



# EncoreCX<sup>®</sup>

The Ideal Communications Solution for  
BUSINESS and RESIDENTIAL Applications



# The Scalable, Voice-Centric Communications Platform for BUSINESS and RESIDENTIAL Applications



Whether you are at work or at home, today's diverse environments require advanced communications technology to address new and dynamic ways of facilitating a wide range of voice and data needs. The ability to communicate effectively – in your busy office, home office or an eclectic household – demands a reliable and integrated system designed to improve communication over the telephone and the Internet.

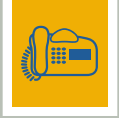
Introducing Inter-Tel® EncoreCX®: The scalable, voice-centric platform for small businesses and large residences.

EncoreCX delivers a host of leading-edge standards that makes communication more manageable for today's small commercial and large residential settings. Whether you operate a retail business, a multi-branch business, a home office or a busy household, EncoreCX offers you a scalable, affordable route to breakthrough technology convergence.

## Opportunities

- Manage multiple devices including digital, wireless and analog, within the same system
- Leverage the powerful telephone system features including voice mail and auto attendant, to better serve clients
- Reduce expenses and streamline business





Complete System Dimensions

## The Scalable Platform for Business and Residential Applications

- Expansion made easy with add-on modules for additional lines and extensions
- Voice mail module for professional messaging services
- Internet Module for shared broadband access
- IP Router Module to support VoIP, IP wireless, IP wired and voice and data applications\*

\*Future release

## Innovative Expansion – Rewarding Solutions

EncoreCX is packed with the technologies you need today, and when your communications requirements change, EncoreCX makes it easy to expand the capabilities of your communications platform without replacing the entire telephone system. Pay for what you need now and protect your future communications investment with the system designed to let you connect existing equipment, add functionality now or later, and grow at your business's pace.

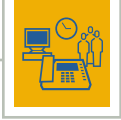
## Revolutionary Design—Effortless Installation

An industry-leading telephone system demands a unique design. EncoreCX features a modern enclosure for both the Central Control Unit (CCU) and the expansion modules, unlike any other. The EncoreCX CCU and add-on modules offer easy access to slots and connectors. Installation is easy. Expansion is simple; because it is hot-swappable, there is no need to power down the system to add or remove modules.

## Sophisticated System Administration

And, EncoreCX can be programmed via your telephones or through an advanced PC-based management application, meaning you don't need an on-site technician every time you require a system programming change.





## Applications

Whether you operate your business from a home office, retail mall, or from multiple locations in your community, this converged communications offering is ideal for small businesses such as restaurants, retail, and convenience stores; and professional business services such as law firms, insurance agencies, small health care facilities and more.



### Small Offices

EncoreCX is first and foremost a traditional PBX system offering all the features, functionality and reliability expected from the small business telephone system you need today. Rich system features such as voice mail, account codes, auto attendant, courtesy service, day/night service, Caller ID, conference, and speed dial, make it possible to project a large company image in the small business market.

### Retail Stores

Retail communications require multi-device options, from analog devices such as credit card terminals and fax machines, to voice/data mobility options—allowing your staff to be more productive. Customize your EncoreCX system to meet your specific business requirements with flexible, cost-effective, modular solutions.

### Residential

Enhance your residential communications with EncoreCX. Imagine your residence with a single system that can manage a complete range of converged voice and data requirements over a single network, while offering the feature-rich phone solution that meets the needs of your busy household.





# Powerful System Feature Telephones

The EncoreCX system offers standard analog and digital telephones that allow easy access to powerful system features such as conference, transfer, personal speed dial and voice messaging. EncoreCX digital telephones offer large display screens and dynamic prompts, as well as automatic headset detection, programmable keys with dual color red and green LED indicators, speaker phone operations, and a parallel modem port.



**ECX 1000W**  
Digital telephone in off-white to match any decor. Optional backlit display available.



**ECX 1000**  
Digital telephone with 8 programmable keys, data port, headset port and speaker.



**ECX 2000:** Digital telephone with 16 programmable keys, backlit LCD display, and Direct Station Select (DSS) expansion connection for optional DSS console.

**ECX DSS:** 32-key DSS console (supported on the ECX 2000 only; limit 8 per system).

## Voice Mobility Options

Applications that require voice mobility are made easy with EncoreCX. Simply add a digital or analog solution to meet your requirements in the home or in the office.



**Inter-Tel Multi-line Cordless Digital Phone**  
900 MHz digital interface cordless phone. Features include 4-line access, Caller ID, voice message indication, dedicated transfer, hold, redial and special buttons, 3 ring tones and vibrate.



**Inter-Tel Single-line Cordless Phone**  
5.8 GHz cordless spread spectrum analog phone. Features include Caller ID, voice mail LED message indication, headset capability and speaker phone.

## EncoreCX System Specifications

### System

Scalable, voice-centric communications platform expandable with modular upgrades (maximum capacity is 20 lines and 40 hybrid analog/digital extensions)

### Configuration

From 2 CO lines and 8 extensions, up to 20 CO lines and 40 extensions

### Ports Module

8 extensions per module with capacity for 4 additional lines per module

### CO Line Module

2 lines per module

### Voice Mail Module

Provides 2, 4 or 8 port options, ranging from 5, 10 and 20 hours storage respectively

### T-1 Interface Module

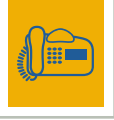
Supports T-1, Fractional T-1, and PRI, up to 24 lines/channels, plus 4 CO lines can be added for a maximum 28 lines

### IP Router Module

Provides mobility, voice/data, VPN and VoIP broadband services\*

\*Future release





# Inter-Tel EncoreCX Features

## System Features

- Account Codes (Forced/Optional)
- Alternative Routing
- Analog Device Support
- Background Music (External MOH)
- Call Barge
- Caller ID Store
- Call Routing
- Central Bell
- Class of Service
- Courtesy Service
- Day/Night Service
- Emergency (911) Service
- Executive/Secretary Service
- Flexible Numbering
- General Call/Ring All
- Hot Line
- Internal Music-On-Hold
- Language (Prompts can be changed to French or Spanish)
- Least-Cost Routing (LCR)
- Long Line Extensions
- Paging (Digital Telephones; Internal/External and Meet Me Page)
- Port Swapping
- Station Message Detail Recording
- System Hold
- System Programming: Station or PC (local/remote)
- System Speed Dial
- Toll Restriction

## Telephone Features

- Auto Answer
- Backlit LCD (on ECX 2000)
- Call Back
- Call Duration Display
- Call Forwarding
- Call Park
- Call Pick Up (incoming)
- Call Redirect
- Call Transfer
- Call Waiting (Internal/External)
- Caller ID Store (Name ID/Number ID)

- Camp on Busy
- CO Line Green/Red LED
- Conference (3 party)
- Display Messaging
- Do-Not-Disturb (DND)
- Extension Lock
- External Call Hold
- External Forwarding
- Forward All
- Forward on Busy
- Forward on No Answer
- Follow Me
- Headset Capability
- Hold
- Hookflash
- Intercom Call
- Internal Call Waiting
- Line Access
- Microphone Mute
- Page
- PA Announcement
- Page All
- Park
- Parked Call Pick Up
- Personal Speed Dial
- Programmable Soft Keys
- Redial
- Reminder Call
- Ringing/Message Waiting Light
- Room Monitor
- Speaker Phone
- Tone Protection
- User-Programmable Ring Tones
- Volume Controls

## Voice Mail Module:

### *The optional Voice Module provides:*

- Call monitor/call screening
- 40 extension voice boxes
- 10 phantom boxes
- 20 group boxes
- 1 general voice mailbox

- Auto Attendant (day/night/weekend/temporary)
- Customizable courtesy service
- Record-A-Call
- Remote Message Notification

## Group Services

- Up to 20 groups each with 16 extensions: Incoming ring groups, hunt groups, internal groups
- Hunt group facilities include: circular, linear and longest idle hunting – log in and out of groups; group forward – group voice boxes

## Additional Options

- Battery Backup (requires only internal battery)
- Door Phone
- Doorstrike
- External Music-On-Hold
- Hearing Aid Compatible Headset

**Power Supply:** 105-125v at 57-63 Hz

**Power Fail:** 50% of CO Lines can be configured to operate direct to line in power fail state

**Battery Back Up:** 12v 7amp supply battery (housed in main system) provides 1 hour operation in average operation mode (battery optional)

## Memory:

- All system configuration and programming contained in protected Flash Memory
- System is dual Flash allowing continued system operation during software upgrades



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Some features and applications mentioned may require a future release and are not available in the initial release. Future product releases and applications are subject to availability and cost. Specific actions are subject to change without notice. Some features may require additional hardware and/or specific software. Copyright 2005, Inter-Tel, Incorporated. All products and services mentioned are the trademarks, service marks, registered marks or registered service marks of their respective owners.

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