

# ESI-50L Communications Server



## System highlights *(maximum capacities shown)*

Total stations	40
IP stations	n/a
Digital stations	32
Analog stations	8
Call-processing ports	56
Central Office (CO) lines	16
Digital line cards (PRI) <sup>1</sup>	n/a
Voice mail ports	4
Voice storage (hours)	15
Station/special-purpose mailboxes	266
Conference ports (16 members/conference)	16
Shared-office tenanting (tenants)	n/a
ESI Bluetooth® Voice Integration	Optional
ESI Presence Management	Optional
ESI Media Management	n/a
ESI Mobile Messaging	n/a
VIP applications	Optional
Mirrored Memory Module (M3) backup	n/a

## Plus other ESI Communications Server features:

- ESI desktop and cordless phones (some available with backlit displays)
- ESI's Verbal User Guide™
- Six-level, 100-branch automated attendant

## ... and upgradability to ESI-50 with:

- Automatic call distribution (ACD)
- Support for PRI digital lines<sup>1</sup>
- Shared-office tenanting
- Support for ESI Media Management, ESI Mobile Messaging, and IP phones and features



## Four angle positions

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



*We Make It Easy To Communicate*

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# ESI-50L Communications Server

Unless indicated by the ☺ symbol, items and capacities shown are common to all ESI Communications Servers.<sup>2</sup>

## Growth capabilities

- 56 call-processing ports ☺
- Four voice mail channels; 15 hours of message storage ☺
- Support for up to 32 digital stations and up to eight analog stations ☺
- Up to eight fully functional analog ports ☺
- Up to four 60-Key Expansion Consoles ☺
- Three-digit flexible numbering plans ☺
- System maintenance via built-in LAN/WAN connection

## Call handling

- Enhanced Caller ID<sup>3</sup> 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
- Caller ID key shows Caller ID<sup>3</sup> 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-recording<sup>4</sup> 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 ID<sup>3</sup>
- 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 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
- 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

- Four voice mail channels; 15 hours of message storage ☺
- Blue **VOICE MAIL** key on ESI desktop Feature Phone<sup>5</sup>
- 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

## ESI Feature Phones

- Different models for varying needs
  - 48-Key Digital Feature Phone<sup>6</sup>
  - 24-Key Digital Feature Phone<sup>6</sup>
  - 12-Key Digital Feature Phone
  - Digital Cordless Handset II
- Dedicated feature keys
- Headset operation<sup>7</sup>
  - Each 48-Key Feature Phone and Cordless Handset II includes headset jack
- Features specific to desktop Feature Phones:
  - Four-position tilt; wall-mountable
  - Rugged design resists abuse, spills
  - Large display and built-in speakerphone<sup>8</sup>
  - Up to 30 programmable feature keys
  - Volume/scroll keys
- Esi-Dex™ speed-dialing (desktop Feature Phones<sup>9</sup> only)
  - Three separate numbers lists: Personal Dex, Station Dex, and System Dex. (uses Caller ID<sup>3</sup> information or direct keypad entries)
  - 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 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 third-party software<sup>8</sup>, can help eliminate payroll errors and the need for physical time cards

## Optional VIP applications for Windows®

- Each available in standalone and *Outlook*<sup>®</sup>-integrated versions<sup>9</sup>; all versions use contacts from *Outlook*
- *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 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!*<sup>®</sup> and *GoldMine*<sup>®</sup>, to provide outbound dialing, "screen pops," and more
  - *VIP Professional* adds more detailed interface, auto-recording<sup>1</sup>, 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



## Growth capabilities

The ESI-50L 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.

When your business is ready, the entry-level ESI-50L can grow into a full-fledged **ESI-50** Communications Server, with many more call-processing capabilities and productivity-enhancing features (including ACD and support for PRI digital lines and IP communications). To learn more about the ESI-50, visit [www.esicomservers.com/CS](http://www.esicomservers.com/CS) or ask your Certified ESI Reseller for the ESI-50 spec sheet.<sup>10</sup>

To learn more about ESI Communications Servers, consult their brochure<sup>11</sup> or visit [www.esicomservers.com/CS](http://www.esicomservers.com/CS).

1. PRI on ESI-50; PRI and T1 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. Caller ID information available if your telephone service provides it. Contact your provider for details. 4. Auto-recording requires *VIP Professional*-compatible application and optional license. 5. Except for 12-Key Digital Feature Phone, on which voice mail is accessed via a programmable feature key. 6. Available with backlit display. 7. Not on 12-Key Digital Feature Phone. 8. Sold and supported by Wasp Barcode Technologies ([www.waspbarcode.com](http://www.waspbarcode.com)). 9. *Outlook*-integrated version requires *Outlook 2000, 2002, 2003, or 2007*. 10. ESI document 0450-1148, available from your ESI Reseller or [www.esicomservers.com/brochures](http://www.esicomservers.com/brochures). 11. ESI document 0450-1052, available from your ESI Reseller or [www.esicomservers.com/brochures](http://www.esicomservers.com/brochures).