

ESI-600

System for Converged Communications



LINE 1	SALES DEPT	IN GREET
LINE 2	DOUG B	OUT GREET
LINE 3	BILL H	PAGE GREET
LINE 4	SALES	VIRT ANSR
DALLAS	JILL	
CHICAGO	MARK B	CALLER ID
HOUSTON	DONNA	MONITOR
DENVER	ERIC S	
WRAP		CARLSON
LOGIN	SAM L	GEORGE
EXT 100		



We Make It Easy To Communicate

Gives your business the communications power for today, tomorrow, and then some.

*The science behind the ESI-600 system is sophisticated, yet simple: ESI has designed a platform which can support **both** digital functionality **and** IP-to-the-desktop, in any desired combination.*

Take just a few moments to learn how much the ESI-600 can do for your business.

Then, for more details, consult your Certified ESI Reseller or visit www.esiivx.com/600.

It's an amazingly capable all-in-one telephone system.

The innovative **ESI-600** design means all vital business communications features you need are built-in — not added-on. The ESI-600 includes:

- A highly advanced, expandable phone system with extensive, unique call-handling features.
- A tremendously flexible architecture that fully supports the convergence of digital- and IP-based communication.
- 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 outside lines and large numbers of users, just a handful of each, or something in-between: the ESI-600's modular, flexible design lets it grow with your business, supporting up to 168 phone lines and as many as 408 **ESI Feature Phones**. The ESI-600's patented, built-in voice mail capability **doesn't** subtract from this total. The ESI-600 maximizes **both** call-handling capabilities **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.

We call the ESI-600 a “fully flexible platform.” You'll call it “peace of mind.”

ESI was one of the first manufacturers to create purely IP-based phone systems, as well as to add optional IP capability to our existing (digital) systems. We've used this valuable experience to create the ESI-600. It can be as digital-based, IP-based, or converged (digital- **and** IP-based) as you require.

All ESI Feature Phone models, both digital- and IP-based, provide the same 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 LAN. 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: the ESI-600 can meet your business communications requirements today and for years to come.

This is a business phone system you'll actually enjoy using.

At ESI, we design business telephone systems for how people *really* use them. In addition to being easy on the eyes, ESI Feature 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 Feature Phones, see inside this brochure or visit www.esiivx.com/phones.



ESI offers additional ways to run your business more smoothly.

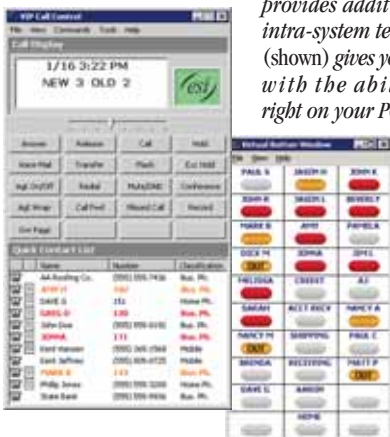
Any ESI system by itself is an outstanding addition to your business, but special options like these will make it still more valuable to you.

- **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 still more features, such as auto-recording^s, text-messaging, and color-coded monitoring of station status. And **VIP Softphone** gives you not only *VIP Professional* capabilities but also the power to use ESI phone features from your PC — particularly helpful in remote locations.
- **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.
- **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.^{ss} To enhance your employees' teamwork, **VIP ACD Agent** provides one-click access to fellow agents' status.



ESI Presence Management works with your ESI phone system 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.esiivx.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 provides additional features, including secure intra-system text-messaging. And VIP Softphone (shown) gives you VIP Professional capabilities along with the ability to use ESI phone features right on your PC screen. Visit www.esiivx.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.esiivx.com/ACD.

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 the status of up to 200 stations, departments, and voice mailboxes. If used with ESI Presence Management, VIP PC Attendant Console even shows users' "in/out" status. Visit www.esiivx.com/Attendant.



Department Details					
ACD Department: ACDN					
Agents:	3	Queue:	0	ACD Calls:	1
Assessed:	15	Avg Queue:	1:00	Non-ACD Calls:	3
Abandoned:	1	Longest Wait:	1:16	Service Level:	87%
Logged In Agents					
Agent	Ext	Color ID Name	Number	Dir	
PHILLIP	114	ARC ELECTRON	555186267	0085	
JEREMY	115A				
THOMAS	123			0011	
Logged Out Agents					
Agent	Ext	Color ID Name	Number	Dir	
PHILLIP	106				
EDWARD	101	TELECOM INC	556121324	0120	
LIBERTY	110				

The ESI-600 works harder so your business can work smarter.

Unique message handling.

The ESI-600's patented voice message features make it simple to store information and share it with your team. ESI's **Quick Groups™** lets you easily create a voice mail distribution group on the fly. Press your ESI desktop 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 ESI-600 has a sophisticated **automated attendant** with 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 up to eight organizations in a shared-office environment use the same ESI-600 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 ID 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-600 feature — manages calls coming into as many as 64 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 60-Key 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 system's productivity-boosting capabilities, and its optional **60-Key Expansion Console** 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 phone features, **ESI Cordless Handsets** come in two sizes each of **Digital**, (**local**) **IP**, and **Remote IP** versions.* ▶



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

Intelligent Call Forwarding.™

ESI's Intelligent Call Forwarding lets you forward an outside call directly to a cellular phone, branch office, or answering service with the caller's Caller ID information rather than yours — so the person to whom the call is forwarded knows who's really calling. *(Requires an ISDN PRI line.)*

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 system. Connect up to 100 locations across your WAN or the Internet without dedicated lines or long-distance toll charges. (Also, the **ESI IP Gateway** lets *non*-ESI systems join your Esi-Link network.)

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 and contractors. 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*.

Available auto-recording.

With ESI's optional *VIP* family of software applications installed on your PC, the ESI-600 can automatically record^s every call you receive from an outside line. (*VIP* already lets you selectively archive your ESI voice mail.) When each call is completed, you choose whether to save the recording.

Data redundancy.

The ESI-600's optional **M3** (Mirrored Memory Module) 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.

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.

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.

At ESI, we make it easy to communicate.

The ESI-600 system includes many unique features to enhance your business communications. To learn more, consult your local Certified ESI Reseller or visit www.esiix.com/600.



The right angle

With four angle positions, your ESI desktop Feature Phone easily adjusts to reduce glare, increase comfort, and maximize desk space. It's also wall-mountable.

Grows with your business

- 624 call-processing ports
- 32 channels of voice mail and 1,200 hours of message storage
- Support for hundreds of ESI Phones in varying combinations, digital and IP, depending on installation (all-IP: 408 stations; all-digital: 336 stations)
- Up to 100 networked Esi-Link-enabled systems
- Up to 188 fully functional analog ports
- Up to 80 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

Powerful call handling

- Enhanced Caller ID* 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 return
- Live call recording of any conversation or personal "voice memo"; allows moving and copying recordings to others' mailboxes (auto-recording† 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*
- Virtual Answer Key™ makes it easy to record 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
- 12 music/message-on-hold tracks — Three pre-recorded and nine customizable
- Dedicated overhead paging interface
- QuickPage™ for rapid paging notification of held calls

ESI's Verbal User Guide™

- **HELP** key on ESI desktop Feature Phone provides instant assistance
- Hundreds of informative prompts guide users, administrators, and installers

Sophisticated voice mail

- 32 channels of built-in voice mail
- Easily identified with blue **VOICE MAIL** key on ESI desktop Feature 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 easily moving a voice message to other user mailboxes
- Quick Move™ for saving a message to other user mailboxes during call recording
- Virtual Mailbox Key™ allows easy 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™ makes it easier to page users over Feature Phone speakers (or, if connected, overhead paging system)

Automated attendant

- Six levels, 100 branches for virtually unlimited call routing, including off-premises transfer
- Trunk-to-trunk transfer eliminates need for Centrex service

Automatic call distribution (ACD)

- Routes calls within designated departments based on agent availability; maximizes customer call flow
- Informative reporting
- ACD queue prioritization and overflow routing

Shared-office tenanting

- Up to eight tenants
- Assignment of CO lines for best use by tenants
- 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

* Caller ID information available if your telephone service provides it. Contact your provider for details.
 ** Except for 12-Key Digital Feature Phone, on which voice mail is accessed via a programmable feature key.
 *** Not on 12-Key Digital Feature Phone.
 † Outlook 2000, 2002, or 2003 required.
 ‡ Certain minimum LAN/WAN bandwidth and data latency requirements apply.
 § Auto-recording requires VIP Professional-compatible application and optional license.
 §§ Creation of custom reports requires Crystal Reports™ (Standard Edition or Professional Edition).

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ESI products are proudly created in the United States of America.

ESI Feature Phones

- Different models give you maximum flexibility in handling 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
- Compact; fits into any office decor
- Dedicated feature keys
- Headset operation***
 - 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, easy-to-read display and built-in speakerphone***
 - 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 ID* information or direct keypad entries)
 - Location Dex shows Esi-Link and remote station locations (if applicable)
 - Feature Dex quickly programs 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
- Quickly 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

Optional applications 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 your Feature Phone
 - Manages voice mail, e-mail, and fax messages from within *Microsoft Outlook®*
 - Lets you archive voice mail messages to .WAV files
 - TAPI support (Basic Telephony Service) for use with not only *Outlook* but also other TAPI-compliant software, such as *ACT!®* and *GoldMine®*, to provide out-bound dialing, "screen pops," and more
 - Enhanced version, *VIP Professional*, adds more informative interface, auto-recording†, easier one-touch callback, secure text messaging, station status, and more
- *VIP PC Attendant Console*
 - All features of *VIP Professional*
 - Easy, 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 reports§§
- *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

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 your WAN 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 requirements††
- System maintenance via LAN/WAN connection

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

For more details, visit www.esivx.com/600.



Grows with you

When your business grows, so does the ESI-600. Its advanced architecture lets you maximize its capacity and capabilities to fit your needs, as you're ready. Each durable ESI-600 system cabinet (one Base Cabinet and up to three Expansion Cabinets) mounts on the wall or in a standard equipment rack.

