

# VIP™ Softphone

*Use your ESI system from just about anywhere*

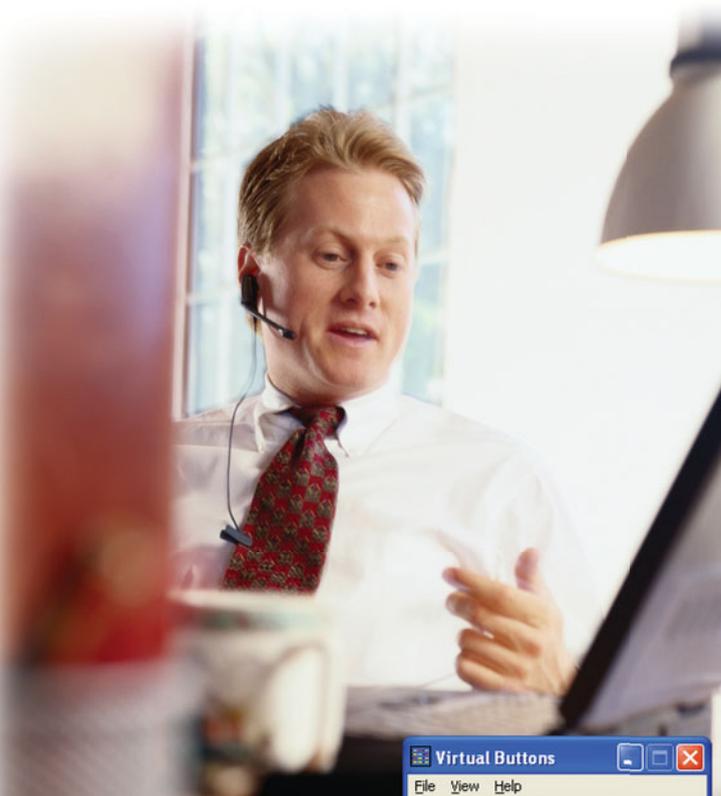
Have you ever wanted to take your office phone and its features with you? Now you can. **VIP Softphone** from ESI lets you take the advanced capabilities of your compatible ESI system wherever you go, particularly when you're on the road. You'll be delighted by the advantages **VIP Softphone** has to offer.

Like other members of ESI's **VIP** family of optional **Windows®**-based software applications, **VIP Softphone** combines the power of your ESI system and **Microsoft® Outlook®**.<sup>1</sup> But that's just the start.

## It's an ESI phone. On your PC screen.

With **VIP Softphone** installed on your PC, just plug in a USB headset and start **Outlook**. Now, right there on your screen, you've got the combined capabilities of an ESI desktop IP phone and **VIP Professional**. The Virtual Button Window provides single-click, color-coded access to 30 extensions, voice mailboxes, departments, and speed-dial numbers. To dial any other number, simply type it in.

If you're a "road warrior," **VIP Softphone** connects you right back to the ESI system. Have a question for a co-worker? Just dial an extension. Make and take other calls, including conference calls. Check voice mail and leave messages for others. Record important phone conversations. In short: you can perform nearly every task just as if using an ESI desktop IP phone in the office.



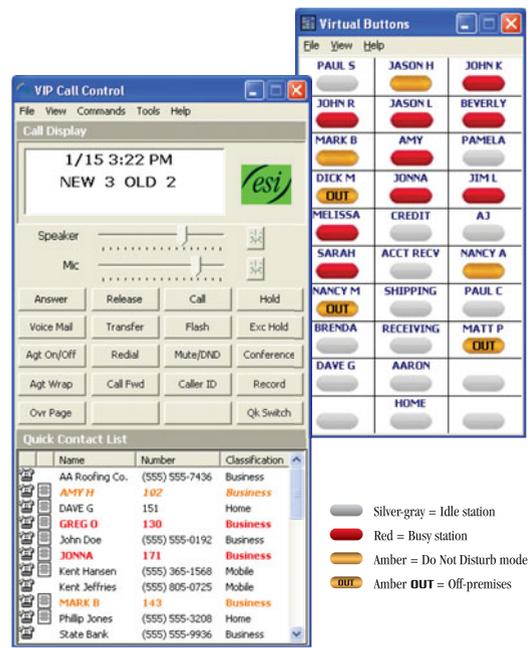
Name	Number	Classification
AA Roofing Co.	(555) 555-7436	Business
AMY H	102	Business
DAVE G	151	Home
GREG O	130	Business
John Doe	(555) 555-0192	Business
JONNA	171	Business
Kent Hansen	(555) 365-1568	Mobile
Kent Jeffries	(555) 805-0725	Mobile
MARK B	143	Business
Phillip Jones	(555) 555-3208	Home
State Bank	(555) 555-9936	Business



# It's more than "just" a softphone, too.

Because ESI's *VIP Softphone* shares capabilities with *VIP Professional*, it's more than a softphone. Here are some of the other communication capabilities it gives you:

- Powerful speed-dialing from multiple lists, including an always-updated list of system extensions.
- Voice mail management and prioritization, which you'll really appreciate since *VIP Softphone* lets you use your ESI voice mail almost anywhere right from your PC.
- Enhanced contact management.
- Call logging made simple, using special folders in *Outlook*.
- Private and secure intra-system text-messaging<sup>2</sup> for whenever you must communicate with a co-worker but a phone call is impossible or impractical.
- Fax server integration<sup>3</sup>.
- Simple drag-and-drop programming, from drop-down menus.
- Auto-recording<sup>4</sup> of incoming calls.



*VIP Softphone's color-coded buttons and text indications quickly show you live station status<sup>5</sup> for each system extension or department programmed into the **Quick Contact List** and the **Virtual Button Window**. And the **Esi-Check** box in the **Call Display** constantly displays the quality of your PC's connection to your office's ESI system. Here, it's "green" for "good."*

And, like other *VIP* applications, *VIP Softphone* is easy to implement.

It connects non-invasively to the existing network. There's no need to install *Microsoft Exchange*<sup>®</sup>— thus avoiding a costly and impractical solution for the small to mid-size business.

## Softphone. Hard to beat.

*VIP Softphone* puts on your PC screen the power of an ESI desktop IP phone and the fully featured *VIP Professional* application — an exceptional combination. So, whether you're in the office or on the road . . .

*VIP Softphone* lets you use your ESI system from just about anywhere.

To learn more about *VIP Softphone*<sup>6</sup> (including which ESI systems support it), consult your Certified ESI Reseller or visit [www.esi-estech.com/Softphone](http://www.esi-estech.com/Softphone).



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

*VIP Softphone requires appropriate licensing (local or remote), as well as broadband connection and USB headset (visit [www.esi-estech.com/Softphone](http://www.esi-estech.com/Softphone) for an up-to-date list of ESI-tested headset models). For additional details about the Outlook-integrated editions of VIP and VIP Professional, consult the VIP brochure (ESI document 0450-0591) or visit [www.esi-estech.com/VIP](http://www.esi-estech.com/VIP).*

1. ESI also makes a form of *VIP Softphone* which works as a standalone application rather than from within *Outlook*. To learn more, consult your ESI Reseller or visit [www.esi-estech.com/Softphone](http://www.esi-estech.com/Softphone). 2. Text messaging is available between any two users of the standalone and *Outlook*-integrated versions of *VIP Softphone*, *VIP PC Attendant Console*, *VIP Professional*, or *VIP ACD (Supervisor or Agent)* on the same local area network. 3. Requires the integration of a third-party fax server. 4. Appropriate licensing required. 5. Off-premises indication requires optional ESI Presence Management. For details concerning this product, consult its brochure (ESI document 0450-0812) or visit [www.esi-estech.com/presence](http://www.esi-estech.com/presence). 6. The 64-bit version of *Windows XP* is incompatible with any *VIP* software, including *VIP Softphone*. For additional information concerning software requirements and compatibility, consult the *VIP* brochure (ESI document 0450-0591) or visit [www.esi-estech.com/Softphone](http://www.esi-estech.com/Softphone).

