

IVX¹²⁸

THE ALL-IN-ONE DIGITAL PHONE SYSTEM

Easy to use. Easy to choose.

- **Built-in, fully integrated:**
 - 16-channel voice mail
 - Automated attendant
 - Message-on-hold
 - Automatic call distributor
 - Enhanced Caller ID
- Live call recording and screening
- Expandable
- Easy to use
- Advanced digital technology
- Support for PC connectivity



created by



www.esi-estech.com

Easy to choose.

IVX¹²⁸ is the **all-in-one combination** of several first-rate systems, all **built-in**: telephone, voice mail, automated attendant and automatic call distributor (ACD). And it **expands easily** to serve your organization for years to come.

- **16 channels of high-quality voice mail.**

Using **ESI's fourth-generation voice storage technology**, IVX¹²⁸ provides up to **140 hours** of voice message storage and multiple mailbox types. Building 16 channels of voice mail directly into the system lets us give IVX¹²⁸ unique features such as **Quick Groups™** (lets you send a message to multiple recipients by pressing just one key for each) and **Quick Moves™** (vastly simplifies moving a voice mail message from your mailbox to another).

- **Live call recording and screening.**

IVX¹²⁸ can **record** any call (even conference calls and personal reminders) for later playback, as well as moving or copying to others' mailboxes. You also can **screen** calls, just as with a home answering machine.

- **Enhanced Caller ID:**

See at a glance who's calling or who's waiting. Even return a call with the touch of a key, because IVX¹²⁸ remembers who left the message.

- **Built-in message-on-hold.**

IVX¹²⁸ stores up to **eight** message-on-hold recordings, including **three prerecorded music tracks** to save you licensing fees.

- **Digital Feature Phone.™**

Each includes a large, easy-to-read **display**, clear-sounding **speakerphone** and much more. And it fits easily on any desk.

- **Always-available help.**

The **Verbal User Guide™** helps you with virtually every IVX¹²⁸ function.

- **Automated call handling.**

IVX¹²⁸'s **built-in, six-level, 100-branch automated attendant** lets you set up caller-friendly auto-answering. And the **built-in ACD** routes calls to give callers the soonest possible live response.

- **Remote maintenance.**

Your dealer can program and maintain your system remotely or at your site. So it's easy to alter employee rosters or make other system updates.



**For
further
details**

We can only begin to cover this product's features in a brochure. For more details, please visit the **ESI Web site** at: www.esi-estech.com.

Easy to use.

IVX¹²⁸'s comprehensive, second-generation **Verbal User Guide**[™] makes this the easiest business phone system you've ever used. The Verbal User Guide consists of literally hundreds of detailed help prompts. It even can provide a complete tutorial. Whenever you need help, the Verbal User Guide is there. Want to know how to perform a specialized call operation? The Verbal User Guide is ready.

Here are just a few examples of how the Verbal User Guide helps to make IVX¹²⁸ the most powerful *and* the simplest business phone system you've ever used.

IVX¹²⁸ is a patient teacher, with plenty of information right at your fingertips.

"Welcome to Help Mode. If you would like to learn how to use your phone, press 1. To learn how to use voice mail, press 2. To learn about the phone's keys and features, press 3. For the user tutorial, press 4. Or, to exit, hang up."

You want to learn how to set up a conference call.

"To create a conference: while connected to a call, press the Conference key. Call the party to add to the conference, and press the Conference key again to connect the three parties together. Repeat the steps to add additional parties to the conference ..."

If you try to dial a call your station can't dial, you'll hear a plain-language message, not an annoying tone.

"You have dialed an invalid extension."

You're trying to find out how IVX¹²⁸ handles call waiting.

*"Call waiting will allow you to take a second call if you are already engaged on a call. If enabled, you will hear a subdued tone and your display will indicate that a call is waiting. Press the **FLASH** key to toggle between the two callers."*

You've got connections with IVX¹²⁸



*More and more, computer software is making it possible for your phone and your PC to work as a connected team — for example, "popping" a customer's record onto your PC screen when he/she calls. So ask your dealer about the **TAPI version** of the IVX¹²⁸ Digital Feature Phone. Because it's always nice to have connections.*

*Also available: the IVX¹²⁸ **64-Key Expansion Console**. It installs easily on any IVX¹²⁸ phone, providing 64 more programmable feature keys (added to the standard 16) for speed-dialing, station keys, line keys and shortcuts.*



With IVX¹²⁸, everybody in the office has the boss's phone.



Why digital?

Digital communication allows stronger signals, cleaner audio and even a simpler design: for example, the IVX¹²⁸ Digital Feature Phone needs only two wires ("one pair"); an older-design analog phone needs four.

Every IVX¹²⁸ Digital Feature Phone in your system has the same speakerphone, the same display and the same intelligent design. So you don't lose any great IVX features if you happen to be using a Digital Feature Phone on someone else's desk. Even if you're the boss.

Each of the 16 **programmable feature keys** can provide one-key access to either a frequently called number (internal or external) or a frequently used function. Set them as "station keys" — that's easy with the **built-in spoken help** — and their **tri-color LEDs** show other stations' status.

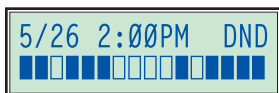
Use **Esi-Dex™** to access speed-dial entries, then scroll through them to dial. Choose entries from personal, station and system lists. The **scroll keys** also adjust volume and help you program your Digital Feature Phone.

Memorizing commands is the old way to use a phone. Instead, press the **convenient fixed-feature keys** to perform these functions, among many others:

- Retrieve and send **voice mail** messages.
- **Record** calls, conferences and even meetings.
- **"Park"** a call so others can retrieve it. Or put it on **exclusive hold** for only your use.
- **Transfer** a call. Or even turn it into a **conference call**.
- Hear **friendly, spoken help** on virtually any IVX operation.
- **Redial** a call. IVX even **stores** Caller ID data with voice mail messages, so you can easily return calls.*

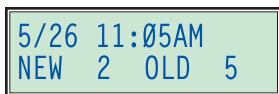
Smart phone. Smart Display.™ Smart for you.

The Smart Display helps you set your IVX¹²⁸ Digital Feature Phone just as you want. It also shows the date and time, phone line activity, Caller ID information* for both live calls and voice mail messages, and more — all with big, ultra-legible characters. Here are a few examples.



5/26 2:00PM DND
■■■■■■■■■■■■■■■■■■■■

“Idle” display.
It’s 2:00 PM on May 26. You’re in “do-not-disturb” (DND) mode. There are 10 lines in use.



5/26 11:05AM
NEW 2 OLD 5

New voice mail.
You’ll see this when there’s at least one new message waiting for you. Press **VOICEMAIL** to listen.



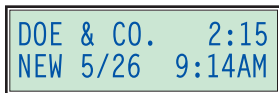
→X108 SARAH 2:03
WILSON CPA

Call waiting.
While on an internal call, you receive an outside call.



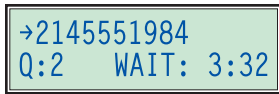
X108 SARAH 2:10
→WILSON CPA 0:02

Press **FLASH** to toggle between them. Each shows elapsed call time.



DOE & CO. 2:15
NEW 5/26 9:14AM

Voice mail playback.
Caller ID* says Doe & Co. left this message on May 26 at 9:14 AM. The message has two minutes, 15 seconds left to play.



→2145551984
Q:2 WAIT: 3:32

ACD display.
As you talk to 214-555-1984, two calls are holding. The longer hold of the two is three minutes, 32 seconds.

What is it that makes IVX¹²⁸ so special?

- **Integration** — IVX stands for *Integrated Voice Exchange*. (By comparison, some makers start with a phone and “interface” it with, for example, a separate voice mail system. Interfacing is like stapling an eraser to a pencil.)

All of IVX¹²⁸’s features are *built-in*, from the ground up. That’s why they all work together so seamlessly: because they really *are* together.

- **Power and simplicity** — Our “all-in-one” approach in creating IVX¹²⁸ lets us give it more features, with greater ease-of-use, than any other business phone system.

A fully featured product is usually very complicated to use. Similarly, a very simple product is usually feature-poor. The key is to have *both* power and simplicity. IVX¹²⁸ does — with dedicated feature keys, informative displays, plain-language help prompts and a simple, compact design. It’s even easy for your dealer to install and maintain.

- **ESI is product-driven** — At ESI, our goal every day is to make better, smarter products and get them swiftly to market.

Normally in our industry, a product “sits” in the marketplace for years, with just occasional small changes (often only cosmetic). By comparison, IVX¹²⁸ arrived just 36 months after its award-winning predecessor. Why? Because we knew we could make it better for you. That way, IVX¹²⁸ can help you grow — not just years from now, but *right now*.

IVX¹²⁸

THE ALL-IN-ONE DIGITAL PHONE SYSTEM



Proudly created in
the United States of America.

DSPs aboard



Enlarged view

By using **digital signal processors** (with a combined speed of 360 million instructions per second) to replace hardware with software, IVX¹²⁸ uses less space and less power. It costs less, too. We were building advanced DSP technology into our products in 1992, years before our competitors.

Grows with your business

- Up to 128 call processing ports
- 70 to 140 hours of voice storage
- Up to 28 fully functional analog ports

Powerful call handling

- Enhanced Caller ID* — allows one-touch automatic message return
- Live call recording of any conversation (or personal memo); allows moving, copying recordings to others' mailboxes
- Live call screening allows listening to an incoming message (as on a home answering machine); pick up call at any time or let it go to voice mail
- Highest-grade voice quality (64 kilobit/second sampling) for voice mail and other voice storage
- Call waiting with Caller ID*
- Six conference bridges, each able to handle either three or four parties
- Background announce
- Eight message-on-hold recordings (includes three prerecorded tracks)
- Dedicated overhead paging interface

Verbal User Guide

- Hundreds of informative, friendly prompts guide users, administrators and even installers
- Verbal Help Key provides instant assistance with many operations

Sophisticated voice mail

- 16 channels of built-in voice mail
- Off-premises message delivery
- Urgent messages
- Different mailbox types, including group, broadcast, informational, cascade paging and Q & A
- Message Recycle Bin remembers and can restore each mailbox's 10 most recently deleted messages
- Quick Groups™ for easily leaving voice mail message for several users
- Quick Move™ automatically moves a message to a designated mailbox
- Virtual Mailbox Key™ allows easy monitoring of a second mailbox

Digital Feature Phone

- Fully digital (2B+D)
- Compact; fits into any office decor
- Rugged design resists abuse, spills
- Large, easy-to-read Smart Display™
- Built-in speakerphone
- Dedicated keys for frequently used functions
- 16 programmable feature keys
- Digital volume/scroll keys
- Headset operation function
- Esi-Dex™ speed-dialing
 - Three separate lists of numbers: personal, station and system
 - Uses Caller ID* information or direct keypad entries

Automated attendant

- Six levels, 100 branches
- Virtually unlimited call routing, including off-premises transfer, pager notification and more

Automatic call distributor (ACD)

- Routes calls within designated departments based on your agents' availability, not extension sequence; maximizes customer help

TAPI support (Basic Telephony Service)

- Provided through a standard DB9 serial interface on the TAPI version of the IVX¹²⁸ phone

T1 support

- Great for larger offices that make use of higher-bandwidth lines

Other features

- Call statistics — Reports, SMDR
- Local or remote diagnostics and maintenance
- Available 64-Key Expansion Console



ESI (Estech Systems, Inc.) is a privately held corporation based in Plano, Texas, in the internationally known Dallas "Telecom Corridor." Founded in 1987, ESI designs and builds innovative telecommunications products for businesses like yours. Because of their powerful combination of value and features, ESI products are consistently recognized by industry publications and leaders. In fact, ESI also creates telecommunications products for major companies to market under their well-known brand names.

While ESI sells its own brands only through its authorized dealers throughout America, it invites everyone to visit its Web site at www.esi-estech.com for a closer look at ESI and its products.



www.esi-estech.com

creators of IVX[®], VoiceWorks¹⁶
and other innovative telecommunication products

* Caller ID information available if your telephone service provides it. Contact your provider for details.

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