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ESI phone systems at a glance

Phones/systems compatibility

See also [phone comparison chart](#) on this page

pt = port • *IAM* = Integrated Answering Machine • *VM* = Voice mail • *IVC* = Intelligent VoIP Card

	IVX										IP E-Class Gen. II		ESI-600
	IVX C-Class Gen. II		IVX S-Class Gen. II			IVX E-Class Gen. II		IVX X-Class		IP 40e	IP 200e		
	IVX 20c		IVX 56s			IVX 72e	IVX 128e	IVX 128x	IVX 256x				
Voice messaging configuration	No VM	2-pt VM	IAM	4-pt VM	6-pt VM	8-pt VM	16-pt VM	24-pt VM	24-pt VM	8-pt VM	16-pt VM	32-pt VM	
48-Key Feature Phone	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
24-Key Feature Phone	✓	✓	✓	✓	✓	✓	✓	✓	✓	n/a	n/a	✓	
12-Key Feature Phone	✓	✓	✓	✓	✓	✓	✓	✓	✓	n/a	n/a	✓	
ESI Digital Cordless Handset	—	—	✓	✓	✓	✓	✓	✓	✓	n/a	n/a	✓	
ESI (local) IP Cordless Handset	—	—	—	—	—	—	—	—	—	—	—	✓	
ESI Remote IP Cordless Handset	—	—	—	—	—	—	—	—	—	—	—	✓	
60-Key Console support	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Second Expansion Console support	—	—	—	—	—	—	—	✓	✓	—	—	✓	
IP phone support (IVC • built-in)	—	—	—	—	—	IVC	IVC	IVC	IVC	Built-in	Built-in	IVC	
Remote IP Feature Phones	—	—	—	—	—	Up to 12	Up to 12	Up to 12	Up to 12	Up to 12	Up to 12	—	
IP Feature Phones II (local and/or remote installations)	—	—	—	—	—	—	—	—	—	—	—	Up to 408	

Features and options

See also [phone comparison chart](#) on this page

pt = port • *IAM* = Integrated Answering Machine • *VM* = Voice mail • *IVC* = Intelligent VoIP Card

	IVX										IP E-Class Gen. II		ESI-600

	IVX C-Class Gen. II		IVX S-Class Gen. II			IVX E-Class Gen. II		IVX X-Class				
	IVX 20c		IVX 56s			IVX 72e	IVX 128e	IVX 128x	IVX 256x	IP 40e	IP 200e	
Voice messaging configuration	No VM	2-pt VM	IAM	4-pt VM	6-pt VM	8-pt VM	16-pt VM	24-pt VM	24-pt VM	8-pt VM	16-pt VM	32-pt VM
Maximum call-processing ports	20	20	56	56	56	72	126	126	252	58	192	624
Available port card slot(s)	1	1	3	3	3	4	7	7	14	2	10	Up to 28
Smallest configuration Lines x extensions x analog ports	3x6x2	3x6x0	4x8x2	4x8x2	4x8x2	6x12x0	6x12x0	6x12x0	6x12x0	3x0x3	3x0x3	n/a
Maximum CO lines	6	6	16	16	16	42	66	78	84	30	66	168
Maximum extensions	12	12	32	32	32	48	84	84	168	28	96	408
Maximum analog ports	2	2	8	8	8	16	28	28	56	6	30	188
Maximum T1 channels	—	—	—	—	—	24	48	48	72	24	48	144
Maximum PRI channels	—	—	—	—	—	23	46	46	69	23	46	138
Network Services Processor (NSP)	—	—	Opt.	Opt.	Opt.	Std.	Std.	Std.	Std.	Opt.	Opt.	Std.
VIP™ support	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
VIP Professional™ support	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
ESI PC Attendant Console™ support	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
TAPI support	—	—	Opt.	Opt.	Opt.	Opt.	Opt.	Opt.	Opt.	Std.	Std.	Opt.
ESI Presence Management™ support	—	—	✓	✓	✓	✓	✓	✓	✓	—	—	✓
ESI TimeLine™ time and attendance management software for use with ESI Presence Management	—	—	Opt.	Opt.	Opt.	Opt.	Opt.	Opt.	Opt.	—	—	Opt.
Esi-Link™ IP multi-site support IVCEL or ELRNC	—	—	—	—	—	IVCEL	IVCEL	IVCEL	IVCEL	ELRNC	ELRNC	IVCEL
Maximum built-in user mailboxes	n/a	14	n/a	30	30	48	84	84	168	34	126	408
Built-in automated attendant	n/a	✓	n/a	✓	✓	✓	✓	✓	✓	✓	✓	✓
Maximum automated attendant branches	n/a	18	n/a	18	18	100	100	100	100	100	100	100
Voice message storage (hrs.)	n/a	2	0.5	6	30	140	280	420	420	70	280	1,200
Built-in voice message channels	n/a	2	2	4	6	8	16	24	24	8	16	32
Guest/information mailboxes	n/a	10	n/a	190	190	190	190	190	190	190	190	1,000
Automatic fax switching	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Music/message-on-hold sources	2	5	4	5	5	8	8	8	8	8	8	8
SMDR (Station Message Detail Recording)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Internal paging	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
External paging interface	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Built-in modem	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dedicated serial ports	1	1	1	1	1	1	1	1	1	1	1	1

Max. simultaneous conf. calls • callers per conf. (ESI-600 handles dynamically)	2 • 4	2 • 4	2 • 4	2 • 4	2 • 4	4 • 4	4 • 4	6 • 4	6 • 4	4 • 4	4 • 4	[Dyn.]
Privacy release	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Programming via PC, local	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Programming via PC, remote	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Esi-Dex™ built-in directory	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
ACD (automatic call distribution)	—	—	—	—	—	✓	✓	✓	✓	✓	✓	✓
ACD reporting	n/a	n/a	n/a	n/a	n/a	✓	✓	✓	✓	✓	✓	✓
Verbal Help Guide™ — spoken help	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dedicated VOICE MAIL key (24-/48-Key Phones)	n/a	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Live call recording*	n/a	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓
Auto-record	n/a	Opt.	—	Opt.	Opt.	Opt.	Opt.	Opt.	Opt.	—	—	Opt.
Account codes	—	—	✓	✓	✓	✓	✓	✓	✓	—	—	✓
Live call screening	n/a	✓	**	✓	✓	✓	✓	✓	✓	✓	✓	✓
On-hold dialing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Three-character dial-by-name from auto attendant	n/a	—	—	—	—	✓	✓	✓	✓	✓	✓	✓
Enhanced Caller ID***	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Caller ID data*** to analog ports	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call forwarding	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Intelligent Call Forwarding™ on PRI lines	—	—	—	—	—	✓	✓	✓	✓	✓	✓	✓
Shared-office tenants	—	—	—	—	—	2	2	4	4	2	2	8
Personal greeting keys	n/a	✓	**	✓	✓	✓	✓	✓	✓	✓	✓	✓
Service observing	—	—	—	—	—	✓	✓	✓	✓	✓	✓	✓
911 alert	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
AutoPage	—	—	—	—	—	✓	✓	✓	✓	✓	✓	✓
Cascade notification mailboxes	n/a	10†	—	10	10	10	10	10	10	10	10	10
Q & A mailboxes	n/a	—	—	—	—	10	10	10	10	10	10	10
Group mailboxes	n/a	—	—	—	—	16	16	16	16	16	16	64
Off-premises message delivery	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Off-premises “reach me”	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Message Recycle Bin	n/a	✓	**	✓	✓	✓	✓	✓	✓	✓	✓	✓
Caller ID Key***	—	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Quick Groups™	n/a	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓

Quick Move™	n/a	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓
QuickPage™	—	—	—	—	—	✓	✓	✓	✓	✓	✓	✓
Remote recording of main greeting	n/a	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓
Voice mail display*	n/a	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Visual hold	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Virtual Answer Key	n/a	—	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Virtual Mailbox Key*	n/a	✓	—	✓	✓	✓	✓	✓	✓	✓	✓	✓

Phones comparison chart

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Phone model	12-Key	24-Key	48-Key (digital or IP models)	ESI Cordless Handset (all models)	Expansion Console (60-Key or Second)
Display (lines • characters)	1 • 16	2 • 32	3 • 56	2 • 32	n/a
Programmable feature keys	9	12	30	4	60
Fixed feature keys	3	12	17	6	n/a
VOICE MAIL key	††	✓	✓	✓	n/a
Built-in headset jack	—	—	✓	✓	n/a
Speaker	✓	✓	✓	✓	n/a
Microphone (for spkrphn. use)	—	✓	✓	—	n/a
Four-angle tilt stand	✓	✓	✓	n/a	✓
Status indicator lamp	—	✓	✓	—	n/a

* Not available on 12-Key Feature Phone.

** Master User only (IAM-equipped systems).

*** Requires Caller ID service from your telephone service provider; Caller ID not enhanced on 12-Key Feature Phone.

† On IVX C-Class, cascade **paging** only.

†† No dedicated **VOICE MAIL** key, but any of the programmable feature keys can be programmed to perform the same functions.

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