VIP™ SE

VIP SE Call Control

File View Commands Tools Mini-Mode Help

Call Display

BILL H
EXT 102
NEW 5/23 02:46P 0:42

esi PROG/HELP

Stop | Pause | Rewind | Fwd | Del | Save As | Reply | Call | Restore

Answer	Release	Call	Hold
Conference	Transfer	Flash	Call Fwd
Headset	Redial	Mute/DND	Speaker

Voice Mails | Recordings | Recycle Bin

Name	Number	Received	Duration
BILL H	**102**	**05/23/2011 02:46 PM**	**00:42**
DOE JOHN	5555551111	05/23/2011 02:11 PM	00:27
AA ROOFING CO	5555557436	05/23/2011 01:58 PM	01:04
PAUL S	155	05/23/2011 01:53 PM	00:33
TOM R	256	05/23/2011 01:37 PM	00:16
DOE JOHN	5555551111	05/23/2011 01:22 PM	00:58
DOE JOHN	5555551111	05/23/2011 01:00 PM	01:25
KENT A HANSEN	5553651568	05/23/2011 12:25 PM	00:28
TOM R	256	05/23/2011 11:46 AM	00:19
ROBERT G	197	05/23/2011 11:21 AM	00:31
SUSAN CALVIN	5559872834	05/23/2011 09:38 AM	01:07
SARAH W	191	05/23/2011 09:11 AM	01:25

Quick Contact List

Name	Number	Classification
AA Roofing Co.	(555) 555-7436	Business
BEVERLY K	103	Business
BILL H	102	Business
Bob Doe	(555) 555-8752	Home
John Doe	(555) 555-1111	Home
	290	Business
Emerson	(972) 555-0192	Business
	(555) 555-2234	Home
	300	Business
	(555) 555-1568	Mobile
	(555) 555-0725	Mobile
		Business
		Business
		Business
		Business
		Business
		Business

Missed Calls | Call Log

Name	Number	Received
DOE JOHN	5555551111	05/23/2011 12:59 PM
EMERSON MIKE	9725550192	05/23/2011 11:33 AM

esi

We Make It Easy To Communicate

VIP SE

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 SE (Visually Integrated Phone, Standalone Edition)* or its more fully featured version, *VIP Professional SE*.[1]

Working with the advanced capabilities of your ESI communications system, *VIP SE* provides an important new dimension: **control of your calls and voice mail**. *VIP SE* lets you intelligently: manage your telephone calls; sort, and prioritize voice mail messages; and use your contacts more productively. In addition, *VIP SE* 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 *VIP SE*, you can quickly prioritize your messages, listen to those that are most urgent, and save the others for later. *VIP SE* 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 SE*'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.

- **Get more from your contacts** — *VIP SE* enhances your contact management capabilities. You can build your contact lists every time you answer your phone. The *VIP SE* **Station List** is a complete, always-current directory of all the stations in your ESI system. You also can call from both *VIP SE* and *Outlook* contact lists, because *VIP SE* can import from your *Outlook* contacts.

- **Keep a history of your call activity** — *VIP SE*'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.

- **Restore deleted voice mail messages and view missed calls** — Up to 10 of your most recently deleted messages[2] on the ESI system are displayed in the *VIP SE* **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 SE* lets you program your station from your PC screen. By giving you tabs and windows in the familiar *Windows*® format, *VIP SE* 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 SE*'s many real benefits.

- **Get truly professional** — *VIP Professional SE* adds several major capabilities to the already impressive *VIP SE* feature set. Auto-recording[3] 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 SE* 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 SE*. It will change forever the way you communicate.

VIP SE *lets you **prioritize your voice mail** by showing available Caller ID[4] data for each message. That way, you can quickly decide whether to listen to the message now, wait until later, or delete it. Different tabs separate your voice mail messages and your recordings. And the Recycle Bin gives you access to up to 10 of your most recently deleted voice mail messages, any of which you can restore.*
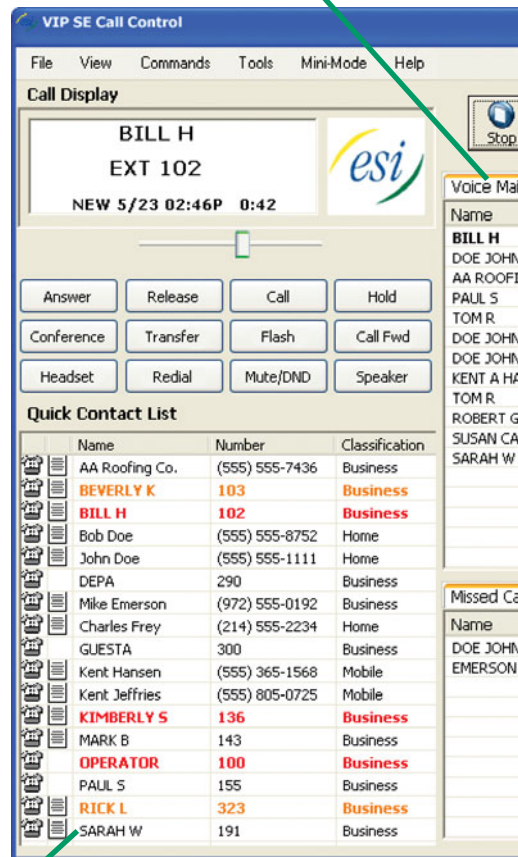

*Dial from **multiple speed-dial lists**. VIP SE constantly updates each list, so you always have reliable one-click access to dialing internal extensions, company-wide speed-dial numbers, and (if applicable for your ESI communications system) the cabinet numbers for Esi-Linked remote systems.*

VIP SE brings Call Control to your PC.

The **Call Control window** is the heart of *VIP SE*. (Shown at right: the Call Control window in the optional *VIP Professional SE*.) 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[4] 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 SE* 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 from *Outlook* Contacts (*VIP SE* imports them quickly) or other ESI station users from the *VIP SE* Station List. When you want to dial any contact from the list, just double-click the entry.

You can program *VIP SE* 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. And if you prefer to see the full *VIP SE* display — showing not only Call Control but also your messages and call activity lists, as shown below — a quick selection from the **View** menu gives you the whole picture.
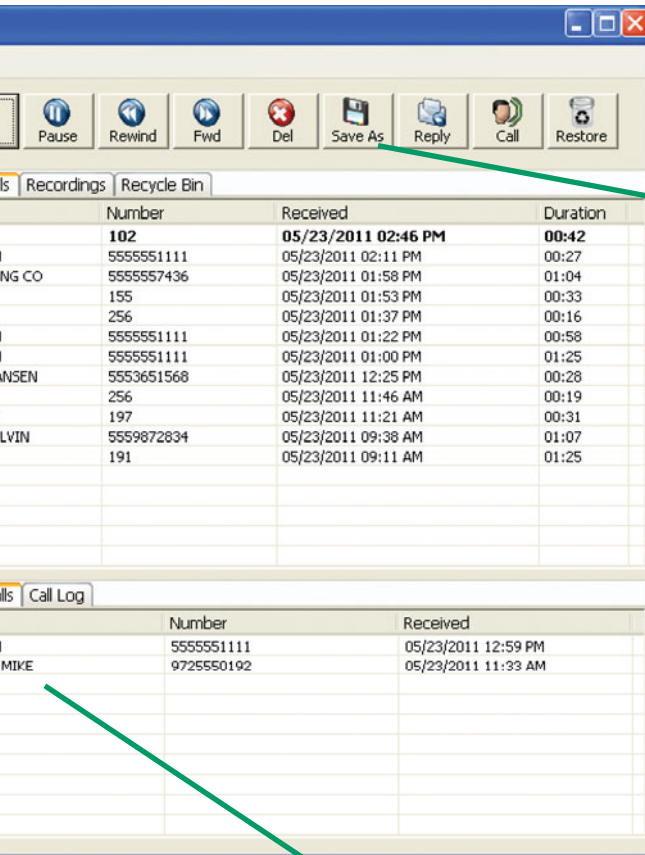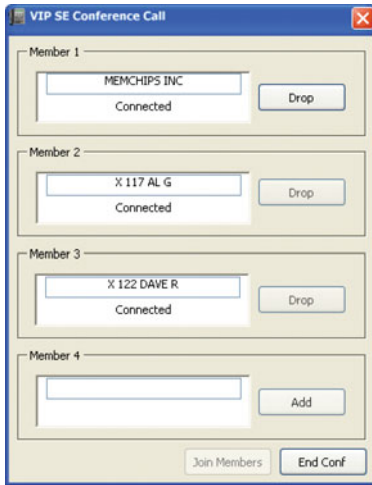
The **VIP SE** *toolbar puts your most-used ESI voice mail functions in one convenient spot. Play, pause, rewind, fast-forward through, and save messages on the ESI system. Call back someone who left you a message. You can even save voice messages as .WAV files for attaching to e-mails (or for archival purposes).*

Familiar **icons** *in* VIP Professional SE*'s Quick Contact List give you one-click access to calling, e-mailing, or text-messaging each contact.* VIP Professional SE *also uses color-coding to display station status.*
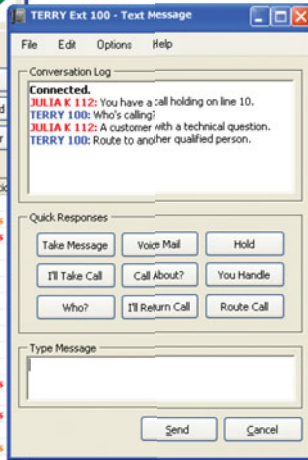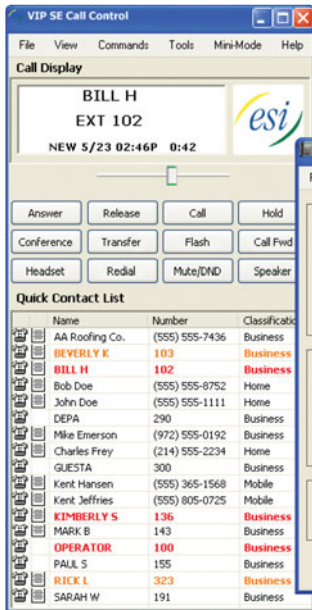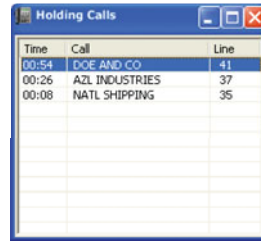
VIP SE*'s* **call activity lists** *show incoming and outgoing calls, as shown in the* **Call Log** *tab, and missed calls.*

VIP SE™

VIP SE Conference Call

Member 1
MEMCHIPS INC
Connected — Drop

Member 2
X 117 AL G
Connected — Drop

Member 3
X 122 DAVE R
Connected — Drop

Member 4
Add

Join Members | End Conf

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

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

Holding Calls

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

VIP SE Call Control

File | View | Commands | Tools | Mini-Mode | Help

Call Display

BILL H
EXT 102
NEW 5/23 02:46P 0:42

Answer | Release | Call | Hold
Conference | Transfer | Flash | Call Fwd
Headset | Redial | Mute/DND | Speaker

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BILL H	102	Business
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John Doe	(555) 555-1111	Home
DEPA	290	Business
Mike Emerson	(972) 555-0192	Business
Charles Frey	(214) 555-2234	Home
GUESTA	300	Business
Kent Hansen	(555) 365-1568	Mobile
Kent Jeffries	(555) 805-0725	Mobile
KIMBERLY S	136	Business
MARK B	143	Business
OPERATOR	100	Business
PAUL S	155	Business
RICK L	323	Business
SARAH W	191	Business

TERRY Ext 100 - Text Message

File | Edit | Options | Help

Conversation Log

Connected.
JULIA K 112: You have a call holding on line 10.
TERRY 100: Who's calling?
JULIA K 112: A customer with a technical question.
TERRY 100: Route to another qualified person.

Quick Responses

Take Message | Voice Mail | Hold
I'll Take Call | Call About? | You Handle
Who? | I'll Return Call | Route Call

Type Message

Send | Cancel

▲ With **VIP Professional SE**, you get the entire VIP SE feature set **plus** a more informative interface, auto-recording[4]; easier one-touch callback, secure intra-system text-messaging, color-coded station status, and more.

VIP SE works in conjunction with most current ESI desktop phones (digital or IP) on selected ESI systems. For an up-to-date list of VIP SE-compatible ESI equipment, visit **www.esi-estech.com/VIP**.

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

The VIP SE family of applications also includes **VIP Softphone SE**, **VIP PC Attendant Console SE**, and **VIP ACD SE**. To learn about these products — which share features with VIP Professional SE — visit **www.esi-estech.com/VIP**.

VIP SE
- Visually Integrated Phone, Standalone Edition
- Integrates with ESI desktop phone
- Uses familiar *Windows* 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 *Outlook* and other TAPI-compliant software, such as *ACT!®* and *GoldMine®*, to provide outbound dialing, "screen pops," and more

Message management
- Lets you manage voice mail messages directly from your PC
- Synchronizes automatically with ESI system's voice mail
- Shows Caller ID[4] 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[2] — any of which you can restore quickly if you deleted it by accident

Contact management
- Imports *Outlook* Contacts
- Easily imports ESI system's speed-dial lists ("Dexes")
- VIP SE's Quick Contact list allows easy double-click dialing of frequently called numbers

Station programming
- Familiar tabbed *Windows* interface simplifies programming of your ESI phone station features
- Ability to define Personal Call Routing[5] options on-screen
- User-selectable "skins" to customize VIP SE interface appearance

Additional features in *VIP Professional SE*
- More informative interface
- Auto-recording[3]
- Easier one-touch callback
- Secure text messaging between users of standalone and *Outlook*-integrated[1] versions of *VIP Professional*, *VIP PC Attendant Console*, *VIP Softphone*, and *VIP ACD*
- Station status

ESI hardware requirements
- VIP SE-compatible ESI system (visit **www.esi-estech.com/VIP** for an updated list) with installed Network Services Processor
- VIP-compatible ESI phone (visit **www.esi-estech.com/VIP** for an updated list)
- Highly recommended: Caller ID[4] service from telephone provider

Computer system requirements
- *Microsoft Windows® 7*, *Vista*, or *XP*[6]
- Intel® Pentium® II 400 MHz processor or better
- 128 MB RAM
- Hard drive free space: 15 MB for *VIP SE* software (20 MB if installing *VIP Softphone SE*) and 3 MB for temporary setup files

For more details about VIP SE, *visit* **www.esi-estech.com/VIP**.

ESI proudly designs its products in the United States of America.

esi — We Make It Easy To Communicate