



# Esi-Link

**Esi-Link**

Multi-site connectivity  
for ESI phone systems

# Across the street or across town, multiple ESI phone systems work as one.



Voice over IP (VoIP), the compelling technology that allows voice to travel over data lines, can help your business grow. By combining the reliability of traditional telephone systems with the flexibility of network connections, Esi-Link will improve the communications that drive your business, delivering enhanced customer satisfaction, increased productivity and an improved bottom line.

Since 1987, ESI has developed powerful telecommunications products for small and medium-sized companies like yours. Our award-winning, fully featured phone systems provide your offices exceptional functionality without expensive add-ons. Our continued drive to deliver advanced products now brings you Esi-Link, the ability to connect multiple ESI phone systems together – whether they're across the street, across town or across the country.

## How Esi-Link works

Esi-Link joins your ESI phone systems together across your wide area network (WAN) or the Internet, so they operate seamlessly as one system.

Normal telephone traffic between locations is converted to data packets that are transmitted over your high-speed data connection. Additionally, your phone systems are constantly sharing data and instantly updating user status information about employees in each of your locations.

With Esi-Link, just one glance at your phone tells you if a co-worker at any location is on his phone or available. With one touch of a programmable key, you're connected to him – no matter where he is located. That's the real power that Esi-Link delivers.

## How Esi-Link benefits you

Esi-Link lets you take full advantage of the capabilities of VoIP. You can expand to where new business is, elevate the satisfaction of your existing customers – or both. Your staff will work more efficiently, and your managers will manage more effectively. You'll have gained a critical competitive advantage.

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## Increased productivity

Esi-Link brings your team together. All your employees become part of all of your offices. Users can intercom or transfer a call to anyone else in the network. They can initiate a page to any system in the network. They can also retrieve parked calls and even access their own voice mail – from any system in the network – no matter where they are. Esi-Link's built-in directory of network-wide users makes these functions even easier.

Each ESI phone system has its own built-in voice mail, and the power of our patented voice mail technology reaches new heights when Esi-Link is enabled.

Through ESI's advanced voice mail features, users in remote locations have instant access to valuable information – in the voice of the person conveying the message.

Quick Move™ allows you to copy a message or recorded conversation to a voice mailbox anywhere in the system with just one touch of a key. Quick Groups™ gives you the ability to easily leave a message to any combination of users – either on your local phone system or in multiple locations.

Quite simply, ESI phone systems enabled with Esi-Link give you more advanced capabilities between your multiple locations. Effortless communication, at-a-glance knowledge of your

co-workers' availability and one-touch access to advanced features increase productivity.



## Greater customer service

Whether on a local, regional or national level, Esi-Link gives your employees the tools to work together more efficiently to increase your customers' satisfaction. Callers are easily routed to the personnel who can best help them – no matter where the callers or the employees might be. ESI's patented



enhancement of Caller ID\* keeps the name and phone number attached to an inbound call the entire time it's active in any of the connected systems. It stays with the call if it is transferred locally or remotely, as well as if the call becomes a recorded conversation or a voice mail message. Further, if that message or conversation is transferred, the Caller ID information remains, helping you to respond to your customers.

## Improved bottom line

Esi-Link can result in significant cost savings.\*\*

Day-to-day intra-office communications between your locations travel over your data network, eliminating long-distance charges and helping you reduce the number of local lines – providing significant cost savings on monthly charges.

Finally, you can use the phone systems in different cities to make "local" outbound calls in those cities, just as if you were there. By lowering your expenses, Esi-Link improves your bottom line.



