



ESI eSIP Evolution Series™

e-Series | On-Premises Communications Solutions



**Premium Power, Flexibility, Performance and Security
Designed to Support Modern Distributed Workforces**

Step into the future of on-premises communication with our *e-Series* servers for the **ESI eSIP Evolution Series™**, designed to cater to enterprises with up to 500 users. In today's fast-paced tech landscape, staying ahead of the curve is key to staying competitive. That's why savvy companies are realizing the importance of upgrading beyond traditional PBX systems. What they're after is more than just a communication tool; they want a trusted partner—a solution that's not only secure and reliable but also adaptable to their unique needs. With the muscle of the *e-Series* powering your eSIP Evolution Series™ deployment, your business will experience a seamless blend of desktop phones, mobile apps, and PC softphones—all working together effortlessly to support your distributed workforce.

Powerful Features at Your Fingertips

Designed with an array of top-tier features, the *e-Series* optimizes user productivity and efficiency. From unified voice, video, to collaboration tools, mundane tasks become effortless. Explore features like visual voicemail, dial-by-name, conferencing, advanced call handling, call recording, and more!

Secure & Reliable Voice Communications

With eMobile Pro™, rest assured that your conversations are shielded and secure. Calls travel through an encrypted end-to-end tunnel, safeguarding them from bandwidth-heavy resources and potential threats. This ensures crystal-clear conversations, forging robust connections on both ends of the call.

Efficient Deployments by Certified Partners

Enjoy swift installations with comprehensive auto-provisioning, ensuring your business communications are up and running in no time.

Key Features & Benefits:

- **Customizable Role-Based Permissions:** Tailor tool accessibility based on user roles, maximizing efficiency and usability.
- **Inbound Call Center Capabilities:** Enhance agent productivity and responsiveness with advanced inbound call center features, ultimately elevating customer satisfaction.
- **Presence Status Visibility:** Easily determine user availability across the system, facilitating streamlined communication and collaboration.
- **Instant Chat and File Sharing:** Foster real-time collaboration among users with intuitive chat and file sharing tools.
- **Advanced Built-In Security:** Safeguard your voice traffic with robust built-in security features, effectively deterring hackers and other malicious threats from infiltrating your system.



ENTERPRISE PLAN (included):

Calling & Telephony Features

- Audio Conferencing
- Boss-Secretary Routing
- Call Management Controls
 - Forward, Hold, Mute, Park/Pick-up, and Blind/Attended Transfers
- Call Monitoring
 - Listen, Whisper, & Barge-in
- Call Routing (by CID, DID)
- Call Queues
- Call Waiting
- Caller ID (CID)
- Cascade Mailbox
- Call Detail Reports (CDR)
- Call Recording
- Click-to-Call Chrome Extension
- Contacts Management
- Dial-by-Name Directory
- Direct Business Phone Number (DID)
- Do Not Disturb Mode (DND)
- Intercom
- LED Status Support (BLF)
 - Available/Idle = Green
 - Busy/Unavailable = Red
 - Do Not Disturb = Amber
- Omni-channel Messaging
- Recording Tone Control
- Ring Groups
- Ringtone Options
- Smartphone App (Android & iOS)
- Softphone/WebRTC Audio Calling App
- Speed Dial
- Voicemail
 - Voicemail to Email
 - Personal Voicemail Greetings

Call Center Features

- ACD Queuing
 - Ring All, Linear, Priority, Rotating, Random, and Workload-based
- Agent & Supervisor Tools
- Automatic Routing
 - Time-based or Choice-based with IVR
- Browser-based Queue Panel
- Call Monitoring & Recording
- Caller Wait Times (Estimated & In-Queue)
- Customizable Widgets
- Drag-and-Drop Call Handling
- Email Alerts (Optional)
- Performance Measurement SLAs
- Real-time & Historical Reports
 - Agent Activities
 - Login, Missed, Paused
 - Customer Satisfaction
 - Queue Averages
 - Queue Performance
- Ring Groups
- Role-based Features
- Satisfaction & Post-Call Surveys
- Self-Service Prompts
- Switchboard-style Queues
- Wallboard Metrics & Support

Security & Administration Tools

- Auto Provisioning
- Backup and Restore
- Bulk Import & Export
 - Contacts, Extensions, Routes, and Trunks
- eMobile Pro™ Secure Calling
- Event Logs
- Event Notifications
- Extension Groups
- Network Drive
- Operation Logs
- Operator Panel
 - Manage Unlimited Users
 - Dispatch Call Controls
 - Monitor Call Status
 - Presence Status
 - Switch Business Hours
- Secure Encryption (TLS/SRTP)
- Web Access to System Settings (Admins)
- Security Tools
 - Auto & Defense
 - IP Blocklist (Global)
 - IPv6
 - Password Enforcement
 - Security Alerts via Email
 - SNMPv3 Support
- SMTP Server (Built-in)
- Two-Factor Authentication
- Troubleshooting
- User Roles (Granular)
- Web-based GUI Dashboard

Business Features

- Call Allow/Block List
- DISA
- DNIS
- Emergency Numbers & Notifications
- Fax-to-Email and T.38 Fax Support
- FQDN (supplied by ESI)
- Hot Desking
- Interactive Voice Response (IVR) with Custom Prompts
- Integrations
 - Active Directory (Azure)
 - CRM/PM Solutions
 - Help Desk Solutions
- Music-on-Hold & Playlist Support
- PIN List
- Mobile & Remote Extensions
- Scheduling Business Hours & Holidays
- Smartphone App (iOS & Android)
- Softphone App (Windows & MacOS)
- Web Client

eSIP E-Series Server Specifications

- Total Users (Base/Max)
 - 50e: 50
 - 200e: 100/200
 - 500e: 300/500
- Concurrent Calls (Base/Max)
 - 50e: 25
 - 200e: 30/60
 - 500e: 60/120
- Call Center Agents (Base/Max)
 - 50e: 50
 - 200e: 100/200
 - 500e: 300/500
- NFC Read/Write (All):
 - Yes
- Ethernet Interfaces (All):
 - 2 x (10/100/1000 Mbps)
- Hard Disk:
 - 50e: No
 - 200e: 1 SATA (up to 2 TB)
 - 500e: 1 SATA (up to 2 TB)
- USB (All):
 - 1 (up to 2 TB)
- Power Supply:
 - 50e: AC 100-240V, 50/60HZ 0.6A max
 - 200e: AC 100-240V, 50/60HZ 1.5A max
 - 500e: AC 100-240V, 50/60HZ 1.5A max
- Size/Dimensions:
 - 50e: 13.4 x 8.3 x 1.7 in
 - 200e: 17.3 x 9.9 x 1.7 in
 - 500e: 17.3 x 9.9 x 1.7 in
- Weight:
 - 50e: 3.6 lbs
 - 200e: 5.2 lbs
 - 500e: 5.2 lbs
- Rack Mounting (All):
 - 19 in wide, 1U Rackmount
- Environment (All):
 - Operation Range: 32°F to 104°F
 - Storage Range: -4°F to 149°F
 - Humidity: 10-90% non-condensing
- Ports & Modules
 - FXS (Max):
 - 50e: 8
 - 200e: 8
 - 500e: 16
 - FXO (Max):
 - 50e: 8
 - 200e: 8
 - 500e: 16
 - 4G/LTE (Max):
 - 50e: 4
 - 200e: 4
 - 500e: 6
 - T1/PRI (Max):
 - 50e: 0
 - 200e: 1
 - 500e: 2
 - EXP100 (Max):
 - 50e: 0
 - 200e: 1
 - 500e: 2



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