

VIP™

for Microsoft® Outlook®



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
 - Lost & Found
 - Notes
 - Outbox
 - quarantine
 - Sent Items
 - Tasks
 - VIP Call Log
 - VIP Missed Calls
 - VIP Recordings
 - VIP Recycle Bin
 - Search Folders

Inbox

From	Subject	Received
DOE AND CO	Voice Mail 972-555-0579 Duration 00:47	Mon 1/16/2006 3:21 PM
Mary Allen	Inventory corrections	Mon 1/16/2006 3:15 PM
Advertising Dept.	March ad for your review	Mon 1/16/2006 3:07 PM
BRENT M	Voice Mail 103 Duration 00:49	Mon 1/16/2006 2:11 PM
ACME CO FAXSERVER	FAX FROM ACME CO	Mon 1/16/2006 1:44 PM
Jim Phillips	RE: List of top dealers in 4Q 2005	Mon 1/16/2006 1:29 PM
SARAH W	Voice Mail 112 Duration 00:20	Mon 1/16/2006 12:53 PM
Al Greer		Mon 1/16/2006 12:17 PM
DAVE R		Mon 1/16/2006 12:02 PM
Al Greer		Mon 1/16/2006 11:48 AM
Jim Phill		Mon 1/16/2006 11:10 AM
Jane Dc		Mon 1/16/2006 10:21 AM
Doc Cor		Mon 1/16/2006 10:03 AM
HR Broz		Mon 1/16/2006 9:47 AM
Viruses		Mon 1/16/2006 9:19 AM
orders@		Mon 1/16/2006 8:33 AM
mlwsew		Mon 1/16/2006 7:34 AM
Jim Phill		Mon 1/16/2006 7:17 AM
MIS Dep		Sun 1/15/2006 2:46 PM
algreen		Sat 1/14/2006 4:15 PM
Viruses		Fri 1/13/2006 11:08 PM
Jim Phill		Fri 1/13/2006 6:20 PM
DOE JA		Fri 1/13/2006 6:18 PM
Technic		Fri 1/13/2006 5:07 PM
Al Greer		Fri 1/13/2006 4:40 PM
AARON		Fri 1/13/2006 4:24 PM
Mary Al		Fri 1/13/2006 4:21 PM
DOE JA		Fri 1/13/2006 3:59 PM
Al Greer		Fri 1/13/2006 3:11 PM

VIP Call Control

File View Commands Tools Help

Call Display

1/16 3:22 PM
NEW 3 OLD 2

Quick Contact List

Name	Number	Classification
AA Roofing Co.	(555) 555-7436	Bus. Ph.
AMY H	102	Bus. Ph.
John Doe	(555) 555-1111	Home Ph.
DEPA	290	Bus. Ph.
Mike Emerson	(972) 555-0192	Bus. Ph.
GUESTA	300	Bus. Ph.
Kent Hansen	(555) 365-1568	Mobile
Kent Jeffries	(555) 805-0725	Mobile

es

We Make It Easy To Communicate

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*) or its more fully featured version, **VIP Professional**.

Combining the advanced capabilities of your ESI phone system with the power of *Outlook*®, **VIP** provides an important new dimension: **control of your calls and voice mail**.

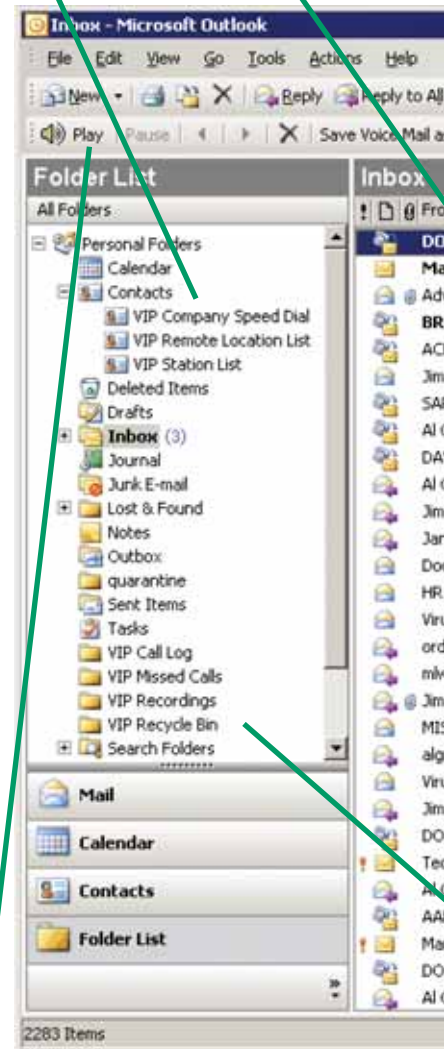
VIP lets you intelligently: manage your telephone calls; sort, prioritize, and forward voice mail messages from your *Outlook* Inbox; and use your contacts more productively. In addition, **VIP** captures and logs details about every call for better call management, and lets you program your phone options.

- **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 will attach the actual message to an e-mail as a .WAV file so you can forward that 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*** 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** name and number data. The **VIP Station List** is a complete, always current directory of all the stations within your ESI phone 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 on the ESI phone 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† 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 Feature Phone or Expansion Console uses. Click on familiar icons to call, e-mail, or text-message your contacts.

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.

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 phone system) Esi-Link remote locations.

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



The **VIP toolbar** in *Outlook* puts your most-used ESI voice mail functions in one convenient spot. Play, pause, rewind, fast-forward through, save messages on the ESI phone system. Call back someone who left 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 phone system's many functions easy to use.

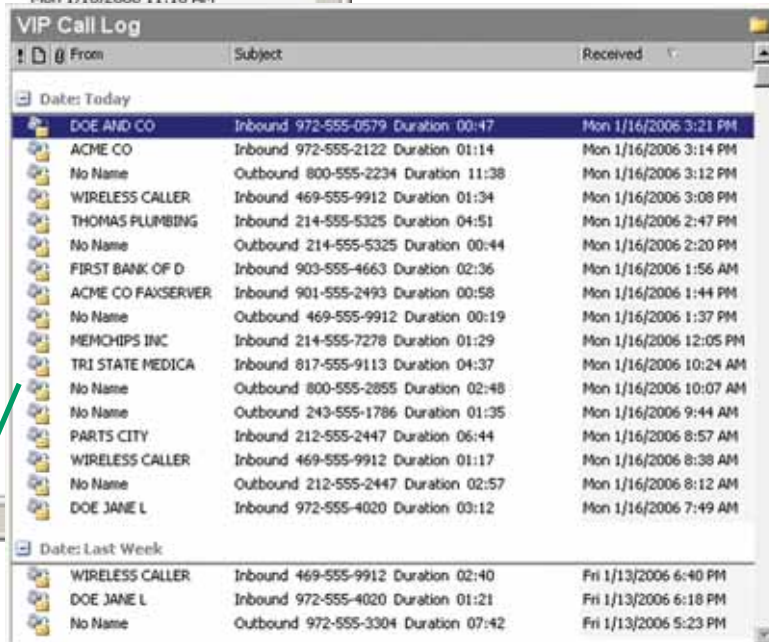
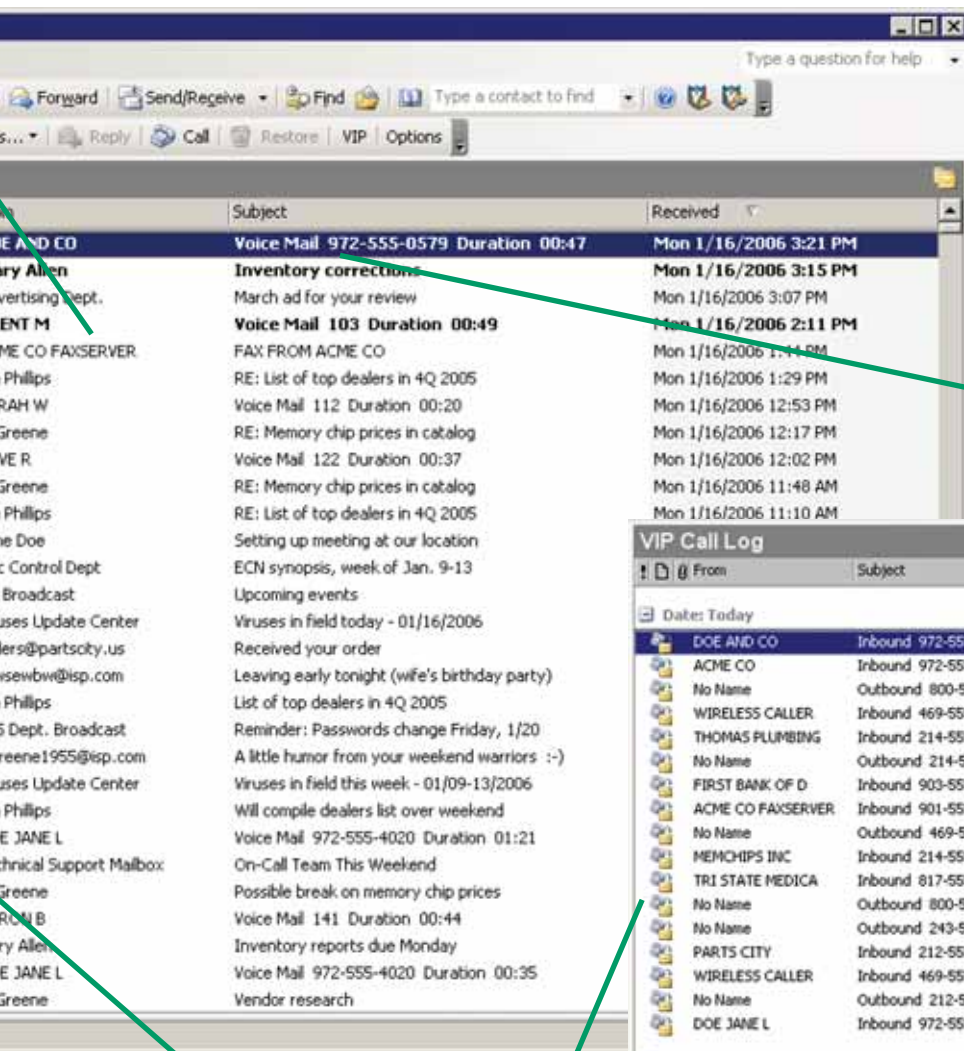
The Call Control window's **Quick Contact List** is a shortcut listing of the contacts you call most frequently. Add names to the list by dragging and dropping *Outlook* Contacts or other ESI station users from the *VIP* Station List. When you want to dial any contact from the list, just double-click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

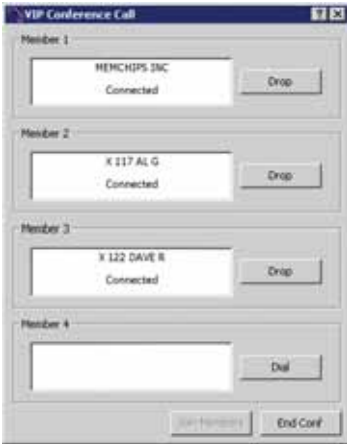
VIP lets you **prioritize your voice mail** by showing available Caller ID** data for each message. That way, you can quickly decide whether to listen to the message now, wait until later, or delete it.



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, and 2003.





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†, easier one-touch callback, secure intra-system text messaging, color-coded station status, and more.

VIP works in conjunction with ESI's 48-Key Feature Phone (Digital or IP) on selected ESI Phone Systems. For an up-to-date list of VIP-compatible ESI systems, visit www.esiivx.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.esiivx.com/VIP.

* Requires the integration of a third-party fax server.
 ** VIP and your ESI Feature Phone display Caller ID information if your telephone service includes Caller ID service. If necessary, contact your provider for details.
 *** Five on IVX S-Class Generation II, if voice message storage capacity is under 30 hours.
 † Auto-recording requires optional license.
 †† In systems equipped with ESI Presence Management. (Visit www.esiivx.com/presence).
 § Not recommended for use with Windows XP Professional X64 Edition.

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VIP

- Visually Integrated Phone
- Integrates with 48-Key ESI Feature 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, on-screen, functions of ESI Feature Phone
- 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

Unified messaging

- Lets you manage both voice mail messages and e-mail from within a single Microsoft Outlook® Inbox
- Synchronizes automatically with ESI phone system's voice mail
- Shows Caller ID** data for each message
- Allows easy reply to/callback
- Plays back audio through ESI Feature 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 — 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 phone 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 Feature Phone station features
- Ability to define Personal Call Routing†† options on-screen

Additional features in VIP Professional

- More informative interface
- Auto-recording†
- 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 phone system (consult www.esiivx.com/VIP for an updated list) with installed Network Services Processor
- ESI 48-Key Feature Phone (Digital or IP)
- Highly recommended: Caller ID** service from telephone provider

Computer system requirements

- One of the following operating systems:
 - Windows® 98, 2000, ME, or XP®
 - Windows NT® 4 with Service Pack 6 (Workstation only)
- Microsoft Outlook 2000, 2002, or 2003
- Intel® Pentium® II 400 MHz processor or better
- 128 MB RAM
- Hard drive free space: 20 MB for VIP software, 3 MB for temporary setup files

For more details, visit www.esiivx.com/VIP.

