



We Make It Easy To Communicate

ESI (Estech Systems, Inc.) designs, manufactures and markets advanced, highly featured **business communications systems**. Progressive vision, leading-edge technology, legendary reliability and award-winning products define ESI. Since its inception in 1987, ESI — a privately held corporation based in Plano, Texas — has shipped over 200,000 systems, and has enjoyed remarkable growth and uninterrupted profitability.

ESI is proud to be an **ISO 9001:2000-certified** company. Beyond mere certification, the stringent ISO quality assurance standards are inherent to ESI's business philosophy and everyday practices.

ESI is the first manufacturer to build a truly **combined** telephone and voice mail system, and has numerous patents granted or pending on its products' unique design and features. ESI is highly regarded for supporting unique, real-world applications with practical and effective features. **How** does ESI accomplish these feats? By using **digital signal processors (DSPs)** — high-powered semiconductors that manage analog functions in a digital environment — and **ESI's innovative system software** to replace hundreds of hardware components. This enhances product reliability. It also makes the design and production of new systems, as well as the upgrading of existing systems, more efficient and cost-effective.

## A brief history: ESI's advanced communication systems for business

In 1995, after several years of success in producing voice mail products, ESI used its advanced voice storage and DSP software development skills, combined with phone system hardware design expertise, to create the **IVX® All-In-One Digital Phone System** — the first telephone/voice mail system based on a single processor. Its great success led in 1999 to the introduction of the larger and even more fully featured **IVX 128** system.



ESI's All-In-One Phone Systems meet a wide range of business communications needs

ESI became an early leader in the exploding **VoIP** (voice over Internet Protocol) marketplace in 2001 when, after years of extensive research and testing, it began shipping its **IP Series All-In-One IP Phone Systems**, as well as an IVX Series model that could be upgraded to deploy VoIP. Also in 2001, ESI released the **Remote IP Feature Phone**, followed in 2002 by **Esi-Link** — offering multi-location customers the convenience and cost savings of networked communications. These VoIP solutions are unique in their simplicity of support and administration.

In 2003, ESI began shipping an all-new generation of business phone systems — **E-Class** and **S-Class** — and, in 2004, these highly successful products were further enhanced with the **Generation II** feature set, which offers even greater application flexibility. The new, larger **X-Class** system also was announced in 2004, along with **VIP** — a call management solution which lets users manage their voice mail, contacts, and programming in conjunction with *Microsoft® Outlook®*.

## Patented higher-performance technology

ESI has numerous **patents** either granted or pending on its product designs. One patent covers the single-processor **integration** of telephone and voice mail systems. Another protects ESI's ability to keep **Caller ID** data with a voice message **as it moves within the system**, which allows easy call-back, easy speed-dial entries, and many other highly convenient features. Still another patent recognizes ESI's development in mobility, which offers many exciting possibilities for the future. (To learn more about these patented ESI technologies, see <http://www.esi-estech.com/news>.)

ESI is a leader in **secure** IP-based telephony solutions for companies of all sizes. ESI's VoIP design relies on the company's **custom-developed operating system**, allowing **only safe communications** to reach the system.

ESI's innovative products use significantly less hardware, resulting in **increased reliability**. Coupled with a remarkably robust feature offering, ESI products represent **outstanding value** and provide **greater long-term customer satisfaction**.

## Products

All ESI phone systems deliver inventive and practical functions such as live call recording, live call screening, and the Verbal User Guide.™ Beyond those similarities lie some differences:

- The **IVX E-Class Generation II and X-Class systems** are ESI's flagship products. Each offers a selection among multiple **Digital Feature Phones**, cost-effective expansion capabilities, automated attendant, automated call distribution (ACD), and voice mail. Also, these systems boast extensive expandability, with up to 252 call-processing ports and up to 420 hours of voice storage, along with support for T1, ISDN PRI, and TAPI computer/telephony integration (CTI). **IP capabilities** can be added to IVX X-Class and IVX E-Class, allowing existing customers to benefit from VoIP technology as the need arises.
- **IP E-Class Generation II** includes **IP 200e** and **IP 40e**. These advanced **IP network-based** business telephone systems combine the rock-solid performance and acclaimed telephony features of IVX E-Class and the state-of-the-art delivery of packetized voice to the desktop via the existing LAN/WAN.
- ESI's **Remote IP Feature Phone** connects via broadband back to an IP-enabled ESI phone system at your main office. Its functionality is identical to that of an ESI Feature Phone located within the office. This makes it ideal for teleworkers, small satellite offices, and executives working from home.
- **Esi-Link** allows up to **100** IP-enabled ESI phone systems to be connected across an enterprise's WAN while sharing the advanced ESI feature set. The optional **ESI IP Gateway** allows connection of non-ESI phone systems to the customer's Esi-Link network.
- **IVX S-Class Generation II** shares many fine features with **IVX E-Class Generation II** but is designed for simpler applications. IVX S-Class Generation II **grows** to 16 CO lines, 32 digital stations and eight analog stations. It **uses the same outstanding Digital Feature Phones** as IVX X-Class and IVX E-Class, making it easier to upgrade when your company's communications needs change. And IVX S-Class Generation II includes **voice messaging flexibility** to meet the needs of smaller offices: they can select either the same full-featured voice mail/auto attendant as the X-Class/E-Class models or, in less complicated business environments, ESI's unique Integrated Answering Machine.™
- **VIP** software — an option for most current ESI telephone systems — is a call management solution which lets users manage their voice mail, contacts, and phone programming in conjunction with *Microsoft Outlook*.



ESI headquarters in Plano, Texas

## Why consider ESI?

- **Customer-focused product development** — ESI consistently incorporates the newest advanced and viable technologies into **practical, real-world products** — and enhances them based on feedback from real-world **customers** like you.
- **Commitment to total customer satisfaction** — ESI understands the needs of real-world businesses like yours, and designs systems with you in mind. That's why ESI consistently earns praise for **exceeding** expectations.
- **Financial stability and strength** — ESI has been self-funded and profitable since its inception. Effective management of the company's growth of more than 30% per year over the past five years, along with sound fiscal policies, are the guiding principles of the ESI management team.

Businesses are searching for products designed to meet their specific needs. ESI enterprise solutions meet that criterion **and** are significantly easier to use than competitors' offerings. ESI combines today's products with a clear vision of the future. ESI and its nationwide network of **ESI Certified Resellers** are prepared to **grow with you** — now and for many years to come.

ESI's slogan says it all: ***We make it easy to communicate!***

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For more information about ESI and its products, consult your ESI Reseller or visit [www.esi-estech.com](http://www.esi-estech.com).

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