

# ESI-100 Communications Server



## System highlights *(maximum capacities shown)*

Total stations	84
IP stations	72
Digital stations	48
Analog stations	28
Call-processing ports	108
Central Office (CO) lines	42
Digital line cards (T1/PRI)	1
Voice mail ports	8
Voice storage (hours)	Up to 140
Station/special-purpose mailboxes	1,121
Conference ports (16 members/conference)	16
Built-in automatic call distribution (ACD)	Yes
Shared-office tenanting (tenants)	2
ESI Presence Management	Optional
VIP applications	Optional
Mirrored Memory Module (M3) backup	n/a

## Plus other ESI Communications Server features:

- Both digital and IP-based
- Standards-based design (including SIP support)
- ESI's Verbal User Guide™
- Six-level, 100-branch automated attendant
- Automatic call distribution (ACD)
- ESI phones
  - Desktop and cordless models
  - Digital and IP
- ESI options
  - ESI Presence Management™
  - VIP™ family of applications
- Optional IP-based features, including Esi-Link (combines up to 100 ESI systems into one)



## Four angle positions

An ESI desktop Feature Phone has four-position tilt and is wall-mountable.



We Make It Easy To Communicate

[www.esicomservers.com](http://www.esicomservers.com)

# ESI-100 Communications Server

Unless indicated by the ☺ symbol, items and capacities shown are common to all ESI Communications Servers.

## Growth capabilities

- 108 call-processing ports ☺
- Eight voice mail channels; 70 or 140 hours of message storage ☺
- Support for dozens of ESI Phones in varying combinations, digital and IP, depending on installation (all-IP: 72 stations; all-digital: 48 stations)
- Up to two tenants ☺
- Up to 100 networked Esi-Link-enabled systems
- Up to 28 fully functional analog ports ☺
- Up to eight 60-Key Expansion Consoles ☺
- Three-digit and four-digit flexible numbering plans

## Standards-based design

- SIP, G.711, G.726, and G.729 compression; 802.11 100-Base-TX Ethernet; 802.3af Power Over Ethernet; UDP; DHCP
- QoS: 802.1p prioritization; 802.1q VLAN; DiffServ

## Call handling

- Enhanced Caller ID<sup>1</sup> allows one-touch automatic message return with ESI Feature Phones (supports basic Caller ID features on non-ESI analog phones)
- Account codes for greater accountability
- Intelligent Call Forwarding™ sends original caller's Caller ID information to off-premises number (requires ISDN PRI line)
- Caller ID key shows Caller ID for last 25 callers, for one-touch call return<sup>1</sup>
- Live call recording of any conversation or personal "voice memo"; allows moving and copying recordings to others' mailboxes (auto-recording<sup>2</sup> available with optional VIP family of applications)
- 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<sup>1</sup>
- Virtual Answer Key™ for recording custom greetings to handle select callers when they're in call waiting
- Up to 16 conference callers (maximum of 16 persons per conference) ☺
- Background announce
- Trunk-to-trunk transfer
- Music/message-on-hold (MOH) port and 12 MOH tracks, three pre-recorded and nine customizable
- Dedicated overhead paging interface
- QuickPage™ for paging notification of held calls

## ESI's Verbal User Guide™

- **HELP** key on ESI desktop phone provides assistance
- Thousands of prompts for users, administrators, and installers

## Built-in voice mail

- Eight voice mail channels; 70 or 140 hours of message storage ☺
- Blue **VOICE MAIL** key on ESI desktop Feature Phone<sup>3</sup>
- Off-premises message delivery (cell phone or pager)
- Urgent message notification
- Multiple mailbox types, including group, broadcast, informational, cascade notification, guest, and Q & A
- Can restore each mailbox's 10 most recently deleted messages
- Quick Groups™ for one-step moving of a voice message to other user mailboxes
- Quick Move™ for saving a message to other user mailboxes during call recording
- Virtual Mailbox Key™ for monitoring of additional mailboxes
- Off-premises "reach-me" can let someone forwarded to a voice mailbox still reach the called party at a designated number
- AutoPage™ for alerting users over Feature Phone speakers (or, if connected, overhead paging system)

## Automated attendant

- Six levels, 100 branches; includes off-premises transfer
- Automated trunk-to-trunk transfer

## Automatic call distribution (ACD)

- Routes calls within designated departments based on agent availability
- Reporting
- ACD queue prioritization and overflow routing

## Shared-office tenanting

- Up to two tenants ☺
- Assignment of CO lines
- Each station and ACD department can be assigned to one tenant
- Auto attendant can have different greetings, day/night settings, and routing to specific locations, just as if each tenant had its own system
- Separate operator positions for each tenant, or centralized answering

## ESI Feature Phones

- Different models for varying needs
  - 48-Key Feature Phone in multiple versions: Digital and IP (local/remote with 802.3af Power Over Ethernet)
  - 24-Key Digital Feature Phone
  - 12-Key Digital Feature Phone
  - Cordless Handsets in Digital, (local) IP, and Remote IP versions
- Dedicated feature keys
- Headset operation<sup>4</sup>
  - 48-Key Feature Phones and Cordless Handsets each include headset jack
- Features specific to desktop Feature Phones:
  - Four-position tilt; wall-mountable
  - Rugged design resists abuse, spills
  - Large display and built-in speakerphone<sup>5</sup>
  - Up to 30 programmable feature keys
  - Volume/scroll keys
  - Esi-Dex™ speed-dialing
    - Three separate numbers lists: Personal Dex, Station Dex and System Dex (uses Caller ID<sup>1</sup> information or direct keypad entries)
    - Location Dex shows Esi-Link and remote station locations (if applicable)
    - Feature Dex for use with programmable feature keys

## Optional ESI Presence Management

- Works with ESI phone system to help you manage comings and goings into your facility and maintain security
- Shows who is and isn't on the premises, avoiding wasted pages
- Used with optional *ESI TimeLine™* software, can help eliminate payroll errors and the need for physical time cards

## Optional VIP applications for Windows®

- *VIP* (Visually Integrated Phone) and *VIP Professional*
  - On-screen interface for call-handling with all ESI features associated with normal Feature Phone use, as well as programming Feature Phone
  - Manages voice mail, e-mail, and fax messages from within *Microsoft Outlook*<sup>5</sup>
  - Allows archiving voice mail messages to .WAV files
  - TAPI support (Basic Telephony Service) for use with *Outlook* and other TAPI-compliant software, such as *ACT!*<sup>6</sup> and *GoldMine*<sup>6</sup>, to provide outbound dialing, "screen pops," and more
  - *VIP Professional* adds more detailed interface, auto-recording<sup>2</sup>, one-touch callback, text-messaging, station status, and more
- *VIP PC Attendant Console*
  - All features of *VIP Professional*
  - On-screen management of phone system activity
  - Shows up to 200 stations, ☺ voice mailboxes, and departments at a time, using same color-coding scheme as physical Expansion Console
  - Displays "OUT" status for off-premises users when used with optional ESI Presence Management
  - Lets multi-tasking attendant keep eyes on work, yet still handle calls
- *VIP ACD Supervisor*
  - All features of *VIP Professional*
  - On-screen, real-time department performance
  - On-screen agent status
  - Built-in management reports
  - Ability to create custom reports<sup>7</sup>
- *VIP ACD Agent*
  - All features of *VIP Professional*
  - On-screen agent status
- *VIP Softphone*
  - Features of *VIP Professional*
  - On-screen access to ESI Feature Phone
  - Audio via PC
  - Virtual Button Window provides single-click, color-coded access to 30 extensions, mailboxes, departments, and speed-dial numbers

## Optional IP-related features

- Esi-Link connects up to 100 compatible ESI phone systems (or non-ESI phone systems, using ESI's IP Gateway) over WAN or the Internet, so they work as one large phone system
- Desktop IP Phone provides full ESI feature set via IP, either locally or at remote location; uses industry-standard G.711 and G.726 compression to reduce bandwidth requirements<sup>7</sup>
- System maintenance via built-in LAN/WAN connection



## Growth capabilities

The ESI-100 architecture allows expansion when required. The Base Cabinet and optional "piggybacking" Expansion Cabinet are wall-mountable and require very little space in your phone closet.

To learn more about ESI Communications Servers, consult their brochure<sup>8</sup> or visit [www.esicomservers.com/CS](http://www.esicomservers.com/CS).

1. Caller ID information available if your telephone service provides it. Contact your provider for details. 2. Auto-recording requires *VIP Professional*-compatible application and optional license. 3. Except for 12-Key Digital Feature Phone, on which voice mail is accessed via a programmable feature key. 4. Not on 12-Key Digital Feature Phone. 5. *Outlook 2000, 2002, 2003, or 2007* required. 6. Creation of custom reports requires *Crystal Reports™ (Standard Edition or Professional Edition)*. 7. Certain minimum LAN/WAN bandwidth and data latency requirements apply. 8. ESI document 0450-1052, available from your ESI Reseller or [www.esicomservers.com/brochures](http://www.esicomservers.com/brochures).

Copyright © 2007 ESI (Estech Systems, Inc.). *IVX* is a registered trademark, and *Esi-Dex*, *Intelligent Call Forwarding*, *Quick Groups*, *Quick Move*, *Quick Call*, *VIP*, *VIP Professional*, *VIP PC Attendant Console*, *Virtual Answer Key*, *Virtual Mailbox Key*, *AutoPage*, *QuickPage*, and *Verbal User Guide* are trademarks of ESI. Other trade names mentioned herein are trademarks of their respective owners. ESI phone systems are protected by various U.S. Patents, granted and pending. ESI is an ISO 9001:2000-certified company. Product details and features described herein are subject to change without notice. Some features may not be available at initial release. Equipment rack not included. More information on ESI and its products is available at [www.esicomservers.com](http://www.esicomservers.com).

