

POSITIONING STATEMENT



VIP™ Softphone

VIP Softphone is an exciting addition to ESI's Communications Server product line. By enabling a notebook PC to operate as a phone, *VIP Softphone* leverages *VIP Professional's* intuitive call-control functionality with many features of ESI's 48-Key IP Feature Phone II, resulting in a powerful communications tool for the business traveler or remote user.

“Road warriors”

As the primary target users for *VIP Softphone*, “road warriors” experience many benefits simply by connecting a notebook PC to a broadband facility, connecting a supported USB headset, and launching *Microsoft Outlook*. The software automatically establishes a connection to the main office, and the *VIP Softphone* extension is ready for business.

While a wired connection typically provides the best results, good results may also be achieved using a wireless interface such as WiFi, WiMAX, or a carrier-based offering like Cingular's Broadband Connect or Sprint's EV-DO. It should be noted that carrier-based services are targeted to heavy data users; so, depending on the network, there can be data transfer delays (latency) which may adversely affect the audio quality on some calls.

The right fit

VIP Softphone is an impressive software application that's designed specifically to enable remote users with the communications capability they require to remain productive and efficient. While *VIP Softphone* can be tailored to fit most call-handling requirements, the following should be considered when determining if the application will meet your customers' specific needs:

- A headset is required for operation of *VIP Softphone*. There is no speakerphone or handset capability. Audio notifications, such as pages and hands-free answerback, are played only through the headset.

- A supported headset (Plantronics 510-USB Voyager or CS-50 USB) is required to **answer** and **release** calls when one isn't using the computer's mouse.
- *VIP Softphone* operates only when the computer on which it's installed is up and running. When the computer is either off-line or powered-off, all calls are routed directly to voice mail.
- The Verbal User's Guide (**HELP** key function) isn't available on *VIP Softphone*.
- *VIP Softphone* doesn't support 60-Key Expansion Consoles (including the Second Expansion Console), but it does have a Virtual Button Window with 30 programmable buttons.
- *VIP Softphone* doesn't support system programming.
- *VIP Softphone* doesn't support Virtual Answer.
- *VIP Softphone* doesn't support features, such as Esi-Dex, that require the ESI phone scroll keys. However, the *VIP* Quick Contact List can partially offset the loss of Esi-Dex.
- “9 1 1” calls shouldn't be originated from *VIP Softphone*, due to the lack of location information available to emergency call centers.

While *VIP Softphone* can be used in both small office/home office (“SOHO”) and local IP desktop environments (requires applicable remote and local IP licenses), the limitations mentioned here should be considered carefully in determining the suitability of *VIP Softphone* for these usage scenarios. The combination of a 48-Key Feature Phone and *VIP Professional* may be a better solution for typical desktop use.

Summary

VIP Softphone is a powerful communications tool designed primarily to provide “road warriors” the combined functionality of *VIP Professional* with many features of ESI's IP Feature Phone II. When properly positioned as a remote-user application, *VIP Softphone* can provide a flexible, high-tech communication solution for today's dynamic business environment.

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