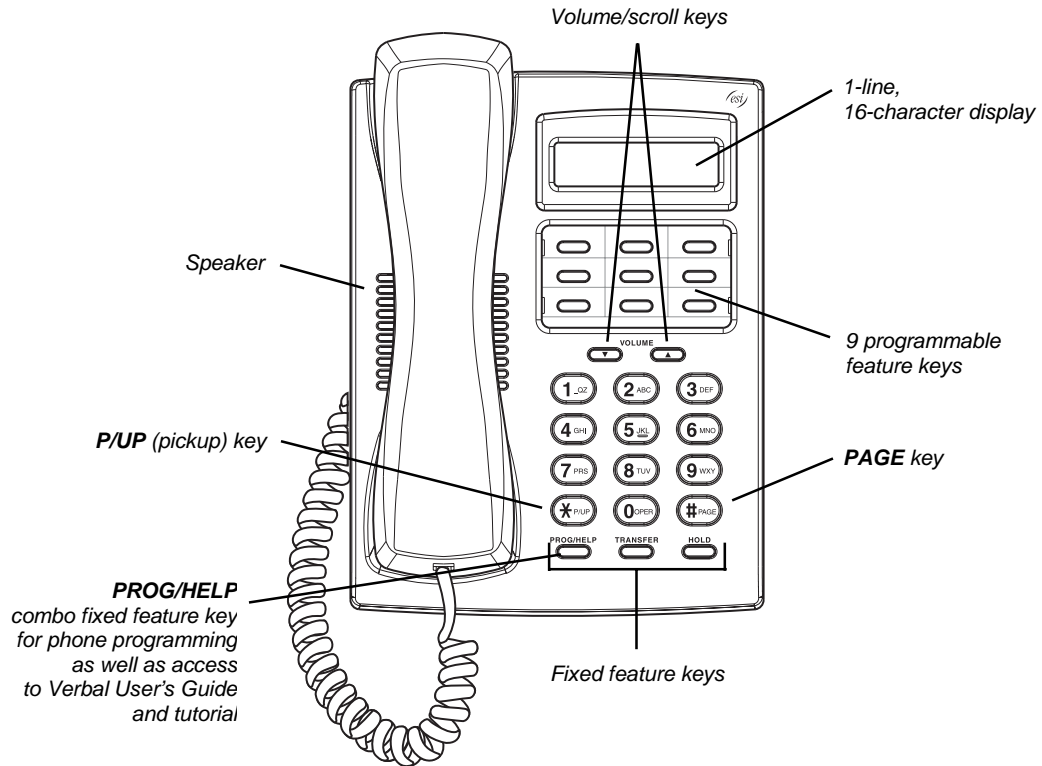
24-Key Digital Feature Phone

The **24-Key Digital Feature Phone** is ideal for less active 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 S-Class consists of a four line, eight station, two analog port system cabinet with a choice between voice mail or Integrated Answering Machine™, and is available in the following configurations.

- **IVX 42s (Six port voice mail):** Up to 12 lines, 24 digital stations, 6 analog ports, and 30 hours of voice mail storage
 - **IVX 42s (Four port voice mail):** Up to 12 lines, 24 digital stations, 6 analog ports, and two hours of voice mail storage
 - **IVX 42s with Integrated Answering Machine™:** Up to 12 lines, 24 digital stations, 6 analog ports, and thirty minutes of voice message storage
-

Memory Module

- The **Memory Module**¹ consists of a hard disk drive or a CompactFlash™ card, depending on customer's message storage requirements. The memory module on the IVX 42s contains 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 used for remote diagnostics.

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
 - Four CO line interfaces
 - Eight digital station interfaces
 - Two analog ports
 - A standard RS-232C DB9 serial port
 - A built-in 33.6 Kbs modem for remote access
 - An external paging-device interface
 - MOH interface
-

Port card option

The **482** card provides circuits to connect up to four analog loop-start CO lines, eight Digital Feature Phones and two analog station ports. The **482** port card is equipped with a standard female amphenol connector for easy wiring to a standard 66 or 110 block.

CO line ports on the **482** card support standard CO and Centrex loop-start lines.² The **analog ports** provide a standard 24-volt, two-wire connection to fax machines, cordless phones, modems, etc.³; IVX 42s can support two **482** port cards.

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

² Ground-start CO lines are not supported.

³ Only one analog device can be connected to each analog station port.

Wall-mount transformer

The **System Cabinet** requires a 24 VAC 3-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 S-Class system's advanced CO line circuitry provides for open loop detection and the system's built-in Caller ID interface.

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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