

The superior communication power that your office needs — today and tomorrow.

*The science behind
ESI Communications
Servers is sophisticated, yet
simple: each supports both
digital functionality and
IP-to-the-desktop, in any
desired combination.*

*ESI Communications Servers
come in several models
which vary primarily in
capacity. Chances are that
one will be just right for
your workplace's particular
communications needs.*

*Take just a few moments to
learn how much an ESI
Communications Server can
do for your business.
Then, for more details,
consult your Certified
ESI Reseller or visit
www.esicomservers.com/CS.*

An amazingly capable business communications system.

The innovative design of each ESI Communications Server means all vital business communications features you need are built-in — not added-on:

- A highly advanced, expandable phone system with extensive, unique call-handling features.
- A tremendously flexible architecture that fully supports both digital- and IP-based communications.
- Superior voice mail capabilities with exceptional features and messaging options.
- A multi-level, highly customizable automated attendant for call routing.
- Automated call distribution (ACD) to maximize your callers' convenience.

Grows with your business — intelligently.

Whether you have many users and outside lines, just a handful of each, or something in-between, an ESI Communications Server grows with you. For modest call-handling needs, a smaller ESI system may do. From there, ESI's larger platforms allow additional growth and customization. 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 add lines (including high-capacity broadband lines), phones, and special options — if and when you need them.

Flexible enough to do the job, now and in the future.

An ESI Communications Server is a *fully flexible platform*. It can be as digital-based, IP-based, or combined (digital- *and* IP-based) as you require. ESI has valuable experience with this technology: we were one of the first in our industry to create purely IP-based phone systems, as well as to add IP capability to digital systems.

All ESI Feature Phone models, both digital- and IP-based, provide advanced ESI phone features. This lets you tailor the phone choice to each user's individual needs.

ESI Digital Feature Phones provide superb, proven performance, and quickly plug into any digital phone jack.

Want to save yourself the trouble and expense of wiring new phone outlets? ESI's state-of-the-art IP Feature Phones work from anywhere on your network. They also can go to most remote sites with broadband service, so executives and others can work from home while still having access to the office phone system and ESI features.

Do you have multiple locations? You can connect up to 100 IP-enabled ESI systems on an **Esi-Link™** network for more convenient communications and significant long-distance savings.

In short: an ESI Communications Server can meet your business communications requirements today and for years to come.

A business communications system you'll actually enjoy using.

At ESI, we design communications systems for how people *really* use them. In addition to being easy on the eyes, ESI phones are also easy to use and program to your maximum advantage. The exclusive Verbal User Guide is on every ESI desktop phone: just press the **HELP** key.

To learn more about the available ESI phones, see inside this brochure or visit www.esicomservers.com/phones.



An ESI Communications Server works harder so your team can work smarter.

Unique message handling.

ESI's patented voice message features make it simple to store information and share it with your team.

Quick Groups™ lets you easily create a voice mail distribution group on the fly. Press your ESI phone's **RECORD** key to record any call — even conference calls and personal reminders. You also can screen incoming calls, just as you do with your home answering machine.

Auto attendant or live voice.

The sophisticated **automated attendant** has six levels and 100 branches. This lets you set up auto-answering that conveniently routes callers to desired destinations, whether internal or external. Even if you prefer to answer calls “live,” the auto attendant can help with overflow situations — so calls are always answered.

Shared-office tenanting.

The **shared-office tenanting** feature lets multiple organizations in a shared-office environment use the same ESI system while still “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 ID¹ 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.

The built-in, robust automatic call distribution (ACD) — another standard ESI feature — 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. If you're in business and you take phone calls, ACD will improve your communications with your customers and prospects.



ESI desktop phone models, left to right: 48-Key Digital Feature Phone, 24-Key Digital Feature Phone, 48-Key Digital Feature Phone with optional Expansion Console, 12-Key Digital Feature Phone, 48-Key IP Feature Phone II.

*The 48-Key Feature Phone — available in two versions, **Digital** and **IP** (local/remote, with Power over Ethernet) — is ideal for most active phone users. Its many keys will let you take full advantage of your ESI Communications Server's productivity-boosting capabilities, and supports up to two optional **Expansion Consoles**, each of which puts an additional 60 programmable keys at your command. The **24-Key Digital Feature Phone** is a great fit for lower-traffic regular users, while the **12-Key Digital Feature Phone** is designed for occasional users and areas such as lobbies, warehouses or waiting rooms.*

*For workers who can't stay at their desks but still need one-key access to powerful ESI features, **ESI Cordless Handsets** come in two sizes each of **Digital**, (**local**) **IP**, and **Remote IP** versions.*



Intelligent Call Forwarding™

ESI's Intelligent Call Forwarding² lets you forward an outside call directly to a cellular phone, branch office, or answering service with the caller's Caller ID¹ information rather than yours. That way, the person to whom the call is forwarded knows who's really calling.

Multi-site networking options.

Esi-Link brings your remote offices closer together by joining multiple locations, whether across town or across the country, into what effectively is one big ESI system. Connect up to 100 locations across your WAN or over the Internet without dedicated lines or long-distance toll charges.

Convenient IP Phone choices.

ESI's desktop IP Feature Phone provides "on-site" functionality, both in the office and in most sites with broadband access. Busy executives can work from home while still "on" the office phone system. The ESI IP Phone's remote capabilities also are perfect for satellite offices. Prefer a cordless IP set? Choose an ESI Cordless IP Handset (local IP or Remote IP version). Often on the road? Use the optional, PC-based *VIP Softphone*.³

Data redundancy.

The **M3** (Mirrored Memory Module)⁴ employs proven RAID technology to provide constant, automatic backup of all system data — including recordings, system programming, speed-dial numbers, and voice mail messages and prompts.

ESI-exclusive Virtual Answer.

ESI's unique **Virtual Answer**™ lets you use special greetings to help you courteously handle high call volume, based on who's calling. If on a call, send a second caller to your mailbox by pressing one of two **Virtual Answer Keys**™. One of two special greetings advises the second caller of your busy status (or other delay in answering). 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 voice message, dialing another extension, or being routed to an outside number — based simply on which digit the caller presses.

Easy, secure maintenance and updates.

Perform system maintenance via modem, direct connection, or the LAN/WAN. Your system administrator (or other authorized personnel) can also use convenient 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.

Standards-based design.

To ensure the best audio quality for IP users, each ESI Communications Server 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 VLAN (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; and Session Initiated Protocol (SIP) to support SIP-compliant third-party IP telephones.

Want more details about ESI Feature Phones? Visit www.esicomservers.com/phones.

ESI offers even more ways to help you run your business more smoothly.

Any ESI Communications Server by itself is an outstanding addition to your business, but special options like these will make it still more valuable to you.

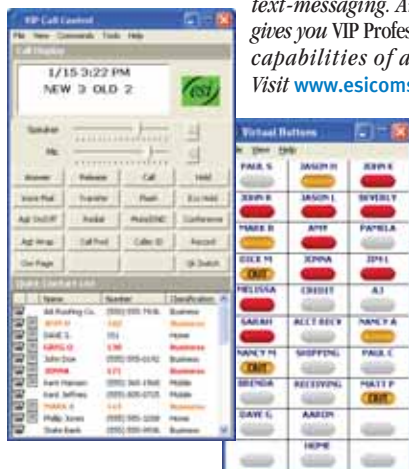
- **ESI Presence Management** combines RF scanning technology and ESI's award-winning telephone systems to offer presence status, call control, entrance security, and documented tracking of users' work hours and attendance history. For complete time and attendance management, use it with **ESI TimeLine** PC software.
- **VIP (Visually Integrated Phone)** works within **Microsoft® Outlook®** to help you manage your ESI voice mail and contacts from your PC. **VIP Professional** adds more features, such as auto-recording⁵, text-messaging, and color-coded monitoring of station status. And **VIP Softphone** gives you not only **VIP Professional** features but also the capabilities of an ESI IP Feature Phone II — particularly useful in remote locations.³
- **VIP PC Attendant Console** greatly simplifies managing any busy office's call traffic. Everything your attendant needs to handle your callers efficiently is just a mouse-click away.³
- **VIP ACD Supervisor** provides a variety of tools for better managing the unique needs of an ACD department, including a view of real-time department performance and agent status, and built-in management reports as well as the ability to create custom reports.⁶ To enhance your employees' teamwork, **VIP ACD Agent** provides one-click access to fellow agents' status.³



ESI Presence Management works with your ESI Communications Server to help you manage your business better and keep your facilities more secure. When teamed with **ESI TimeLine** software, it can help eliminate time cards and payroll errors. Visit www.esicomservers.com/presence.

VIP's Call Control window lets you make and take calls, including speed-dialing, from its Quick Contact List. VIP lets you place calls simply and quickly to any stored Outlook contact, and see voice mail, call logs, and other special VIP features right in Outlook.

VIP Professional has additional features, including secure intra-system text-messaging. And VIP Softphone (shown) gives you VIP Professional features along with the capabilities of an ESI IP Feature Phone II. Visit www.esicomservers.com/VIP.



VIP ACD Supervisor gives an ACD manager real-time views of agents' status and performance, along with a variety of department reports. For the employee, VIP ACD Agent shows fellow agents' status. Also, each VIP ACD application has all the features of VIP Professional. Visit www.esicomservers.com/ACD.

Department Details

ACD Department: **ACORN**

Agents:	2	Queue:	2	ACD Calls:	1
Answered:	15	Avg Queue:	1:05	Non-ACD Calls:	0
Abandoned:	1	Longest Wait:	1:16	Service Level:	89%

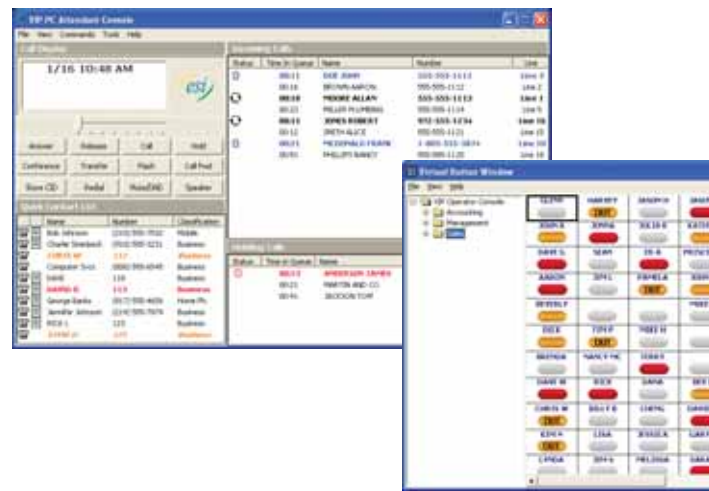
Logged In Agents

Agent	Ext	Caller ID Name	Number	Out
MICHELLE	114	ABC ELECTRON	5555106267	00:05
JEREMY	156			
THOMAS	125			00:11

Logged Out Agents

Agent	Ext	Caller ID Name	Number	Out
PHILLIP	106			
EDWARD	181	OUTGOING	555121324	01:20
CHRISTOPHER	110			

VIP PC Attendant Console lets you take control of incoming and held calls, directly from your PC screen. Use the familiar "drag-and-drop" interface to transfer calls and set up conference calls. The Virtual Button Window's color-coding shows individual stations' status. If used with ESI Presence Management, VIP PC Attendant Console even shows users' "in/out" status. Visit www.esicomservers.com/Attendant.





A history of success.

Founded in 1987, ESI specializes in innovative telephone systems for businesses of various sizes, and pioneered the all-in-one phone/voice mail system. Since its earliest days, ESI has enjoyed exceptional stability, financial strength, and growth — while taking care of the most important part of the equation: your business. Committed to quality, ESI is ISO 9001:2000-certified. Our industry has repeatedly praised ESI products for their mix of user-friendly features, advanced technology, and reliability. ESI products are available through a nationwide network of carefully selected Resellers.

Regardless of the model you select, each ESI Communications Server includes many unique features to enhance your business communications. To learn more, consult your local Certified ESI Reseller or visit www.esicomservers.com/CS.

1. Caller ID information available if your telephone service provides it. Contact your provider for details. 2. Intelligent Call Forwarding requires an ISDN PRI line. 3. Outlook 2000, 2002, 2003, or 2007 required for use of any VIP application. 4. Standard on the ESI-1000; optional on the ESI-600 and ESI-200. 5. Auto-recording requires VIP Professional-compatible application and optional license. 6. Creation of custom reports requires Crystal Reports™ (Standard Edition or Professional Edition).

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We Make It Easy To Communicate