

ESI-1000 Communications Server



System highlights *(maximum capacities shown)*

Total stations	816
IP stations	816
Digital stations	504
Analog stations	384
Call-processing ports	1,128
Central Office (CO) lines	240
Digital line cards (T1/PRI)	10
Voice mail ports	128
Voice storage (hours)	1,200
Station/special-purpose mailboxes	1,941
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	Standard

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-1000 architecture allows expansion when required. Each system cabinet (one Base Cabinet and up to five Expansion Cabinets) mounts in a standard equipment rack or on the wall.



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ESI-1000 Communications Server

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

Growth capabilities

- 1,128 call-processing ports ☉
- 128 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: 816 stations; all-digital: 504 stations)
- Up to eight tenants ☉
- Up to 100 networked Esi-Link-enabled systems
- Up to 384 fully functional analog ports ☉
- Up to 128 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 ID¹ 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 return¹
- Live call recording of any conversation or personal "voice memo"; allows moving and copying recordings to others' mailboxes (auto-recording² 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 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

- 128 voice mail channels; 1,200 hours of message storage ☉
- Blue **VOICE MAIL** key on ESI desktop Feature Phone³
- 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 operation⁴
 - 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 speakerphone⁵
 - 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 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 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



Four angle positions

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

Optional VIP integrations 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!*⁶ and *GoldMine*⁶, to provide outbound dialing, "screen pops," and more
 - *VIP Professional* adds more detailed interface, auto-recording², 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 reports⁷
- *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

M3 backup device included standard ☉

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

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 LAN 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 requirements⁷
- System maintenance via built-in LAN/WAN connection

1. Caller ID information available if your telephone service provides it. Contact your provider for details. 2. Auto-recording requires *VIP Professional*-compatible application and optional license. 3. Except for 12-Key Digital Feature Phone, on which voice mail is accessed via a programmable feature key. 4. Not on 12-Key Digital Feature Phone. 5. *Outlook 2000, 2002, 2003, or 2007* required. 6. Creation of custom reports requires *Crystal Reports™* (Standard Edition or Professional Edition). 7. Certain minimum LAN/WAN bandwidth and data latency requirements apply. 8. ESI document 0450-1052, available from your ESI Reseller or www.esicomservers.com/brochures.

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