

# VIP<sup>TM</sup> SE

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for detailed help





**VIP SE Call Control**

File View Commands Tools Mini-Mode Help

**Call Display**

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



Stop Pause Rewind Fwd Del Save As Reply Call Restore

Voice Mails Recordings Recycle Bin

Name	Number	Received	Duration
<b>BILL H</b>	<b>102</b>	<b>05/23/2011 02:46 PM</b>	<b>00:42</b>
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

Answer Release Call Hold

Conference Transfer Flash Call Fwd

Headset Redial Mute/DND Speaker

**Quick Contact List**

Name	Number	Classification
AA Roofing Co.	(555) 555-7436	Business
<b>BEVERLY K</b>	<b>103</b>	<b>Business</b>
<b>BILL H</b>	<b>102</b>	<b>Business</b>
Bob Doe	(555) 555-8752	Home
John Doe	(555) 555-1111	Home
	230	Business
	(972) 555-0192	Business
	(972) 555-2234	Home
	303	Business
	(555) 555-1568	Mobile
	(555) 555-0725	Mobile
		<b>Business</b>
		Business
		<b>Business</b>
		Business
		<b>Business</b>
		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



We Make It Easy To Communicate

# Change forever the way you communicate.

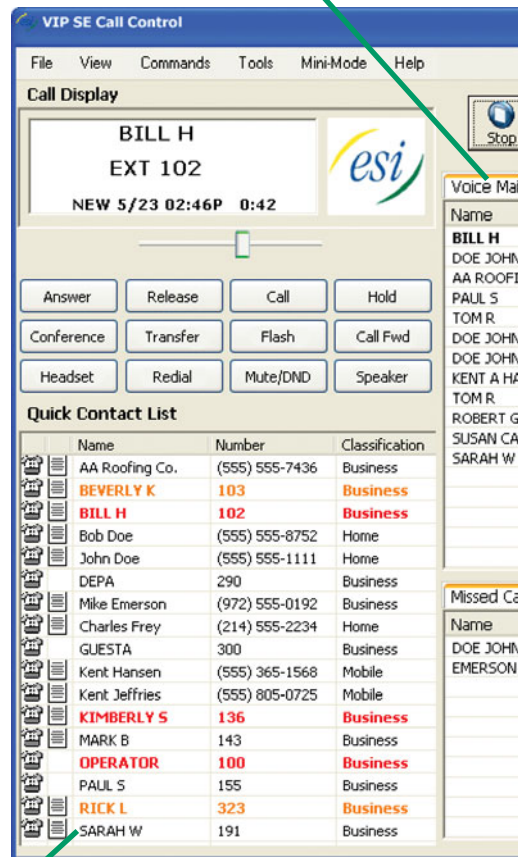
If managing your day-to-day call activity is important to your business, you'll want ESI's **VIP SE** (*Visually Integrated Phone, Standalone Edition*) or its more fully featured version, **VIP Professional SE**.<sup>1</sup>

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 missed calls** — Up to 10 of your most recently deleted messages<sup>2</sup> 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<sup>3</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 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<sup>4</sup> 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<sup>4</sup> 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.

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
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

Number	Received	Duration
102	05/23/2011 02:46 PM	00:42
5555551111	05/23/2011 02:11 PM	00:27
ING CO 5555557436	05/23/2011 01:58 PM	01:04
155	05/23/2011 01:53 PM	00:33
256	05/23/2011 01:37 PM	00:16
5555551111	05/23/2011 01:22 PM	00:58
5555551111	05/23/2011 01:00 PM	01:25
NSEN 5553651568	05/23/2011 12:25 PM	00:28
256	05/23/2011 11:46 AM	00:19
197	05/23/2011 11:21 AM	00:31
LVIN 5559872834	05/23/2011 09:38 AM	01:07
191	05/23/2011 09:11 AM	01:25

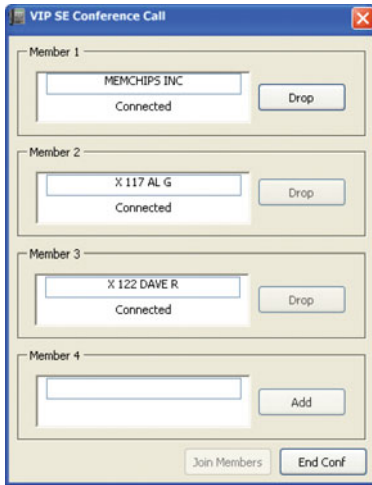
Number	Received
5555551111	05/23/2011 12:59 PM
MIKE 9725550192	05/23/2011 11:33 AM

*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.*

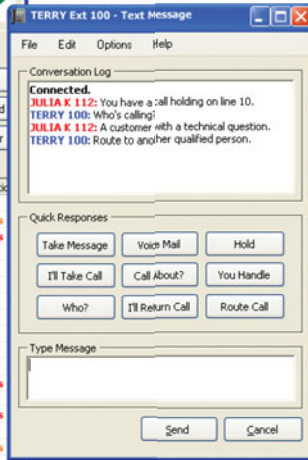
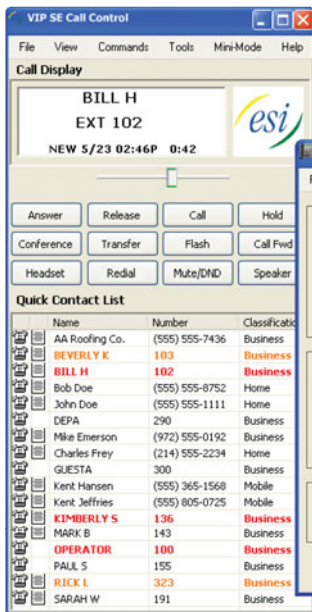
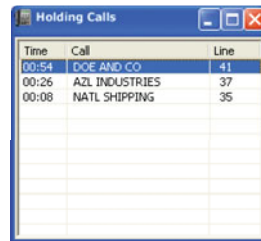
Type	Name	Number	Received	Duration
Inbound	DOE AND CO	9725550579	05/23/11 03:21 PM	00:47
Transfer	ACME CO	9725552122	05/23/11 02:47 PM	01:14
Inbound	No Name	8005552234	05/23/11 02:12 PM	11:38
Transfer	WIRELESS CALLER	4695559912	05/23/11 01:08 PM	01:34
Outbound	THOMAS PLUMBING	2145555325	05/23/11 12:47 PM	04:51
Outbound	No Name	2145555325	05/23/11 12:20 PM	00:44
Transfer	FIRST BANK OF D	9035554663	05/23/11 11:26 AM	02:36
Inbound	No Name	4695559912	05/23/11 10:37 AM	00:19
Inbound	MEMCHIPS INC	2145557278	05/23/11 08:05 AM	01:29

*VIP SE's call activity lists show incoming and outgoing calls, as shown in the Call Log tab, and missed calls.*



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.



With VIP Professional SE, you get the entire VIP SE feature set plus a more informative interface, auto-recording<sup>3</sup>, 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](http://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<sup>®</sup> and GoldMine<sup>®</sup>, 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<sup>4</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>2</sup> — 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<sup>5</sup> options on-screen
- User-selectable "skins" to customize VIP SE interface appearance

## Additional features in VIP Professional SE

- More informative interface
- Auto-recording<sup>3</sup>
- Easier one-touch callback
- Secure text messaging between users of standalone and Outlook-integrated<sup>1</sup> 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](http://www.esi-estech.com/VIP) for an updated list) with installed Network Services Processor
- 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>4</sup> service from telephone provider

## Computer system requirements

- Microsoft Windows<sup>®</sup> 7, Vista, or XP<sup>6</sup>
- Intel<sup>®</sup> Pentium<sup>®</sup> 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



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](http://www.esi-estech.com/VIP).

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

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

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