



# Shared-office tenanting

## Contents

ISDN PRI and shared-office tenanting.....	2
Major features.....	2
Technical description.....	3
Shared-office tenanting feature support chart.....	4

## Introduction

ESI's flexible, yet easily implemented **shared-office tenanting** feature allows multiple organizations in a shared-office environment to share an ESI system while maintaining separation of certain services and features. Shared-office tenanting provides multiple organizations all of the convenient integrated and sophisticated features of compatible ESI systems, while still maintaining the outward appearance of being separate and distinct business entities.

Shared-office tenanting is ideal for small-business incubators, traditional "family"-run small businesses, and "spin-off" enterprises that are often staffed by many of the same employees that work for the "parent" business entity. Incoming calls to each tenant can be directed to be answered by separate auto attendant greetings or mailboxes, or to ring at separate stations.<sup>1</sup> Both outgoing and incoming calls from each tenant can be transferred seamlessly to and from stations and departments of any other tenant. ESI's robust software keeps track of the tenant (station, auto-attendant branch, department, *etc.*) to which the call is currently connected. Therefore, when placed on hold, callers will always hear the message-on-hold for that tenant. Separate "dial-zero" (operator) destinations can also be assigned for each tenant, so that when callers dial **0** from the auto-attendant or from MOH, they will always be connected to the right person.

The ESI-100 and ESI-50<sup>2</sup> each support up to two tenants; the ESI-200, up to four; and the IP Server 900, ESI-600, and ESI-1000, up to eight. Any incoming call can be answered by and transferred to any station, regardless of tenant assignment; thus, calls for both tenants can be answered by a single extension or department, or by unique answering points within each organization. Tenants can access their own dedicated or private outside lines by using either the programmable line keys on the ESI desktop phones or the standard line group access codes. Line group 9 is reserved for lines used for outgoing and incoming calls by all tenants (telephone line sharing).

<sup>1</sup> Incoming calls can also be directed to remote locations via Esi-Link.

<sup>2</sup> Not supported on the ESI-50L, which must be upgraded to an ESI-50 for shared-office tenanting.

## ISDN PRI and shared-office tenanting

When ISDN PRI is installed on a system with tenant service active, a unique Caller ID number can be assigned for each tenant. Assigned as the PRI pilot number for each tenant's incoming calls, the pilot number is also sent as a Caller ID message whenever a member of that tenant makes an **outgoing** call. This powerful feature emphasizes the uniqueness of each tenant, while allowing shared office tenants to also share a PRI circuit. This feature can also be used to meet emergency service (911) requirements in many municipalities for location identification. (Of course, Personal Caller ID overrides tenant Caller ID.)

## Major features

### *Separated (tenant) features*

- **Separation of private or dedicated outside lines by line groups.**
- **Separate answer ring assignments for each outside line.**
- **Separate auto-attendant greetings and branches.**
- **Separate operator call destination.**
- **Unique MOH source (customer-recorded).**
- **Separate day/night modes and automatic day/night mode tables.**
- **Separation of paging areas by zones.**
- **Unique outgoing Caller ID with PRI.<sup>1</sup>**
- **On-hold MOH** — Held calls will hear MOH based on CO lines' tenanting assignment (selectable).
- **Hold<sup>2</sup>** — A held call is "seen" by only the tenant that put the call on hold.

### *Shared (common) services and features*

- **Guest and information mailboxes.**
- **10 cascade paging mailboxes** — Each can be used by one or more tenants. Only one line group can be used for paging.
- **Eight CO line groups** — Each can be used by one or more tenants.
- **Automatic route selection (ARS)** — One line group per digit pattern only.
- **Toll restriction** — Common toll restriction table for entire system.
- **Conference bridges** — See "Shared-office tenanting feature support chart," page 4.
- **Auto-attendant directory** — Common directory for entire system.
- **Outdial notification (includes off-premises "reach-me")** — Only line group 9 can be used for outdial notification.
- **All-page and overhead page**
  - Single overhead page port.
  - All-page is a system-wide feature.
- **911 emergency calls access** — Line groups 9 or 8<sup>3</sup> (if no outside lines are assigned to line group 9) will be used for 911 emergency calls. The tenant one operator or extension 100 will be notified if **9 1 1** is dialed at any station, regardless of tenant assignment.
- **Line group 9 access** — Line group 9 can be used for outside line sharing ("pooled" lines) and is used for common features that require outside line access, such as message notification, off-premises "reach-me," and pager notification.
- **Esi-Link** — Calls can be made to and received from any Esi-Link remote locations by any tenant.

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<sup>1</sup> ISDN PRI is supported with the installation of the appropriate Digital Line Card (DLC) on a compatible ESI Communications Server or a T1/PRI Module on an IP Server 900.

<sup>2</sup> On ESI Communications Servers, supported only by system software versions xx.3.xx (and higher). On the IP Server 900, supported by all system software versions.

<sup>3</sup> If no outside lines are assigned to line group 9, the system will attempt to find an outside line assigned to line group 8.

## Technical description

ESI's shared-office tenanting feature supports the following major features:

- **Outside lines** — Outside line groups and corresponding access codes are used to separate each tenant's CO lines if required. "Pooled" lines can be assigned to line group 9 (stations are individually programmed to be allowed access to each line group).
- **CO ring assignments** — Incoming calls can be directed to ring to any auto-attendant branch or station, regardless of tenant assignment, providing maximum flexibility.
- **Stations** — Each can be assigned to one tenant.
- **Automatic day/night mode** — All tenants will have the option of having automatic Day/Night change via a table assigned for each tenant.
- **Day/night key** — A day/night key may be assigned on one or more ESI desktop phones in each tenant to select day, night, day 2, night 2, or auto mode. This will change the day or night mode or select the automatic day/night table of the tenant to which the station is assigned.
- **Remote day/night change** — Dialing into the respective auto-attendant branch of the tenant and entering the common administrator password will access remote day/night mode administration for that tenant. For example, the administrator of tenant two dials the phone number that is answered by auto-attendant branch ID 2, and, upon hearing the auto-attendant, dials the access codes to enter the day/night mode and greetings administration.
- **Dial-zero assignment** — Each Tenant Group can have its own dial-zero (operator) destination. The operator can also be the same destination for all tenants.
- **Auto attendant day/night greeting** — Each tenant is directly associated with the first auto-attendant day/night ID branches.<sup>1</sup> Day/night routing will be controlled either by the tenant's individual Day/night table or manually with a day/night key on a station assigned to that tenant. Dial-zero calls from each of these ID branches will route the call to the respective dial-zero destination of that tenant.
- **Message-on-hold (MOH)** — Each tenant will have a unique customer-recorded MOH source. If the source does not have MOH message/music recorded, the system will default to the standard prerecorded MOH source. Outside lines that have been placed on hold will hear the MOH recording assigned for the tenant of the station that had placed the outside line on hold.
- **Outbound Caller ID assignment table** — Used with PRI, this lets each tenant have its own Caller ID number and name sent when an outgoing call is made by a station assigned to that tenant.
- **Central answering** — Allows incoming calls to different tenants to be answered by the same answering position (station or department).
- **CO line sharing** — Outside lines may be shared by multiple tenants. Each outside line that is to be shared by multiple tenants must be assigned to a line group that in turn is assigned to stations that are allowed to call out on that line.

Many features are not tenant-specific. System timers, alert tones, Station Message Detail Recording (SMDR), system-wide button mapping, CO line receive volume, ACD prompts and recordings, Esi-Link, non-user mailboxes (including Q & A, cascade, guest, and information mailboxes), message purge control, and certain system-wide features won't be associated with a particular tenant.

Administrator programming is effective for all tenants.

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<sup>1</sup> Tenant 1 is associated with Branch ID 1, Tenant 2 is associated with Branch ID 2, etc.

## Shared-office tenanting feature support chart

**Note:** Certain capacities shown are achievable only with use of four-digit numbering plan — see the *Flexible Numbering Feature Overview* (ESI # 0450-0952).

**In the “Shared-office tenanting” column at the right:**

— “Any tenant” = May call to/from any tenant (independent of tenant).

— “Each tenant” = Each tenant has a specific resource assigned to it; and “Common” = Feature or resource is shared by all tenants.

Feature	IP Server 900	ESI-1000	ESI-600	ESI-200	ESI-100	ESI-50	Shared-office tenanting
911 alert	Yes	Yes	Yes	Yes	Yes	Yes	Common — Must use line group 8 or 9
ACD (automatic call distribution) (See “Departments” <sup>1</sup> )	Yes	Yes	Yes	Yes	Yes <sup>1</sup>	Yes <sup>1</sup>	Yes — Each ACD department may be assigned to a tenant
Analog station — Call forwarding	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant
Analog station — Call hold	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant
Analog station — Call pickup	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant
Analog station — Call transfer	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant
Analog station — Call waiting	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant
Analog station — Conferencing	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant
Analog station — Internal paging	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant
Announce extension number	Yes	Yes	Yes	Yes	Yes	Yes	Common — Single system directory
ARS (automatic route selection)	Yes	Yes	Yes	Yes	Yes	Yes	Common — Single ARS table
Auto attendant blocking (private stations)	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each station
Auto attendant branches	100: Eight main greetings (ID1–ID8), any combo of menu (six levels), goto, directory, for 92 remaining branches	100: Eight main greetings (ID1–ID8), any combo of menu (six levels), goto, directory, for 92 remaining branches	100: Eight main greetings (ID1–ID8), any combo of menu (six levels), goto, directory, for 92 remaining branches	100: Eight main greetings (ID1–ID8), any combo of menu (six levels), goto, directory, for 92 remaining branches	100: Eight main greetings (ID1–ID8), any combo of menu (six levels), goto, directory, for 92 remaining branches	100: Eight main greetings (ID1–ID8), any combo of menu (six levels), goto, directory, for 92 remaining branches	Yes — Each tenant Tenant-specific branch IDs per system — ESI-100 or ESI-50: Two; ESI-200: Four; IP Server 900, ESI-600, or ESI-1000: eight
Auto day/night mode	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each tenant
AutoPage	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Within page zone(s) assigned to station
Automatic Daylight Saving Time	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide parameter
Background announce	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each station
Call forward — Manually set	Yes — to extension/department or mailbox	Yes — to extension/department or mailbox	Yes — to extension/department or mailbox	Yes — to extension/department or mailbox	Yes — to extension/department or mailbox	Yes — to extension/department or mailbox	Yes — Each station
Call forward — System-set	Yes — to mailbox, another extension/department or ID branch (auto attendant)	Yes — to mailbox, another extension/department or ID branch (auto attendant)	Yes — to mailbox, another extension/department or ID branch (auto attendant)	Yes — to mailbox, another extension/department or ID branch (auto attendant)	Yes — to mailbox, another extension/department or ID branch (auto attendant)	Yes — to mailbox, another extension/department or ID branch (auto attendant)	Yes — Calls may be directed to exts., mbxes, depts., or ID branches in any tenant (or non-tenant-specific)
Call pickup — Directed	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant
Call waiting — CO lines answered, then a transferred call	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant
Call waiting — CO lines live-ring	No	No	No	No	No	No	No
Call waiting — Station-to-station	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant
Caller ID — Enhanced	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: Yes Cdls Hdsets: Yes 12-Key: Name-only	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: Yes Cdls Hdsets: Yes 12-Key: Name-only	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: Yes Cdls Hdsets: Yes 12-Key: Name-only	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: Yes Cdls Hdsets: Yes 12-Key: Name-only	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: Yes Cdls Hdsets: Yes 12-Key: Name-only	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: Yes Cdls Hdsets: Yes 12-Key: Name-only	Common setting
Conference, trunk-to-trunk — Unsupervised	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Conference calling	Yes — 64 conf. ports, 16 participants max. (for “meet-me” conferencing, 32 participants max.)	Yes — 64 conf. ports, 16 participants max.	Yes — 64 conf. ports, 16 participants max.	Yes — 24 conf. ports, 16 participants max.	Yes — 16 conf. ports, 16 participants max.	Yes — 16 conf. ports, 16 participants max.	Common conference bridges
Day/night key	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: Programmable; Cdls Hdset: Programmable; 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: Programmable; Cdls Hdset: Programmable; 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: Programmable; Cdls Hdset: Programmable; 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: Programmable; Cdls Hdset: Programmable; 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: Programmable; Cdls Hdset: Programmable; 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: Programmable; Cdls Hdset: Programmable; 12-Key: No	Yes — Each tenant has its own day/night key
Day/night mode	Yes — Day/Day2, Night/Night2	Yes — Day/Day2, Night/Night2	Yes — Day/Day2, Night/Night2	Yes — Day/Day2, Night/Night2	Yes — Day/Day2, Night/Night2	Yes — Day/Day2, Night/Night2	Yes — Each tenant has its own day/night mode
Departments (“hunt groups”)	Yes — 64 with 64 members (All, UCD, ACD, in-order, pickup)	Yes — 128 with 32 members (All, UCD, ACD, in-order, pickup)	Yes — 64 with 32 members (All, UCD, ACD, in-order, pickup)	Yes — 20 with 48 members (All, UCD, ACD, in-order, pickup)	Yes — 10 with 32 members (All, UCD, ACD, in-order, pickup)	Yes — 10 with 32 members (All, UCD, ACD, in-order, pickup)	Yes — Each department may be assigned to a tenant
DND (do-not-disturb)	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each station
Dry contacts — Page port	Yes — Open and closed	Yes — Open and closed	Yes — Open and closed	Yes — Open and closed	Yes — Open and closed	Yes — Open and closed	Common: One overhead page port per system
DSS (60-Key Expansion) Consoles — Maximum [not on ESI 30D, legacy 24-Key, Cordless Handsets, or legacy 12-Key]	1,088	1,696	880	448	160	32	Yes — Each tenant may have Expansion Consoles as long as system maximum isn’t exceeded

<sup>1</sup> See “Departments” in this chart.

# Shared-office tenanting feature support chart

**Note:** Certain capacities shown are achievable only with use of four-digit numbering plan — see the *Flexible Numbering Feature Overview* (ESI # 0450-0952).

**In the “Shared-office tenanting” column at the right:**  
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Feature	IP Server 900	ESI-1000	ESI-600	ESI-200	ESI-100	ESI-50	Shared-office tenanting
<b>Esi-Dex built-in directory</b>	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key; Yes Cdis Hdsset: No 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key; Yes Cdis Hdsset: No 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key; Yes Cdis Hdsset: No 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key; Yes Cdis Hdsset: No 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key; Yes Cdis Hdsset: No 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key; Yes Cdis Hdsset: No 12-Key: No	Station Dex: Common System Dex: Common Location Dex: Common Station Dex: Yes — Each station
<b>Esi-Link</b>	Yes	Yes (with Esi-Link IVC installed)	Yes (with Esi-Link IVC installed)	Yes (with Esi-Link IVC installed)	Yes (with Esi-Link IVC installed)	Yes (with Esi-Link IVC installed)	Common — System-wide
<b>ESI Mobile Messaging</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide
<b>Fax — Automatic switching</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common — Fax auto-detect will route to first available fax
<b>Fax port — Analog extension</b>	Yes (with appropriate optional port card)	Yes (with appropriate optional port card)	Yes (with appropriate optional port card)	Yes (with appropriate optional port card)	Yes (with appropriate optional port card)	Yes (with appropriate optional port card)	Yes — Any tenant
<b>Forward timer</b>	Yes — System-wide	Yes — System-wide	Yes — System-wide	Yes — System-wide	Yes — System-wide	Yes — System-wide	Common — System-wide
<b>Greeting — Day, night, day2, and night2</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each tenant has its own greetings (day, day2, night, and night2)
<b>Greeting — Main (remote activation)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each tenant
<b>Greetings — Record main auto attendant (remote)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each tenant
<b>Group listening</b>	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key; Yes Cdis Hdsset: No 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key; Yes Cdis Hdsset: No 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key; Yes Cdis Hdsset: No 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key; Yes Cdis Hdsset: No 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key; Yes Cdis Hdsset: No 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key; Yes Cdis Hdsset: No 12-Key: No	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key; Yes 12-Key: No
<b>Hold</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide or by tenant (selectable) option
<b>Hold — Exclusive (personal hold)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each station
<b>Hold recall timer</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide
<b>Hold recall timer — Exclusive</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide
<b>Holiday mode</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common — All tenants share one holiday greeting
<b>Hybrid key operation (line key appearances)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Line appearances</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes — For each tenant, stations may assign line keys in that tenant's line group
<b>Line groups</b>	9, 8, 71–76	9, 8, 71–76	9, 8, 71–76	9, 8, 71–76	9, 8, 71–76	9, 8, 71–76	Common — Pooled line group of each tenant may have its own line group
<b>Lines — Maximum</b>	192	240	168	84	42	35	Common — System-wide
<b>Loop keys</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide
<b>Mailbox — Automatic creation</b>	Yes	Yes	Yes	Yes	Yes	Yes	—
<b>Mailbox — Broadcast</b>	Yes — One to all extensions	Yes — One to all extensions	Yes — One to all extensions	Yes — One to all extensions	Yes — One to all extensions	Yes — One to all extensions	Common — One per system
<b>Mailbox — Cascade notification</b>	Yes — 20	Yes — 40	Yes — 20	Yes — 10	Yes — 10	Yes — 10	Common — Uses one line group for all cascade paging mailboxes
<b>Mailbox — Group</b>	Yes — 32	Yes — 64 (max. members: 200)	Yes — 32	Yes — 16	Yes — 16	Yes — 16	Common
<b>Mailbox — Guest/info</b>	Yes — Up to 1,000	Yes — Up to 1,000	Yes — Up to 1,000	Yes — Up to 1,000	Yes — Up to 1,000	Yes — Up to 190	Common
<b>Mailbox — Maximum, station</b>	864	816	408	192	84	52	Common
<b>Mailbox — Maximum, total</b>	1,937	1,941	1,481	1,229	1,121	1,089	Common
<b>Mailbox — Password</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each station
<b>Mailbox — Q &amp; A</b>	Yes — 20	Yes — 20	Yes — 20	Yes — 10	Yes — 10	Yes — 10	Common
<b>Mailbox — PRI alarm maintenance</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common — MB 598
<b>Mailbox — Trunk-to-trunk transfer (see also “Off-premises reach-me”)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common — Mailbox transfer uses line group 9
<b>Menu levels — Multiple</b>	6	6	6	6	6	6	Yes
<b>Message — Copy and move</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common
<b>Message — Move and delete</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common
<b>Message — Pickup (remote)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common
<b>Message — Save as new</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common
<b>Message — Urgent delivery</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common
<b>Message length, maximum</b>	1–60 min.	1–60 min.	1–60 min.	1–60 min.	1–60 min.	1–60 min.	Common — System-wide
<b>Message monitor (live call screening)</b>	Yes	Yes	Yes	Yes	Yes	Yes	—
<b>Message notification — Phone and pager</b>	Yes	Yes	Yes	Yes	Yes	Yes	Common — Uses line group 9
<b>MOH (message-on-hold) port — external</b>	Yes — 1	Yes — 1	Yes — 1	Yes — 1	Yes — 1	Yes — 1	Yes — Tenant 1 only
<b>MOH recordings</b>	3 fixed, 1 live, 9 recordable	3 fixed, 1 live, 9 recordable	3 fixed, 1 live, 9 recordable	3 fixed, 1 live, 9 recordable	3 fixed, 1 live, 9 recordable	3 fixed, 1 live, 9 recordable	Yes — Any tenant Selectable for tenant 1; fixed for tenant 2 and higher

# Shared-office tenanting feature support chart

**Note:** Certain capacities shown are achievable only with use of four-digit numbering plan — see the *Flexible Numbering Feature Overview* (ESI # 0450-0952).

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Feature	IP Server 900	ESI-1000	ESI-600	ESI-200	ESI-100	ESI-50	Shared-office tenanting
Night bell interface	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide
Night service (auto/manual)	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each tenant has its own night service
NSP (Network Services Processor)	Yes — Built-in	Yes — Built-in	Yes — Built-in	Yes — Built-in	Yes — Built-in	Yes — Built-in	Common — System-wide
Off-hook ring — Live-answer (subdued ring)	Yes	Yes	Yes	Yes	Yes	Yes	Common
Off-premises “reach-me” (trunk-to-trunk)	Yes	Yes	Yes	Yes	Yes	Yes	Common — Uses line group 9
Off-premises message retrieval	Yes	Yes	Yes	Yes	Yes	Yes	Common
Off-premises transfer — Auto attendant (trunk-to-trunk transfer — auto attendant)	Yes — With trunk-to-trunk or Centrex	Yes — With trunk-to-trunk or Centrex	Yes — With trunk-to-trunk or Centrex	Yes — With trunk-to-trunk or Centrex	Yes — With trunk-to-trunk or Centrex	Yes — With trunk-to-trunk or Centrex	Yes — Any tenant
Operator station selection	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each tenant may have its own operator station
Outside dialtone preference	Yes	Yes	Yes	Yes	Yes	Yes	Common
Overflow (flexible)	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant
Page port (external) — With DTMF pass-through <sup>1</sup>	Yes — DSS key code	Yes — DSS key code	Yes — DSS key code	Yes — DSS key code	Yes — DSS key code	Yes — DSS key code	Common — One overhead page port per system
Page zones (internal) — Code 599	Nine 0 = all • 1-6, 8, 9	Nine 0 = all • 1-6, 8, 9	Nine 0 = all • 1-6, 8, 9	Nine 0 = all • 1-6, 8, 9	Nine 0 = all • 1-6, 8, 9	Nine 0 = all • 1-6, 8, 9	Yes — Page zone(s) for each tenant. Common — 0 = all
Pager notification	Yes — New and urgent messages	Yes — New and urgent messages	Yes — New and urgent messages	Yes — New and urgent messages	Yes — New and urgent messages	Yes — New and urgent messages	Common — Uses line group 9
Paging — All-call	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide
Paging — Internal (through phone speakers)	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each station
Privacy release	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant
PRI (primary rate interface) • ISDN	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each tenant has own pilot number
Private line capability	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Programming — Menu	Yes	Yes	Yes	Yes	Yes	Yes	Common
Programming — Remote system	Yes	Yes	Yes	Yes	Yes	Yes	Common
Programming — Via IP network	Yes	Yes	Yes	Yes	Yes	Yes	Common
Programming — Voice-prompted	Yes	Yes	Yes	Yes	Yes	Yes	Common
Queue — ACD	Yes	Yes	Yes	Yes	Yes	Yes	Each tenant has own MOH playing to queue
Queue for available line	Yes	Yes	Yes	Yes	Yes	Yes	Common
Record length — Maximum	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: 1-120 min. 12-Key: 0	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: 1-120 min. 12-Key: 0	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: 1-120 min. 12-Key: 0	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: 1-120 min. 12-Key: 0	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: 1-120 min. 12-Key: 0	ESI 60, ESI 40, ESI 30D, 24-Key, 48-Key: 1-120 min. 12-Key: 0	Common — System-wide
Remotely installed IP phones (ESI 60IP, ESI 40IP, ESI Remote IP Cdis. Hdset., or IP Feature Phone II)	512	816	408	192	72	12	Yes — Remotely installed IP phone can be assigned to a tenant
Remote talk paths, max. (remote network channels.)	512	96 (Esi-Link IVC req'd)	48 (Esi-Link IVC req'd)	24 (Esi-Link IVC req'd)	24 (Esi-Link IVC req'd)	12 (Esi-Link IVC req'd)	Common — System-wide
Reports on demand	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide
Ringing line preference	Yes	Yes	Yes	Yes	Yes	Yes	Common
Serial ports	None	One (maintenance/SMDR)	One (maintenance/SMDR)	One (maintenance/SMDR)	One (maintenance/SMDR)	One (maintenance/SMDR)	Common — System-wide
Service observing	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any station
SMDR	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide
Stations — Maximum	846, multiple combos	816, if all IP	408, if all IP	192, multiple combos	84, multiple combos	52, multiple combos	Common — Any number of stations can be assigned to a tenant
System connect tone	Yes — Adjustable	Yes — Adjustable	Yes — Adjustable	Yes — Adjustable	Yes — Adjustable	Yes — Adjustable	Common — System-wide
T1 channels	Yes — 192 w/ eight T1 modules	Yes — 240 w/ 10 DLC12s	Yes — 144 w/ six DLC12s	Yes — 72 w/ three DLC12s	Yes — 24 w/ one DLC12	No	Common — System-wide
TAPI interface	Yes (with VIP 7)	Yes (with VIP or VIP 7)	Yes (with VIP or VIP 7)	Yes (with VIP or VIP 7)	Yes (with VIP or VIP 7)	Yes (with VIP or VIP 7)	—
Tenant service	Yes — Maximum 8 [See rest of this table for details]	Yes — Maximum 8 [See rest of this table for details]	Yes — Maximum 8 [See rest of this table for details]	Yes — Maximum 4 [See rest of this table for details]	Yes — Maximum 2 [See rest of this table for details]	Yes — Maximum 2 [See rest of this table for details]	—
Time/date — Auto DST change	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide
Time/date — Caller ID synch.	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide
Toll bypass (with Esi-Link)	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide
Toll restriction — Station and system	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide; one table per system
Trunk-to-trunk transfer, automatic	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each tenant
Twinning	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide

<sup>1</sup> Not applicable on ESI-100 or ESI-200 if Intelligent VoIP Card (IVC) is installed in first card slot.

## Shared-office tenanting feature support chart

**Note:** Certain capacities shown are achievable only with use of four-digit numbering plan — see the *Flexible Numbering Feature Overview* (ESI # 0450-0952).

**In the “Shared-office tenanting” column at the right:**

- “Any tenant” = May call to/from any tenant (independent of tenant).
- “Each tenant” = Each tenant has a specific resource assigned to it; and “Common” = Feature or resource is shared by all tenants.

Feature	IP Server 900	ESI-1000	ESI-600	ESI-200	ESI-100	ESI-50	Shared-office tenanting
UCD (uniform call distribution)	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Each UCD department may be assigned to a tenant
VIP (Visually Integrated Phone) family of optional software for use with compatible ESI phone <sup>1</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant, VIP application(s) enabled for each station
VIP 7 family of optional software for use with compatible ESI phone <sup>2</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes — Any tenant, VIP 7 application(s) enabled for each station
Voice mail ports (built-in channels), maximum	32	128	32	24	8	6	Common — System-wide
Voice mail storage, maximum	140 hours	1,200 hours	1,200 hours	600 hours	140 hours	15 or 60 hours	Common — System-wide
.WAV file storage with optional VIP applications	n/a	Yes	Yes	Yes	Yes	Yes	Common — System-wide
.WAV file storage with optional VIP 7 applications	Yes	Yes	Yes	Yes	Yes	Yes	Common — System-wide

**Note:** For more complete details on the ESI systems mentioned in this document, consult their respective documentation. ESI-trained Resellers may download product documentation from [www.esi-estech.com/Resellers](http://www.esi-estech.com/Resellers) (password required).

### About ESI

ESI (Estech Systems, Inc.) designs and manufactures high-performance phone systems for businesses and organizations. ESI uses advanced technology to design IP and digital communications systems that integrate built-in capabilities, advanced features, and highly differentiated applications into flexible products that are easy to use and keep employees productive. ESI has sold over 250,000 business communications systems through hundreds of factory-trained Certified Resellers. Founded in 1987, ESI is a privately held corporation with headquarters in Plano, Texas.



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<sup>1</sup> VIP Softphone requires no ESI desktop phone.  
<sup>2</sup> VIP 7 Softphone requires no ESI desktop phone.