IP Server 900

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(esi)

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NEW 1   OLD 2

PROG/HELP   ▼   ▲   ESI-DEX

RECORD   VOICE MAIL

CFWD   CONF   TRANSFER

◄BOB R
            JOHN B►
◄KATHY
            JULIA►
◄LISA
            COLLEEN►
◄AMY
            PAUL►
◄DAVID
            CHRIS►
◄STEVE
            DOCTOR►
◄HOME

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1 _QZ   2ABC   3DEF

4GHI   5JKL   6MNO

7PRS   8TUV   9WXY

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(esi)
We Make It Easy To Communicate

To take full advantage of IP solutions, make the right choice: ESI's IP Server 900.

*ESI's **IP Server 900** — powered by the Internet Protocol (IP) technology that lets telephone calls and other communications traffic travel across broadband lines — can help your organization save money while improving your efficiency.*

The IP Server 900 is an appliance that combines the reliability of a traditional phone system with the flexibility of network connections. This improves your business communications — delivering enhanced customer satisfaction, increased productivity, and an improved bottom line.

ESI was among the first in our industry to create purely IP-based phone systems, as well as to add IP capability to traditional digital systems.

Take just a few moments to learn what the IP Server 900 can do for you. Then, for more details, consult your Certified ESI Reseller or visit **www.esi-estech.com/IP**.

What IP communications can do for you.

Voice-over-IP (VoIP) technology converts traditional telephone voice communications into data to be carried over LANs, WANs, and the Internet. The IP Server 900 uses your interoffice data pipeline as the communications path carrying both voice and data throughout your offices and over your WAN or the Internet to your remote workers. With remote IP phones, your office extensions can "extend" to virtually any off-site location with broadband access.

The IP Server 900 enables numerous capabilities that can reduce costs for organizations.

- **Easier installation** — The IP Server 900 and its phones work over your office data network. Each system or phone simply plugs into a network jack and connects like just another device on that network.

- **Multi-site communications** — Originally, offices and warehouses that didn't share the same phone system could use only expensive telephone tie lines or T1 lines to connect to each other. IP communications lets you link multiple sites over your WAN or the Internet. So, now, it doesn't matter whether you're across the street, across town, or across the country. Your employees are connected and more productive, and you save on long-distance.

- **Remote IP solutions** — Save time and money supporting remote employees, by providing each of them a full-featured office extension almost anywhere. Business communications employing remote IP technology are perfect for off-site employees (including "road warriors"), temporary field offices, departmental teleworkers, or executives working from home.

It's clear that you can benefit from the IP solutions that the IP Server 900 makes possible. So read on to see everything that this outstanding system has to offer.

What the IP Server 900 can do for you.

The innovative design of the IP Server 900 means all vital business communications features you need are built-in — not added-on.

- A highly advanced, expandable IP phone system with extensive, unique call-handling features.
- Superior voice mail capabilities with exceptional features and messaging options.
- A multi-level, highly customizable automated attendant for call routing.

Whether you have many users and outside lines, just a handful of each, or something in-between, the IP Server 900 grows with you. ESI's patented, built-in voice mail maximizes both call-handling and voice mail storage. As your communications needs grow, you can easily and inexpensively expand the system and add lines, high-capacity trunks, phones, and special options — when you need them.

ESI's IP phones work from anywhere on your network. They also can go to remote sites with quality broadband service, so executives and others can work from home while still having access to the office phone system — and the unique ESI feature set that makes our phones simple to use.

Do you have multiple locations? You can connect up to 100 IP-enabled ESI systems on an **Esi-Link**™ network (see page 6) for more convenient communications and significant long-distance savings. Esi-Link combines the superb functionality of ESI systems and the incredible advantages of IP-powered multi-site communications.

ESI's wealth of IP experience.

ESI began offering IP solutions in 2001, well before many of our competitors. Our focus on creating innovative products for small to medium-sized businesses inspired us to design not only IP-only systems but also traditional systems that could be converted to IP as needed, for maximum flexibility.

We also used our experience making traditional systems to build full, user-friendly feature sets into IP business communications systems, so you wouldn't have to give up quality or ease-of-use just to gain IP's many advantages.

All of this ESI innovation continues today. As a result, you can gain from both our unique approach to business communications and our years of experience at crafting effective IP solutions for organizations like yours.

You can see how IP solutions in general, and ESI's IP Server 900 in particular, combine to make a smart choice. We invite you to read further, to learn how **the IP Server 900 can meet your business communications requirements today and for years to come**.

IP power, teamed with ESI conveniences. They make an unbeatable combination.

IP phone choices.

ESI's desktop IP phones provide "on-site" functionality with up to Gigabit Ethernet connectivity, both in the office and at remote sites. Busy executives can work from home while still "on" the office phone system. The remote capabilities of an ESI desktop IP phone also are perfect for satellite offices. ESI also offers a DECT-based cordless IP set for mobile workers, the ESI Cordless Handset II. "Road warriors" may prefer the optional *VIP™ 7 Softphone* (see next page), which uses a PC or laptop screen as an IP phone.

SIP trunking.

Session Initiated Protocol (SIP) trunking, offered by a growing number of Internet telephony service providers (ITSPs), uses IP to connect business communications systems to the public telephone network. The IP Server 900 takes full advantage of this capability. Your ESI Reseller will help you select an ITSP that's appropriate for your location and communications needs.

Easy, secure maintenance and updates.

Perform system maintenance via the LAN/WAN or direct connection. Simple Network Management Protocol (SNMP) allows IP-based monitoring. Authorized personnel can also use convenient browser-based ESI software to manage system settings. System updates are easily accomplished through software downloads. ESI systems are fully self-contained, for higher reliability and more security.

Conference calls — uncomplicated.

It's a breeze to set up a conference call with the IP Server 900's "meet-me" conferencing. Each person who calls a pre-established number at a specified time is automatically added to the call. This can reduce or eliminate your need for third-party conferencing services.

Reaching employees when they roam.

The IP Server 900 makes it easier to reach employees. You can "twin" an IP or digital extension with a second number (such as a cell phone), so an incoming call rings both phones. And the "find-me" capability forwards calls sequentially to up to five other numbers — particularly useful for off-site users who are "on-call."

Standards-based design.

To ensure the best audio quality, the IP Server 900 employs all applicable industry standards. These include: Layer 2 Quality of Service (QoS) support through compliance with 802.1p for voice packet prioritization and 802.1q for V LAN (Layer 2) support; Layer 3 QoS support via DiffServ; User Datagram Protocol (UDP); packet compression that's compliant with G.711, G.726, and G.729; 802.3 100Base-TX Ethernet® interfaces; 802.3af Power over Ethernet (PoE); Dynamic Host Configuration Protocol (DHCP) to conserve IP addresses within your LAN; T.38 fax relay; and SIP to support certain SIP-compliant third-party IP telephones and SIP trunking.

*Select your phones from these fully featured models: the **ESI 60 Business Phone** (Gigabit Ethernet IP, 10/100 Ethernet IP, or digital), boasting impressive visual voice mail capabilities and a full-duplex speakerphone, and the compact **ESI 40 Business Phone** (10/100 Ethernet IP or digital). Each lets you take full advantage of your IP Server 900's productivity-boosting capabilities, and supports up to two optional Expansion Consoles (not shown), each of which puts an additional 60 programmable keys at your command. The ESI 60 Business Phone and ESI 40 Business Phone include displays with adjustable backlighting. For workers who can't stay at their desks but still need one-key access to powerful ESI features, the **ESI Cordless Handset II** is available in **(local) IP**, **remote IP**, and digital versions. Also available: the **24-Key Digital Feature Phone** (not shown), which is a great fit for lower-traffic users. To learn more about ESI phones, visit **www.esi-estech.com/phones**.*

ESI options let you customize your IP Server 900 to fit your business.

ESI Presence Management.

ESI Presence Management combines RF scanning technology and the IP Server 900 to offer presence status, call control, entrance security, and documented tracking of users' work hours and attendance history. The IP version of the ESI Presence Management RFID Reader makes it possible to provide all this functionality remotely, across your WAN or the Internet. Visit **www.esi-estech.com/presence**.

Esi-Link multi-site networking.

Esi-Link uses IP communications to join your organization's ESI systems together across your WAN or the Internet, so they operate seamlessly as one system. With Esi-Link, just one glance at your phone tells you if a co-worker at any location is on the phone or available. Press a key and you're connected — no matter where that person's phone is. Esi-Link can also help significantly cut long-distance expenses. For more details about how Esi-Link can improve productivity and your bottom line, visit **www.esi-estech.com/Esi-Link**.

VIP 7 Softphone.

VIP 7 Softphone gives you the capabilities of an ESI desktop IP phone right on your PC screen. Just think how useful that would be, particularly in a remote location. Additionally, *VIP 7 Softphone* allows you to manage your ESI voice mail from your PC. Make and take calls, including speed-dialing, from the Quick Contact List. *VIP 7 Softphone* also displays voice mail and call logs and includes other special features such as text-messaging and color-coded monitoring of station status. To learn more about this innovative software, visit **www.esi-estech.com/VIP**.

ESI Media Management.

ESI Media Management gives authorized users access to call recordings, live and recorded video, system call activity data, and ESI Presence Management access records. The easy-to-use PC software includes built-in filtering and archiving capabilities. ESI Media Management is a "must-have" for any organization that wants to improve security, enhance productivity, control costs, and reduce inherent risks. Visit **www.esi-estech.com/media**.

ESI Mobile Messaging.

ESI Mobile Messaging combines the advanced capabilities of your IP Server 900 with the convenience of your existing e-mail account. When you receive a message (a voice mail or a recording) at an extension or guest mailbox, you also receive an e-mailed notification to which a .WAV file of the message is attached. ESI Mobile Messaging also lets you quickly listen to a message on your PC or "smart" cell phone, share messages, choose which messages to handle and how to handle them, and much more. Visit **www.esi-estech.com/mobile**.

ESI Bluetooth Voice Integration.

ESI Cellular Management interfaces between a Bluetooth®-enabled cell phone and your ESI system, so you can easily make and take cell calls on an ESI phone. And the **ESI Bluetooth Headset Interface** lets you "pair" your ESI phone with a Bluetooth headset to answer, originate, and terminate calls seamlessly. Visit **www.esi-estech.com/BT** for additional information on these **ESI Bluetooth Voice Integration** products..

Even more ESI features.

Unique message handling.

ESI's patented **voice message features** make it simple to store information and share it with your team. Easily create a **Quick Group**™ (voice mail distribution group) on the fly. Press your ESI phone's **RECORD** key to record any call — even conference calls and personal reminders.

Intelligent Call Forwarding.

ESI's **Intelligent Call Forwarding**™[1] allows forwarding an outside call directly to a cell phone, branch office, or answering service with the caller's Caller ID[2] information rather than your organization's. That way, the other person knows who's really calling.

Auto attendant or live voice.

The six-level, 100-branch **automated attendant** enables auto-answering that routes callers to desired destinations, whether internal or external. Prefer to answer calls "live"? The auto attendant also can help with overflow situations, so calls are always answered.

Shared-office tenanting.

The optional **shared-office tenanting** feature lets multiple organizations in a shared-office environment use the same IP Server 900 while "appearing" to be separate and distinct entities.

Intelligent Caller ID.

See at a glance who's calling (or who's on call-waiting). ESI's patented technology even stores Caller ID[2] information with each voice message. Use the **Esi-Dex**™ speed-dial feature for one-touch storage of caller information for callback any time. Set a **Caller ID key** and you can view Caller ID information from any of your 25 most recently received calls, and return each call with a keytouch.

Automatic call distribution made easy.

Optional automatic call distribution (ACD) manages calls coming into many different departments. Easily program handling and distribution of calls (including those waiting in queue), and monitor how efficiently your inbound calls are being managed. Incidentally, ACD is for businesses of all sizes, because even just one extension can benefit from its advantages. ACD will improve your communications with your customers and prospects.

ESI-exclusive Virtual Answer.

ESI's unique **Virtual Answer**™ uses special greetings to help you handle calls based on who's calling. If on a call, send a second caller to your mailbox by pressing a **Virtual Answer Key**.™ One of two special greetings advises the second caller of your busy status (or other delay). By defining which greeting plays, you give the second caller the option to wait on hold or select an alternate choice — such as leaving a message, dialing another extension, or being routed to an outside number — based on which digit the caller presses.

IP Server 900
specifications

Growth capabilities

- 1,104 call-processing ports
- Up to 32 voice mail channels; up to 140 hours of message storage
- Support for dozens of ESI phones in varying combinations, digital and IP, depending on installation (all-IP: 512 stations; all-digital: 352 stations)
- Up to eight tenants
- Up to 100 networked Esi-Link-enabled systems
- Up to 176 fully functional analog ports
- Up to 1,088 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; T.38 fax relay
- QoS: 802.1p prioritization; 802.1q VLAN; DiffServ

Call handling

- Enhanced Caller ID[2] 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™[1] sends original caller's Caller ID[2] information to off-premises number
- Caller ID key shows Caller ID[2] 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[2]
- Virtual Answer Key™ for recording custom greetings to handle select callers when they're in call waiting
- Up to 64 conference callers (maximum of 32 per conference)
- "Meet-me" conferencing simplifies setting up conference calls
- Background announce
- Trunk-to-trunk transfer
- Twinning of an IP or digital extension with a second number (such as a cell phone) so an incoming call rings both phones, making users more reachable
- "Find-me" capability forwards calls sequentially to up to five other numbers — particularly useful for off-site users who are "on call"
- 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

- Up to 32 voice mail channels; up to 140 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

ESI phones

- Different models for varying needs
  - ESI 60 Business Phone[3] 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[3] 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 (local) IP, and Remote IP, and Digital versions
- Dedicated feature keys
- Programmable feature keys
- Headset operation; includes headset jack[4]
- 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[4] only)
  - Three separate numbers lists: Personal Dex, Station Dex, and System Dex (using Caller ID[2] 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 automatic call distribution (ACD)

- Routes calls within designated departments based on agent availability
- Reporting
- ACD queue prioritization and overflow routing

Optional 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

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[5], 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
- Encryption support using Transport Layer Security (TLS)
- Gains additional features when used with optional VIP 7 applications

Optional VIP 7 applications for Windows®

- VIP 7
  - Visually Integrated Phone
  - Imports contacts from Outlook
  - 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
  - Other features include one-touch callback, text-messaging, station status, and more
- VIP 7 PC Attendant Console
  - All features of VIP 7
  - 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 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[6]
- 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
  - 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[7]

Optional backup of media recordings

- eSATA port for connecting third-party hard drive to store media recordings (from use of optional ESI Media Management)

Additional advantages

- SNMP for monitoring devices via IP
- API for integrating third-party solutions (such as Salesforce.com®)

A customized analysis.

An **ESI VoIP Network Assessment** lets your ESI Reseller analyze your network's ability to handle your voice communications with the quality and reliability you need and expect. To learn more, consult your Reseller.

The IP Server 900 includes many unique features to enhance your business communications. To learn more, consult your local Certified ESI Reseller or visit **www.esi-estech.com/IP**.

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

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