

# 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) <sup>1</sup>	1
Voice mail ports	8
Voice storage (hours)	Up to 140
Station/special-purpose mailboxes	1,121
Conference ports (16 members/conference)	16
Shared-office tenanting (tenants)	2
ESI Bluetooth® Voice Integration	Optional
ESI Presence Management	Optional
ESI Media Management	Optional
ESI Mobile Messaging	Optional
VIP applications	Optional
Mirrored Memory Module (M3) backup	n/a

## Plus other ESI Communications Server features:

- Both digital and IP-based
- Standard-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
  - Some models available with backlit displays
- 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.



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# ESI-100 Communications Server

Unless indicated by the ☺ symbol, items and capacities shown are common to all ESI Communications Servers.<sup>2</sup>

## Growth capabilities

- 108 call-processing ports ☺
- Eight voice mail channels; 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 ☺
- System maintenance via built-in LAN/WAN connection
- Optional SIP trunking

## Standards-based design

- SIP, G.711, G.726, and G.729<sup>3</sup> ☺ 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>4</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<sup>4</sup> information to off-premises number (requires PRI line)
- Caller ID key shows Caller ID<sup>4</sup> for last 25 callers, for one-touch call return
- Live call recording of any conversation or personal "voice memo"; allows moving and copying recordings to others' mailboxes (auto-recording<sup>5</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>4</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 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
- Loop keys for easily managing multiple calls simultaneously

## 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; 140 hours of message storage ☺
- Blue **VOICE MAIL** key on ESI desktop Feature Phone<sup>6</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 tenancing

- 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<sup>7</sup> in multiple versions: Digital and IP (local/remote with 802.3af Power Over Ethernet)
  - 24-Key Digital Feature Phone<sup>7</sup>
  - 12-Key Digital Feature Phone<sup>7</sup>
  - Cordless Handset II in Digital, (local) IP, and Remote IP versions
- Dedicated feature keys
- Headset operation<sup>8</sup>
  - Each 48-Key Feature Phone and Cordless Handset II includes 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>8</sup>
  - Up to 30 programmable feature keys
  - Volume/scroll keys
- Esi-Dex™ speed-dialing (desktop Feature Phones<sup>8</sup> only)
  - Three separate numbers lists: Personal Dex, Station Dex, and System Dex (using Caller ID<sup>4</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 Bluetooth Voice Integration

- ESI Cellular Management lets you use an ESI phone to manage calls to and from a Bluetooth-enabled cell phone
- ESI Bluetooth Headset Interface "pairs" your Bluetooth headset to your ESI phone, allowing you to answer, originate, and terminate calls seamlessly, using the headset

## Optional ESI Presence Management

- Works with ESI 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 third-party software<sup>9</sup>, can help eliminate payroll errors and the need for physical time cards
- Access data can be archived (with optional ESI Media Management)

## Optional ESI Media Management

- Provides software and hardware to monitor workplace and (with ESI Presence Management) help you control access
- Lets authorized supervisors perform call recording/monitoring to help improve your employees' customer service and efficiency
- Allows review of footage captured by standard video cameras throughout your building
- Archives system-created video, audio, and data for off-system storage

## Optional ESI Mobile Messaging

- Works with any standard e-mail client application
- User-selectable ability to receive messages (voice mails and recordings) as .WAV attachments
- Gains additional features when used with optional VIP applications

## Optional VIP applications for Windows®

- Each available in standalone and Outlook®-integrated editions<sup>10</sup>; all editions use contacts from Outlook
- 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 directly from your PC
  - 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!® and GoldMine®, to provide outbound dialing, "screen pops," and more
  - VIP Professional adds more detailed interface, auto-recording<sup>5</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>11</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 systems over WAN or the Internet, so they work as one large system
- Desktop IP Phone provides full ESI feature set via IP, either locally or at remote location; uses industry-standard compression to reduce bandwidth requirements<sup>12</sup>



## 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>13</sup> or visit [www.esicomservers.com/CS](http://www.esicomservers.com/CS).

1. PRI on ESI-50; PRI and T1 on ESI-100, ESI-200, ESI-600, and ESI-1000. 2. 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. 3. G.729 not supported on ESI-50. 4. Caller ID information available if your telephone service provides it. Contact your provider for details. 5. Auto-recording requires VIP Professional-compatible application and optional license. 6. Except for 12-Key Digital Feature Phone, on which voice mail is accessed via a programmable feature key. 7. Available with backlit display; 48-Key Feature Phone with backlit display features adjustable backlighting and a full-duplex speakerphone. 8. Not on 12-Key Digital Feature Phone. 9. Sold and supported by Wasp Barcode Technologies ([www.waspbarcode.com](http://www.waspbarcode.com)). 10. Outlook-integrated edition requires Outlook 2000, 2002, 2003, or 2007. 11. Creation of custom reports requires Crystal Reports™ (Standard Edition or Professional Edition). 12. Certain minimum LAN/WAN bandwidth and data latency requirements apply. 13. ESI document 0450-1052, available from your ESI Reseller or [www.esicomservers.com/brochures](http://www.esicomservers.com/brochures).

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