

ESI-200 Communications Server



System highlights *(maximum capacities shown)*

Total stations	192
IP stations	192
Digital stations	168
Analog stations	56
Call-processing ports	300
Central Office (CO) lines	84
Digital line cards (T1/PRI) ¹	3
Voice mail ports	Up to 24
Voice storage (hours)	Up to 600
Station/special-purpose mailboxes	1,229
Conference ports (16 members/conference)	24
Shared-office tenanting (tenants)	4
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	Optional

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)



Growth capabilities

The ESI-200 architecture allows expansion when required. Each system cabinet (one Base Cabinet or an optional Expansion Cabinet) mounts in a standard equipment rack or on the wall.



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ESI-200 Communications Server

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

Growth capabilities

- 300 call-processing ports ☞
- Up to 24 voice mail channels and 600-hour message storage ☞
- Support for dozens of ESI phones in varying combinations, digital and IP, depending on installation (all-IP: 192 stations; all-digital: 168 stations) ☞
- Up to four tenants ☞
- Up to 100 networked Esi-Link-enabled systems
- Up to 56 fully functional analog ports ☞
- Up to 448 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.729³ 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 ID⁴ 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 ID⁴ information to off-premises number (requires PRI line)
- Caller ID key shows Caller ID⁴ 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-recording⁵ 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 ID⁴
- Virtual Answer Key™ for recording custom greetings to handle select callers when they're in call waiting
- Up to 24 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

- Up to 24 voice mail channels and 600-hour 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 four 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 Phone⁶ in multiple versions: IP (local/remote, Gigabit Ethernet or 10/100 Ethernet, each with 802.3af Power Over Ethernet) and digital
 - ESI 40 Business Phone⁶ 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 jack⁷
- 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 phones² only)
 - Three separate numbers lists: Personal Dex, Station Dex, and System Dex (using Caller ID⁴ 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 software⁸, 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 editions⁹; 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-recording⁵, 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 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 reports¹⁰
- 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 requirements¹¹

Optional M3 backup device ☞

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



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Multiple angle positions

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

To learn more about ESI Communications Servers, consult their brochure¹² or visit www.esi-estech.com/CS.

1. PRI on ESI-50; PRI and TI on ESI-100, ESI-200, ESI-600, and ESI-1000. 2. To support certain ESI Communications Server features, the entry-level ESI-50L Communications Server must be upgraded to an ESI-50 Communications Server; for more details about this, please consult your Certified ESI Reseller. 3. G.729 not supported on ESI-50. 4. Caller ID information available if your telephone service provides it. Contact your provider for details. 5. Auto-recording requires VIP Professional-compatible application and optional license. 6. Display has adjustable backlighting. Full-duplex speakerphone included on ESI 60 Business Phone. 7. Not on 24-Key Digital Feature Phone. 8. Sold and supported by Wasp Barcode Technologies (www.waspbarcode.com). 9. Outlook-integrated edition requires Outlook 2000, 2002, 2003, or 2007. 10. Creation of custom reports requires Crystal Reports™ (Standard Edition or Professional Edition). 11. Certain minimum LAN/WAN bandwidth and data latency requirements apply. 12. ESI document 0450-1052, available from your ESI Reseller or www.esi-estech.com/brochures.

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