ESI-600 Communications Server

System highlights *(maximum capacities shown)*

Total stations	**408**
IP stations	**408**
Digital stations	**336**
Analog stations	**188**
Call-processing ports	**624**
Central Office (CO) lines	**168**
Digital line cards (T1/PRI)	**6**
Voice mail ports	**32**
Voice storage *(hours)*	**1,200**
Station/special-purpose mailboxes	**1,481**
Conference ports *(16 members/conference)*	**64**
Built-in automatic call distribution (ACD)	**Yes**
Shared-office tenanting *(tenants)*	**8**
ESI Presence Management	**Optional**
***VIP* applications**	**Optional**
Mirrored Memory Module (M3) backup	**Optional**

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)**

Growth capabilities

The ESI-600 architecture allows expansion when required. Each system cabinet (one Base Cabinet and up to three Expansion Cabinets) mounts in a standard equipment rack or on the wall.

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ESI-600 Communications Server

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

Growth capabilities
- 624 call-processing ports ✿
- 32 voice mail channels; 1,200 hours of message storage ✿
- Support for hundreds of ESI Phones in varying combinations, digital and IP, depending on installation (all-IP: 408 stations; all-digital: 336 stations)
- Up to eight tenants ✿
- Up to 100 networked Esi-Link-enabled systems
- Up to 188 fully functional analog ports ✿
- Up to 80 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[1] 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[1]
- Live call recording of any conversation or personal "voice memo"; allows moving and copying recordings to others' mailboxes (auto-recording[2] 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[1]
- Virtual Answer Key™ for recording custom greetings to handle select callers when they're in call waiting
- Up to 64 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
- 32 voice mail channels; 1,200 hours of message storage ✿
- Blue **VOICE MAIL** key on ESI desktop Feature Phone[3]
- 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 eight 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[4]
  – 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[4]
  – 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[1] 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[5]
  – 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[2], 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 400 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[6]
- 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[7]
- System maintenance via built-in LAN/WAN connection

Optional M3 backup device ✿
- Mirrored Memory Module
- Uses RAID technology to back up recordings, system programming, speed-dial numbers, and voice mail messages and prompts

Four angle positions

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

To learn more about ESI Communications Servers, consult their brochure[8] or visit www.esicomservers.com/CS.

ESI products are proudly created in the United States of America.

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