

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) ¹	6
Voice mail ports	32
Voice storage (hours)	1,200
Station/special-purpose mailboxes	1,481
Conference ports (16 members/conference)	64
Shared-office tenanting (tenants)	8
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	Optional

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
- 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.



We Make It Easy To Communicate
www.esi-estech.com

ESI-600 Communications Server

Unless indicated by the  symbol, items and capacities shown are common to all ESI Communications Servers.²

Growth capabilities

- 624 call-processing ports 
- 32 voice mail channels; 1,200 hours of message storage 
- Support for dozens 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 880 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  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 ID¹ 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 ID¹ information to off-premises number (requires PRI line)
- Caller ID key shows Caller ID¹ 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-recording⁵ 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 ID¹
- 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 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

Built-in voice mail

- 32 voice mail channels; 1,200 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)

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 phones

- Different models for varying needs
 - ESI 60 Business Phone⁶ in multiple versions: IP (local/remote, Gigabit Ethernet or 10/100 Ethernet, each with 802.3af Power Over Ethernet) and digital
 - ESI 40 Business Phone⁶ in multiple versions: IP (local/remote, 10/100 Ethernet, with 802.3af Power Over Ethernet) and digital
 - 24-Key Digital Feature Phone
 - Cordless Handset II in Digital, (local) IP, and Remote IP versions
- Dedicated feature keys
- Programmable feature keys
- Headset operation; includes headset jack⁷
- Features specific to ESI desktop phones:
 - Multi-position tilt; wall-mountable
 - Rugged design resists abuse, spills
 - Large display and built-in speakerphone
 - Volume/scroll keys
- Esi-Dex™ speed-dialing (desktop phones² only)
 - Three separate numbers lists: Personal Dex, Station Dex, and System Dex (using Caller ID¹ 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 software⁸, 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 editions⁹; 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 desktop phone use, as well as programming 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-recording⁵, 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 reports¹⁰
- VIP ACD Agent
 - All features of VIP Professional
 - On-screen agent status
- VIP Softphone
 - Features of VIP Professional
 - On-screen access to ESI desktop 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 requirements¹¹

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



Scan me
for instant access to this
ESI product's Web page.
(QR code app required.)



Multiple angle positions

An ESI desktop phone has multi-position tilt and is wall-mountable.

To learn more about ESI Communications Servers, consult their brochure¹² or visit www.esi-estech.com/CS.

1. PRI on ESI-50; PRI and TI 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. Display has adjustable backlighting. Full-duplex speakerphone included on ESI 60 Business Phone. 7. Not on 24-Key Digital Feature Phone. 8. Sold and supported by Wasp Barcode Technologies (www.waspbarcode.com). 9. Outlook-integrated edition requires Outlook 2000, 2002, 2003, or 2007. 10. Creation of custom reports requires Crystal Reports™ (Standard Edition or Professional Edition). 11. Certain minimum LAN/WAN bandwidth and data latency requirements apply. 12. ESI document 0450-1052, available from your ESI Reseller or www.esi-estech.com/brochures.

Copyright © 2011 ESI (Estech Systems, Inc.). Esi-Dex, Intelligent Call Forwarding, Quick Groups, Quick Move, Quick Call, VIP, VIP Professional, VIP PC Attendant Console, Virtual Answer Key, Virtual Mailbox Key, AutoPage, QuickPage, and Verbal User Guide are trademarks of ESI. Other trade names mentioned herein are trademarks of their respective owners. ESI products are protected by various U.S. Patents, granted and pending. Product details and features described herein are subject to change without notice. Some features may not be available at initial release. Equipment rack not included. More information on ESI and its products is available at www.esi-estech.com.