

# ESI-50 Communications Server



## ESI Communications Servers

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 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.

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

## Growth Capabilities

The ESI-50 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.

## ESI Communications Server features include:

- Both IP-based and digital
- Standards-based design (including SIP support)
- ESI's Verbal User Guide™
- Six-level, 100-branch automated attendant
- Automatic call distribution (ACD)
- ESI phones
- Optional IP-based features, including Esi-Link™ (combines up to 100 ESI systems into one)

## Multiple business phone choices:

Your Certified ESI Reseller will help you select the ESI phone models most appropriate for your specific business applications.

For more information on ESI phones or ESI Communications Servers, visit us online at [www.esi-estech.com](http://www.esi-estech.com).



## System Highlights

*(maximum capacities shown)*

Total stations	52
IP stations	12
Digital stations	32
Analog stations	8
Call-processing ports	87
Central Office (CO) lines	35
Digital line cards (PRI) <sup>1</sup>	1
Voice mail ports	Up to 6
Voice storage (hours)	Up to 30
Station/special-purpose mailboxes	1,089
Conference ports (16 users/conference)	16
Shared-office tenanting (tenants)	2
ESI Presence Management	Optional
ESI Media Management	Optional
ESI Mobile Messaging	Optional
VIP 7 applications	Optional
Mirrored Memory Module (M3) backup	n/a

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

### Growth capabilities

- 87 call-processing ports ★
- Up to six voice mail channels and 30 hours of message storage ★
- Support for up to 12 local IP stations (or up to eight remote IP channels), 32 digital stations, and up to eight analog stations ★
- Up to two tenants ★
- Up to 100 networked Esi-Link-enabled systems
- Up to eight fully functional analog ports ★
- Up to 20 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 and G.726<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 desktop 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
- 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
- Twinning of each extension with a second number (such as a cell phone) so an incoming call rings both phones, making users more reachable
- 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

### 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

### Built-in voice mail

- Up to six voice mail channels and 30 hours of message storage ★
- Blue **VOICE MAIL** key on ESI desktop phone
- 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 ESI desktop phone speakers (or, if connected, overhead paging system)

### 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 phones

- Different models for varying needs
- IP and digital models (IP models include 802.3af Power Over Ethernet)
- Convenient cordless models
- Dedicated feature keys
- Programmable feature keys
- Headset operation; includes headset jack<sup>5</sup>
- Features specific to ESI desktop phones:
  - Multi-position tilt; wall-mountable
  - Rugged design resists abuse, spills
  - Large display and built-in speakerphone<sup>6</sup>
  - Volume/scroll keys
- Advanced speed-dialing capabilities (desktop phones only)

### 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>7</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 7 applications

### Optional VIP™ 7 unified communications applications for Windows®

- **VIP 7**
  - Visually Integrated Phone
  - Syncs contacts from *Outlook* and *GMail*
  - On-screen interface for call-handling with all ESI features associated with normal desktop phone use, as well as programming phone
  - Manages voice mail directly from your PC
  - Allows archiving voice mail messages to .WAV files
  - Virtual Esi-Keys show color-coded status for up to 144 stations, voice mailboxes, and departments
  - TAPI support (Basic Telephony Service) for use with *Outlook* and other TAPI-compliant software, such as *ACT!*<sup>8</sup> and *GoldMine*<sup>9</sup>, to provide outbound dialing, "screen pops," and more
  - Other features include one-touch callback, instant messaging, station status, and more
- **VIP 7 PC Attendant Console**
  - All features of VIP 7
  - On-screen management of phone system activity
  - 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 7 ACD Supervisor**
  - All features of VIP 7
  - On-screen, real-time department performance
  - On-screen agent status
  - Built-in management reports
  - Ability to create custom reports<sup>8</sup>
- **VIP 7 ACD Agent**
  - All features of VIP 7
  - On-screen agent status
- **VIP 7 Softphone**
  - Features of VIP 7
  - On-screen access to ESI desktop phone
  - Audio via PC
  - Provides single-click, color-coded access to 144 extensions, mailboxes, departments, and speed-dial numbers

### Optional IP-related features

- Esi-Link connects up to 100 compatible ESI systems via broadband, 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>9</sup>

1. PRI on ESI-50; PRI and T1 on ESI-100, ESI-200, 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. On some models. 6. On some models, display has adjustable backlighting. Full-duplex speakerphone included on certain models. 7. Sold and supported by Wasp Barcode Technologies (www.waspbarcode.com). 8. Creation of custom reports requires third-party report generation tool. 9. Certain minimum LAN/WAN bandwidth and data latency requirements apply.

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