

esi Communications Servers



We Make It Easy To Communicate

The superior communication power that your office needs — today and tomorrow.

The science behind ESI Communications Servers is sophisticated, yet simple: each supports both digital functionality and IP-to-the-desktop, in any desired combination. ESI Communications Servers come in several models which vary primarily in capacity. Chances are that one will be just right for your workplace's particular communications needs. Take just a few moments to learn how much an ESI Communications Server can do for your business. Then, for more details, consult your Certified ESI Reseller or visit www.esi-estech.com.

An amazingly capable business communications system.

The innovative design of each ESI Communications Server means all vital business communications features you need are built-in — not added-on.¹

- A highly advanced, expandable phone system with extensive, unique call-handling features.
- A tremendously flexible architecture that fully supports both digital- and IP-based communications.
- Superior voice mail capabilities with exceptional features and messaging options.
- A multi-level, highly customizable automated attendant for call routing.
- Automated call distribution (ACD) to maximize your callers' convenience.

Grows with your business — intelligently.

Whether you have many users and outside lines, just a handful of each, or something in-between, an ESI Communications Server grows with you. For modest call-handling needs, a smaller ESI system may do. From there, ESI's larger platforms allow additional growth and customization. ESI's patented, built-in voice mail maximizes both call-handling and voice mail storage. As your communications needs grow, you can easily and inexpensively add lines (including high-capacity trunks), phones, and special options — if and when you need them.

Flexible enough to do the job, now and in the future.

An ESI Communications Server is a *fully flexible platform*. It can be as digital-based, IP-based, or combined (digital- *and* IP-based) as you require. ESI has valuable experience with this technology: we were one of the first in our industry to create purely IP-based phone systems, as well as to add IP capability to digital systems.

All ESI desktop phone models, both digital- and IP-based, provide advanced ESI phone features. This lets you tailor the phone choice to each user's individual needs.

ESI desktop digital phones provide superb, proven performance, and quickly plug into any digital phone jack.

Want to save yourself the trouble and expense of wiring new phone outlets? ESI's state-of-the-art desktop IP phones work from anywhere on your network. They also can go to most remote sites with broadband service, so executives and others can work from home while still having access to the office phone system and ESI features.

Do you have multiple locations? You can connect up to 100 IP-enabled ESI systems on an **Esi-Link™** network for more convenient communications and significant long-distance savings.

In short: an ESI Communications Server can meet your business communications requirements today and for years to come.

A business communications system you'll actually enjoy using.

At ESI, we design communications systems for how people *really* use them. ESI phones are easy to use and program, for your employees' maximum efficiency. The exclusive Verbal User Guide is on every ESI desktop phone: just press the help key.

To learn more about the available ESI phones, visit www.esi-estech.com.



An ESI Communications Server works harder so your team can work smarter.

Unique message handling.

ESI's patented voice message features make it simple to store information and share it with your team. The **Quick Groups™** feature lets you easily create a voice mail distribution group on the fly. Press your ESI phone's **RECORD** key to record any call — even conference calls and personal reminders. You also can screen incoming calls, just as you do with your home answering machine.

Auto attendant or live voice.

The sophisticated **automated attendant** has six levels and 100 branches. This lets you set up auto-answering that conveniently routes callers to desired destinations, whether internal or external. Even if you prefer to answer calls “live,” the auto attendant can help with overflow situations — so calls are always answered.

Shared-office tenanting.

The **shared-office tenanting** feature lets multiple organizations in a shared-office environment use the same ESI system while still “appearing” to be separate and distinct entities.

Smarter handling of emergency calls.

We hope you never need to use it but, if you do, ESI's enhanced 911 (E911) support is there — giving you peace of mind. Outgoing 9-1-1 calls automatically take priority over all other traffic on the system, which automatically notifies your key personnel of the emergency. ESI's E911 support also ensures that each extension, even if it's a remote IP phone, can be programmed so that the extension's correct location information can be made available to the Public Safety Answering Point (PSAP). This means emergency responders can have the information they need to arrive at the right location.

Intelligent Caller ID.

See at a glance who's calling (or who's on call-waiting). ESI's patented technology even stores Caller ID² information with each voice message. Use the advanced speed-dial capabilities for one-touch storage of caller information for callback any time. Set a **Caller ID key** and you can view Caller ID information from any of your 25 most recently received calls, and return each call with a keytouch.

Automatic call distribution made easy.

The built-in, robust automatic call distribution (ACD) manages calls coming into many different departments. Easily program handling and distribution of calls (including those waiting in queue), and monitor how efficiently your inbound calls are being managed. Incidentally, ACD is for businesses of all sizes, because even just one extension can benefit from its advantages. If you're in business and you take phone calls, ACD will improve your communications with your customers and prospects.

Reaching employees when they roam.

An ESI Communications Server makes it easier to reach employees. You can “twin” an extension with a second number, so an incoming call rings both phones. The additional number can be either an internal extension or an off-premises number, such as a cell phone or home phone.

Data redundancy.

The **M3** (Mirrored Memory Module)³ employs proven RAID technology to provide constant, automatic backup of all system data — including recordings, system programming, speed-dial numbers, and voice mail messages and prompts.

Intelligent Call Forwarding™

ESI's **Intelligent Call Forwarding**⁴ lets you forward an outside call directly to a cellular phone, branch office, or answering service with the caller's Caller ID² information rather than yours. That way, the person to whom the call is forwarded knows who's really calling.

Multi-site networking options.

Esi-Link brings your remote offices closer together by joining multiple locations, whether across town or across the country, into what effectively is one big ESI system. Connect up to 100 locations across your WAN or over the Internet without dedicated lines or long-distance toll charges.

Convenient IP phone choices.

ESI's desktop IP phones provide "on-site" functionality, both in the office and in most sites with broadband access. Busy executives can work from home while still "on" the office phone system. ESI desktop IP phones' remote capabilities also are perfect for satellite offices. Prefer a cordless IP set? Choose an ESI Cordless IP Handset II (local IP or remote IP version). Often on the road? Use the optional, PC-based *VIP 7 Softphone*⁵

SIP trunking.

Among the many capabilities available on an IP-enabled ESI Communications Server is Session Initiated Protocol (SIP) trunking. Offered by a growing number of Internet telephony service providers (ITSPs), SIP trunking uses IP to connect business communications systems to the public telephone network, which may provide significant cost savings over your current services. Your ESI Reseller will help you select an ITSP that's appropriate for your location and communications needs.

ESI-exclusive Virtual Answer.

ESI's unique **Virtual Answer**[™] lets you use special greetings to help you courteously handle high call volume, based on who's calling. If on a call, send a second caller to your mailbox by pressing one of two **Virtual Answer Keys**[™]. One of two special greetings advises the second caller of your busy status (or other delay in answering). By defining which greeting plays, you give the second caller the option to wait on hold or select an alternate choice — such as leaving a voice message, dialing another extension, or being routed to an outside number — based simply on which digit the caller presses.

Easy, secure maintenance and updates.

Perform system maintenance via modem, direct connection, or the LAN/WAN. Your system administrator (or other authorized personnel) can also use convenient ESI software to manage system settings. System updates are easily accomplished through software downloads. ESI systems are fully self-contained, for higher reliability and more security.

Standards-based design.

To ensure the best audio quality for IP users, each ESI Communications Server employs all applicable industry standards. These include: Layer 2 Quality of Service (QoS) support through compliance with 802.1p for voice packet prioritization and 802.1q for VLAN (Layer 2) support; Layer 3 QoS support via DiffServ; User Datagram Protocol (UDP); packet compression that's compliant with G.711, G.726, and G.729⁶; 802.3 100Base-TX Ethernet[®] interfaces; 802.3af Power over Ethernet (PoE); Dynamic Host Configuration Protocol (DHCP) to conserve IP addresses within your LAN; and Session Initiated Protocol (SIP) to support SIP-compliant third-party IP telephones and SIP trunking.

ESI options make your office more efficient.



ESI Presence Management combines RF scanning technology and ESI's award-winning communications systems to offer presence status, call control, entrance security, and documented tracking of users' work hours and attendance history. A third-party PC software application works with ESI Presence Management for complete time and attendance management.



ESI Media Management gives authorized users access to call recordings, live and recorded video, system call activity data, and ESI Presence Management access records. The easy-to-use PC software includes built-in filtering and archiving capabilities. ESI Media Management is a "must-have" for any organization that wants to improve security, enhance productivity, control costs, and reduce inherent risks.



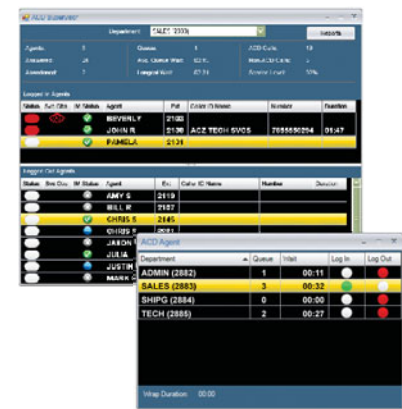
ESI Mobile Messaging combines the advanced capabilities of an ESI Communications Server with the convenience of your existing e-mail account. When you receive a message (a voice mail or a recording) at an extension or guest mailbox, you also receive an e-mailed notification to which a .WAV file of the message is attached. ESI Mobile Messaging also lets you quickly listen to a message on your PC or "smart" cell phone, share messages, choose which messages to handle and how to handle them, and much more.⁷



VIP 7™ (VIP stands for *Visually Integrated Phone*) helps you manage your ESI voice mail and contacts from your PC. Make and take calls, including speed-dialing, from VIP 7's Quick Contact List. VIP 7 also displays voice mail, call logs, and has other special features such as instant messaging and color-coded monitoring of station status. And **VIP 7 Softphone** (*sboun*) gives you not only all these features but also the capabilities of an ESI desktop IP phone — particularly useful in remote locations.⁵



VIP 7 PC Attendant Console enables control of incoming and held calls directly from the PC screen. Everything the attendant needs to handle call traffic efficiently is just a mouse-click away. Use the friendly interface to transfer calls and set up conference calls. Color-coding shows individual stations' status. If used with ESI Presence Management, **VIP 7 PC Attendant Console** even shows users' "in/out" status.⁵



VIP 7 ACD Supervisor provides various tools for better managing the unique needs of an ACD department. **VIP 7 ACD Supervisor** gives authorized users a view of real-time department performance and agent status; it also provides built-in management reports, as well as the ability to create custom reports.⁸ To enhance your employees' teamwork, **VIP 7 ACD Agent** provides one-click access to fellow agents' status. Each **VIP 7 ACD** application also has all **VIP 7** features.⁵



A history of success.

Founded in 1987, ESI specializes in innovative communications systems for businesses of various sizes, and pioneered the all-in-one phone/voice mail system. Since its earliest days, ESI has enjoyed exceptional stability and financial strength, while taking care of the most important part of the equation: your business. Our industry has repeatedly praised ESI products for their mix of user-friendly features, advanced technology, and reliability. ESI products are available through a nationwide network of carefully selected Resellers.



Scan me
for instant access to the
ESI Web site.
(QR code app required.)

Regardless of the model you select, each ESI Communications Server includes many unique features to enhance your business communications. To learn more, consult your local Certified ESI Reseller or visit www.esi-estech.com.

1. To support certain ESI Communications Server features, the entry-level ESI-50L Communications Server must be upgraded to an ESI-50 Communications Server; for more details about this, please consult your Certified ESI Reseller. 2. Caller ID information available if your telephone service provides it. Contact your provider for details. 3. Standard on the ESI-1000; optional on the ESI-600 and ESI-200. 4. Intelligent Call Forwarding requires a PRI digital line or SIP trunks. 5. For more details, consult the brochure for the appropriate VIP 7 application. 6. 6.729 not supported on ESI-50. 7. Cellular phone and screen view depicted for demonstration purposes only; the image shown to illustrate ESI Mobile Messaging neither indicates nor implies an endorsement of ESI, or ESI Mobile Messaging, by any particular cellular phone maker or cellular service provider. 8. Creation of custom reports requires third-party report generation tool.

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