

# ESI-50 Communications Server



## 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 members/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

## Plus other ESI Communications Server features:

- Both IP-based and digital
- 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
  - IP and digital
- Optional IP-based features, including Esi-Link (combines up to 100 ESI systems into one)



## Multiple phone choices

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










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# ESI-50 Communications Server

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  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<sup>5</sup> 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<sup>6</sup> 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<sup>7</sup> for paging notification of held calls
- Loop keys for easily managing multiple calls simultaneously

## ESI's Verbal User Guide<sup>8</sup>

- Help key on ESI desktop phone provides assistance
- Thousands of prompts for users, administrators, and installers

## 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<sup>9</sup> for one-step moving of a voice message to other user mailboxes
- Quick Move<sup>10</sup> for saving a message to other user mailboxes during call recording
- Virtual Mailbox Key<sup>10</sup> 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<sup>10</sup> for alerting users over ESI desktop 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 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<sup>7</sup> unified communications applications for Windows<sup>®</sup>

- 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>®</sup> and GoldMine<sup>®</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>



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



## 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.

To learn more about ESI Communications Servers, consult their brochure<sup>10</sup> or visit [www.esi-estech.com](http://www.esi-estech.com).

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 most models. 6. On some models, display has adjustable backlighting. Full-duplex speakerphone included on certain models. 7. Sold and supported by Wasip Barcode Technologies ([www.wasipbarcode.com](http://www.wasipbarcode.com)). 8. Creation of custom reports requires third-party report generation tool. 9. Certain minimum LAN/WAN bandwidth and data latency requirements apply. 10. ESI document 0450-1052, available from your ESI Reseller or [www.esi-estech.com](http://www.esi-estech.com).

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