

Technical and Feature Comparison Chart

Feature	Comments/Notes	IVX20c (w/MM)	ESI C-Plus	ESI C-Plus Executive	ESI 50L	ESI 50		ESI 100		ESI 200		ESI 600		ESI 1000	
		3-digit dial	3-digit	3-digit	3-digit dial	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan
64 Kbps voice sampling		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
911 alert		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
ACD - Administrator key		ALL Phones: NO	ALL Phones: NO	ALL Phones: NO	ALL Phones: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO
ACD - Log On / Log Off key		ALL Phones: NO	ALL Phones: NO	ALL Phones: NO	ALL Phones: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO
ACD (Automatic call distribution)	See "departments"	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
ACD Admin - number of admins that can log into each department		NO	NO	NO	NO	2	2	2	2	4	4	8	8	8	8
ACD Admin - simultaneous logins		NO	NO	NO	NO	1	1	1	1	1	1	1	1	1	1
ACD Agents - simultaneous logins		NO	NO	NO	NO	2	2	2	2	2	2	2	2	2	2
ACD Overflow (flexible)		NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
ACD Queue		NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Account codes		NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Alphanumeric display - LCD		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Analog station - call forwarding		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Analog station - call hold		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Analog station - call pick up		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Analog station - call transfer		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Analog station - call waiting		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Analog station - caller ID		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Analog station - conferencing		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Analog station - internal paging		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Analog station - message waiting	Verbal only	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Analog station - personal mailbox		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Analog stations		YES - 2 fixed	YES: 2 fixed, 2 optional	YES: 2 fixed, 2 optional	YES: 2 fixed, 6 optional	YES: 2 fixed, 6 optional	YES: 2 fixed, 6 optional	YES: 2 fixed, 6 optional	YES - w/optional 684 or A12 PC	YES - w/optional 684 or A12 PC	YES - w/optional 684 or A12 PC	YES - w/optional 684 or A12 PC	YES - w/optional 684 or A12 PC	YES - w/optional 684 or A12 PC	YES - w/optional 684 or A12 PC
Analog stations - Maximum		2	4	4	8	8	8	8	28 - takes away from dig. phone max amt.	28 - takes away from dig. phone max amt.	56 - takes away from dig. phone max amt.	56 - takes away from dig. phone max amt.	56 - takes away from dig. phone max amt.	188 - takes away from dig. phone max amt.	384 - takes away from dig. phone max amt.
Announce extension number		NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
ARS	Auto route selection (Media Mgmt.)	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Audio call logs		NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Auto attendant blocking	Private stations	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Auto attendant branches		18: 2 main greets (ID1&ID2) 14 goto branches (ID11-17 & ID21-27) 2 directories (ID18 & 28)	18: 2 main greets (ID1&ID2) 14 goto branches (ID11-17 & ID21-27) 2 directories (ID18 & 28)	18: 2 main greets (ID1&ID2) 14 goto branches (ID11-17 & ID21-27) 2 directories (ID18 & 28)	100: 8 main greets (ID1 - ID8) any combo of menu (6 levels), goto, directory. 92 branches remain	100: 8 main greets (ID1 - ID8) any combo of menu (6 levels), goto, directory. 92 branches remain	100: 8 main greets (ID1 - ID8) any combo of menu (6 levels), goto, directory. 92 branches remain	100: 8 main greets (ID1 - ID8) any combo of menu (6 levels), goto, directory. 92 branches remain	100: 8 main greets (ID1 - ID8) any combo of menu (6 levels), goto, directory. 92 branches remain	100: 8 main greets (ID1 - ID8) any combo of menu (6 levels), goto, directory. 92 branches remain	100: 8 main greets (ID1 - ID8) any combo of menu (6 levels), goto, directory. 92 branches remain	100: 8 main greets (ID1 - ID8) any combo of menu (6 levels), goto, directory. 92 branches remain	100: 8 main greets (ID1 - ID8) any combo of menu (6 levels), goto, directory. 92 branches remain	100: 8 main greets (ID1 - ID8) any combo of menu (6 levels), goto, directory. 92 branches remain	100: 8 main greets (ID1 - ID8) any combo of menu (6 levels), goto, directory. 92 branches remain
Automatic .WAV file	June, 2009 (Mob. Msg.)	NO	NO	NO	Only with VIP	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Auto Mode	Auto Day/Night Mode	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Auto Page		NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Auto Record (VIP and VIP SE)	Not for VIP Basic or VIP Basic SE	NO	NO	NO	YES - 4	YES - 4	YES - 4	YES - 4	YES - 4	YES - 4	YES - 8	YES - 8	YES - 16	YES - 16	YES - 32
Automatic Day light savings		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Background announce	Not from analog	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Background announce key		24 key: Prg 12-key: NO	Cdls, 24-key: Prg 12-key: NO	Cdls, 24, 48-key: Prg 12-key: NO	Cdls, 24, 48-key: Prg 12-key: NO	Cdls, 24, 48-key: Prg 12-key: NO	Cdls, 24, 48-key: Prg 12-key: NO	Cdls, 24, 48-key: Prg 12-key: NO	Cdls, 24, 48-key: Prg 12-key: NO	Cdls, 24, 48-key: Prg 12-key: NO	Cdls, 24, 48-key: Prg 12-key: NO	Cdls, 24, 48-key: Prg 12-key: NO	Cdls, 24, 48-key: Prg 12-key: NO	Cdls, 24, 48-key: Prg 12-key: NO	Cdls, 24, 48-key: Prg 12-key: NO
Baud rate - Maintenance & SMDR		300bps to 115K	300bps to 115K	300bps to 115K	300bps to 115K	300bps to 115K	300bps to 115K	300bps to 115K	300bps to 115K	300bps to 115K	300bps to 115K	300bps to 115K	300bps to 115K	300bps to 115K	300bps to 115K
Call activity logs (SMDR extended format)	(Media Mgmt.)	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Call Forward - Intelligent	Needs PRI	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Call forward - manually set		YES - to Ext, Dept or MB	YES - to Ext, Dept, MB, or off-site	YES - to Ext, Dept, MB, or off-site	YES - to Ext, Dept, MB, or off-site	YES - to Ext, Dept, MB, or off-site	YES - to Ext, Dept, MB, or off-site	YES - to Ext, Dept, MB, or off-site	YES - to Ext, Dept, MB, or off-site	YES - to Ext, Dept, MB, or off-site	YES - to Ext, Dept, MB, or off-site	YES - to Ext, Dept, MB, or off-site	YES - to Ext, Dept, MB, or off-site	YES - to Ext, Dept, MB, or off-site	YES - to Ext, Dept, MB, or off-site
Call forward - system set		YES - to MB only Permanently Fixed	YES - to MB only Permanently Fixed	YES - to MB only Permanently Fixed	YES - to a MB, other Ext, Dept, ID Branch (Auto Attendant)	YES - to a MB, other Ext, Dept, ID Branch (Auto Attendant)	YES - to a MB, other Ext, Dept, ID Branch (Auto Attendant)	YES - to a MB, other Ext, Dept, ID Branch (Auto Attendant)	YES - to a MB, other Ext, Dept, ID Branch (Auto Attendant)	YES - to a MB, other Ext, Dept, ID Branch (Auto Attendant)	YES - to a MB, other Ext, Dept, ID Branch (Auto Attendant)	YES - to a MB, other Ext, Dept, ID Branch (Auto Attendant)	YES - to a MB, other Ext, Dept, ID Branch (Auto Attendant)	YES - to a MB, other Ext, Dept, ID Branch (Auto Attendant)	YES - to a MB, other Ext, Dept, ID Branch (Auto Attendant)
Call forward key	CFWD	12 & 24-key: Prg	Cdls, 12, 24-key: Prg	48-key: Fixed Cdls, 12, 24-key: Prg	48-key: Fixed Cdls, 12, 24-key: Prg	48-key: Fixed Cdls, 12, 24-key: Prg	48-key: Fixed Cdls, 12, 24-key: Prg	48-key: Fixed Cdls, 12, 24-key: Prg	48-key: Fixed Cdls, 12, 24-key: Prg	48-key: Fixed Cdls, 12, 24-key: Prg	48-key: Fixed Cdls, 12, 24-key: Prg	48-key: Fixed Cdls, 12, 24-key: Prg	48-key: Fixed Cdls, 12, 24-key: Prg	48-key: Fixed Cdls, 12, 24-key: Prg	48-key: Fixed Cdls, 12, 24-key: Prg
Call forward/no answer		NO	12/24-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO
Call forward/no answer off-premise	External call forwarding	NO	12/24-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO
Call pick up - directed		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Call waiting - CO lines answered then a transferred call		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Call waiting - CO lines live ring		NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Call waiting - Ring All Department		NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Call waiting - Station to station		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Caller ID - Enhanced		24 key: YES 12 key: Name Only	Cdls, 24-key: YES 12 key: Name Only	Cdls, 24 & 48 key: YES 12 key: Name Only	Cdls, 24 & 48 key: YES 12 key: Name Only	Cdls, 24 & 48 key: YES 12 key: Name Only	Cdls, 24 & 48 key: YES 12 key: Name Only	Cdls, 24 & 48 key: YES 12 key: Name Only	Cdls, 24 & 48 key: YES 12 key: Name Only	Cdls, 24 & 48 key: YES 12 key: Name Only	Cdls, 24 & 48 key: YES 12 key: Name Only	Cdls, 24 & 48 key: YES 12 key: Name Only	Cdls, 24 & 48 key: YES 12 key: Name Only	Cdls, 24 & 48 key: YES 12 key: Name Only	Cdls, 24 & 48 key: YES 12 key: Name Only
Caller ID key	Missed Call key on legacy products	12 & 24 key : NO	24-key: Prg Cdls & 12-key: NO	24 & 48-key: Prg Cdls & 12-key: NO	24 & 48-key: Prg Cdls & 12-key: NO	24 & 48-key: Prg Cdls & 12-key: NO	24 & 48-key: Prg Cdls & 12-key: NO	24 & 48-key: Prg Cdls & 12-key: NO	24 & 48-key: Prg Cdls & 12-key: NO	24 & 48-key: Prg Cdls & 12-key: NO	24 & 48-key: Prg Cdls & 12-key: NO	24 & 48-key: Prg Cdls & 12-key: NO	24 & 48-key: Prg Cdls & 12-key: NO	24 & 48-key: Prg Cdls & 12-key: NO	24 & 48-key: Prg Cdls & 12-key: NO
CO Ring assign. list members max		10	10	10	32	32	32	32	32	32	48	48	48	48	48
Conference - Unsupervised	Trk-to-Trk conf.	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Conference calling		2 bridges, 4 parties w/360 PC	2 bridges, 4 parties w/482 port card	2 bridges, 4 parties w/482 port card	16 conf. ports 16 parties max per conf.	16 conf. ports 16 parties max per conf.	16 conf. ports 16 parties max per conf.	16 conf. ports 16 parties max per conf.	16 conf. ports 16 parties max per conf.	16 conf. ports 16 parties max per conf.	16 conf. ports 16 parties max per conf.	16 conf. ports 16 parties max per conf.	16 conf. ports 16 parties max per conf.	16 conf. ports 16 parties max per conf.	16 conf. ports 16 parties max per conf.
Conference key		24-key: Fixed 12-key: Prg	Cdls, 24-key: Fixed 12-key: Prg	Cdls, 24 & 48-key: Fixed 12-key: Prg	Cdls, 24 & 48-key: Fixed 12-key: Prg	Cdls, 24 & 48-key: Fixed 12-key: Prg	Cdls, 24 & 48-key: Fixed 12-key: Prg	Cdls, 24 & 48-key: Fixed 12-key: Prg	Cdls, 24 & 48-key: Fixed 12-key: Prg	Cdls, 24 & 48-key: Fixed 12-key: Prg	Cdls, 24 & 48-key: Fixed 12-key: Prg	Cdls, 24 & 48-key: Fixed 12-key: Prg	Cdls, 24 & 48-key: Fixed 12-key: Prg	Cdls, 24 & 48-key: Fixed 12-key: Prg	Cdls, 24 & 48-key: Fixed 12-key: Prg
Day/Night key		24-key: Prg 12-key: NO	Cdls, 24-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO	Cdls, 24 & 48-key: Prg 12-key: NO
Day/Night Mode		YES - Day/Night	YES - Day/Night	YES - Day/Night	YES - Day/Day2, Night/Night2	YES - Day/Day2, Night/Night2	YES - Day/Day2, Night/Night2	YES - Day/Day2, Night/Night2	YES - Day/Day2, Night/Night2	YES - Day/Day2, Night/Night2	YES - Day/Day2, Night/Night2	YES - Day/Day2, Night/Night2	YES - Day/Day2, Night/Night2	YES - Day/Day2, Night/Night2	YES - Day/Day2, Night/Night2

Technical and Feature Comparison Chart

Feature	Comments/Notes	IVX20c (w/M)	ESI C-Plus	ESI C-Plus Executive	ESI 50L	ESI 50		ESI 100		ESI 200		ESI 600		ESI 1000	
		3-digit dial	3-digit	3-digit	3-digit dial	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan
Departments	Hunt Groups	YES - 10 total ALL, UCD, In Order: 14 members Max	YES - 10 total ALL, UCD, In Order, Pick-up: 32 members max	YES - 10 total ALL, UCD, In Order, Pick-up: 32 members max	YES - 10 total ALL, UCD, In Order, Pick-up: 32 members max	YES - 10 total ALL, UCD, ACD, In Order, Pick-up, Attend 32 members max	YES - 10 total ALL, UCD, ACD, In Order, Pick-up, Attend 32 members max	YES - 10 total ALL, UCD, ACD, In Order, Pick-up, Attend 32 members max	YES - 10 total ALL, UCD, ACD, In Order, Pick-up, Attend 32 members max	YES - 20 total ALL, UCD, ACD, In Order, Pick-up, Attend 48 members max	YES - 20 total ALL, UCD, ACD, In Order, Pick-up, Attend 48 members max	YES - 20 total UCD, ACD, In Order, Attend 64 members max	YES - 64 total UCD, ACD, In Order, Attend 64 members max	YES - 20 total UCD, ACD, In Order, Attend 64 members max	YES - 128 total UCD, ACD, In Order, Attend 64 members max
DID entires - max	Requires PRI	N/A	N/A	N/A	N/A	300	300	300	300	300	300	600	600	1200	1200
Digital/IP stations - Maximum		12 digital	16 digital	16 digital	32 Digital	32 Digital 12 local IP or 8 remote IP	32 Digital 12 local IP or 8 remote IP	84 total: up to 72 IP, up to 48 digital- takes away from analog phone max	84 total: up to 72 IP, up to 48 digital- takes away from analog phone max	168 total: up to 168 IP, up to 168 digital- takes away from analog max	192 total: up to 192 IP, up to 168 digital- takes away from analog max	168 Digital & IP - takes away from analog max	408 total: up to 408 IP, up to 336 digital- takes away from analog max	168 Digital & IP - takes away from analog max	816 total: up to 816 IP, up to 504 digital- takes away from analog max
Distinctive CO Ring		NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Distinctive Station Ring	Ring Tone	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Do not disturb	DND	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Do not disturb key	DND	24-key: Fixed 12-key: Prq	24-key: Fixed Cdls & 12-key: Prq	24 & 48-key: Fixed Cdls & 12-key: Prq	24 & 48-key: Fixed Cdls & 12-key: Prq	24 & 48-key: Fixed Cdls & 12-key: Prq	24 & 48-key: Fixed Cdls & 12-key: Prq	24 & 48-key: Fixed Cdls & 12-key: Prq	24 & 48-key: Fixed Cdls & 12-key: Prq	24 & 48-key: Fixed Cdls & 12-key: Prq	24 & 48-key: Fixed Cdls & 12-key: Prq	24 & 48-key: Fixed Cdls & 12-key: Prq	24 & 48-key: Fixed Cdls & 12-key: Prq	24 & 48-key: Fixed Cdls & 12-key: Prq	24 & 48-key: Fixed Cdls & 12-key: Prq
Door phone - digital	ESI RFID Reader	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Door phone - IP	ESI RFID Reader	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Door Unlock key	Presence Mgmt	NO	NO	NO	ALL Phones: Prq	ALL Phones: Prq	ALL Phones: Prq	ALL Phones: Prq	ALL Phones: Prq	ALL Phones: Prq	ALL Phones: Prq	ALL Phones: Prq	ALL Phones: Prq	ALL Phones: Prq	ALL Phones: Prq
Dry contacts - page port		YES - open & closed	YES - open & closed	YES - open & closed	YES - open & closed	YES - open & closed	YES - open & closed	YES - open & closed	YES - open & closed	YES - open & closed	YES - open & closed	YES - open & closed	YES - open & closed	YES - open & closed	YES - open & closed
DSS consoles - maximum	48-key only	N/A	N/A	N/A	YES - Up to 4 digital stations can have up to 2 Exp. Console ea.	YES - Up to 4 digital stations can have up to 2 Exp. Console ea. All IP stations can have one Exp. console.	YES - Up to 4 digital stations can have up to 2 Exp. Console ea. All IP stations can have one Exp. console.	YES - Up to 8 digital stations can have up to 2 Exp. Consoles. All IP Stations can have Exp. consoles	YES - Up to 8 digital stations can have up to 2 Exp. Consoles. All IP Stations can have Exp. consoles	YES - Up to 32 digital stations can have up to 2 Exp. Consoles — 8 in the Base Cab and 24 in Exp. Cab. All IP stations can have Exp. consoles	YES - Up to 32 digital stations can have up to 2 Exp. Consoles — 8 in the Base Cab and 24 in Exp. Cab. All IP stations can have Exp. consoles	YES - Up to 32 digital stations can have up to 2 Exp. Consoles — 8 in the Base Cab and 24 in Exp. Cab. All IP stations can have Exp. consoles	YES - Up to 32 digital stations can have up to 2 Exp. Consoles — 8 in the Base Cab and 24 in Exp. Cab. All IP stations can have Exp. consoles	YES - Up to 32 digital stations can have up to 2 Exp. Consoles — 8 in the Base Cab and 24 in Exp. Cab. All IP stations can have Exp. consoles	YES - Up to 32 digital stations can have up to 2 Exp. Consoles — 8 in the Base Cab and 24 in Exp. Cab. All IP stations can have Exp. consoles
ESI Bluetooth Headset Interface - Digital		NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
ESI Bluetooth Headset Interface - IP		NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
ESI Cellular Management - Digital	ECM - digital	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
ESI Mobile Messaging	Auto .WAV file	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
EPM Reader Access Door records		N/A	N/A	N/A	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	10,000	50,000	50,000
EPM Reader Entries in F372		N/A	N/A	N/A	16	16	16	16	16	32	32	32	32	64	64
EPM RFID Tags max		N/A	N/A	N/A	500	500	500	500	500	500	500	500	500	2,000	2,000
Esi-Dex built-in directory		24 key: YES 12 key: NO	24-key: YES Cdls & 12-key: NO	24-key: YES Cdls & 12-key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO
Esi-Link - Abbreviated Dialing		NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Esi-Link - Multi-Site Transfer	Release Link	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Esi-Link - Queue for avail. talkpath		NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Fax - Automatic switching		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Fax port - analog extension		YES	YES	YES	YES	YES	YES	YES	YES	YES - w/optional 684, 6ALC, or A12 PC	YES - w/optional 684, 6ALC, or A12 PC	YES - w/optional 684, 6ALC, or A12 PC	YES - w/optional 684, 6ALC, or A12 PC	YES - w/optional 684, 6ALC, or A12 PC	YES - w/optional 684, 6ALC, or A12 PC
Fax Server Integration	Needs PRI	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Fixed feature keys		24-key: 8 12-key: 3	24-key: 8 12-key: 3 Cdls: 4	48-key: 12 24-key: 8 12-key: 3 Cdls: 4	48-key: 12 24-key: 8 12-key: 3 Cdls: 4	48-key: 12 24-key: 8 12-key: 3 Cdls: 4	48-key: 12 24-key: 8 12-key: 3 Cdls: 4	48-key: 12 24-key: 8 12-key: 3 Cdls: 4	48-key: 12 24-key: 8 12-key: 3 Cdls: 4	48-key: 12 24-key: 8 12-key: 3 Cdls: 4	48-key: 12 24-key: 8 12-key: 3 Cdls: 4	48-key: 12 24-key: 8 12-key: 3 Cdls: 4	48-key: 12 24-key: 8 12-key: 3 Cdls: 4	48-key: 12 24-key: 8 12-key: 3 Cdls: 4	48-key: 12 24-key: 8 12-key: 3 Cdls: 4
Flash control		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Flash key	Flash/RDL Hookswitch on all phones	24-key: Fixed 12-key: Hookswitch Only	Cdls, 24-key: Fixed 12-key: Hookswitch Only	Cdls, 24 & 48-key: Fixed 12-key: Hookswitch Only	Cdls, 24 & 48-key: Fixed 12-key: Hookswitch Only	Cdls, 24 & 48-key: Fixed 12-key: Hookswitch Only	Cdls, 24 & 48-key: Fixed 12-key: Hookswitch Only	Cdls, 24 & 48-key: Fixed 12-key: Hookswitch Only	Cdls, 24 & 48-key: Fixed 12-key: Hookswitch Only	Cdls, 24 & 48-key: Fixed 12-key: Hookswitch Only	Cdls, 24 & 48-key: Fixed 12-key: Hookswitch Only	Cdls, 24 & 48-key: Fixed 12-key: Hookswitch Only	Cdls, 24 & 48-key: Fixed 12-key: Hookswitch Only	Cdls, 24 & 48-key: Fixed 12-key: Hookswitch Only	Cdls, 24 & 48-key: Fixed 12-key: Hookswitch Only
Flash over CO	Not on Analog Ext.	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Flexible assignment of CO rings		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Flexible Numbering - set relocation, range reassignment	Function 34	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Fob activity logs	(Media Mgmt. — Admin- only)	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Forward timer		YES - system wide	YES - system wide	YES - system wide	YES - system wide	YES - system wide	YES - system wide	YES - system wide	YES - system wide	YES - system wide	YES - system wide	YES - system wide	YES - system wide	YES - system wide	YES - system wide
Greeting - Day & Night		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Greeting - Day2 & Night2		NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Greeting - Holiday		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Greeting - Main	Activate remotely	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Greeting - personal reminder		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Greetings - Personal 1, 2, 3		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Greetings - record Main/ID1	Activate remotely	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Group listening	Can be disabled in F163	24 key: YES 12 key: NO	24 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO	24 & 48 key: YES Cdls & 12 key: NO
Handset volume control		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Hands-free answer back		24 key: YES 12 key: NO	24 key: YES 12 key: NO Cdls: w/headset only	24 & 48 key: YES 12 key: NO Cdls: w/headset only	24 & 48 key & Clds II: YES 12 key: NO Cdls: w/headset only	24 & 48 key & Clds II: YES 12 key: NO Cdls: w/headset only	24 & 48 key & Clds II: YES 12 key: NO Cdls: w/headset only	24 & 48 key & Clds II: YES 12 key: NO Cdls: w/headset only	24 & 48 key & Clds II: YES 12 key: NO Cdls: w/headset only	24 & 48 key & Clds II: YES 12 key: NO Cdls: w/headset only	24 & 48 key & Clds II: YES 12 key: NO Cdls: w/headset only	24 & 48 key & Clds II: YES 12 key: NO Cdls: w/headset only	24 & 48 key & Clds II: YES 12 key: NO Cdls: w/headset only	24 & 48 key & Clds II: YES 12 key: NO Cdls: w/headset only	24 & 48 key & Clds II: YES 12 key: NO Cdls: w/headset only
Headset jack - built in to phone	No need for user PROG 33 if on a Gen II	12 & 24-key: NO	Cdls: YES 12 & 24-key: NO	Cdls & 48-key: YES 12 & 24-key: NO	Cdls & 48-key: YES 12 & 24-key: NO	Cdls & 48-key: YES 12 & 24-key: NO	Cdls & 48-key: YES 12 & 24-key: NO	Cdls & 48-key: YES 12 & 24-key: NO	Cdls & 48-key: YES 12 & 24-key: NO	Cdls & 48-key: YES 12 & 24-key: NO	Cdls & 48-key: YES 12 & 24-key: NO	Cdls & 48-key: YES 12 & 24-key: NO	Cdls & 48-key: YES 12 & 24-key: NO	Cdls & 48-key: YES 12 & 24-key: NO	Cdls & 48-key: YES 12 & 24-key: NO
Headset key (answer)	See Headset Jack	24 key : Prq 12-key: NO	24-key: Prq 12-key: NO Cdls: not needed	24 & 48-key: Prq 12-key: NO Cdls: not needed	24 & 48-key: Prq 12-key: NO Cdls: not needed	24 & 48-key: Prq 12-key: NO Cdls: not needed	24 & 48-key: Prq 12-key: NO Cdls: not needed	24 & 48-key: Prq 12-key: NO Cdls: not needed	24 & 48-key: Prq 12-key: NO Cdls: not needed	24 & 48-key: Prq 12-key: NO Cdls: not needed	24 & 48-key: Prq 12-key: NO Cdls: not needed	24 & 48-key: Prq 12-key: NO Cdls: not needed	24 & 48-key: Prq 12-key: NO Cdls: not needed	24 & 48-key: Prq 12-key: NO Cdls: not needed	24 & 48-key: Prq 12-key: NO Cdls: not needed
Headset mode	See Headset Jack	24 key : Prq 12-key: NO	24-key: Prq 12-key: NO Cdls: automatic	24 & 48-key: Prq 12-key: NO Cdls: automatic	24 & 48-key: Prq 12-key: NO Cdls: automatic	24 & 48-key: Prq 12-key: NO Cdls: automatic	24 & 48-key: Prq 12-key: NO Cdls: automatic	24 & 48-key: Prq 12-key: NO Cdls: automatic	24 & 48-key: Prq 12-key: NO Cdls: automatic	24 & 48-key: Prq 12-key: NO Cdls: automatic	24 & 48-key: Prq 12-key: NO Cdls: automatic	24 & 48-key: Prq 12-key: NO Cdls: automatic	24 & 48-key: Prq 12-key: NO Cdls: automatic	24 & 48-key: Prq 12-key: NO Cdls: automatic	24 & 48-key: Prq 12-key: NO Cdls: automatic
Hearing-aid-compatible phones		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Help tutorial	Verbal User's Guide	YES	12/24-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO	12/24/48-key: YES Cdls: NO
Hold - CO calls		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Hold - exclusive	Personal Hold	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Hold - exclusive hold as default	F163 - new in 2008	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Hold - lamp appearance option	F163 - new in 2008	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Hold - station-to-station		NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Hold key		12 & 24-key: Fixed	ALL phones: Fixed	ALL phones: Fixed	ALL phones: Fixed	ALL phones: Fixed	ALL phones: Fixed	ALL phones: Fixed	ALL phones: Fixed	ALL phones: Fixed	ALL phones: Fixed	ALL phones: Fixed	ALL phones: Fixed	ALL phones: Fixed	ALL phones: Fixed
Hold recall timer		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Hold recall timer - exclusive		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Holiday mode		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Hot dialpad (not on Cdls.)															

Technical and Feature Comparison Chart

Feature	Comments/Notes	IXV20c (w/MM)	ESI C-Plus	ESI C-Plus Executive	ESI 50L	ESI 50		ESI 100		ESI 200		ESI 600		ESI 1000	
		3-digit dial	3-digit	3-digit	3-digit dial	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan
Intercom/line off-hook preference		YES - Progmble	YES - Progmble	YES - Progmble	YES - Progmble	YES - Progmble	YES - Progmble	YES - Progmble	YES - Progmble	YES - Progmble	YES - Progmble	YES - Progmble	YES - Progmble	YES - Progmble	YES - Progmble
IVC Esi-Link card maximum		N/A	N/A	N/A	N/A	Built in - up to 8, sold in sets of 4	Built in - up to 8, sold in sets of 4	1 card - 24 channels Sold in sets of 4, 12, 24	11 cards - 24 channels Sold in sets of 4, 12, 24	1 card - 24 channels Sold in sets of 4, 12, 24	11 cards - 24 channels Sold in sets of 4, 12, 24	2 cards - 48 channels Sold in sets of 4, 12, 24	2 cards - 48 channels Sold in sets of 4, 12, 24	4 cards - 96 channels Sold in sets of 4, 12, 24	4 cards - 96 channels Sold in sets of 4, 12, 24
LCD display	New in 2008 - backlit on 24 & 48-key.	24 key: 2 line 12 key: 1 line	24 key: 2 line Cdis: 2 line 12 key: 1 line	48 key: 3 line 24 key: 2 line Cdis: 2 line 12 key: 1 line	48 key: 3 line 24 key: 2 line Cdis: 2 line 12 key: 1 line	48 key: 3 line 24 key: 2 line Cdis: 2 line 12 key: 1 line	48 key: 3 line 24 key: 2 line Cdis: 2 line 12 key: 1 line	48 key: 3 line 24 key: 2 line Cdis: 2 line 12 key: 1 line	48 key: 3 line 24 key: 2 line Cdis: 2 line 12 key: 1 line	48 key: 3 line 24 key: 2 line Cdis: 2 line 12 key: 1 line	48 key: 3 line 24 key: 2 line Cdis: 2 line 12 key: 1 line	48 key: 3 line 24 key: 2 line Cdis: 2 line 12 key: 1 line	48 key: 3 line 24 key: 2 line Cdis: 2 line 12 key: 1 line	48 key: 3 line 24 key: 2 line Cdis: 2 line 12 key: 1 line	48 key: 3 line 24 key: 2 line Cdis: 2 line 12 key: 1 line
LED - Multicolor		YES	12/24-key: YES Cdis: red only	12/24/48-key: YES Cdis: red only	12/24/48-key: YES Cdis: red only	12/24/48-key: YES Cdis: red only	12/24/48-key: YES Cdis: red only	12/24/48-key: YES Cdis: red only	12/24/48-key: YES Cdis: red only	12/24/48-key: YES Cdis: red only	12/24/48-key: YES Cdis: red only	12/24/48-key: YES Cdis: red only	12/24/48-key: YES Cdis: red only	12/24/48-key: YES Cdis: red only	12/24/48-key: YES Cdis: red only
Line appearances - CO line display in LCD		YES	12/24-key: YES Cdis: NO	12/24/48-key: YES Cdis: NO	12/24/48-key: YES Cdis: NO	12/24/48-key: YES Cdis: NO	12/24/48-key: YES Cdis: NO	12/24/48-key: YES Cdis: NO	12/24/48-key: YES Cdis: NO	12/24/48-key: YES Cdis: NO	12/24/48-key: YES Cdis: NO	12/24/48-key: YES Cdis: NO	12/24/48-key: YES Cdis: NO	12/24/48-key: YES Cdis: NO	12/24/48-key: YES Cdis: NO
Line appearances - programmable DSS key		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Line groups		9, 8 and 7	9, 8 and 7	9, 8 and 7	9, 8 and 71-76	9, 8 and 71-76	9, 8 and 71-76	9, 8 and 71-76	9, 8 and 71-76	9, 8 and 71-76	9, 8 and 71-76	9, 8 and 71-76	9, 8 and 71-76	9, 8 and 71-76	9, 8 and 71-76
Lines - Maximum		6	8	8	16	35	35	42	42	84	84	84	168	84	240
Live recording		24 key: YES 12 key: NO	Cdis, 24 key: YES 12 key: NO	Cdis, 24, 48 key: YES 12 key: NO	Cdis, 24, 48 key: YES 12 key: NO	Cdis, 24, 48 key: YES 12 key: NO	Cdis, 24, 48 key: YES 12 key: NO	Cdis, 24, 48 key: YES 12 key: NO	Cdis, 24, 48 key: YES 12 key: NO	Cdis, 24, 48 key: YES 12 key: NO	Cdis, 24, 48 key: YES 12 key: NO	Cdis, 24, 48 key: YES 12 key: NO	Cdis, 24, 48 key: YES 12 key: NO	Cdis, 24, 48 key: YES 12 key: NO	Cdis, 24, 48 key: YES 12 key: NO
Loop keys		NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Mailbox - Automatic creation		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Mailbox - Broadcast		YES- 1 to all exts	YES- 1 to all exts	YES- 1 to all exts	YES- 1 to all exts	YES- 1 to all exts	YES- 1 to all exts	YES- 1 to all exts	YES- 1 to all exts	YES- 1 to all exts	YES- 1 to all exts	YES- 1 to all exts	YES- 1 to all exts	YES- 1 to all exts	YES- 1 to all exts
Mailbox - Cascade notification		YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 40
Mailbox - Group		NO	NO	NO	YES - 16	YES - 16	YES - 16	YES - 16	YES - 16	YES - 16	YES - 16	YES - 16	YES - 16	YES - 32	YES - 32, Max members:200
Mailbox - Group copy/reply	New in 2008	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Mailbox - Guest/Info		YES - 10	YES - 190 (10 on older systems)	YES - 190 (10 on older systems)	YES - 190	YES - 190	YES - 190	YES - 190	YES - 1000	YES - 190	YES - 1000	YES - 190	YES - 1000	YES - 190	YES - 1000
Mailbox - Maximum Special		21	201 (21 on older systems)	201 (21 on older systems)	227	227	227	227	227	227	227	227	227	243	1125
Mailbox - Maximum Station		14	20	20	40	52	52	84	84	168	192	168	408	168	816
Mailbox - Maximum Total		35	241	241	266	279	1089	311	1121	395	1229	411	1481	411	1941
Mailbox - password		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Mailbox - O & A		NO	NO	NO	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 10	YES - 20
Mailbox - PRI/T1 alarm maintenance		NO	NO	NO	NO	YES - MB# 598	YES - MB# 598	YES - MB# 598	YES - MB# 598	YES - MB# 598	YES - MB# 598	YES - MB# 598	YES - MB# 598	YES - MB# 598	YES - MB# 598
Mailbox - Trunk to Trunk transfer	See "Reach me"	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Media Management		NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Media Manager (users/system)	PC app software	N/A	N/A	N/A	N/A	5	5	10	10	15	15	20	20	30	30
Menu levels - Multiple		2	2	2	6	6	6	6	6	6	6	6	6	6	6
Message - Copy & Move		NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Message - Move & delete		NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Message retrieval - from diff. ext.		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Message - Save as New		NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Message - Urgent delivery		NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Message length - Max		60 min - fixed	60 min - fixed	60 min - fixed	YES: 1 - 60 min	YES: 1 - 60 min	YES: 1 - 60 min	YES: 1 - 60 min	YES: 1 - 60 min	YES: 1 - 60 min	YES: 1 - 60 min	YES: 1 - 60 min	YES: 1 - 60 min	YES: 1 - 60 min	YES: 1 - 60 min
Message monitor	Live call screening	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Message monitor key	Live call screening	24 key: Prg 12-key: NO	Cdis, 24-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO
Message notification - Phone & Pager		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Message retrieval - off-premises		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Message undelete	Recycle Bin	YES - 2 per MB	YES - 5 per MB	YES - 5 per MB	YES - 10 per MB	YES - 10 per MB	YES - 10 per MB	YES - 10 per MB	YES - 10 per MB	YES - 10 per MB	YES - 10 per MB	YES - 10 per MB	YES - 10 per MB	YES - 10 per MB	YES - 10 per MB
Message waiting - analog port		YES - verbal only	YES - verbal only	YES - verbal only	YES - verbal only	YES - verbal only	YES - verbal only	YES - verbal only	YES - verbal only	YES - verbal only	YES - verbal only	YES - verbal only	YES - verbal only	YES - verbal only	YES - verbal only
Message waiting — visual		YES - dig. phones only	YES - dig. phones only	YES - dig. phones only	YES - dig. phones only	YES - IP & dig. phones only	YES - IP & dig. phones only	YES - IP & dig. phones only	YES - IP & dig. phones only	YES - IP & dig. phones only	YES - IP & dig. phones only	YES - IP & dig. phones only	YES - IP & dig. phones only	YES - IP & dig. phones only	YES - IP & dig. phones only
Message waiting ring — audible	Digital phones only	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Missed calls	Caller ID Key	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Modem	Built-in Modem	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Modem port - analog extension		YES	YES	YES	YES	YES	YES	YES - w/optional 684 or A12 PC	YES - w/optional 684 or A12 PC	YES - w/optional 684 or A12 PC	YES - w/optional 684 or A12 PC	YES - w/optional 684 or A12 PC	YES - w/optional 684 or A12 PC	YES - w/optional 684 or A12 PC	YES - w/optional 684 or A12 PC
MOH port - external		YES - 1	YES - 1	YES - 1	YES - 1	YES - 1	YES - 1	YES - 1	YES - 1	YES - 1	YES - 1	YES - 1	YES - 1	YES - 1	YES - 1
MOH Recordings		3 - fixed ; 1 - live 1 - recordable	3 - fixed ; 1 - live 1 - recordable	3 - fixed ; 1 - live 1 - recordable	3 - fixed ; 1-live 9 - recordable	3 - fixed ; 1-live 9 - recordable	3 - fixed ; 1-live 9 - recordable	3 - fixed ; 1-live 9 - recordable	3 - fixed ; 1-live 9 - recordable	3 - fixed ; 1-live 9 - recordable	3 - fixed ; 1-live 9 - recordable	3 - fixed ; 1-live 9 - recordable	3 - fixed ; 1-live 9 - recordable	3 - fixed ; 1-live 9 - recordable	3 - fixed ; 1-live 9 - recordable
Multisite	Esi-Link	NO	NO	NO	NO	YES - w/ Esi-Link IVC	YES - w/ Esi-Link IVC	YES - w/ Esi-Link IVC	YES - w/ Esi-Link IVC	YES - w/ Esi-Link IVC	YES - w/ Esi-Link IVC	YES - w/ Esi-Link IVC	YES - w/ Esi-Link IVC	YES - w/ Esi-Link IVC	YES - w/ Esi-Link IVC
Mute key		24-key: Fixed 12-key: Prg	Cdis, 24-key: Fixed 12-key: Prg	Cdis, 24 & 48-key: Fixed 12-key: Prg	Cdis, 24 & 48-key: Fixed 12-key: Prg	Cdis, 24 & 48-key: Fixed 12-key: Prg	Cdis, 24 & 48-key: Fixed 12-key: Prg	Cdis, 24 & 48-key: Fixed 12-key: Prg	Cdis, 24 & 48-key: Fixed 12-key: Prg	Cdis, 24 & 48-key: Fixed 12-key: Prg	Cdis, 24 & 48-key: Fixed 12-key: Prg	Cdis, 24 & 48-key: Fixed 12-key: Prg	Cdis, 24 & 48-key: Fixed 12-key: Prg	Cdis, 24 & 48-key: Fixed 12-key: Prg	Cdis, 24 & 48-key: Fixed 12-key: Prg
Night bell interface		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Night service (auto and manual)		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
NSP	Network Services Processor	NO	NO	NO	YES - built in	YES - built in	YES - built in	YES - built in	YES - built in	YES - built in	YES - built in	YES - built in	YES - built in	YES - built in	YES - built in
Off-hook ring - live answer	Subdued ring	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Off-premise "Reach me"	Trunk to Trunk	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Off-premise message retrieval		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Off-premise transfer - Auto Attendant	Trunk to Trunk Transfer - AA	YES - with Trk to Trk or Centrex	YES - with Trk to Trk or Centrex	YES - with Trk to Trk or Centrex	YES - with Trk to Trk or Centrex	YES - with Trk to Trk or Centrex	YES - with Trk to Trk or Centrex	YES - with Trk to Trk or Centrex	YES - with Trk to Trk or Centrex	YES - with Trk to Trk or Centrex	YES - with Trk to Trk or Centrex	YES - with Trk to Trk or Centrex	YES - with Trk to Trk or Centrex	YES - with Trk to Trk or Centrex	YES - with Trk to Trk or Centrex
On-hold dialing		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
On-hook dialing		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Open loop detection		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Operator station selection		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Outside dialtone preference		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Override ring key		24-key: Prg 12-key: NO	Cdis, 24-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO	Cdis, 24 & 48-key: Prg 12-key: NO
Page port - (external)		YES - Ext# 199	YES - Ext# 199	YES - Ext# 199	YES - Ext # 599	YES - Ext # 599	YES - Ext # 599	YES - Ext # 599	YES - Ext # 599	YES - Ext # 599	YES - Ext # 599	YES - Ext # 599	YES - Ext # 599	YES - Ext # 599	YES - Ext # 599
Page zones - (internal)		4: 0=all call, 1, 2, 3	4: 0=all call, 1, 2, 3	4: 0=all call, 1, 2, 3	9: 0=all,1-6,8,9	9: 0=all,1-6,8,9	9: 0=all,1-6,8,9	9: 0=all,1-6,8,9	9: 0=all,1-6,8,9	9: 0=all,1-6,8,9	9: 0=all,1-6,8,9	9: 0=all,1-6,8,9	9: 0=all,1-6,8,9	9: 0=all,1-6,8,9	9: 0=all,1-6,8,9
Pager notification		YES - new messages	YES - new messages	YES - new messages	YES - new & urgent messages	YES - new & urgent messages	YES - new & urgent messages	YES - new & urgent messages	YES - new & urgent messages	YES - new & urgent messages	YES - new & urgent messages	YES - new & urgent messages	YES - new & urgent messages	YES - new & urgent messages	YES - new & urgent messages
Paging - All call		YES	YES	YES											

Technical and Feature Comparison Chart

Feature	Comments/Notes	IVX20c (w/VM)	ESI C-Plus	ESI C-Plus Executive	ESI 50L	ESI 50		ESI 100		ESI 200		ESI 600		ESI 1000	
		3-digit dial	3-digit	3-digit	3-digit dial	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan	3-digit dial plan	4-digit dial plan
Transfer - Station-to-station		NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Trunk to Trunk Transfer - Auto Att.		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Trunk to Trunk Transfer - Manual		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
UCD (Uniform call distribution)		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Unified Messaging	(VIP)	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Video Adapters per system		N/A	N/A	N/A	N/A	12	12	12	14	16	16	24	24	32	32
Video recordings	(Media Mgmt.)	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Video Viewer — Advanced (users/system)		N/A	N/A	N/A	N/A	5	5	10	10	15	15	20	20	30	30
Video Viewer — Basic	Requires EPM	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
VIP ACD Agent	PC app software	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
VIP ACD Agent SE	PC app software	NO	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
VIP ACD Supervisor	PC app software	NO	NO	NO	NO	YES - Max. 2	YES - Max. 2	YES - Max. 2	YES - Max. 2	YES - Max. 4	YES - Max. 4	YES - Max. 8	YES - Max. 8	YES - Max. 16	YES - Max. 16
VIP ACD Supervisor - depart. max	PC app software	NO	NO	NO	NO	4	4	4	4	4	4	4	4	4	4
VIP ACD Supervisor SE	PC app software	NO	NO	NO	NO	YES - Max. 2	YES - Max. 2	YES - Max. 2	YES - Max. 2	YES - Max. 4	YES - Max. 4	YES - Max. 8	YES - Max. 8	YES - Max. 16	YES - Max. 16
VIP ACD Supervisor SE - depart. max	PC app software	NO	NO	NO	NO	4	4	4	4	4	4	4	4	4	4
VIP PC Attendant Console	PC app software	NO	NO	NO	YES - 2	YES - 2	YES - 2	YES - 2	YES - 2	YES - 4	YES - 4	YES - 8	YES - 8	YES - 16	YES - 16
VIP PC Attendant Console SE	PC app software	NO	NO	NO	YES - 2	YES - 2	YES - 2	YES - 2	YES - 2	YES - 4	YES - 4	YES - 8	YES - 8	YES - 16	YES - 16
VIP (Basic) & VIP Professional	PC app software	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
VIP (Basic) SE & VIP Professional SE	PC app software	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
VIP Softphone - Local and Remote	PC-based phone, requires USB Headset	NO	NO	NO	NO	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port
VIP Softphone SE - Local and Remote	PC-based phone, requires USB Headset	NO	NO	NO	NO	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port	YES - each Softphone uses IVC station port
Virtual answer key		12 & 24-key: Prq	Cdls, 12, 24-key: Prq	Cdls, 12, 24 & 48-key: Prq	Cdls, 12, 24 & 48-key: Prq	Cdls, 12, 24 & 48-key: Prq	Cdls, 12, 24 & 48-key: Prq	Cdls, 12, 24 & 48-key: Prq	Cdls, 12, 24 & 48-key: Prq	Cdls, 12, 24 & 48-key: Prq	Cdls, 12, 24 & 48-key: Prq	Cdls, 12, 24 & 48-key: Prq	Cdls, 12, 24 & 48-key: Prq	Cdls, 12, 24 & 48-key: Prq	Cdls, 12, 24 & 48-key: Prq
Virtual mailbox key		24-key: YES 12-key: NO	24-key: YES Cdls & 12-key: NO	24 & 48-key: YES Cdls & 12-key: NO	24 & 48-key: YES Cdls & 12-key: NO	24 & 48-key: YES Cdls & 12-key: NO	24 & 48-key: YES Cdls & 12-key: NO	24 & 48-key: YES Cdls & 12-key: NO	24 & 48-key: YES Cdls & 12-key: NO	24 & 48-key: YES Cdls & 12-key: NO	24 & 48-key: YES Cdls & 12-key: NO	24 & 48-key: YES Cdls & 12-key: NO	24 & 48-key: YES Cdls & 12-key: NO	24 & 48-key: YES Cdls & 12-key: NO	24 & 48-key: YES Cdls & 12-key: NO
Voice mail key		24-key: Fixed 12-key: Prq	Cdls, 24-key: Fixed 12-key: Prq	Cdls, 24 & 48-key: Fixed 12-key: Prq	Cdls, 24 & 48-key: Fixed 12-key: Prq	Cdls, 24 & 48-key: Fixed 12-key: Prq	Cdls, 24 & 48-key: Fixed 12-key: Prq	Cdls, 24 & 48-key: Fixed 12-key: Prq	Cdls, 24 & 48-key: Fixed 12-key: Prq	Cdls, 24 & 48-key: Fixed 12-key: Prq	Cdls, 24 & 48-key: Fixed 12-key: Prq	Cdls, 24 & 48-key: Fixed 12-key: Prq	Cdls, 24 & 48-key: Fixed 12-key: Prq	Cdls, 24 & 48-key: Fixed 12-key: Prq	Cdls, 24 & 48-key: Fixed 12-key: Prq
Voice mail ports	Built-in Channels	2	4	4	4	6	6	8	8	16 w/ 140hr. otherwise 24	16 w/ 140hr. otherwise 24	32	32	128	128
Voice mail storage		2hr	6hr	6hr	15 hr CompactFlash	15 or 60 hr CompactFlash	15 or 60 hr CompactFlash	140 hr CompactFlash	140 hr CompactFlash	140hr CompactFlash, 600hr Hard Drive	140hr CompactFlash, 600hr Hard Drive	1200 hr	1200 hr	1200 hr	1200 hr
Voice messages per system		2048	2048	2048	2048	2048	2048	9,728	9,728	9,728	9,728	9,728	9,728	32,000	32,000
Voice Codec Supported	ESI-50 CAN ONLY BE IN NETWORK W/OTHER COMM SERVERS	NO	NO	NO	NO	G.711 - local IP G.726 - remote IP G.726 - ESI-Link	G.711 - local IP G.726 - remote IP G.726 - ESI-Link	G.711 - local IP G.726 - remote IP G.729/G.726 - E-Link	G.711 - local IP G.726 - remote IP G.729/G.726 - E-Link	G.711 - local IP G.726 - remote IP G.729/G.726 - E-Link	G.711 - local IP G.726 - remote IP G.729/G.726 - E-Link	G.711 - local IP G.726 - remote IP G.729/G.726 - E-Link	G.711 - local IP G.726 - remote IP G.729/G.726 - E-Link	G.711 - local IP G.726 - remote IP G.729/G.726 - E-Link	G.711 - local IP G.726 - remote IP G.729/G.726 - E-Link
Wall-mountable Telephone		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES