Inter-Tel® Encore CX®
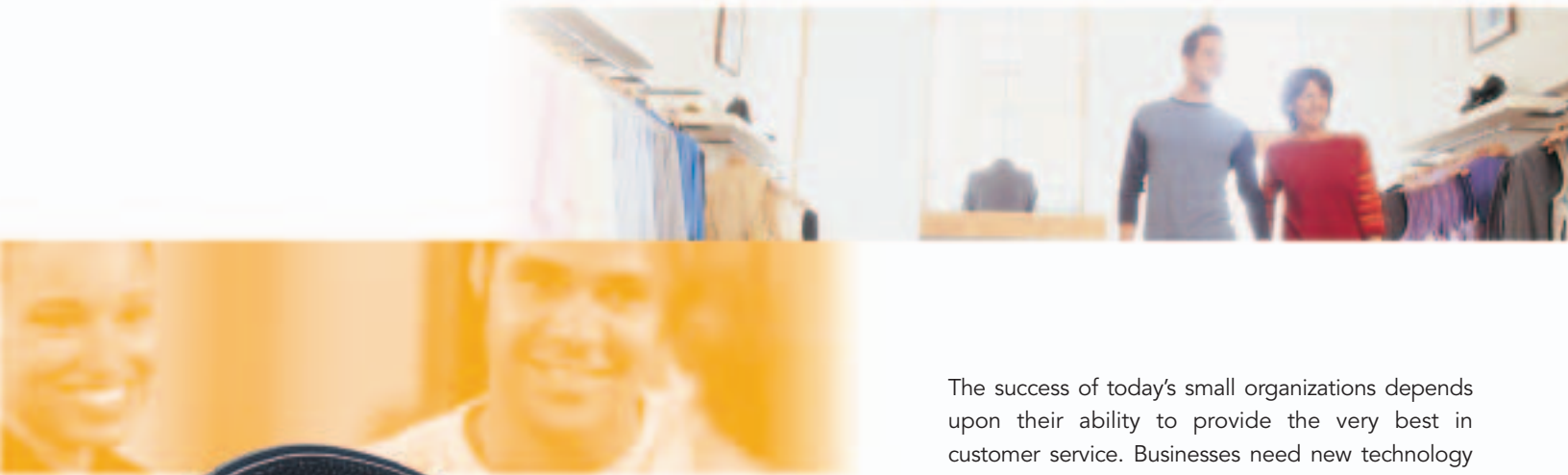
The Scalable Voice-Centric Communications Platform for VOICE, DATA, MOBILITY and IP

The success of today's small organizations depends upon their ability to provide the very best in customer service. Businesses need new technology to address new ways of doing business over both the telephone and the Internet. That's why Inter-Tel has introduced the EncoreCX: The **converged voice and data system** for the **small business** with up to 40 extensions.

The EncoreCX introduces a host of leading-edge standards that make **wireless voice and data, voice over the Internet (VoIP)**, and virtual private networking more manageable for today's small organizations.

Whether you are a retail or small business owner, restaurant owner, multi-branch business, or have a home-based business, the EncoreCX offers you a **scalable, affordable path to convergence**.

Opportunities

▸ Manage multiple devices including IP, digital, wireless and analog, within the same system.

▸ Leverage the powerful telephone system features including voice mail and auto attendant, to better serve clients.

▸ Interconnect sites and manage a range of voice and data requirements over a single network.

▸ Reduce expenses and streamline business.

INTER-TEL®

Innovative Expansion – Rewarding Solutions

The EncoreCX is packed with the technologies you need today, and when your communications requirements change, the 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. The 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:** Add or remove modules easily and, because it is hot-swappable, there is no need to power down the system.

Sophisticated System Administration

And, the 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 want to make a system programming change.

Scalability and Solutions

▸ Additional Ports Modules for business expansion

▸ Voice Mail Module for professional messaging services

▸ Internet Module for shared broadband access

▸ Advanced Router Module to support VoIP, IP wireless, IP wired, and voice and data applications*

*Future Release

Business Applications

Picture yourself with the EncoreCX system. 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

The 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.

▸ Branch Locations

Stay connected to your customers. When your business grows to multiple locations, take advantage of interconnecting your sites and managing a complete range of voice and data requirements over a single network. With the EncoreCX system you can, for example, support VPN voice and data traffic over ADSL Internet connections.*

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 100:** Standard digial telephone with Caller ID and pre-programmed feature keys

▸ **ECX 1000:** Digital telephone with 8 programmable keys

(Also available in off-white; not shown)

▸ **ECX 2000:** Digital telephone with 16 programmable keys, backlit LCD display, and DSS expansion module connections

▸ **ECX DSS:** 32-key Direct Station Select console (supported on the ECX2000 only; limit 8 per system)

Voice Mobility Options*

Employees who can't be at their desk every minute require voice mobility within the work environment. Add wireless telephones to your business with the Advanced Router option, designed to support up to 16 extensions.

*Future Release

▸ **Inter-Tel Cordless Phone:** Up to 35 channels available.

EncoreCX System Specifications

System: Scalable Voice Centric communications platform catering to up to 40 users, with transitional approach to IP using optional router upgrades.

Base Configuration: 2 CO lines and 8 extensions, expandable to 20 CO lines and 40 extensions

Ports Module: 8 extensions per module (maximum capacity is 40 hybrid analog/digital extensions)

CO Line Module: 2 lines per module to a maximum 20 lines

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

T1 Interface Module: Supports T1, Fractional T1, and PRI, up to 24 lines/channels, plus 4 CO lines can be added for a maximum 28 lines

Internet Module: Provides shared broadband internet access

Advanced Router Module: Provides mobility, voice/data, VPN and VoIP functions*

EncoreCX Features

System Features
- Account Codes (Forced/Optional)
- Alternative Routing
- Analog Device Support
- Background Music (MOH)
- 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
- 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 ECX2000)
- Call Back
- Call Barge
- 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 Greed/Red LED
- Conference (3 party)
- Cordless Telephone Interface
- Display Messaging
- Do-Not-Disturb
- 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
- Saved Number Redial
- Speaker Phone
- Tone Protection
- User-Programmable Ring Tones
- Volume Controls

Voice Mail Module:
The optional Voice Module provides:
- Call monitor
- 40 extension voice boxes
- 10 phantom boxes
- 20 group boxes
- General voice mail box
- Auto attendant (day/night/weekend)
- Customized courtesy service
- Record-a-Call

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

*Future Release

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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. Specifications are subject to change without notice. Some features may require additional hardware and/or specific software.