System highlights (maximum capacities shown)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total stations</td>
<td>84</td>
</tr>
<tr>
<td>IP stations</td>
<td>72</td>
</tr>
<tr>
<td>Digital stations</td>
<td>48</td>
</tr>
<tr>
<td>Analog stations</td>
<td>28</td>
</tr>
<tr>
<td>Call-processing ports</td>
<td>108</td>
</tr>
<tr>
<td>Central Office (CO) lines</td>
<td>42</td>
</tr>
<tr>
<td>Digital line cards (T1/PRI)^1</td>
<td>1</td>
</tr>
<tr>
<td>Voice mail ports</td>
<td>Up to 8</td>
</tr>
<tr>
<td>Voice storage (hours)</td>
<td>Up to 140</td>
</tr>
<tr>
<td>Station/special-purpose mailboxes</td>
<td>1,121</td>
</tr>
<tr>
<td>Conference ports (16 members/conference)</td>
<td>16</td>
</tr>
<tr>
<td>Shared-office tenanting (tenants)</td>
<td>2</td>
</tr>
<tr>
<td>ESI Presence Management</td>
<td>Optional</td>
</tr>
<tr>
<td>ESI Media Management</td>
<td>Optional</td>
</tr>
<tr>
<td>ESI Mobile Messaging</td>
<td>Optional</td>
</tr>
<tr>
<td>VIP 7 applications</td>
<td>Optional</td>
</tr>
<tr>
<td>Mirrored Memory Module (M3) backup</td>
<td>n/a</td>
</tr>
</tbody>
</table>

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.
Growth capabilities

- 108 call-processing ports
- Up to eight voice mail channels and 140 hours of message storage
- Support for dozens of ESI phones in varying combinations, IP and digital, depending on installation (all IP: 72 stations; all digital: 68 stations)
- Up to two tenants
- Up to 100 networked ESI Link-enabled systems
- Up to 28 fully functional analog ports
- Up to 160 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 Base-TX Ethernet; 802.11af Power Over Ethernet, UDP, SRTP
- QoS: 812 [IP prioritization]; 802 [QVLAN, DiffServ]

Call handling

- Enhanced Caller ID™ 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™ information to off-premises number (requires PRI line)
- Caller ID key shows Caller ID 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™
- 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 announcer
- 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

- Up to eight voice mail channels and 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 More™ 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 footing

- 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 802.11af Power Over Ethernet)
- Convenient cordless models
- Dedicated feature keys
- Programmable feature keys
- Headset operation; includes headset jack
- 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
- Advanced speed-dialing capabilities (desktop phones only)

Optional ESI Presence Management

- Works with ESI system to help manage comings and goings into your facility and maintain security
- Shows who is and isn’t on the premises, avoiding wasted pages
- Let multi-tasking attendant keep eyes on work, yet still handle calls
- Provides single-click, color-coded access to 144 extensions, mailboxes, departments, and speed dial numbers

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
- Sends original caller’s Caller ID™ and voice mail and other voice storage
- 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

Growth capabilities

The ESI-100 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 brochure10 or visit www.esi-estech.com.