

# PRODUCT OVERVIEW



## IVX<sup>®</sup> C-Class

All-In-One Digital Phone System

### Small-business system meets your needs — and more

**IVX<sup>1</sup> C-Class** is ideal for small businesses. The standard configuration has a capacity of 3 × 6 × 2 — meaning that it supports three lines, six digital stations, and two analog ports. For those who need more, the 360 port card (see “Systems,” page 4) boosts capacity to 6 × 12 × 2.

Each configuration boasts the full ESI voice mail feature set (see “Features at a glance,” below).

#### Features at a glance

For a small system, IVX C-Class has an impressive feature set that makes it an attractive choice for a wide variety of businesses:

- **ESI Feature Phones** — Compact and stylish, yet rugged, the 24-Key Digital Feature Phone includes a high-quality speakerphone, large and 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 3). At least one 24-Key Digital Feature Phone must be purchased with each IVX C-Class system.
- **Extensive help** — ESI’s Verbal User’s 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.esiusers.com](http://www.esiusers.com) for detailed on-line help.
- **Enhanced Caller ID** — Allows one-touch automatic message return.<sup>2</sup>
- **Call waiting** — Includes helpful display, showing both calls’ Caller ID information, and easy one-key toggling between calls.

(Continued)

<sup>1</sup> Integrated Voice Exchange.

<sup>2</sup> 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.



#### IVX C-Class Generation II features

- Enhanced Caller ID
- Full ESI voice mail feature set
- Two built-in voice mail ports
- Auto attendant
- Music-on-hold (MOH)

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#### Color brochure available

ESI part # 0450-0390 (Web version downloadable from [www.esi-estech.com/brochures](http://www.esi-estech.com/brochures)).

## Features at a glance (*continued*)

- **Conference calling** — Includes up to two conference bridges, and a conference may contain up to four parties, so the IVX C-Class system can support up to two conferences of four parties each. Analog phones on the system also can initiate conferences.<sup>1</sup>
- **Esi-Dex™ speed-dialing<sup>2</sup>** — Calls any number using three separate lists (personal, station, and system); uses Caller ID information or direct keypad entries to store numbers.
- **Dedicated overhead paging interface** — Allows for external paging through overhead speakers or multi-zone paging units (amplification required).
- **Built-in paging** — Without an external paging system, IVX C-Class provides paging utilizing the speaker in on-hook Digital Feature Phones.
- **911 alert** — Provides immediate line access if any station 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 an audible warning 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.
- **Music-on-hold (MOH)** — IVX C-Class has an external MOH port in addition to three prerecorded MOH tracks.
- **Programmable answer ring assignment** — Program incoming calls to ring to an extension, extension list, or the auto attendant.
- **Day/night mode** — Program different answer ring assignments for day and night.
- **Override ring<sup>2</sup>** — Press the programmable override ring key to suppress ringing on an incoming call. The call is forwarded to the call-forwarding destination.
- **Analog Caller ID** — Lets non-ESI analog devices on the system take advantage of Caller ID.
- **Privacy release** — Enabling privacy release allows any system user to conference with an in-progress call by pressing a CO line key for the line on which the call is in progress.

## Voice mail features

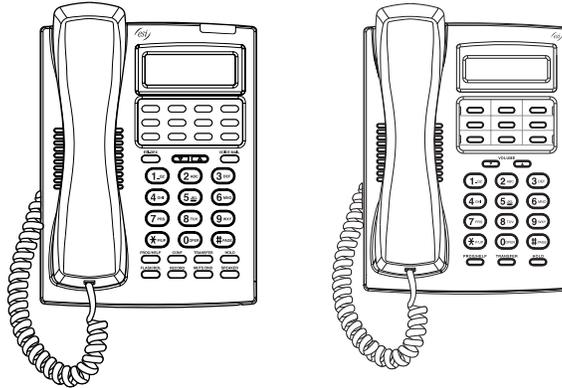
- **Two built-in voice mail ports** — These are in **addition to** the 20 maximum call-processing ports; thus, you may use the system for its greatest call-handling advantage without having to balance voice mail needs versus station capacity.
- **Live call recording<sup>3</sup>** — Can record any conversation or personal memo along with moving or copying of any recording to other users' voice mailboxes.
- **Highest-grade voice quality** (64-kilobit/second sampling) for voice mail and other storage of voice messages. IVX C-Class offers two hours of storage.
- **Quick Groups™** — Makes it easy to leave voice mail messages for several users.<sup>3</sup>
- **Quick Move™** — Records a conversation into other users' mailboxes.<sup>3</sup>
- **Virtual Mailbox Key™** allows easy monitoring of any other mailbox on the system.
- **Different mailbox types**, including broadcast, cascade, and guest.<sup>3</sup>
- **Customized music-on-hold** — In addition to the prerecorded and live MOH input, custom MOH can be recorded on the Memory Module.
- **Message Recycle Bin** (undelete) — Remembers, and can restore, up to 10 of each mailbox's most recently deleted messages.
- **Auto attendant** — Its eighteen branches let you and your customer set up a caller-friendly answering environment, including a company directory. The auto attendant also features virtually unlimited call routing, with pager or cell phone notification.
- **Automatic day/night mode** — Switch from day to night manually or program the day/night table for the system to switch automatically.
- **Up to 10 departments** — Program departments as "ring-all," "in-order," or uniform call distribution (UCD).
- **Trunk-to-trunk forwarding** — In addition to manual trunk-to-trunk transfer, trunk-to-trunk forwarding can be used through programming an outdial branch in the auto attendant or enabling off-premises "reach-me" in a user mailbox.

<sup>1</sup> One conference bridge is available on the 3x6x2 main board only. The second conference bridge is available with installation of the 360 port card (see "Systems," page 4).

<sup>2</sup> Not available on the 12-Key Feature Phone.

<sup>3</sup> Not available on the 12-Key Feature Phone.

## Phone models



IVX C-Class supports two different models of ESI Digital Feature Phones.

Model	Display		Speaker-phone	Programmable feature keys	Accepts Expansion Console	Headset jack
	Lines	Chars.				
<b>24-Key Digital Feature Phone</b>	2	32	Yes	12	No	No <sup>1</sup>
<b>12-Key Digital Feature Phone</b>	1	16	No	9	No	No

**Note:** At least one 24-Key Digital Feature Phone is required on each system to perform Installer and Administrator system programming. The 12-Key Digital Feature Phone does not support system programming.

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

For more information on ESI Feature Phones, visit [www.esi-estech.com/phones](http://www.esi-estech.com/phones).

### Phone overlays

Each ESI Phone comes with one overlay for the programmable feature keys. To order additional overlays or to obtain assistance with DESI® products, visit the DESI Web site at [www.desi.com](http://www.desi.com). You can also download the free *Windows*-based software, *DESI Lite*, which allows you to print the overlays.

<sup>1</sup> While the 24-Key Feature Phone lacks a dedicated headset jack, it is headset-capable.

## Systems

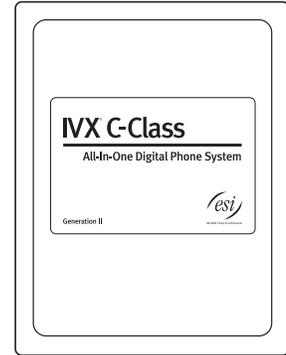
At purchase, IVX C-Class consists of a system cabinet with support for three lines, six digital stations, and two analog ports, along with two voice mail ports, and two hours of voice mail storage

The wall-mounted **system cabinet** measures 8<sup>1</sup>/<sub>2</sub>" W × 11" H × 3" D, and is designed for easy installation and easy component access. It houses a Memory Module and main board, and has an expansion slot for the 360 port card (see "360 port card," *below*).

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; three CO line interfaces; six digital station interfaces; two analog ports; a standard RS-232C DB9 serial port; USB port<sup>1</sup>; a built-in modem for remote access by ESI technicians; an external paging-device interface; and an MOH interface

The **Memory Module**<sup>2</sup> consists of a CompactFlash® card. It contains all system programming and configuration data, including pre-loaded voice prompts. The Memory Module provides voice storage at 64 kilobits/second — the industry's highest-quality sampling rate — and two hours of voice storage.

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 **total** line capacity is six phone lines. All stations are connected using a single pair. Each port position is pre-numbered and fixed. Digital Feature Phone station runs can be up to 1,000 feet. A dry contact overhead-paging device can be connected to the system. The Installer can program the system through a phone.



### 360 port card

The optional **360 port card**<sup>3</sup> provides support for an additional three CO lines and six digital stations (but no additional analog ports), boosting IVX C-Class to its maximum 6x12x2 capacity.

**Note:** For more complete details on IVX C-Class, consult its *Installation Manual* (ESI document #0450-0406), on which this document is based. ESI-trained Resellers may download this document and any others mentioned herein from [www.esiresellers.com](http://www.esiresellers.com) (password required).

#### 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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<sup>1</sup> USB port is currently non-functional.

<sup>2</sup> Memory Modules are packaged separately and are mounted in the cabinet during installation.

<sup>3</sup> For use with **only** IVX C-Class Generation II (*i.e.*, **not** with IVX C-Class Generation I).