

# VIP™

for Microsoft® Outlook®

Visit [www.esiusers.com](http://www.esiusers.com) for detailed help



**Inbox - Microsoft Outlook**

File Edit View Go Tools Actions Help

New Reply Reply to All Forward Send/Receive Find Type a contact to find

Play Pause Save Voice Mail as... Reply Call Restore VIP Options

**Folder List**

All Folders

- Personal Folders
  - Calendar
  - Contacts
  - VIP Company Speed Dial
  - VIP Remote Location List
  - VIP Station List
- Deleted Items
- Drafts
- Inbox (3)**
- Journal
- Junk E-mail
- Notes
- Outbox
- quarantine
- Sent Items
- Tasks
- VIP Call Log
- VIP Missed Calls
- VIP Recordings

**Inbox HELP**

From Subject ESI-DEX Received

Date: Today

From	Subject	Received
DOE AND CO	Voice Mail 972-555-0579 Duration 00:47	Mon 5/23/2011 3:21 PM
Mary Allen	Inventory corrections	Mon 5/23/2011 3:13 PM
Advertising Dept.	June ad for your review.	Mon 5/23/2011 3:07 PM
BRENT M	Voice Mail 103 Duration 00:49	Mon 5/23/2011 2:11 PM
ACME CO FAXSERVER	FAX FROM ACME CO	Mon 5/23/2011 1:44 PM
Jim Phillips		Mon 5/23/2011 1:29 PM
SARAH W		Mon 5/23/2011 12:53 PM
Al Greene		Mon 5/23/2011 12:17 PM
DAVE R		Mon 5/23/2011 12:02 PM
Jim Phillips		Mon 5/23/2011 11:10 AM
Jane Doe		Mon 5/23/2011 10:21 AM
orders@par		Mon 5/23/2011 8:33 AM
mlwsewb@		Mon 5/23/2011 7:34 AM
Jim Phillips		Mon 5/23/2011 7:17 AM

Date: Last We...

**VIP Call Control**

File View Commands Tools Help

Call Display

5/23 3:22 PM  
NEW 1 OLD 2

Answer Release Call Hold

Conference Transfer Flash Call Fwd

Store CID Redial Mute/DND Speaker

Quick Contact List

Name	Number	Classification
AA Roofing Co.	(555) 555-7436	Business
<b>AMY H</b>	<b>102</b>	<b>Business</b>
John Doe	(555) 555-1111	Home
DEPA	290	Business
Mike Emerson	(972) 555-0192	Business
GUESTA	300	Business
Kent Hansen	(555) 365-1568	Mobile



RECORD VOICE MAIL

CFWD

ANSWER

9wxy

esi

# Change forever the way you communicate.

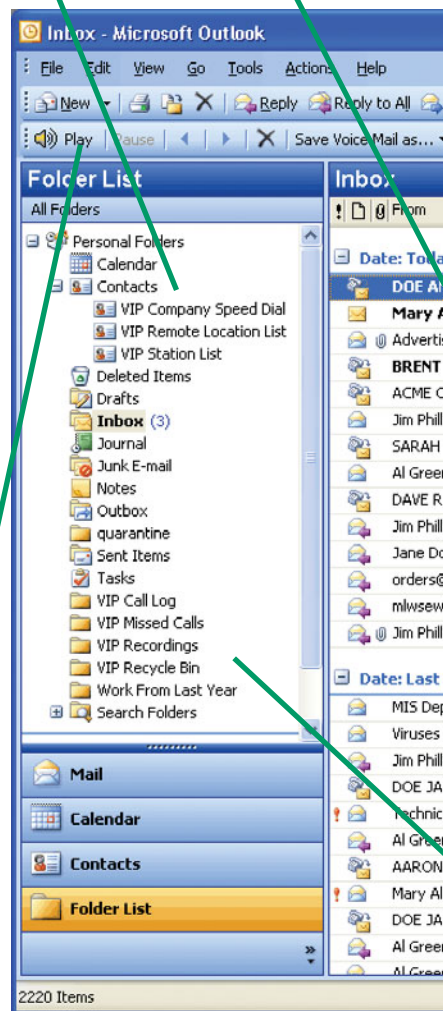
If managing your day-to-day call activity is important to your business, you'll want ESI's **VIP (Visually Integrated Phone)**<sup>1</sup> or its more fully featured version, **VIP Professional**<sup>™</sup>.

Combining the advanced capabilities of your ESI communications system with the power of Outlook®, **VIP** provides an important new dimension: **control of your calls and voice mail**. **VIP** lets you intelligently: manage your telephone calls; sort, and prioritize voice mail messages from your Outlook Inbox; and use your contacts more productively. In addition, **VIP** captures and logs details about every call for better call management, and lets you program your phone options.

- **Manage voice mail** — Because every voice mail message is displayed in the Outlook Inbox, you can quickly prioritize your messages, listen to those that are most urgent, and save the others for later. The **VIP** toolbar lets you listen to the message, save it, or delete it. You can also reply to or call back the person after listening to the message. **VIP's Save Voice Mail** function saves the actual message as a .WAV file that you can attach to an e-mail, to forward the message to someone outside the phone system. In addition, you can archive your messages and recordings for a permanent record of your conversations.
- **Secure your faxes** — **VIP's fax server integration**<sup>2</sup> preserves the privacy of your faxes. Receive faxes in electronic format, directly into your Outlook Inbox.
- **Get more from your contacts** — **VIP** enhances Outlook's contact management capabilities. You can call from both Outlook and VIP contact lists. You can also build your contact lists every time you answer your phone. **VIP** creates a contact details page using Caller ID's name and number data. The **VIP Station List** is a complete, always current directory of all the stations within your ESI system.
- **Keep a history of your call activity** — **VIP's Call Log** is a complete and detailed record of every external call to or from your phone. Use this tool to document calls — or track your calling productivity. Do you need to call someone with whom you spoke a few days ago? Simply go to the Call Log and double-click the entry. You can also print the Call Log to provide a permanent record.
- **Restore deleted voice mail messages and view missed calls** — Up to 10 of your most recently deleted messages<sup>4</sup> on the ESI system are displayed in the **VIP Recycle Bin** and quickly restored with the click of a button. The **Missed Calls** log shows who chose not to leave a voice message, so you can still call them back.
- **Program your phone** — Programming the keys on your phone is easy. **VIP** lets you program your station from your PC screen. By giving you tabs and windows in the familiar Windows® format, **VIP** lets you easily select the options that best suit your requirements, and change those options immediately. You can always print a new phone template when you're finished. Administering your phone to its maximum potential is one of **VIP's** many real benefits.
- **Get truly professional** — **VIP Professional** adds several major capabilities to the already impressive **VIP** feature set. Auto-recording<sup>5</sup> can help you avoid those "Gee, I wish I'd recorded *that* call" episodes, yet always lets you choose whether to keep each recording. Stay in touch with others on your system with secure, friendly text-messaging. Monitor other stations on the system with the same color-coding an ESI desktop phone or Expansion Console uses. Click on familiar icons to call, e-mail, or text-message your contacts.

Dial from **multiple speed-dial lists**. **VIP** constantly updates each list, so you always have reliable one-click access to dialing internal extensions, company-wide speed-dial numbers, and (if applicable for your ESI system) the cabinet numbers for Esi-Linked remote systems.

**VIP's fax server integration** lets you receive, view, print, and save faxes from your Outlook Inbox.



The bottom line: **VIP** enables you to deal with your customers more effectively. So, if you're ready for a new and powerful way to manage your business, ESI is ready — with **VIP**. It will change forever the way you communicate.

The **VIP toolbar** in Outlook puts your most-used ESI voice mail functions in one convenient spot. Play, pause, rewind, fast-forward through, and save messages on the ESI system. Call back someone who left you a message. You even can save voice messages as .WAV files for attaching to e-mails (or for archival purposes).

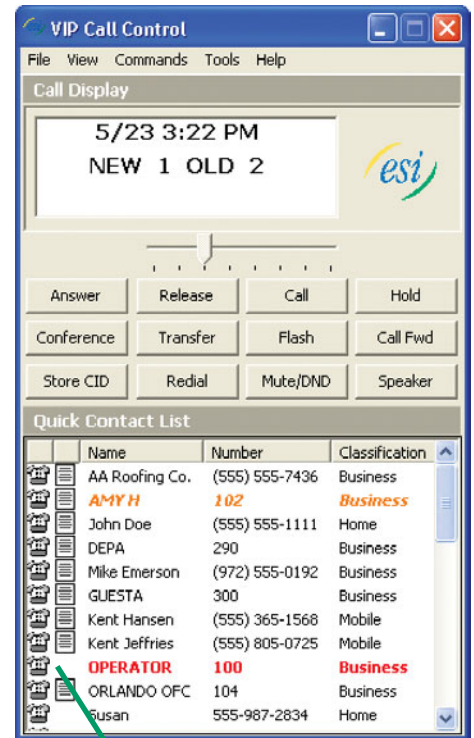


## VIP brings Call Control to your PC.

The **Call Control window** is the heart of *VIP*. (Shown at right: the Call Control window in the optional *VIP Professional*.) Using clearly labeled buttons, you can answer, transfer, or place calls on hold. The display window shows the name of an internal caller, or the Caller ID name and number for an outside caller. You can customize the buttons to suit your particular requirements, making any of the ESI system's many functions easy to use. *VIP* also lets you assign your most frequently used call-handling functions to shortcut keys (such as F2 or Ctrl-F1).

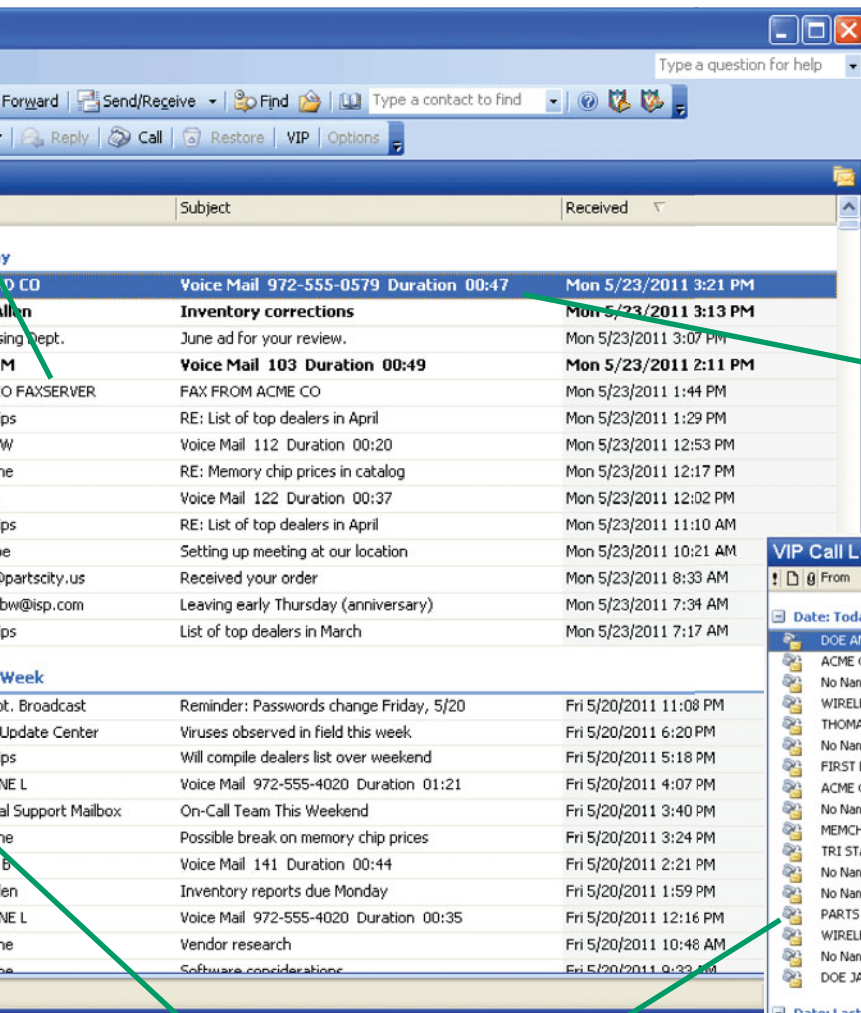
The Call Control window's **Quick Contact List** is a shortcut listing of the contacts you call most frequently. Add names to the list by dragging and dropping *Outlook* Contacts or other ESI station users from the *VIP* Station List. When you want to dial any contact from the list, just double-click the entry.

You can program *VIP* to open the Call Control window on every incoming call or trigger a mini-alert window in the lower-right corner of your PC screen. This small, discreet window allows you to quickly determine who's calling — without having to divert your eyes from your PC.

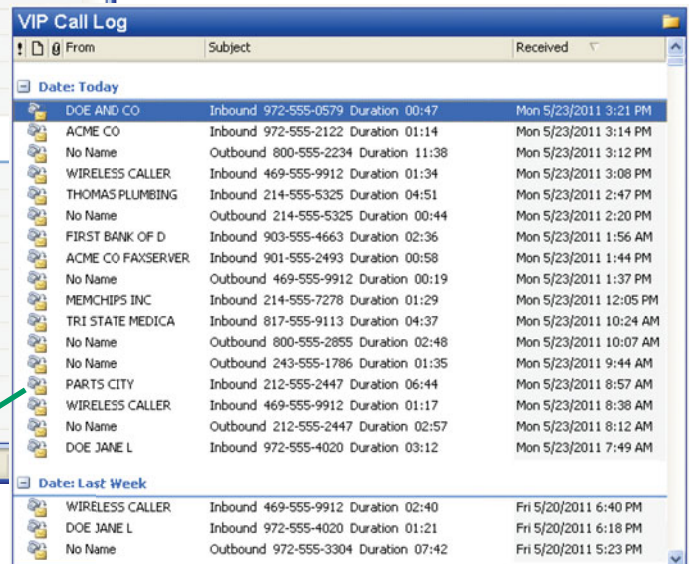


*Familiar icons* in *VIP Professional's* *Quick Contact List* give you one-click access to calling, e-mailing, or text-messaging each contact. *VIP Professional* also uses color-coding to display station status.

*VIP* lets you **prioritize your voice mail** by showing available Caller ID<sup>®</sup> data for each message. That way, you can quickly decide whether to listen to the message now, wait until later, or delete it.

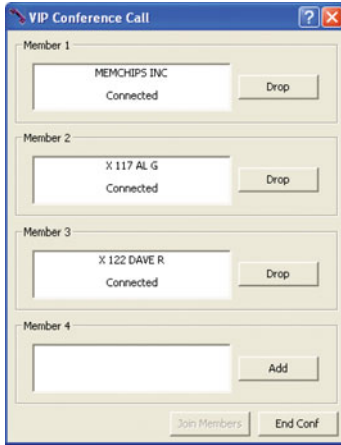


*VIP's call activity folders* show incoming and outgoing calls, as shown in the *Call Log*, and missed calls. The *Recycle Bin* gives you access to up to 10 of your most recently deleted voice mail messages, any of which you can restore.



*These views are from Outlook 2003. VIP supports Outlook 2000, 2002, 2003, and 2007.*

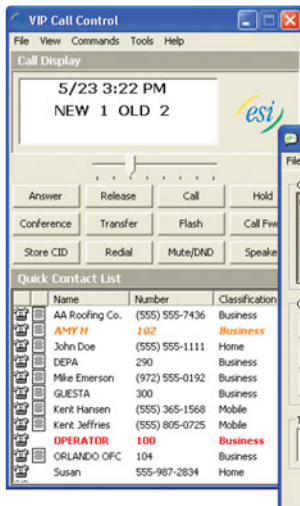




Creating a conference call has never been easier. You can add or drop a participant as needed — and without fear. Only VIP makes it possible to manage conference calls so effectively.

Taking the **right** call off hold can be difficult; but, with VIP, any call placed on hold can be retrieved quickly and easily. VIP shows you all calls on hold, **before** you answer (and VIP Professional even shows how long each call has been holding). Just double-click the call you want.

Time	Call	Line
00:54	DOE AND CO	41
00:26	AZL INDUSTRIES	37
00:08	NATL SHIPPING	35



With VIP Professional, you get the entire VIP feature set **plus** a more informative interface, auto-recording<sup>5</sup>, easier one-touch callback, secure intra-system text-messaging, color-coded station status, and more.

VIP works in conjunction with most current ESI systems and desktop phones. For an up-to-date list of VIP-compatible systems and phones, visit [www.esi-estech.com/VIP](http://www.esi-estech.com/VIP).



The VIP family of applications also includes VIP Softphone, VIP PC Attendant Console, and VIP ACD Supervisor/Agent. To learn about these products — which share features with VIP Professional — visit [www.esi-estech.com/VIP](http://www.esi-estech.com/VIP).



Scan me for instant access to this ESI product's Web page. (QR code app required.)

For more details about VIP, visit [www.esi-estech.com/VIP](http://www.esi-estech.com/VIP).

## VIP

- Visually Integrated Phone
- Integrates with ESI desktop phone and Microsoft Outlook
- Uses familiar Outlook interface you work with every day
- Perfect for any business that must manage call activity

## Call handling

- Provides ESI desktop phone features on-screen
- Allows you to take and make calls, including easy callback to those who've left voice messages
- Simplifies setting up and conducting conference calls
- TAPI support (Basic Telephony Service) for use with not only Outlook but also other TAPI-compliant software, such as ACT!® and GoldMine®, to provide outbound dialing, "screen pops," and more

## Message management

- Lets you manage both voice mail messages and e-mail from within a single Outlook Inbox
- Synchronizes automatically with ESI system's voice mail
- Shows Caller ID<sup>3</sup> data for each message
- Allows easy reply to/callback
- Plays back audio through ESI desktop phone, maximizing privacy while avoiding requirement for headset use with PC
- Saves voice mail messages as .WAV files, but only when you choose — sparing your network the burden of moving large .WAV files whenever someone in your office gets a voice mail message
- Fax server integration for private fax receipt

## Call folders

- Call Log tracks all calls coming into and from your station
- Missed Calls log shows when callers hang up without leaving a message, so you can call back even those reluctant to use voice mail
- Recycle Bin keeps up to 10 most recently deleted voice messages<sup>4</sup> — any of which you can restore quickly if you deleted it by accident

## Contact management

- Works with Outlook Contacts, keeping all your contacts in one place
- Synchronizes with ESI system's speed-dial lists ("Dexes")
- Drag-and-drop method puts frequently called Outlook Contacts in VIP's Quick Contact list for double-click dialing

## Station programming

- Familiar tabbed Windows interface simplifies programming of your ESI phone station features
- Ability to define Personal Call Routing<sup>6</sup> options on-screen
- User-selectable "skins" to customize VIP interface appearance

## Additional features in VIP Professional

- More informative interface
- Auto-recording<sup>5</sup>
- Easier one-touch callback
- Secure text messaging between users of VIP Professional, VIP PC Attendant Console, VIP Softphone, and VIP ACD
- Station status

## ESI hardware requirements

- VIP-compatible ESI system (visit [www.esi-estech.com/VIP](http://www.esi-estech.com/VIP) for an updated list) with installed Network Services Processor (where not built-in)
- VIP-compatible ESI phone (visit [www.esi-estech.com/VIP](http://www.esi-estech.com/VIP) for an updated list)
- Highly recommended: Caller ID<sup>3</sup> service from telephone provider

## Computer system requirements

- Microsoft Windows® 7, Vista, or XP<sup>6</sup>
- Microsoft Outlook 2000, 2002, 2003, or 2007
- Intel® Pentium® II 400 MHz processor or better
- 128 MB RAM
- Hard drive free space: 15 MB for VIP software (20 MB if installing VIP Softphone) and 3 MB for temporary setup files

1. ESI also makes a form of VIP that works as a standalone application rather than from within Outlook. To learn more, consult your ESI Reseller or visit [www.esi-estech.com/VIP](http://www.esi-estech.com/VIP).  
 2. Requires the integration of a third-party fax server. 3. VIP and your ESI phone display Caller ID information if your telephone service includes Caller ID service. If necessary, contact your provider for details. 4. Five on legacy IVX® S-Class Generation II, if voice message storage capacity is under 30 hours. 5. Auto-recording requires optional license. 6. In systems equipped with ESI Presence Management. (Visit [www.esi-estech.com/presence](http://www.esi-estech.com/presence).) 6. VIP is incompatible with the 64-bit version of Windows XP.

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