# 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)[1] | 1 |
| Voice mail ports | 6 |
| Voice storage (hours) | Up to 60 |
| Station/special-purpose mailboxes | 1,089 |
| Conference ports (16 members/conference) | 16 |
| Shared-office tenanting (tenants) | 2 |
| 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 | n/a |

## 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)

## Multiple angle positions

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

# ESI-50 Communications Server

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

## Growth capabilities
- 87 call-processing ports ✪
- Six voice mail channels; up to 60 hours of message storage ✪
- Support for up to 32 digital stations, up to 12 local IP stations (or up to eight remote IP channels), 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 32 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[3] 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[4] 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[4] information to off-premises number (requires PRI line)
- Caller ID key shows Caller ID[4] 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-recording[5] 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[4]
- 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

## Built-in voice mail
- Six voice mail channels; up to 60 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 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
  - ESI 60 Business Phone[6] in multiple versions: IP (local/remote, Gigabit Ethernet or 10/100 Ethernet, each with 802.3af Power Over Ethernet) and digital
  - ESI 40 Business Phone[6] 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 jack[7]
- 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 phones[7] only)
  - Three separate numbers lists: Personal Dex, Station Dex, and System Dex (using Caller ID[4] 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 software[8], 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 editons[9]; 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-recording[5], 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 200 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 VIP 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[10]
- 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 requirements[11]

**Scan me** for instant access to this ESI product's Web page. (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[12] or visit* **www.esi-estech.com/CS.**

ESI proudly designs its products in the United States of America.

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**esi** — We Make It Easy To Communicate