

IVX²⁰

small

THE ALL-IN-ONE DIGITAL PHONE SYSTEM

Just the right size. Yours.

- Built-in, *fully integrated*:
 - Six-channel voice mail
 - Automated attendant
 - Message-on-hold
 - Enhanced Caller ID
- Live call recording and screening
- Advanced digital technology
- Support for PC connectivity
- Esi-Dex™ speed-dialing



created by



www.esi-estech.com

With IVX²⁰, it's OK to be small.

If your business or organization doesn't need a big phone system (and its big price), but *does* need a phone system with big features, IVX²⁰ is for you. IVX²⁰ is the **all-in-one phone system** — a first-rate telephone system which also contains **built-in** voice mail and a **built-in** automated attendant.

- **Six channels of high-quality voice mail.**
Using ESI's *fourth-generation voice storage technology*, IVX²⁰ provides up to **30 hours** of voice message storage. Building six channels of voice mail directly into the system lets us give IVX²⁰ 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.**
IVX²⁰ 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 IVX²⁰ remembers who left the message.



- **Built-in message-on-hold function.**
IVX²⁰ comes with **three prerecorded music tracks** for music-on-hold; two contain **messages-on-hold**. You also can connect your own audio source.

- **Digital Feature Phone.™**
This gives you a large, easy-to-read **display**, clear-sounding **speakerphone** and much more. And it fits easily on any desk.

- **Verbal User Guide.™**
Consists of hundreds of detailed help-prompts and even includes a complete tutorial. Whenever you need help, the Verbal User Guide is there. For example, let's say you want to find out how IVX²⁰

handles call waiting. You'll hear:

*"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."*

- **Automated call handling.**
IVX²⁰'s **built-in automated attendant** lets you set up caller-friendly auto-answering, freeing your staff for other duties — while also making your organization sound more progressive.

- **Easy to program and maintain.**
Your dealer can easily program and maintain your system at your site or remotely (remote access requires an optional modem). So it's easy to make 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.

It's a big win for your small office.



Why digital?

Digital communication allows stronger signals, cleaner audio and even a simpler design: for example, the IVX²⁰ Digital Feature Phone needs only two wires (“one pair”); an older-design analog phone needs four.

You've got connections with IVX²⁰



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 IVX²⁰ Digital Feature Phone. Because it's always nice to have connections.

Every IVX²⁰ Digital Feature Phone in your system has the same speakerphone, the same display and the same intelligent design.

The Smart Display helps you set your IVX²⁰ 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.

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 IVX²⁰ operation.
- **Redial** a call. IVX²⁰ even **stores** Caller ID data with voice mail messages, so you can easily return calls.*

When you need more stations, your IVX²⁰ system and all its Digital Feature Phones “migrate” to a fully featured IVX¹²⁸ system. To learn more, see the ESI Web site.

IVX²⁰

THE ALL-IN-ONE DIGITAL PHONE SYSTEM

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Proudly created in
the United States of America.

DSPs aboard



Enlarged view

By using **digital signal processors** (with a combined speed of up to 80 million instructions per second) to replace hardware with software, IVX²⁰ 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.

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*
- Two conference bridges, each able to handle either three or four parties
- Background announce
- Three music-on-hold recordings (with two prerecorded announcements)
- 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

- Six channels of built-in voice mail
- Broadcast mailbox
- 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

- Eight branches
- Call routing, including pager notification

TAPI support (Basic Telephony Service)

- Provided through a standard DB9 serial interface on the TAPI version of the IVX²⁰ phone

Grows with your business

- Migrates to far more fully featured IVX²⁰ system with no need to change any of your existing Digital Feature Phones

Other features

- Up to two fully functional analog ports for cordless phones, faxes and other analog devices
- SMDR data
- Local and remote diagnostics and maintenance (requires optional modem for remote access)



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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