

# ESI Cloud PBX

Taking the complexity out of  
business communications.



*ESI is a premier provider of on-premises and cloud-based unified communications solutions for small to mid-sized businesses. ESI offers uniquely innovative and integrated solutions that enable partners to differentiate and deliver simple and affordable VoIP communications that enhance the customer experience.*

## ESI Cloud PBX features include:

### Unified messaging

includes visual voice mail and voice mail-to-e-mail.

### Intelitouch integration

enables users to take advantage of all key phone features.

### Programmable keys

make common features one-touch-simple.

**SIP phone** is included for each user, supporting user's selected persona.

**Call management** provides time-based call routing, forwarding, call parking, and more.

**Call recording** is available on demand for all calls.

**Audio conferencing** gives you a dedicated conference bridge for up to 50 participants.

### Centralized Web

**administration** provides a dashboard view to manage communications and preferences.

### Visual contact directory

lets you view all your contacts and dial by name or extension with Click to Call.

**One-touch help** delivers automated help for easy use.

**Auto attendant** provides professional greetings and routing for all calls.

**Advanced ACD** includes call queues for ease of management and monitoring of all calls.

**Unlimited local and long-distance calling** as well as international calling.

**Customization of voice prompts** and music-on-hold.

**ESI Cloud Services** offers a complete end-to-end approach, allowing you to focus on your business while we focus on your communications. With capabilities that are simple to use and easily deployed, ESI Cloud Services takes the hassle out of managing your VoIP business phone system.

## What makes ESI's solution unique?

### Proven experience.

ESI has been dedicated to designing and delivering high-performance business communications for small to mid-sized businesses for 27 years. We build our solutions with three distinct advantages in mind: they are **intuitive to use, fully integrated, and simple to manage**. ESI takes the complexity out of the phone service, making it easier to communicate in the office or on the go.

### Intelligent integration.

**ESI Intelitouch™** is the unique integration from the phone to the desktop interface that only ESI can provide, because we design and deliver both the desk phone and the phone service. While many providers offer full-featured phones and applications, they're often complicated to personalize and program; in addition, key presence features are not in sync, leaving a fragmented approach to user availability. No other provider offers this level of integration between the service and the phone.

### One-touch simple.

ESI enables users to quickly and easily program keys on their ESI phones using the Web-based user dashboard. Users can set up specific keys for a simple one-touch experience; from speed-dial keys to special contacts or actions, ESI allows you to personalize your phone for one-touch use.

### Enhanced customer experience.

Many cloud providers are racing to add the newest feature into their offerings, complicating the phone solution while leaving out basic features you have grown to love. ESI focuses on bringing familiar business phone system features to the cloud — **without** the complexity. This delivers an intuitive solution that enables you to conduct business the way you want. Providing the ability to personalize call schedules, routing rules, and greetings, ESI makes communicating easy.

### Localized support to ensure your success.

ESI takes a different approach to supporting our customers. We are dedicated to selling through local Resellers, offering a more tailored experience with a local connection for system support should an issue arise. A local Reseller can offer a personalized approach to support while helping you grow your business communications.

## Why choose ESI for your cloud communications needs?

ESI Cloud PBX blends the features of the ESI desk phone with our Web-based<sup>1</sup> application to give you real-time visibility into your business communications. The ESI solution includes integrated features such as one-touch call recordings, personalized call routing, multi-device management, visual voice mail, audio conferencing, and unlimited North American local and long-distance calling plans. ESI is the only provider that provides a fully integrated Web-based dashboard that works seamlessly with your phone, providing an unmatched customer experience.

ESI has always been, and continues to be, focused on providing solutions that are simple to manage, intuitive to use, and fully integrated — making the most of every feature. With our long history of designing and deploying communications solutions, we know what growing businesses expect from their communications systems.



## Web-based user dashboard

The user dashboard provides a central view of your communications activities. View your voice mail, call history, contacts, and availability. Your dashboard enables you to view and manage your phone service with a one-touch approach.



### Visual voice mail

Easily view your voice mail messages on the user dashboard and make decisions on how best to respond to each caller.



### Automated help

A legendary ESIP feature our users can't live without, one-touch help offers an easy way to access an automated help menu so you can quickly get assistance.



### Contacts management

View and manage your contacts. Easily import contacts from Google™ Contacts, Microsoft® Outlook®, and Apple® vCard.



### Customize phone feature codes

Quickly program and personalize your ESIP phone from the user dashboard. Your phone will provide intuitive display messages that prompt you for entries and guide you along the way. There's no need to deal with complicated "star codes."



### Personal conference bridge

On-demand conference bridge with a dedicated number and customized greeting. Create, view, mute, and remove conference participants. Offers two hours of conferencing for up to 15 participants.



### Support for multiple phones

Use more than one phone in your building as tasks require, with the peace of mind of knowing your important calls will reach you, regardless of your location in your workplace. Manage up to three devices per extension.<sup>2</sup>



### Contacts presence

View your co-workers' availability in the company **Contacts** list. Color-coded icons make it clear whether each person is available to take your call, in do-not-disturb mode, or offline altogether.



### Mobility using *ESIP Ditto*

Connect your mobile device to your office phone with our mobile application, **ESIP Ditto**, available for iOS and Android smartphones and tablets. Never miss another call anywhere, anytime. Utilizes WiFi and mobile data for calls instead of cellular minutes.<sup>3</sup>



### Click-to-call

One-touch simple. Click any number in the user dashboard to be connected instantly, or use the dashboard's virtual dialpad to dial manually.

## Feature overview

	Cloud service personas		
	Select	Premier	Office Admin
<b>Available SIP phone options</b>	ESI 30SIP ESI 45SIP (upgrade)	ESI 45SIP <i>ESI Ditto</i> Bria Softphone Grandstream GXP2200	ESI 45SIP <i>ESI Ditto</i> Bria Softphone Grandstream GXP2200
<b>Standard telephony features</b>			
Call hold, transfer, mute	•	•	•
E911	•	•	•
Call history	•	•	•
Busy lamp field (BLF)	•	•	•
Visual do-not-disturb (DND)	•	•	•
Group paging	•	•	•
Caller ID	•	•	•
One-touch help	•	•	•
Intercom	•	•	•
Visual company directory	•	•	•
<b>Unified messaging</b>			
Visual voice mail	•	•	•
Voice mail to e-mail	•	•	•
<b>Call management</b>			
Web-based administration	•	•	•
Presence management	•	•	•
Dedicated conference bridge	•	•	•
Multi-call handling	•	•	•
Private calling	•	•	•
Outbound Caller ID name	•	•	•
Outbound Caller ID number	•	•	•
Click to call	•	•	•
Custom greetings	•	•	•
Custom call forwarding		•	•
Custom message scheduler		•	•
Call recording		•	•
Call screening		•	•
Virtual Answer		•	•
Custom Caller IDs		•	•
Virtual extensions		•	•
<i>ESI Ditto</i> mobile application		•	•
Call queues		•	•
Queue monitoring		•	•
<b>Call routing</b>			
Auto attendant		•	•
Advanced ACD		•	•
Custom call routing		•	•
Custom routing schedules		•	•
Find-me/follow-me		•	•
Music on hold		•	•
Multiple-device management		•	•

### A history of success.

*Estech Systems, Inc. (ESI) delivers high-performance phone systems designed for growing businesses. A premier provider of cloud- and premises-based unified communications solutions, ESI offers uniquely innovative and integrated systems that enable its channel partners to deliver differentiated, intuitive, and affordable VoIP communications. Founded in 1987, ESI has sold more than 300,000 business communications systems through hundreds of certified Resellers. ESI is a privately held corporation with headquarters in Plano, Texas. For more information about ESI and its products, visit [www.esi-estech.com](http://www.esi-estech.com).*



**Scan me**  
for instant access to  
the ESI Web site.  
(QR code app required.)

1. Supported browsers include *Chrome, Firefox, Internet Explorer, and Safari*. 2. Premier-persona seat required.  
3. Carrier-dependent feature.

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