

# Remote IP applications *for ESI communications systems*

## Be connected anywhere.

Now you can have a full-featured office extension almost anywhere!

Business communications employing ESI's **remote IP technology** are perfect for off-site employees (including "road warriors"), temporary field offices, departmental teleworkers, or executives working from home. With all the features and functions of in-office extensions, an ESI **remote IP phone** becomes your fully intelligent "anywhere extension."

Available as desktop models, ESI IP Cordless Handsets, or even *VIP Softphone*<sup>1</sup>, ESI remote IP phones let users easily conference, hold, and transfer calls to in-office extensions or even other ESI remote IP phones connected to the ESI Communications Server<sup>2</sup>, without the need for an ESI system at the remote site. ESI remote IP phones provide voice mail, call recording, station status, and other advanced system features of ESI phones.

Inbound calls can be routed transparently to an ESI remote IP phone (perfect for sales or service department workers located off-site). In-office co-workers can connect to the ESI remote IP phone user as easily as to any other office extension. Not only does an ESI remote IP phone make it easy to expand your business communications to wherever the workers may be; it also increases productivity and helps remote workers feel more like part of your team.



## Take IP to greater lengths.

VoIP (Voice over Internet Protocol) technology converts traditional telephone voice communications into data to be carried over LANs, WANs, and the Internet, instead of phone lines. ESI's advanced IP platform uses your interoffice data pipeline as the communications path carrying both voice and data to your remote workers. With ESI remote IP phones, your office extensions can "extend" to virtually any off-site location with broadband access such as DSL, cable modem, fiber-optic, or ISDN line.

Supported by the main office's ESI phone system, the remote locations require only a suitable broadband connection.<sup>3</sup> What previously could be achieved only with expensive dedicated phone lines now is possible through your WAN or Internet connection. You also avoid long-distance charges, since no phone lines are used between remote IP phones and the main office phone system.



*We Make It Easy To Communicate*

# New ways to work.

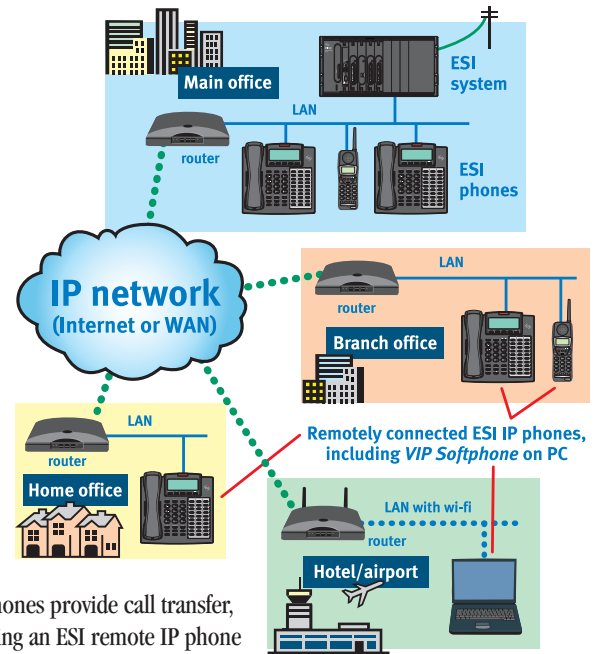
*IP telephony and ESI innovations are changing the way business gets done. Here are a few of the many examples of how ESI remote IP applications can extend your communications and expand your business's effectiveness:*

**Off-site employees** — Today's businesses require staffing and space flexibility, and using ESI remote IP phones gives full office communications capabilities to employees working from home or very small branch offices. This is true also for "road warriors" using *VIP Softphone*, particularly with the increasing availability of wi-fi Internet access in hotels, airports, and other public places. ESI remote IP extensions, linked to the main office phone system via a high-speed connection, give off-site employees virtually the same extension features that their in-office co-workers enjoy. Now, being off-site doesn't have to mean being out of touch.

**Executives' home offices** — Now key executives can be at home and "at the office" at the same time. Much better than simple call-forwarding, ESI's remote IP phones provide call transfer, conferencing, station status and all the other functions of the in-office extensions. Using an ESI remote IP phone extension is transparent to callers and other extensions. The home phone line isn't tied up and the broadband connection still carries data traffic<sup>3</sup> while ESI remote IP phone conversations are taking place.

**Group teleworkers** — ESI Communications Servers<sup>2</sup> include fully functional automatic call distribution (ACD). It manages incoming departmental calls, as with sales and service departments. ESI remote IP phones allow ACD agents to be located virtually anywhere and still be transparently connected to callers, just as if the agents were physically located at the home office (especially valuable for meeting peak demand by tapping into the at-home workforce).

**Temporary field offices** — If your company periodically establishes temporary remote office locations with a data connection to the main office, now that same data pipeline can also carry your interoffice phone traffic. Simply plug an ESI remote IP phone into the field office's high-speed data connection, and you've got a fully functional extension for as long as you need it. Down the street or hundreds of miles away, your field offices can be as accessible as the person in the next room.



## Maximizing remote IP performance.

*ESI's remote IP phones connect via an external data pipeline, so the perceived quality of conversations sometimes will be affected by data transfer variables. A high-speed Internet connection is likely to be the most cost-effective way to link the remote IP phone to the host system located at the main office. However, the quality of some calls will vary, due to routing and data traffic on the Internet. A WAN connection offers a better quality of service for remote IP phones when cost-justified by other data requirements at the remote location.*

*Your local remote IP-Certified ESI Reseller will evaluate your remote IP phone applications, LAN/WAN options, and other variables to recommend the provisioning that will provide you the best, most consistent quality of service at the lowest cost.*

*To learn more about how your business can benefit from applications powered by ESI remote IP technology, visit [www.esicomservers.com/remotelIP](http://www.esicomservers.com/remotelIP).*

1. Microsoft® Outlook® 2000, 2002, 2003, or 2007 required for use of any VIP application. For more information about the VIP family of applications for use with ESI systems, visit [www.esicomservers.com/VIP](http://www.esicomservers.com/VIP).  
2. For more information about ESI Communications Servers, visit [www.esicomservers.com/CS](http://www.esicomservers.com/CS). 3. Certain minimum LAN/WAN bandwidth and data latency requirements apply.

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