

PRODUCT OVERVIEW



VIP . . . the intelligent way to communicate

ESI's *VIP (Visually Integrated Phone)* works with the advanced capabilities of your ESI communications system to enhance day-to-day communication — including the ability to control calls and organize voice mail and contacts. *VIP* captures and catalogs details about every call for better management. In addition, *VIP* makes it easy to program the phone with just a few mouse clicks. The familiar *Windows®* graphical user interface is intuitive and easy to learn, requiring minimal training.

Each *VIP* application is available in both a standalone edition (*SE*) and an edition that is integrated with *Microsoft® Outlook®*.

VIP is offered in two user configurations: the basic *VIP* and *VIP Professional*. Each configuration is licensed independently, with an easy migration path from *VIP* to *VIP Professional*. With both the basic *VIP* and *VIP Professional*, it's easy to:

- **Manage voice mail messages** — View voice and e-mail messages, live call recordings, and personal memos; prioritize each message by importance; and select voice mail messages for playback, in any order. (The *Outlook*-integrated edition can also view output from fax servers.) Save .WAV files of recordings and voice mail messages. The .WAV files can be forwarded to others as e-mail attachments, or archived for future reference. Deleted voice messages can also be restored.
- **Organize contacts** — View personal contacts along with company speed-dial lists in a central location. On the *Outlook*-integrated edition of *VIP*, system speed-dial lists are always kept current by synchronization with the ESI system.
- **Manage telephone usage** — Incoming and outgoing calls, plus various ESI system features, are handled at the station via the desktop PC screen.
- **Capture all inbound and outbound calls** — View a history of the station's activity from *VIP*.
- **Quickly program ESI's 48-Key Feature Phone** — Program station options from the PC, including message notification, personal call routing and all feature keys.



A quick summary

- Standalone edition (*SE*) and *Outlook*-integrated edition — choose what's best for your environment
- Lets you manage phone calls, voice mail, and contacts from your PC
- Tracks inbound and outbound calls
- Provides easy phone programming interface

Contents

Features at a glance	4
<i>VIP Professional</i> exclusive features	7
Requirements	10
Glossary	12
Feature comparison chart	15

Color brochures available

- *VIP SE* — ESI # 0450-1282.
- *VIP Softphone SE* — ESI # 0450-1285.
- *VIP (Outlook-integrated)* — ESI # 0450-0591.
- *VIP Softphone (Outlook-integrated)* — ESI # 0450-1000.

All available from www.esi-estech.com/brochures.

VIP Professional offers even greater productivity tools that further enhance everyday communications with uncommon ease.

Notes: The term "*VIP Professional* users" herein also includes users of ESI's other *VIP Professional*-compatible applications.

VIP features and applications that require either automatic call distribution (ACD) or IP compatibility are not supported by either the ESI-50L or IVX S-Class.

- **Enhanced graphical user interface (GUI)** — Interactive screens display colorized visual cues to indicate a station's status. Icons allow quick population of e-mail fields, and provide a shortcut to phone numbers and sending text messages.
- **Text-messaging** — Provides an immediate means of communications between *VIP Professional* users that is non-intrusive, unlike the background announce feature offered by other systems. Text-messaging has two primary functions for the *VIP Professional* user:
 - Non-disruptive station-to-station communications.
 - Silent sharing of information with a busy *VIP Professional* station user, to ask a quick question, tell the user about a waiting call or guest, or similar textual conversations.

As a private *intra*-net application residing solely on the LAN, *VIP Professional* text-messaging avoids exposing the customer's LAN to viruses common to Internet instant-messaging services.

- **Auto-record** — This add-on license for select *VIP Professional* users enhances ESI's manual call recording function by automatically creating a recording of every outside call made or received. The user can save or delete each recording at its conclusion. When archived as a .WAV file, the recording can be attached to any e-mail.
- **VIP Softphone** — (for use with IP-compatible ESI Communications Servers only) This gives you *VIP Professional* features along with additional call capabilities:
 - **Call handling** — Make and receive phone calls on your PC without the need for a desktop phone.
 - **More buttons** — Thirty Virtual Buttons give single-click access to extensions, mailboxes, departments, and speed-dial numbers.
 - **Network monitoring** — Display network traffic using an easily understood interface.

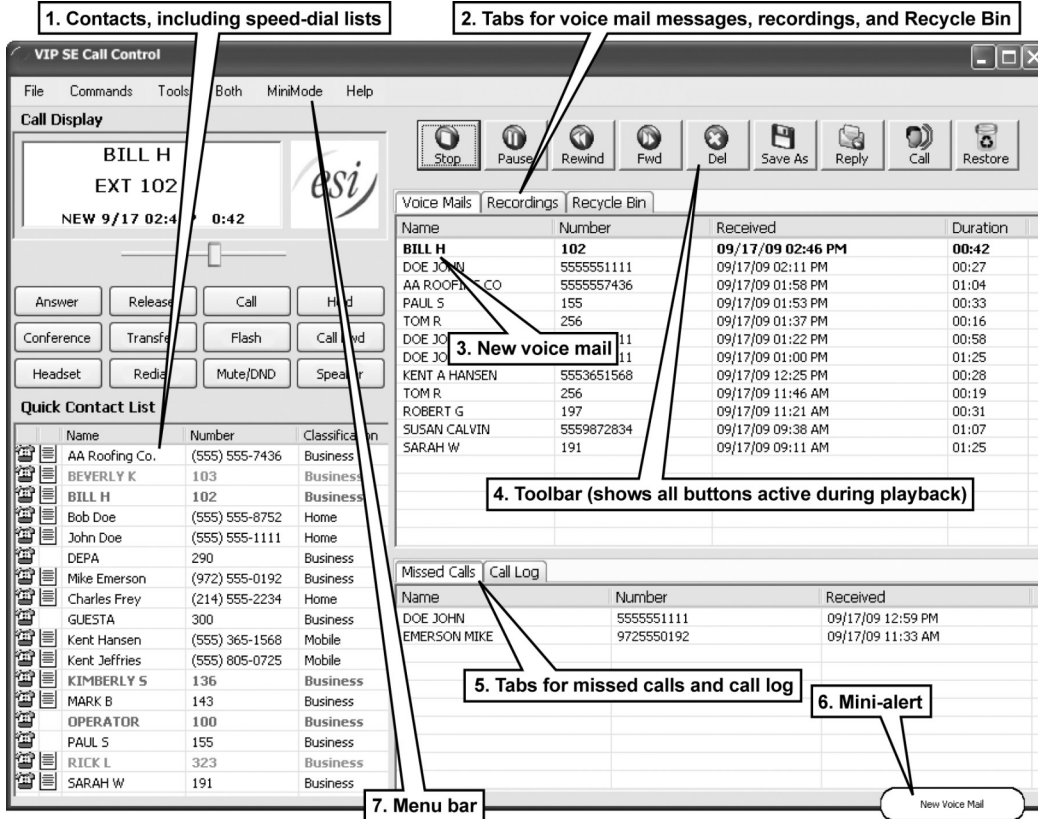
VIP is easy to implement. It connects through an existing LAN and is non-invasive. There's no need to upgrade the network or install *Microsoft Exchange*® — thus avoiding a costly and impractical solution for the small to mid-size business.

VIP advantages

- *VIP* works in tandem with ESI's 48-Key Feature Phone (Digital or IP). Each *VIP* application comes in both a standalone edition (*SE*) and an edition that integrates with *Microsoft Outlook 2000, 2002, 2003, or 2007*.
- The familiar *Windows* interface, used daily by millions, reduces or eliminates the need for training.
- *VIP* is easy to install, and requires no physical connection between the desktop phone and computer. Screen-based instructions allow users to configure their own *VIP* application.
- From its basic operation of *VIP* to the advanced feature set offered by *VIP Professional*, ESI puts practical, easy-to-use computer-telephone integration at the user's fingertips.

VIP: A visual overview

While the graphic below depicts *VIP SE* (specifically, *VIP Professional SE*), nearly all items described also exist — but are presented differently — in the *Outlook*-integrated edition. For example: *VIP SE* uses **tabs** to show voice mails, recordings, the Recycle Bin, missed calls, and the call log; to show these same items, the *Outlook*-integrated edition of *VIP* uses folders in the *Outlook* Inbox.



- Quick Contact List** — A list of names created by personal contacts imported from *Outlook*, along with ESI extensions and system speed-dial numbers.
- Tabs for Voice Mails, Recordings, and the Recycle Bin** — **Voice Mails** contains a list of currently available voice messages for your extension, while **Recordings** contains a list of your recordings made either by using the ESI phone's **RECORD** key or — if you're a *VIP Professional* user who's licensed for it — the auto-record function (see "Auto-record," page 8). **Recycle Bin** lists the contents of the ESI system's Recycle Bin, which keeps up to 10¹ most recently deleted voice messages. Any deleted message in the Recycle Bin can be restored quickly by selecting it and clicking *VIP*'s **Restore** icon.
- New voice mail** — A voice mail message that is new is indicated by a **boldfaced** font. When any voice mail message is highlighted under the **Voice Mail** tab, the **toolbar** (see next item) will become active, letting you play, delete, or save the message.
- Toolbar** — Contains buttons for handling the messages and recordings accessible through the tabs.
- Tabs for Missed Calls and Call Log** — **Missed Calls** contains an ongoing list of missed calls from your station, while **Call Log** contains a viewable, printable list of incoming, outgoing, and transferred calls associated with your station. For each, you can also place an outbound call if the call record provides Caller ID data.
- Mini-alert** — The **mini-alert** is a small "bubble" that appears in the lower right-hand corner of your screen to provide you with a variety of information. You can perform the following actions when the mini-alert appears:
 - Incoming call** — Clicking the Caller ID information takes you to the **Call Display**, to handle the call.
 - New voice mail message** — Clicking *New Voice Mail* takes you to the **Voice Mails** tab, to view messages.
 - Missed calls** — Clicking *New Missed Call* takes you to the **Missed Calls** tab, to view a list of those calls.
- Menu bar** — Gives access to other phone commands, as well as station programming and importing of contacts.

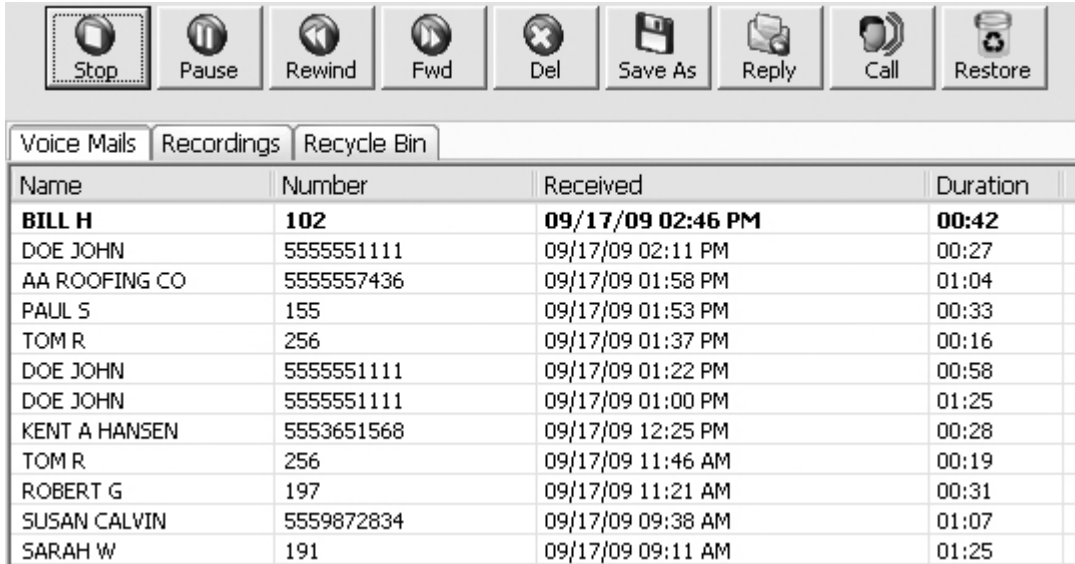
¹ Up to five for IVX S-Class Generation II systems with six-hour voice mail.

Features at a glance (for both *VIP* and *VIP Professional* users)

Voice mail management

- **Displays voice mail** — By putting messages on-screen, *VIP* makes it easy to view, prioritize and retrieve messages by their importance, rather than on a first-in/first-out basis.

The *Outlook*-integrated edition also lets you manage faxes¹ and e-mail; in it, you can use a **VIP Voicemails** folder to separate voice mails from e-mails.

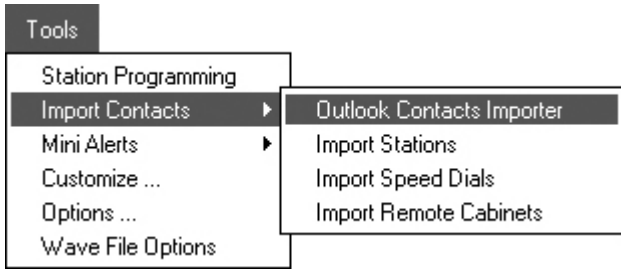


Name	Number	Received	Duration
BILL H	102	09/17/09 02:46 PM	00:42
DOE JOHN	5555551111	09/17/09 02:11 PM	00:27
AA ROOFING CO	5555557436	09/17/09 01:58 PM	01:04
PAUL S	155	09/17/09 01:53 PM	00:33
TOM R	256	09/17/09 01:37 PM	00:16
DOE JOHN	5555551111	09/17/09 01:22 PM	00:58
DOE JOHN	5555551111	09/17/09 01:00 PM	01:25
KENT A HANSEN	5553651568	09/17/09 12:25 PM	00:28
TOM R	256	09/17/09 11:46 AM	00:19
ROBERT G	197	09/17/09 11:21 AM	00:31
SUSAN CALVIN	5559872834	09/17/09 09:38 AM	01:07
SARAH W	191	09/17/09 09:11 AM	01:25

- **Synchronizes automatically with ESI system's voice mail** — Regardless of whether the phone dial pad or the *VIP* interface is used to handle a voice message, the on-screen voice mail headers provide a continually updated indication of new, old, and deleted messages.
- **Shows Caller ID data for each message** — *VIP* displays Caller ID information in the **Subject** line for each message. This information further helps prioritize which message to retrieve first.
- **Plays back through phone** — Virtually all voice mail management products play back messages through the PC's multimedia system. *VIP* uses the audio capabilities in the ESI Feature Phone, so the user can still pick up the handset to hear messages privately. This eliminates the need to use a headset with the PC.
- **Saves voice messages as .WAV files** — *VIP* gives the user a choice of whether to save a message as a .WAV file. This spares the customer's network the burden of moving large .WAV files every time someone in the office gets a message. The user can choose to select a default location for saved .WAV files or pick a location each time a .WAV file is saved.

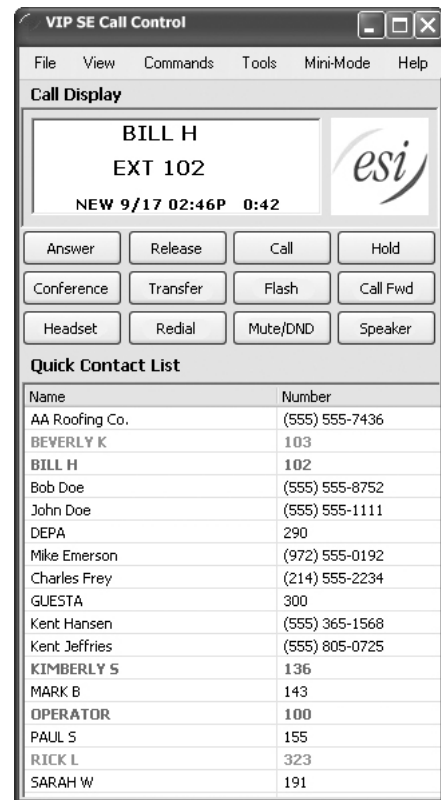
¹ *Outlook*-integrated edition only. Requires the integration of a third-party fax server. Not supported by the ESI-50L or IVX S-Class Generation II.

Contact management

- Imports Outlook contacts** — *VIP SE* imports contacts from *Outlook*. (The *Outlook*-integrated edition of *VIP* brings in contacts from *Outlook* via a “drag-and-drop” method.) *VIP SE* allows directly adding your own contacts within the application itself; you also can modify contacts to add e-mail addresses. *VIP*'s efficient contact management saves you the trouble of searching several database files to find a listing of company-wide speed-dial numbers, a current extension directory, or Esi-Link¹ site prefix (700–799).
 
- Imports ESI system's speed dial lists (“Dexes”)** — Esi-Dex lists are valuable sources of contact information. Whenever a contact is added to or deleted from a System Dex list, the *Outlook*-integrated edition of *VIP* automatically synchronizes to match the change. To update the list in *VIP SE*, simply re-import.
- Quick Contact List** — This integral part of the Call Control window provides easy access to frequent contacts. In the *Outlook*-integrated edition, preferred *Outlook* contacts can be dragged into the Quick Contact List for easy dialing and e-mailing. (For additional details, see “Call-handling,” below).
- Editing the contact list** — *VIP Professional* enhances the ability to easily manage entries in the Quick Contact List. From any entry in the Quick Contact List, right-clicking on the entry allows the user to edit the contact.

Call-handling

- Call Display** — Provides ESI Feature Phone functions on-screen.
- Customizable function buttons** — You can easily set eight of the 12 buttons so that your most frequently used functions are just a click away.
- Quick Contact List** — Makes it easy to call, text message or e-mail those most frequently contacted parties. Dial any listed contact by double-clicking on the name.
- Simplifies setup of conference calls** — Saves time for the user and all members of a conference² by assembling all participants' phone numbers *in advance*. Add additional parties during an active conference by dragging contacts into the Conference Window. The visual interface shows the phone numbers of all participants, making it clear who's connected and when.
- Provides TAPI support** — *Outlook* and other TAPI-compliant software packages³ may be integrated for outbound dialing, “screen pops,” and more.



¹ Remote Location List for use only with ESI's Esi-Link multi-site VoIP product. See www.esi-estech.com/Esi-Link. (To use Esi-Link and other IP capabilities, an ESI-50L must be upgraded to an ESI-50.)

² Only three- or four-party conferences.

³ An API “middleware” applet may be required by the selected software package for proper integration.

Call activity lists

In *VIP SE*, these are *VIP* tabs; and, in the *Outlook*-integrated edition, these are *Outlook* folders.

Type	Name	Number	Received	Duration
Inbound	DOE AND CO	9725550579	09/17/09 03:21 PM	00:47
Transfer	ACME CO	9725552122	09/17/09 02:47 PM	01:14
Inbound	No Name	8005552234	09/17/09 02:12 PM	11:38
Transfer	WIRELESS CALLER	4695559912	09/17/09 01:08 PM	01:34
Outbound	THOMAS PLUMBING	2145555325	09/17/09 12:47 PM	04:51
Outbound	No Name	2145555325	09/17/09 12:20 PM	00:44
Transfer	FIRST BANK OF D	9035554663	09/17/09 11:26 AM	02:36
Inbound	No Name	4695559912	09/17/09 10:37 AM	00:19
Inbound	MEMCHIP5 INC	2145557278	09/17/09 08:05 AM	01:29

- **Missed Calls** — Displays records of callers who hang up without leaving a message. Even those reluctant to use voice mail can be called back.
- **Call Log** — Tracks all incoming and outgoing calls of the *VIP* user's station. Calls are returned from this window by double-clicking the desired entry.
- **Recycle Bin** — (In *VIP SE*, the **Recycle Bin** tab is grouped with the **Voice Mails** and **Recordings** tabs.) Keeps up to 10¹ most recently deleted voice messages. Any deleted message in the Recycle Bin can be restored quickly by selecting it and clicking *VIP*'s **Restore** icon.

Options for convenient viewing (*VIP SE* only)

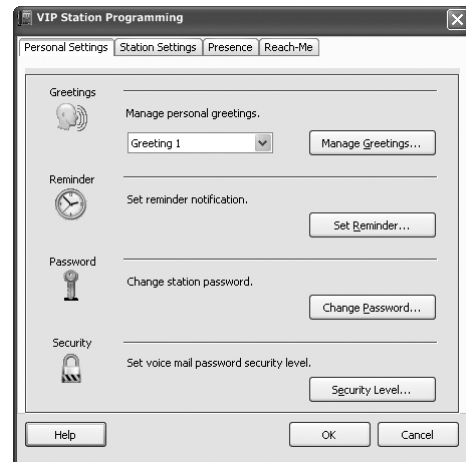
Sometimes, a busy user will want to see only part of the *VIP* display, keeping the PC screen free for other applications. *VIP SE* fits such needs nicely.

- **Mini-Mode** — For those times when one needs to maximize screen use and yet still watch for a specific voice mail, **Mini-Mode** is perfect. In **Mini-Mode**, *VIP SE* shows only a small window which can be set to show any of five lists — voice mails, recordings, the Recycle Bin, missed calls, or the call log. Toggling among the five lists is as easy as point-and-click. For each list, a special button changes to allow a specific degree of functionality without having to show the full *VIP SE* window. For example: when the voice mails list is up, a multi-function "Play/Stop" button appears, allowing normal playback of any selected voice mail.
- **Different sides** — If screen space is a little freer but the user still wishes to see only part of the *VIP SE* display, the user can choose to see only call control (the Call Display and the Quick Contact List) or only station activity (the five lists, appearing as tabs, available in **Mini-Mode**). A quick click restores *VIP SE* to its full size at any time.

Name	Number
BILL H	102
DOE JOHN	5555551111
AA ROOFING CO	5555557436
PAUL S	155
TOM R	256
DOE JOHN	5555551111
DOE JOHN	5555551111
KENT A HANSEN	5553651568
TOM R	256
ROBERT G	197
SUSAN CALVIN	5559872834

Station programming

- **Familiar Windows interface** — *VIP*'s intuitive programming interface (*right*) allows users to get the maximum benefit from their 48-Key Feature Phones, by making it easy to manage external message notification and personal greetings. Station audible tones, programmable feature keys, and station options are easily defined. The ease of programming is further enhanced by logically combining related options.
- **Customizable appearance feature** — *VIP* allows application of several colorful, user-selectable "skins"² so the Call Window can complement the user's chosen *Windows* "wallpaper" and other screen settings.



¹ Up to five for IVX S-Class Generation II systems with six-hour voice mail.

² "Skins" are part of *VIP* 3.15.0 or later.

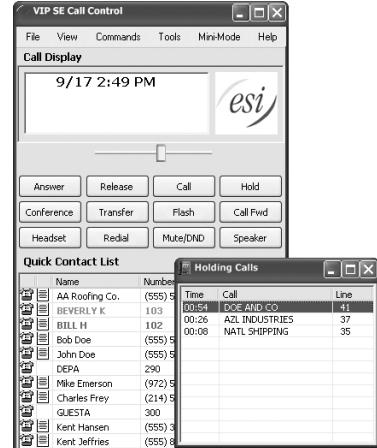
VIP Professional exclusive features

The *VIP Professional* user enjoys all the standard *VIP* features, described previously, *plus* several enhancements that provide even more robust communication options.

Enhanced user interface

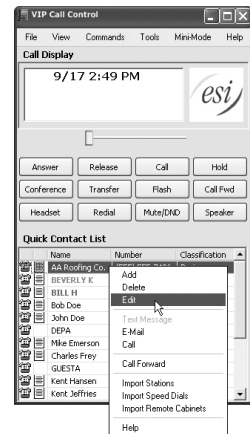
Advanced call handling is easier with *VIP Professional's* intuitive user interface:

- **Volume control** — A slide control is located under the Call Display for adjusting the volume of the handset, headset, or speakerphone while on a call.
- **More command buttons** — The *VIP Professional* Call Display shows up to 20 command buttons, 16 of which can be defined by the user.
- **Hold time display** — By clicking the fixed **Hold** button in the Call Display, the *VIP Professional* user can view all lines holding and Caller ID of the held parties — just like the basic *VIP* user — with the addition of the current hold time for each held call.



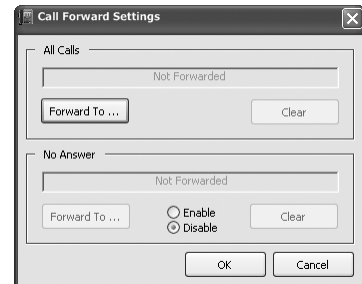
VIP Professional's Quick Contact List makes it easier to view, edit, and connect to selected contacts:

- **Color-cued status indication** – Contact listings for internal parties that are idle are shown in regular black font. When off-hook, the font color changes to red. If an internal contact is in Do Not Disturb, the font is amber. For those systems on which ESI's Presence Management is installed, an amber *italicized* font indicates which internal contacts are scanned out (off-premises).
- **Phone classification** – This column shows the type of contact phone number that is listed under the Number column; the user can select a default number for each contact. In the *Outlook*-integrated edition of *VIP*, this information is synchronized from *Outlook's* Contact page.
- **Click to contact** — The Quick Contact List provides instant access to the contacts through simple mouse clicks. Each line of the Quick Contact List handles multiple phone numbers and e-mail addresses.
 - The **“phone” icon** is provided to give *VIP Professional* users quick access to phone numbers for each contact. Double-click to dial a selected number from the pick list.
 - The **“memo” icon** simplifies sending text messages and e-mails to contacts in the Quick Contact List. It works just like the “phone icon.” When the *VIP Professional* user clicks the “memo icon,” a pick list of all e-mail addresses is displayed, as well as the option to send a text message if the contact is another *VIP Professional* user. When a specific e-mail address is selected, the user's chosen e-mail client application automatically pops up an e-mail window, pre-addressed to the contact.



VIP Professional ensures that everyday features are made simple enough to use, every day:

- **Call Forward command** — *VIP Professional* makes it easy to define personal call forward parameters. Six different types of call forwarding can be selected by clicking on the **Call Fwd** command button directly from the Call Display. Each forwarding type may be programmed independently. When choosing to forward to a station, a complete station listing is displayed. When selecting to forward to an outside number, the number can be input directly from this screen.
- **Transfer command** — Two separate functions are performed for the *VIP Professional* user when clicking on the **Transfer** command button in the Call Display. When idle, this action brings up a synchronized listing of stations and departments within the system. When double-clicking one of the listed names, the user is automatically routed to the selected person or department's mailbox. While on a call, choosing a name, department, or extension number transfers the caller. The process can be completed as a supervised or unsupervised transfer.

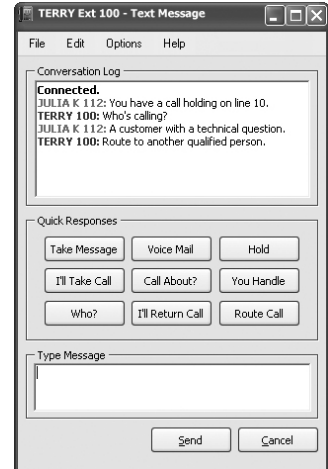


Text-messaging

As an alternate method of communicating **exclusive** to users of *VIP Professional*-compatible applications¹, text-messaging is used as an unobtrusive exchange among employees. Text-messaging ends the need for intrusive background announcements and whisper-paging.

- **Sending text messages** — A text message can be sent instantly to any *VIP Professional* user in the Quick Contact List. To send a text message, click the “memo” icon and select the text message option. A familiar text message box appears, pre-populated with the name of the *VIP Professional* contact selected.

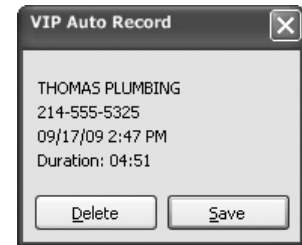
VIP Professional users can send instant text messages whether idle or on the phone, increasing the overall benefits of text-messaging. While only two users can converse in any text message box, a user may have several text-messaging conversations in progress at the same time.
- **Receiving text messages** — Receive and reply to a text message while idle or off-hook. Responses can be individually composed on the fly, or chosen from 18 user-programmable Quick Response buttons, making it easier to reply.
- **Private text message functionality** — ESI’s text-messaging application is a “closed” system of communication, and cannot be accessed by Internet users at large. It is accessible **only** to *VIP Professional* users. This guards users from unwanted viruses that are common when using other instant-messaging services. Additionally, it prevents text-messaging with the general on-line community, such as family members or friends. This increases the efficiency of text-messaging between employees by preserving the business purpose of this convenient form of communication.



Auto-record

Select *VIP Professional* users may take advantage of ESI’s optional **auto-record** capability.² With auto-record enabled, the user will never again miss recording an important call.

- **Handling recordings** — When auto-record is enabled for a *VIP Professional* station, every outside call is recorded automatically. At the end of the call, a pop-up window appears (*right*), giving the user a choice to save or delete the recording. The on-screen list of *VIP* recordings (either a tab in *VIP SE* or an *Outlook* folder in the *Outlook*-integrated edition of *VIP*) makes managing saved recordings easy. Saved recordings can be archived as .WAV files, then attached to e-mails for internal or external distribution.
- **Easy integration** — The built-in design of the auto-record feature makes it easy for the *VIP Professional* user to enable. There are no third-party devices to purchase or connect, and no software interface challenges to overcome. Unlike many traditional call loggers, ESI’s auto-record feature saves only those recordings that the user wants to keep.
- **Maximum performance is maintained** — The ESI system controls how many *VIP Professional* users may be licensed as auto-record users; it also manages storage capacity to allow a maximum of 50 stored auto-recordings per licensed user. These controls ensure that the ESI system runs at peak performance and sufficient storage space is available for all voice mail users. This table (*right*) shows system maximum capacities for auto-record licenses.



System type	Max. licenses
ESI-1000	32
ESI-600	16
ESI-200	8
ESI-100	4
ESI-50	4
ESI-50L	4
IVX S-Class³ Gen. II	2
IVX X-Class	8
IVX E-Class Gen. II	4

¹ Both standalone and Outlook-integrated editions of *VIP Professional*, *VIP Softphone*, *VIP PC Attendant Console*, *VIP ACD Supervisor*, and *VIP ACD Agent*.

² License fees apply.

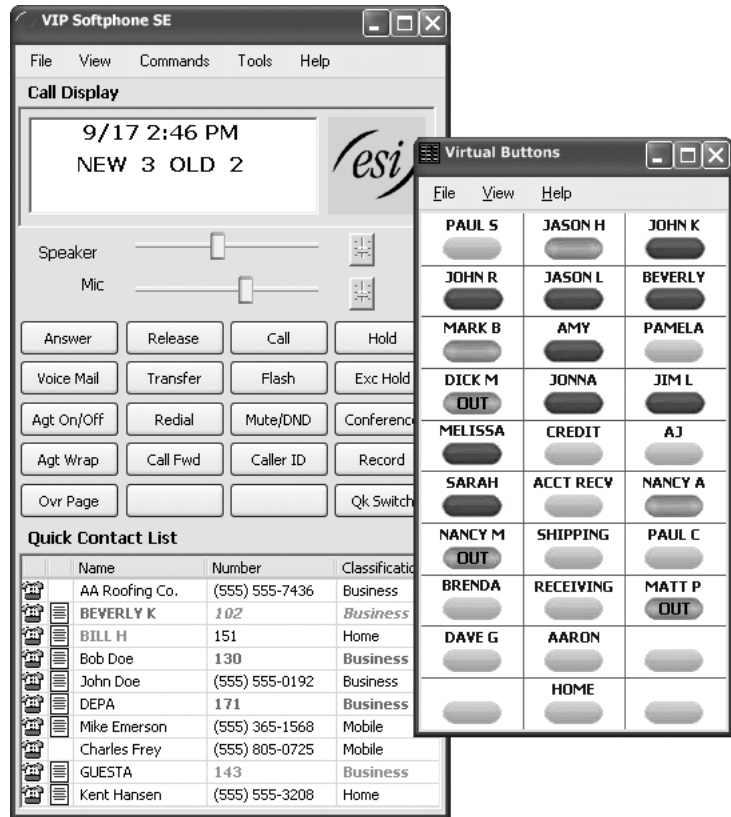
³ Not compatible with IVX S-Class systems with Integrated Answering Machine option.

VIP Softphone features at a glance

VIP Softphone provides the ESI system user¹ with VIP Professional features (see “VIP Professional exclusive features,” page 7) and the capabilities of an ESI IP Feature Phone II. It is especially useful for those who travel frequently or have a small workspace.

Call handling

- **Zero-footprint phone** — Make and receive phone calls on your PC without the need for a desktop phone.
- **Expandability** — Thirty Virtual Buttons provide single-click access to extensions, mailboxes, departments, and speed-dial numbers. Each displayed button is color-coded to increase easy, at-a-glance recognition of its status.²
- **Monitoring of connectivity** — A color-coded Esi-Check box next to the Call Display gives a constant readout of VIP Softphone's connectivity to the ESI system. This information is particularly handy to have when one is using VIP Softphone remotely.
- **Easy programming** — VIP Softphone offers simple drag-and-drop programming from drop-down menus.
- **High-quality audio** — A USB headset (user-supplied) ensures quality audio communications.³ In addition to the usual VIP Professional control for speaker volume, VIP Softphone also has a control which sets the volume level for the headset's microphone.



Local or remote operation

- **Locally** — Operates on your LAN as a local phone.
- **Remotely** — Operates in remote locations, such as small-office/home-office environments.

¹ Because VIP Softphone requires an IP-compatible ESI Communications Server (the ESI-600 must have system software 16.1.0 or later), VIP Softphone is incompatible with the ESI-50L (unless it is upgraded to an ESI-50), as well as ESI's IVX systems and legacy IP E-Class and IP Series systems.

² Status won't be displayed for remote stations, departments, or mailboxes connected to a system over an Esi-Link network.

³ Usability is determined by a number of factors, including: PC applications that may interfere with audio and realtime performance; broadband speed and responsiveness; and hotel/business routers and firewalls.

Requirements

Compatible systems

- *VIP (SE or Outlook-integrated)* can be used with any ESI Communications Server or IVX X-Class system — each of which has a built-in NSP (Network Services Processor) installed — or with any IVX E-Class Generation II or voice-mail-equipped IVX S-Class Generation II system with an installed NSP.¹
- *VIP Softphone (SE or Outlook-integrated)* can be added to any ESI Communications Server equipped with an IVC (Intelligent VoIP Card).²
- *VIP (SE or Outlook-integrated)* can co-exist in any NSP-equipped system that is running another NSP application, such as ESI Presence Management with time and attendance tracking. Furthermore, both *VIP SE* and the *Outlook-integrated* edition of *VIP* can co-exist on the same ESI system.

Upgrade and installation notes

ESI hardware

- Each licensed *VIP* and *VIP Professional* user must be equipped with a **48-Key** Feature Phone (digital or IP).
- *VIP*, *VIP Professional*, and auto-record all require installation of an NSP. When adding *VIP* to an existing system that does not have an NSP, you must upgrade the system to include this component.
- Note that IVX S-Class Generation II cabinets that currently lack the NSP **cannot** be upgraded to have an NSP added after-market. In this case, the non-NSP S-Class cabinet must be replaced with a cabinet with the built-in NSP; because IVX S-Class is a legacy product, ESI encourages that this replacement cabinet be, at minimum, an ESI-50L.

ESI system software

Minimum operating software versions for the compatible ESI systems are shown in this table:

ESI system	Minimum ESI system software version for . . .	
	<i>VIP SE</i>	<i>Outlook-integrated VIP</i>
ESI-1000, ESI-200, ESI-100, ESI-50, ESI-50L	[All]	[All]
ESI-600	16.1.0	15.1.0 ³
IVX X-Class	10.9.0	10.8.0
IVX E-Class Generation II	2.8.0	2.7.0
IVX S-Class Generation II	4.7.0	4.7.0

Existing *VIP* users may migrate their client licenses to the latest features for continued basic *VIP* operation.

Licensing

Licenses for *VIP* and *VIP Professional* are sold as shown (right). *VIP Softphone* is sold as a single license (part # **5000-0553** for *VIP Softphone SE*; part # **5000-0434** for *Outlook-integrated VIP Softphone*), which provides one user with *VIP Professional* features and *VIP Softphone*-specific capabilities (see “*VIP Softphone* features at a glance,” page 9). The *VIP Softphone* license is selected at the time of purchase for local or remote operation.

Seats	<i>VIP (basic)</i>		<i>VIP Professional</i>	
	<i>VIP SE</i>	<i>Outlook-integrated</i>	<i>VIP SE</i>	<i>Outlook-integrated</i>
One	—	—	—	—
Two	5000-0561	5000-0369	5000-0556	5000-0389
Five	5000-0562	5000-0313	5000-0557	5000-0390
25	5000-0563	5000-0325	5000-0558	5000-0391
100	5000-0564	5000-0398	5000-0559	5000-0399
Unlimited	5000-0565	5000-0326	5000-0560	5000-0392

Note: Each edition of *VIP ACD Agent* uses the same license part numbers as its counterpart edition of *VIP Professional*, allowing mixing and matching as the customer may require; e.g., 100 such licenses could be used for 60 *VIP Professional* installations and 40 *VIP ACD Agent* installations. However, a site **cannot** mix-and-match *SE* seats and *Outlook-integrated* seats, regardless of the *VIP* application(s) in question. For licensing information for *VIP PC Attendant Console* and *VIP ACD Supervisor*, refer to their respective *Product Overviews* (ESI # 0450-0914 for *VIP PC Attendant Console* and ESI # 0450-0988 for *VIP ACD*).

¹ The NSP came standard on IVX E-Class Generation II systems sold by ESI since February 17, 2006. It may be added to an IVX E-Class Generation II systems after-market; it must have been added to a voice mail-equipped IVX S-Class Generation II at original purchase.

² An IVC is built into the ESI-50.

³ For support of the *Outlook-integrated* edition of *VIP Softphone*, the minimum ESI-600 operating system version is 16.1.0.

Computer requirements

PC software

VIP applications are supported by:

- All of these Microsoft operating systems: *Windows 7, Vista, XP, and 2000*.¹
- *Microsoft Outlook 2007, 2003, 2002, and 2000*² (including *Outlook Contact* importing by the standalone edition of each VIP application).

PC hardware

Any PC on which a VIP application will be installed requires:

- Intel® Pentium® II processor — 400 MHz (or better)
- 128 MB RAM (256 MB for *VIP Softphone*)
- 15 MB of free hard drive space (12 MB for installed software and 3 MB for temporary setup files)

VIP Softphone additionally requires a USB headset (not available from ESI).

Notes

- Installation of a *Microsoft Exchange* server is **not** required for operation of any VIP application.
- ESI neither has tested whether, nor claims that, its VIP applications should work alongside synchronization software for PDAs or smartphones. You must be at a PC, with an ESI 48-Key Feature phone, to use ESI software's messaging and call-control features.
- VIP is incompatible with the following (*i.e.*, if any licensed VIP product and **any** of these are installed on the same PC, the VIP application won't run):
 - A Citrix, *Windows Terminal Services*, or other similar environment.
 - *LexisNexis Time Matters*®.
 - Any *Grisoft AVG*™ product.³
 - Any *Oncontact*® application.
 - *BitDefender*®.
 - Any *CA*™ *eTrust*™ application.
- Caller ID service from the customer's telephone provider is highly recommended. It is possible to use VIP without CID service, but many of the product's most compelling features require it.
- No VIP application can be used simultaneously with *ESI Personal Programmer*, because they are mutually exclusive applications.
- A user of the *Outlook*-integrated edition of VIP who is set up for ESI Mobile Messaging and receives a voice mail message will see only an e-mailed notification in the *Outlook* Inbox — *i.e.*, rather than a usual VIP voice mail item, which allows playback from the VIP toolbar. Whether the e-mailed notification includes an attached .WAV file of the voice mail message will depend on the user's ESI Mobile Messaging settings.⁴

¹ Any 64-bit version of *Windows* is incompatible with VIP.

² *VIP SE* cannot import Contacts from *Outlook 2000*.

³ *VIP SE* is compatible with this.

⁴ For more information on ESI Mobile Messaging, see the *ESI Mobile Messaging Feature Overview* (ESI # 0450-1243).

Glossary

This glossary is provided to assist you in fully understanding the productivity tools offered by *VIP* and the various *VIP Professional*-compatible applications (*VIP Professional* itself, *VIP PC Attendant Console*, *VIP ACD Agent*, *VIP ACD Supervisor*, and *VIP Softphone*). Unless it is otherwise stated:

- Any reference within this glossary to *VIP Professional* refers also to the other *VIP Professional*-compatible applications.
- Any reference within this glossary to any *VIP* application refers to both its standalone and *Outlook*-integrated editions.

Auto-record — Ensures that conversations on all outside lines connected to a *VIP Professional* user are automatically recorded without manual intervention from the user. This function requires the auto-record license to be purchased and assigned to a user already licensed for *VIP Professional*.

Call-forward feature enhancement — Six types of forwarding are available to the *VIP Professional* user through an enhanced GUI¹ programming interface. When selecting a pre-defined **Call Fwd** command button in the Call Display, all available forwarding types appear in a pop-up window. When a forwarding type is selected, the PC displays a complete listing of extension numbers, mailboxes, and departments; this list is fully synchronized with the ESI system. An external telephone number, such as a cell phone number, can be directly entered as the forward-to destination from this same screen.

Click to contact — In the *VIP Professional* user's Quick Contact List, each entered name may have several telephone numbers as well as several e-mail addresses² associated with the contact. This eliminates the need to return to the *Outlook* application when it is necessary to use a secondary contact for frequently called entries. Alternate contact information for each entry can be viewed by right-clicking on a name in the Quick Contact List (and, if necessary, choosing from a list of numbers), or by clicking on the "phone" icon.

Color-cued station status — The status of stations that are displayed in the Quick Contact List is indicated by font color. Red indicates a busy station and amber identifies stations that are in do-not-disturb. *Italicized* amber font further indicates that the station user has scanned-out through ESI Presence Management and is off-premises.

Display of hold time — All *VIP* users may click the fixed **Hold** command button in the Call Display to view all lines that are currently holding in the system. The *VIP Professional* user can also view the current length of time that each of the waiting lines has been on hold. This is helpful in prioritizing which holding caller should be assisted first.

Edit Outlook contact from Quick Contact List (*Outlook*-integrated edition of *VIP*) — Instead of returning to the *Outlook* application, a *VIP* user can right-click on any name in the user's Quick Contact List to modify names, telephone numbers, and e-mail addresses.

Enhanced conference GUI — Conferencing is made easy for all *VIP* users with the Call Window. When clicking the Conference command button, a pop-up window appears that can be populated with all phone numbers for those with which you wish to conference. Once all numbers are assembled, each conference member is called by clicking his or her phone number in the Conference Window. Drag phone numbers of additional conference members into the Conference Window to add them to a conference in progress. (Maximum conference size: four members.)

ESI Cellular Management programming — In a system where ESI Cellular Management is installed, a user may use *VIP Professional* to control how the ESI system manages the user's cell phone for greater convenience and productivity. For more information on ESI Cellular Management (which is part of ESI Bluetooth Voice Integration), see www.esi-estech.com/BT.

ESI Presence Management programming — In systems where ESI Presence Management is installed, a user may define how he wants his or her phone to operate when the user scans in and out of the building. This is easily accomplished in *VIP Professional* through intuitive, logically arranged programming screens. Programmable options include forwarding options, personal greeting choices, message notification and quiet time schedules.

Help file — All *VIP* users have access to operational assistance through the extensive Help file. The "?" icon appears when hovering the mouse pointer over an item for which help is available.

Installation Wizard — Loading of the *VIP* and *VIP Professional* client licenses is made easy through the Installation Wizard applet provided. This wizard is used at initial implementation of *VIP* as well as when upgrading from older versions of the *VIP* software. For the initial installation, the user is prompted to enter his or her ESI voice mail password. The Installation Wizard "auto-finds" the system NSP's IP address and automatically opens *Windows* firewall ports specific to *VIP*.

Microphone volume control — In addition to the usual *VIP* speaker volume control, *VIP Softphone* also has a sliding control for setting the volume level from the microphone of the user-supplied USB headset required.

¹ An acronym for *graphical user interface*; typically pronounced the same as *gooey*.

² *VIP SE* stores only one e-mail address per contact.

Mini-Alert options — Each user can tailor how his PC reacts on incoming calls when *VIP* is running. The Mini-Alert is a small pop-up window that gives the user information about the incoming call. This window allows the user to define several operational parameters, such as the conditions under which *VIP* should display the Mini-Alert near the *Windows* System Tray.

Mini-mode (*VIP SE*) — A smaller version of the message and call tabs, this lets you keep a constantly updated display of voice mail messages, recordings, Recycle Bin entries, call log entries, and missed calls — all while using a smaller portion of your *Windows* desktop.

Programmable command buttons — Each *VIP* user has either twelve or twenty command buttons located in the Call Display. For the basic *VIP* user, eight of the 12 buttons may be defined. *VIP Professional* users may define 16 of their command buttons. In either case, the top four buttons are fixed with system features and cannot be edited.

Programmable feature key (PFK) programming enhancements — Every *VIP* user can make assignments to his or her phone's programmable feature keys, as well as assign a name and font color for each. To help make PFK programming even easier, *VIP* displays a menu tree, showing folders containing all available extensions, departments, feature codes, and more. These folders automatically synchronize with the ESI system; therefore, the folders and their contents cannot be edited. When one views a folder from the menu tree, the selected content can be dragged onto any available key.

Quick Contact List icons — *VIP Professional* users enjoy the added benefit of two forms of communication associated with each Quick Contact List contact entry. The "phone" icon is used to call the contact with a single click. By clicking on the "phone" icon, a full listing of phone numbers assigned for the contact is shown. The "memo" icon is used to send an e-mail or instant text message to the contact. Clicking on this icon displays a listing of the e-mail address (or addresses, in the *Outlook*-integrated edition of *VIP Professional*) associated with the contact. If the **contact** is a *VIP Professional* user, too, clicking the "memo" icon also displays an option to send an instant text message to the contact.

Quick Contact List number classification — Each *VIP* user sees a column in his Quick Contact List in which each contact's primary number is classified as business, home, or mobile (cell phone). This designation comes directly from the categories established for contact phone numbers in *Outlook*. This default number can be modified in *VIP SE*.

Quick Responses — While a *VIP Professional* user can respond to any received text message by typing his own individual reply, 18 programmable Quick Responses are provided that cover a broad range of business situations. For instance, a user might be informed via a text message that Bill Jones is holding on Line 4. If the user knows he will not be able to answer the call in a timely fashion, he can click the **Voice Mail** Quick Response button, indicating that he wants the caller to be transferred to voice mail instead of having to wait. All nine fixed responses are available when a user receives a text message.

Right-click menu options — In many instances, the *VIP* user has access to a series of right-click menus that provide helpful shortcuts to other menus — such as (depending on the edition of *VIP*) to an *Outlook* contact page, to an *Outlook* e-mail screen, or to additional *VIP* features.

Send text message from Quick Contact List — *VIP Professional* users have the ability to send and receive instant text messages from other *VIP Professional* users.¹ There are two ways to initiate a text-messaging session with another *VIP Professional* user: **(1.)** Clicking the "memo" icon beside the user's name in the Quick Contact List (this will pop up a window displaying all e-mail addresses for that contact as well as a prompt for text-messaging); or **(2.)** Right-clicking the person's name in the Quick Contact List and choosing **Text Message** from the resulting pop-up menu.

"Skins" — Users of *VIP* 3.15.0 (and higher, including all versions of *VIP SE*) can apply various color-and-appearance schemes, or "skins," to the *VIP* Call Window, to complement the user's *Windows* "wallpaper" and other screen settings. (Use of "skins" with *Windows* "Large Fonts" isn't recommended.)

Station programming GUI enhancements — Similar or related functions are logically grouped to make it faster for *VIP* users to program their stations. **Personal settings** include reminder notification, password modification, and password and voice mail security levels. For the *VIP Professional* user, this category also includes an enhanced screen to record and manage the three individual Personal Greetings of their mailbox. **Station settings** include configuring the user's audible tones and volume, setting station options and preferences, and programming feature access keys. In addition to personal settings and station settings, the *VIP Professional* user can also program his ESI Presence Management and ESI Cellular Management preferences.

¹ Text-messaging via Esi-Link to extensions on remote cabinets isn't supported.

TAPI integration — The *VIP* application uses many of the operations common to standard TAPI applications. For this reason, many TAPI-compliant business software packages can be integrated with *VIP* to perform incoming call screen pops and outbound preview dialing.

Note: Some commercially available TAPI software packages may require the purchase or download of an API (application programming interface) for proper operation. Questions regarding the need for an API should be directed to the manufacturer or distributor of the TAPI-compliant software.

Transfer feature enhancement — Whether the *VIP Professional* station is idle or on a call, clicking the Transfer command button in the Call Display performs a timesaving function:

- When the phone is idle, clicking the **Transfer** command button brings up a synchronized listing of all extensions, mailboxes, and departments in the ESI system. Double-clicking on a selected extension connects the user directly to that extension's mailbox without ringing the station first.
- While on a call, clicking the **Transfer** command button allows the user to transfer the call in progress to the selected extension, mailbox, or department by double-clicking on its name from the same synchronized list. Alternately, the call in progress can be transferred directly into a station's mailbox or to an external number. If the external number does not already exist in the list, it may be entered directly from the transfer pop-up window.

USB headset — *VIP Softphone* requires use of a Universal Serial Bus (USB) headset, which must be provided by the user. For an up-to-date list of USB headsets that ESI has tested and found to be compatible with *VIP Softphone*, visit www.esi-estech.com/softphone.

View (*VIP SE*) — Users of each *VIP Professional*-compatible applications can choose to see the entire application, only the Call Display (left), or the Station Activity (right). Users access these options from the *VIP* menu bar.

Volume control — A slide bar is provided directly above the command buttons of the *VIP Professional* Call Display. Manipulation of this control adjusts the volume of the user's handset, headset, or speakerphone, depending on which device is in use at the time.

VIP feature comparison chart

VIP is offered in two user configurations: the basic *VIP* and *VIP Professional*. Each configuration is licensed independently, with a migration path available to *VIP* users wishing to upgrade to *VIP Professional*. This chart identifies which features apply to both configurations — in standalone (*SE*) and *Outlook*-integrated (*OL*) editions — and which are features exclusively offered to *VIP Professional* users. For reference only, the chart also shows features for the *VIP Professional*-compatible application, *VIP Softphone* (see "Licensing," page 10).

Feature	VIP		VIP Professional		VIP Softphone	
	SE	OL	SE	OL	SE	OL
Auto-configuration of firewall in <i>Windows</i>	✓	✓	✓	✓	✓	✓
Auto-record (separate license required)			✓	✓	✓	✓
Call forward feature enhancement			✓	✓	✓	✓
Call Window view control	✓		✓		✓	
Color-cued station status			✓	✓	✓	✓
Command buttons — programmable	8	8	16	16	16	16
Command buttons — total	12	12	20	20	20	20
Compatible with <i>Outlook 2000</i>		✓		✓		✓
Compatible with <i>Outlook 2002/2003/2007</i>	Contacts	✓	Contacts	✓	Contacts	✓
Convenient right-click menus	✓	✓	✓	✓	✓	✓
Customizable Call Window appearance ("skins")	✓	✓	✓	✓	✓	✓
Display of hold times			✓	✓	✓	✓
ESI Cellular Management programming	✓	✓	✓	✓	✓	✓
ESI Presence Management programming			✓	✓	✓	✓
Edit <i>Outlook</i> contacts from Quick Contact List	✓	✓	✓	✓	✓	✓
Enhanced conference GUI	✓	✓	✓	✓	✓	✓
Esi-Check at-a-glance monitoring of network status					✓	✓
Help file	✓	✓	✓	✓	✓	✓
Installation wizard	✓	✓	✓	✓	✓	✓
Keyboard shortcuts for call commands	✓	✓	✓	✓	✓	✓
Mini-alert options	✓	✓	✓	✓	✓	✓
Mini-mode view	✓		✓		✓	
PFK programming enhancements	✓	✓	✓	✓	✓	✓
QCL (Quick Contact List): E-mail addresses stored per entry	None	None	One	Multiple	One	Multiple
QCL: Telephone numbers stored per entry	None	None	Multiple	Multiple	Multiple	Multiple
QCL icons			✓	✓	✓	✓
QCL phone number classification	✓	✓	✓	✓	✓	✓
Save .WAV file to user-defined location	✓	✓	✓	✓	✓	✓
Send text and e-mail messages from QCL			✓	✓	✓	✓
Station programming GUI enhancements	✓	✓	✓	✓	✓	✓
TAPI integration	✓	✓	✓	✓	✓	✓
Transfer feature enhancement			✓	✓	✓	✓
Use of "fixed" text message responses			✓	✓	✓	✓
User-defined Quick Messages for text-messaging			✓	✓	✓	✓
VIP Voicemails folder option	n/a	✓	n/a	✓	n/a	✓
Virtual Buttons (30) for one-click access to extns. mailboxes, depts.					✓	✓
Visual calls on hold	✓	✓	✓	✓	✓	✓
Volume control			✓	✓	✓	✓

Note: For more complete details on *VIP*, consult the *VIP Setup and User's Guide* (ESI document #0450-0513), on which this document is based. ESI Resellers may download this and other informative documents from www.esiresellers.com (password required).

About ESI

ESI (Estech Systems, Inc.) is a privately held corporation based in Plano, Texas. Founded in 1987, ESI specializes in business communications systems. ESI pioneered the all-in-one telephone and voice mail system. The original IVX, introduced in 1996, represented a radical breakthrough in system design: the inclusion of a full suite of features within a single integrated system.

Since its days as a small start-up, ESI has enjoyed exceptional stability and growth while maintaining its dedication to small-company values — including the need to take care of the most important part of the equation: your business.



Copyright © 2010 ESI (Estech Systems, Inc.). IVX is a registered trademark of ESI. Other registered trade names mentioned herein are trademarks of their respective owners. ESI systems are protected by various U.S. Patents, granted and pending. **Product appearance, and other details and features described herein, are subject to change without notice.** Some features may not be available at initial release. More information on ESI and its products is available on the World Wide Web at www.esi-estech.com.