

The ESI logo features the lowercase letters 'esi' in a blue, sans-serif font. A yellow and green swoosh arches over the letters from the top left to the bottom right.

# Remote IP Feature Phone

for ESI IP E-Class and IVX E-Class phone systems

## Be connected anywhere

Now you can have a full-featured office extension almost anywhere! ESI's **Remote IP Feature Phone** is the perfect solution for off-site employees, temporary field offices, departmental teleworkers, or executives working from home. With all of the features and functions of in-office extensions, ESI's Remote Phone becomes your fully intelligent "anywhere extension."

Remote Phone users can easily conference, park, and transfer calls to in-office extensions or even other Remote Phones connected to the system without the need for a phone system at the remote site. Remote Phones provide voice mail, call recording, station status and all the other advanced system features of ESI phones.

Inbound calls can be transparently routed to the Remote Phone (perfect for sales or service department workers located off-site).

In-office co-workers can connect to the Remote Phone user as easily as to any other office extension. Not only does ESI's Remote IP Feature 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.

### Taking IP to greater lengths

VoIP (Voice over Internet Protocol) is a technology that converts traditional telephone voice communications into data, 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's Remote Phone, your office extensions can "extend" to virtually any off-site location with broadband access, such as DSL cable modem or ISDN line.

Supported by the main office's ESI phone system, the remote locations require only a suitable high-speed data connection\*. What previously could be achieved only with expensive dedicated phone lines now is possible through your wide area network (WAN) or Internet connection. Of course, long-distance charges are also avoided, since no phone lines are used between the Remote Phones and the main office phone system.



# 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 Remote Phones can extend your phone system and expand your business's effectiveness:

**Off-site employees** Today's businesses require staffing and space flexibility, and ESI's Remote Phones give full office communications capabilities to employees working from home or very small branch offices. Remote Phone 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.

ESI's Remote IP Feature Phones work with ESI's IP E-Class and IVX E-Class phone systems.

**Executives' home offices** Now key executives can be at home and at the office at the same time. Much better than simple call-forwarding or off-premises extensions (OPX), ESI's Remote Phone provides call transfer, conferencing, station status and all the other functions of the in-office extensions. Using the Remote Phone extension is transparent to callers and other extensions. The home phone line isn't tied up and the data connection still carries data traffic\* while Remote Phone conversations are taking place.

**Group teleworkers** ESI's VoIP-compatible phone systems include fully-functional automatic call distribution (ACD). It manages incoming departmental calls, as with sales and service departments. Remote 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 program the Remote Phone and plug it 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 Feature Phone 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 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 the Remote Phone when cost-justified by other data requirements at the remote location.

Your local Remote Phone-Certified ESI Reseller will evaluate your Remote 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.



Remote location #1

\* Certain minimum high-speed connection and carrier standards required. See your ESI Reseller for specifications.

\*\* IP E-Class with Remote Network Card, or IVX E-Class with Local Network Card and Remote Network Card.

