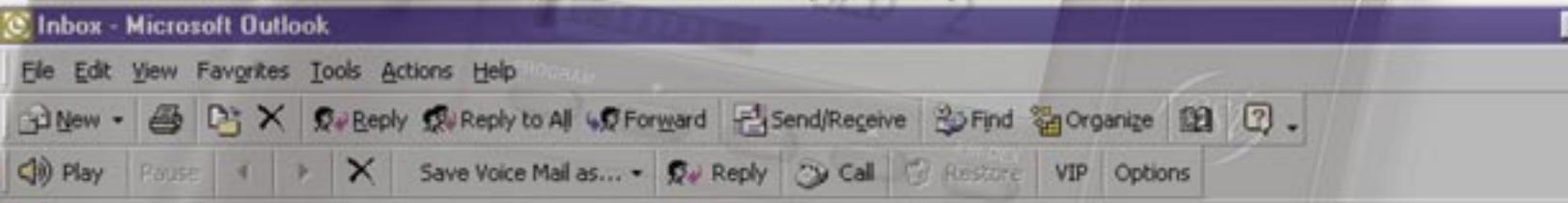


VIP™

for Microsoft® Outlook®



Inbox

Folder List

- Outlook Today - [Personal Folders]
- Calendar
- Contacts
 - VIP Company Speed Dial
 - VIP Remote Location List
 - VIP Station List
- Deleted Items
- Drafts
- Inbox (4)**
- Journal
- Notes
- Outbox
- Sent Items
- Tasks
- VIP Call Log
- VIP Missed Calls
- VIP Recycle Bin

From	Subject	Received
DOE AND CO	Voice Mail 972-555-0579 Duration 00:47	Thu 3/18/2004 1:20
Mary Allen	Inventory corrections	Thu 3/18/2004 12:25
BRENT M	Voice Mail 103 Duration 00:49	Thu 3/18/2004 12:11
DAVE R	Voice Mail 122 Duration 01:06	Thu 3/18/2004 11:57
Jim Phillips	RE: List of top dealers in 4Q 2003	Thu 3/18/2004 11:28 AM
SARAH W	Voice Mail 112 Duration 00:17	Thu 3/18/2004 11:24 AM

VIP Call Control

File Commands Tools Help

03/18 1:22 PM



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

Name	Number
George Bailey	518-555-1946
Susan Calvin	124
John Doe	214-555-0487
Charley Steinbeck	212-555-1960



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*).

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**.

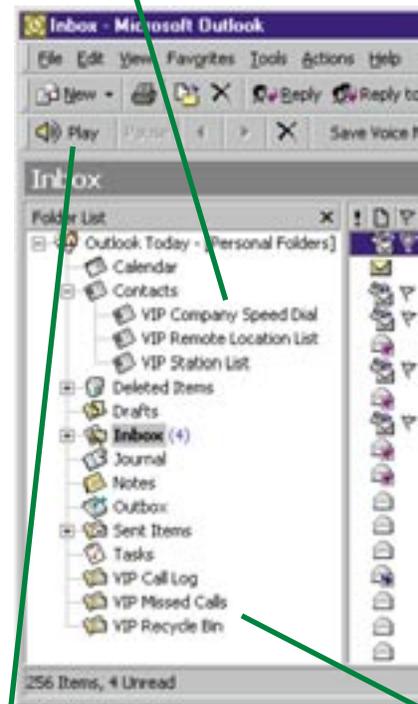
VIP lets you intelligently: manage your telephone calls; sort, prioritize, and forward voice mail messages from your *Outlook* Inbox; and use your contacts more productively.

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.
- **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.

The bottom line: *VIP* makes you more professional when you deal with your customers. 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.



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

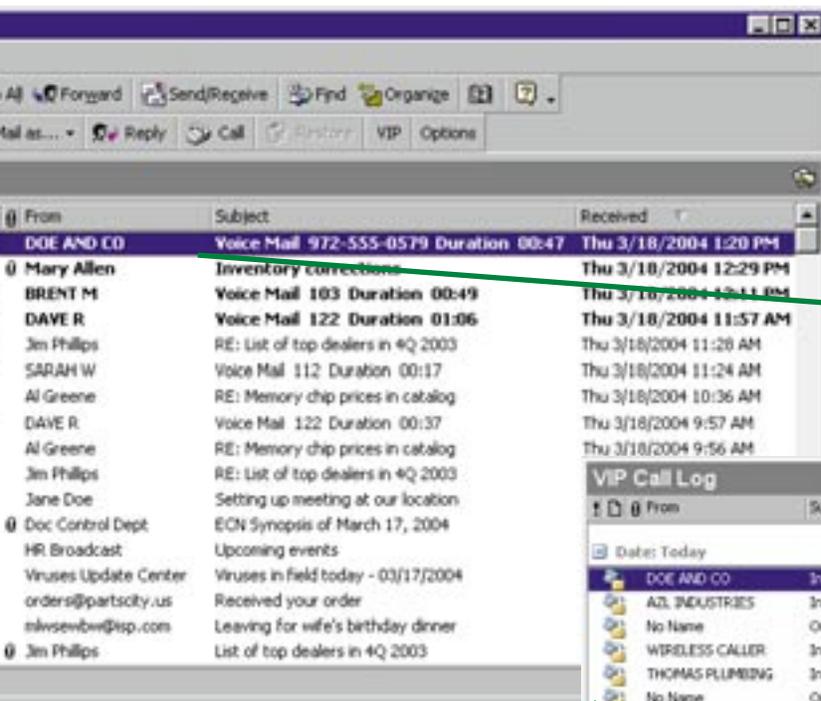


VIP brings Call Control to your PC.

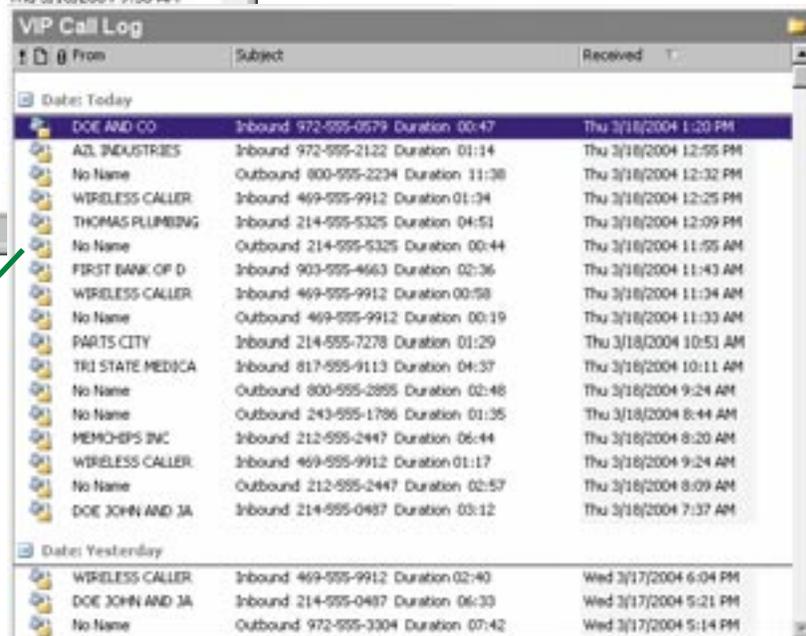
The **Call Control window** is the heart of *VIP*. Using clearly labeled buttons, you can answer, transfer, or place calls on hold. The display window shows the name of an internal caller, or the Caller ID name and number for an outside caller. You can customize the buttons to suit your particular requirements, making any of the ESI phone system's many functions easy to use.

The Call Control window's **Quick Call 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.



*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 you incoming/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.*

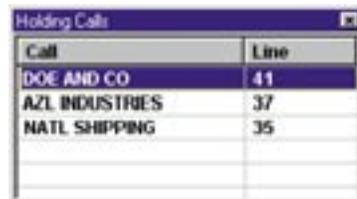
Outlook 2003 version of *VIP Call Log* view shown. *VIP* supports Outlook 2000, 2002, and 2003.





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

*Taking the **right** call off hold can be difficult. However, with VIP, any call placed on hold can be retrieved quickly and easily. VIP shows you all calls on hold **before** you answer. Just double-click the one you want.*



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



- Visually Integrated Phone
- Integrates with 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

Call logging

- 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 Call list for double-click dialing

Station programming

- Familiar tabbed *Windows* interface simplifies programming of your ESI Feature Phone station features

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 (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

* *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.