



# 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.

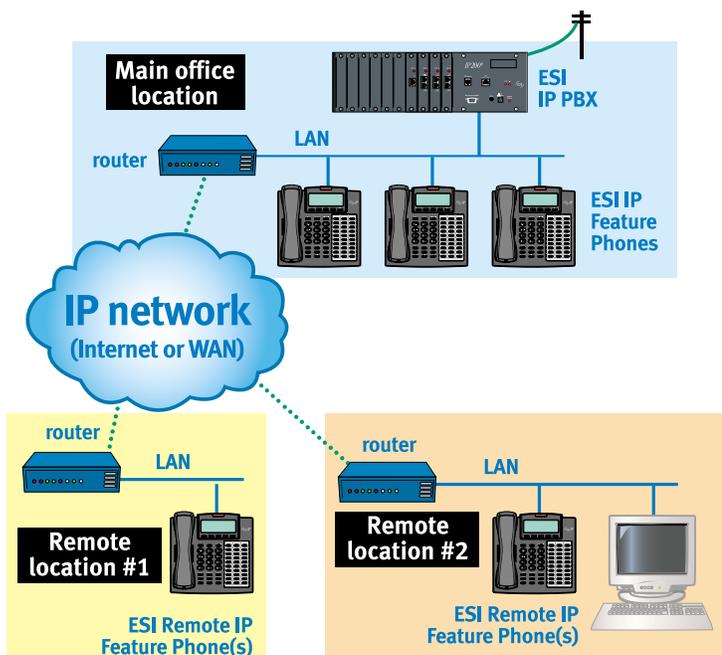
**Executives' home offices** — Now key executives can be at home and "at the office" at the same time. Much better than simple call-forwarding or off-premises extensions (OPX), ESI's Remote Phone provides call transfer, conferencing, station status and all the other functions of the in-office extensions. 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.



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



## 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.

\* 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.

ESI (Estech Systems, Inc.) designs and builds innovative digital telephone systems and components for small to midsize businesses. ESI's products offer advanced technological design and extreme ease of use, yet are very cost-competitive. Committed to quality, ESI is an ISO 9001-certified company. More information on ESI and its products is available on the World Wide Web at [www.esiip.com](http://www.esiip.com). IVX is a registered trademark of ESI. ESI phone systems are protected by U.S. Patents 6,067,349 and 6,252,944, and other patents pending. Product details and features are subject to change without notice. Copyright © 2003 ESI.

