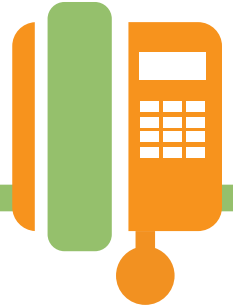


# ESI Communications Servers

Powerful business communications  
for today and tomorrow.



*ESI is a premier provider of on-premises and cloud-based unified communications solutions for small to mid-sized businesses. ESI offers uniquely innovative and integrated solutions that enable partners to differentiate and deliver simple and affordable VoIP communications that enhance the customer experience.*

## Take advantage of SIP trunking

**SIP trunking** (using *Session Initiation Protocol*) converges your existing telephone infrastructure onto your data network, for high-quality voice communications. **ESI SIP trunking** gives you the ability to combine voice and data, so you can reduce your monthly expenses by up to 50%, getting rid of legacy analog lines. Your company can experience the benefits of SIP, increasing business productivity and reducing communications costs. Add ESI SIP trunking to your ESI Communications Server and save.

Here are some benefits of SIP trunking:

- Unlimited local and long-distance calling.
- On-demand audio conferencing.
- Disaster recovery.
- Flexibility and scalability.



At ESI, we understand that every dollar spent on your business is an investment. A business phone system is no exception.

**ESI Communications Servers** are sophisticated, yet simple solutions that give you the flexibility of both digital functionality and IP-to-the-desktop in any desired combination. ESI Communications Servers come in several models that vary primarily in capacity. Chances are that one will be just right for your workplace's particular communications needs.

## Making your communications simple

With an ESI Communications Server, all your vital business communications features are built-in — not added on. ESI delivers systems that make business communications simple and intuitive with the ability to grow with your business.

- Highly advanced, scalable phone system with unique call-handling features.
- Flexible architecture that fully supports both digital and IP-based communications.
- Extensive voice mail capabilities with advanced features and messaging options.
- A multi-level, highly customizable auto attendant for efficient call routing.
- Full-featured automated call distribution (ACD) to ensure every call is routed to the right person the first time.
- An easily scalable system to meet the demands of your growing business.

ESI phones are easy to use and intuitive to program, enabling users to be more productive and efficient. The exclusive Verbal User Guide™ is on every ESI desktop phone: just press the **HELP** key. ESI phones also have additional business features to help your team be productive.

## Advanced features to support your growing business

### 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.

### Auto attendant or live voice

The **automated attendant** has six levels and 100 branches, enabling you to set up auto-answering that conveniently routes callers to desired destinations and provides overflow support for "live"-answer — 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 appearing to be separate and distinct entities.

### Intelligent Caller ID

See at a glance who is calling. ESI's patented technology even stores Caller ID<sup>1</sup> information with each voice message. Use the advanced speed-dial capabilities for one-touch storage of caller information for callback any time.

### Automatic call distribution made easy

Automatic call distribution (ACD) is a call management feature that helps streamline incoming calls into multiple departments, routing callers to the right person every time.



### Stay connected with employees

You can duplicate 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)<sup>2</sup> 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**<sup>3</sup> lets you forward an outside call directly with the caller's Caller ID<sup>1</sup> information rather than yours. That way, the person to whom the call is forwarded knows who is 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.

Regardless of the model you select, each ESI Communications Server has many unique features to enhance your business communications. To learn more, consult your local Certified ESI Reseller or visit [www.esi-estech.com](http://www.esi-estech.com).

### ESI-exclusive Virtual Answer

ESI's unique **Virtual Answer™** lets you use special greetings to help you courteously handle high call volume, based on call order. Even if you are already on a call, you can redirect a second incoming call to a special, personalized greeting with one touch. Virtual Answer can help you minimize lost calls and improve customer satisfaction.

### Easy, secure maintenance

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. ESI systems are fully self-contained, for higher reliability and security.

### Convenient IP phone choices

ESI's desktop IP phones provide on-site functionality, both in the office and in most sites with Internet access. ESI desktop IP phones' remote capabilities 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*.<sup>4</sup>

## ESI value-added products make your office more efficient

- **ESI Presence Management** combines RF scanning technology offering presence status, call control, entrance security, and time tracking.
- **VIP 7™** applications (*VIP* stands for *Visually Integrated Phone*) enable you to unify and manage all of your communications features conveniently from your desktop.<sup>4</sup>
- **ESI Media Management** gives authorized users access to call recordings, live and recorded video, system call activity data, and ESI Presence Management access records.
- **ESI Mobile Messaging** combines the advanced capabilities of an ESI Communications Server with the convenience of your existing e-mail account.<sup>6</sup>



## A system to support business growth

The various ESI Communication Server models are a flexible platform that can be used for a digital-based, IP-based, or combined solution as your business requires. ESI was one of the first in our industry to create a purely IP-based phone system and to add IP capabilities to a digital system.

All desktop ESI phones support both digital and IP-based systems, providing advanced features and the ability to customize functionality to each individual's communication preferences. ESI's digital desktop phones provide superior and proven performance and are compatible with any digital phone jack.

For more advanced functionality, use ESI IP phones as part of your communications solution. If you don't want the expense of rewiring new phone outlets, you can easily use an ESI IP desktop phone. It works from any location on your network, and can also be used on most remote sites with broadband connectivity. The ability to access your business communications from any location supports a more mobile and remote workforce while still maintaining your ESI phone system features.

## Which ESI Communications Server is right for your business?

	ESI-50L	ESI-50	ESI-100	ESI-200	ESI-1000
Total phones/devices	52	52	84	192	816
IP phones/devices	12	12	72	192	816
Digital phones/devices	32	32	48	168	504
Analog phones/devices	8	8	28	56	384
Call-processing ports	56	87	108	300	1,128
Central Office (CO) lines	16	35	42	84	240
Digital line cards <sup>7</sup>	n/a	1	1	3	6
Voice mail ports	Up to 6	Up to 6	Up to 8	Up to 24	128
Voice storage (hours)	Up to 10	Up to 30	Up to 140	Up to 600	1,200
Station/special-purpose mailboxes	267	1,089	1,121	1,229	1,941
Conference ports (16 members/conference)	16	16	16	24	64
Shared-office tenanting (tenants)	n/a	2	2	4	8
ESI Presence Management	Optional	Optional	Optional	Optional	Optional
ESI Media Management	n/a	Optional	Optional	Optional	Optional
ESI Mobile Messaging	Optional	Optional	Optional	Optional	Optional
VIP 7 applications	Optional	Optional	Optional	Optional	Optional
Mirrored Memory Module (M3) backup	n/a	n/a	n/a	Optional	Standard
Automated attendant — six-level, 100-branch	•	•	•	•	•

### A history of success.

*Estech Systems, Inc. (ESI) delivers high-performance phone systems designed for growing businesses. A premier provider of cloud- and premises-based unified communications solutions, ESI offers uniquely innovative and integrated systems that enable its channel partners to deliver differentiated, intuitive, and affordable VoIP communications. Founded in 1987, ESI has sold more than 300,000 business communications systems through hundreds of certified Resellers. ESI is a privately held corporation with headquarters in Plano, Texas. For more information about ESI and its products, visit [www.esi-estech.com](http://www.esi-estech.com).*



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

1. Caller ID information available if your telephone service provides it. Contact your provider for details. 2. Standard on the ESI-1000; optional on the ESI-200. 3. Intelligent Call Forwarding requires a PRI digital line or SIP trunks. 4. For more details, consult the VIP 7 brochure (ESI document 0450-1336). 5. IP industry standards supported 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.729 (G.729 not supported on ESI-50); 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. 6. 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. 7. PRI on ESI-50; PRI and T1 on ESI-100, ESI-200, and ESI-1000.

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