

# ***VIP 7***

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## **Setup and User's Guide**

### **Includes:**

*VIP 7 Softphone*

*VIP 7 ACD Agent*

*VIP 7 ACD Supervisor*

*VIP 7 PC Attendant Console*

**0450-1349**  
**Rev. C**



### **About ESI**

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# Introduction





**VIP 7** is the second-generation *VIP* product, which is a desktop application used to manage call handling, messages, and contacts.

*VIP 7* communicates with ESI Communications Servers and the IP Server 900 via the Network Services Processor (NSP) interface. This interface allows standard IP messaging between the desktop client and the ESI phone system.

## VIP 7

*VIP 7* (Visually Integrated Phone™) from ESI provides advanced call and message handling for today's business customers. *VIP 7* allows you to perform the following, and more:

- **Manage your telephone calls** — Handle incoming and outgoing calls to your station<sup>1</sup>, in conjunction with various ESI system features.
- **Manage your voice mail** — View your voice messages, live call recordings, and personal memos in one location. Prioritize each message by importance, and select for playback the voice mail messages, in any order.
- **Use the Quick Contact List** — View your personal contacts and ESI stations in the *VIP 7* Quick Contact List. The Quick Contact List shows station status at a glance using the same colors that appear on station keys on ESI phones. The following table represent station status:

	Off-hook/busy — red
	On-hook/idle — clear/white
	DND — orange/amber
	Off-Premises — orange/amber with the label "OUT" in the center

- **Log all your inbound and outbound calls** — View a history of your station's CO call activity.
- **Manage your contacts** — Synchronize contacts from other contact tools — *Microsoft Outlook*, and Google.
- **Instant messaging**<sup>2</sup> — All *VIP 7* users have this additional, advanced communications option. This option is much more convenient and less intrusive than public-address paging ("overhead paging") or the phone system's background announce feature where one must be alerted of an incoming call or the arrival of a visitor in the lobby. Unlike other instant messaging (IM) applications, *VIP 7*'s instant-messaging feature resides entirely within your network in order to protect you from viruses and "spim" (spam over IM).

*VIP 7* is available in four additional types that enhance a user's experience in particular job roles:

- *VIP PC Attendant Console*
- *VIP 7 ACD Agent*
- *VIP 7 ACD Supervisor*
- *VIP PC Softphone*

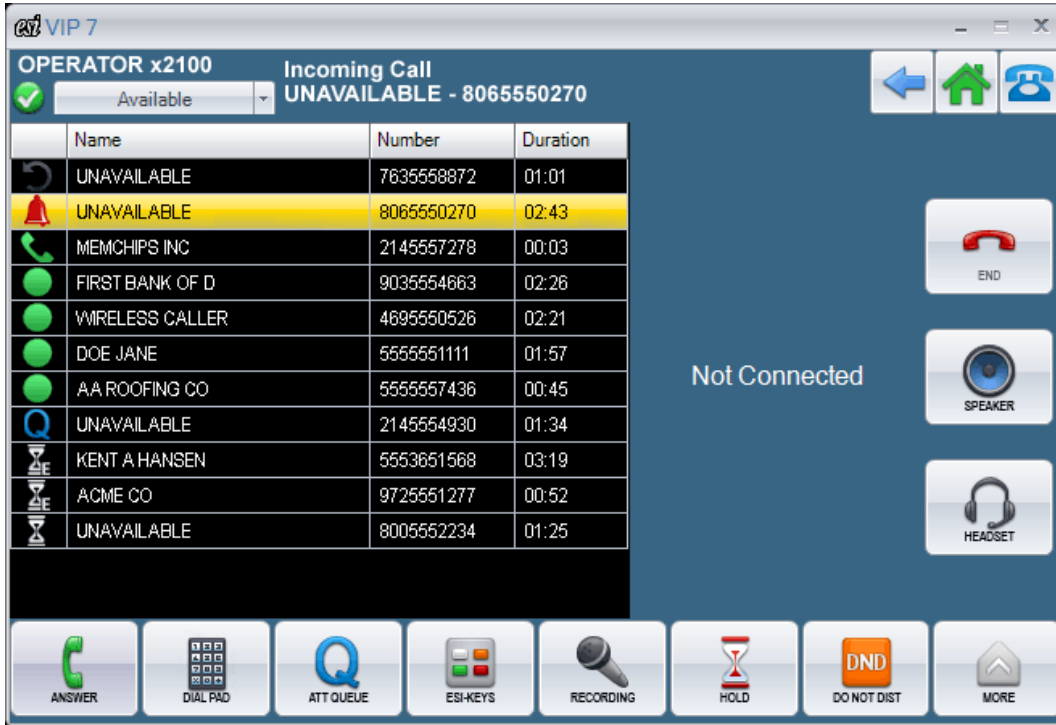
Which form of *VIP 7* appears on your PC at installation depends on **licensing**. (For more details, consult your Certified ESI Reseller.)

<sup>1</sup> In this document, the term *phone* and *station* are used interchangeably.












<sup>2</sup> A *VIP 7* user can instant-message only other *VIP 7* users, not users of older *VIP* products — specifically, *VIP SE* or the *Outlook*-integrated edition of *VIP* ("*VIP for Outlook*").

## VIP 7 PC Attendant Console

VIP 7 PC Attendant Console is a PC-based, on-screen console designed to meet the particular needs of a phone system attendant. "Multitasking" takes on a completely new meaning with VIP 7 PC Attendant Console, which allows the attendant to perform multiple call-handling tasks simultaneously, and more easily than ever before. VIP 7 PC Attendant Console provides the same functionality as VIP 7 plus an updated call display that shows the Caller ID of all incoming calls to the attendant department, as well as all calls on system-wide hold.



**OPERATOR x2100** Available **Incoming Call UNAVAILABLE - 8065550270**

	Name	Number	Duration
	UNAVAILABLE	7635558872	01:01
	UNAVAILABLE	8065550270	02:43
	MEMCHIPS INC	2145557278	00:03
	FIRST BANK OF D	9035554663	02:26
	WIRELESS CALLER	4695550526	02:21
	DOE JANE	5555551111	01:57
	AA ROOFING CO	5555557436	00:45
	UNAVAILABLE	2145554930	01:34
	KENT A HANSEN	5553651568	03:19
	ACME CO	9725551277	00:52
	UNAVAILABLE	8005552234	01:25

Not Connected

END  
SPEAKER  
HEADSET

ANSWER DIAL PAD ATT QUEUE ESI-KEYS RECORDING HOLD DO NOT DIST MORE

## VIP 7 ACD

VIP 7 ACD comes in two varieties — *VIP ACD Supervisor* and *VIP ACD Agent* — both share all of the *VIP 7* feature set, plus:

- *VIP 7 ACD Agent* displays the status off-hook, DND, and wrap of your fellow agents.
- *VIP 7 ACD Supervisor* displays real-time department performance, on-screen agent status, and built-in management reports (including the ability to create custom reports).<sup>1</sup>

### VIP 7 ACD Agent

Department	Queue	Wait	Log In	Log Out
NE SALES (2880)	0	00:00		
SALES (2883)	0	00:00		

Agent	Ext	IM Status	Status
ARNOLD	2118		
BEVERLY	2103		
JULIA	2112		
PAMELA	2131		

Wrap Duration:00:00

### VIP 7 ACD Supervisor

Department: SALES (2883) <span>Reports</span>							
Agents:	3	Queue:	0	ACD Calls:	0		
Answered:	11	Avg. Queue Wait:	00:35	Non-ACD Calls:	3		
Abandoned:	0	Longest Wait:	00:00	Service Level:	100%		

Status	Svc Obs	IM Status	Agent	Ext	Caller ID Name	Number	Duration
			JASON L	2134			02:02
			JOHN R	2138			
			PAMELA	2131	OUTGOING	8055558255	00:06

Status	Svc Obs	IM Status	Agent	Ext	Caller ID Name	Number	Duration
			AMY S	2119			
			BEVERLY	2103			
			BLUE	2101			
			BRYCE W	2122			
			BYJOHN R	2107			
			CHRIS S	2146			
			CHRIS S	2081			
			JULIA	2112			
			JUSTIN M	2126			
			MARK C	2145			
			MEG IPC...	2110			

<sup>1</sup> The user is responsible for creating his/her own reports by purchasing a version of *SQL Express Professional* and having knowledge of how to use this product.

## VIP 7 Softphone

VIP 7 Softphone combines the capabilities of an ESI IP Feature Phone II and *VIP 7* in a unified PC application. Benefits of *VIP 7 Softphone* include:

- A **zero-footprint phone**, since only a PC (desktop or laptop) is required.
- **USB handset support**, which allows a more natural speech, compared to the use of a standard PC sound card.
- Can be used as a **local** or **remote** Softphone.

## Help

*VIP 7* Help is accessible online in the form of short videos that describe the use of various *VIP 7* features. The **Help** icon on the *VIP 7* home page serves as a shortcut for launching the user's PC browser to the appropriate section of the ESI Web site.

# Setting up VIP 7

To correctly install and configure VIP 7, complete all of the steps listed below.

**Important:** Failure to complete the following steps may cause VIP 7 to malfunction.

- Observe the minimum ESI hardware and computer software requirements.
- Install the VIP 7 software by accessing *ESIInstaller.exe*.

## Minimum requirements

### ESI requirements

#### Compatible ESI desktop phones

- ESI 60 Business Phone or ESI 40 Business Phone (digital or IP models).
- 48-Key Digital Feature Phone, 48-Key IP Feature Phone II, 48-Key (local) IP Feature Phone, or 48-Key Remote IP Feature Phone.
- ESI 30D (digital) Business Phone.
- 24-Key Digital Phone.

#### ESI software

PC software	Version	Minimum ESI system software versions required	
		IP Server 900	ESI-1000, ESI-200, ESI-100, ESI-50, ESI-50L
<i>ESIInstaller.exe</i>	1.1.5.0	25.1.2.16	x.5.54.21
<i>VIP 7</i> version	7.1.5.0	25.1.2.16	x.5.54.21
<i>VIP 7 SQL Express DBA</i> <sup>1</sup>	1.0.1.0	25.1.2.16	x.5.54.21

### Computer system requirements

**Important:** The PC running VIP 7 should be on the same subnet mask as the NSP.

	Windows operating systems				PC hardware				
	Win 8, 8.1 Pro <sup>2</sup>	Win 7	Win Vista	Win XP SP3 <sup>3</sup>	Processor speed	RAM	Free HD space	LAN	USB
<b>VIP 7</b> <i>VIP 7 ACD Agent</i> <i>VIP 7 ACD Supervisor</i> <i>VIP 7 PC Attendant Console</i>	YES (64-bit)	YES (32- and 64-bit)	YES (32- and 64-bit)	YES (32-bit)	2 GHz	2 GB	200 MB	YES	N/A
<i>VIP 7 Softphone</i>	YES (64-bit)	YES (32- and 64-bit)	YES (32- and 64-bit)	YES (32-bit)	2 GHz	2 GB	200 MB	YES	YES
<i>ACD Supervisor database (SQL Express 2008 R2)</i>	YES (64-bit)	YES (32- and 64-bit)	YES (32- and 64-bit)	YES (32-bit)	2 GHz	2 GB	5 GB <sup>4</sup>	YES	N/A

<sup>1</sup> Required for only data storage function of *VIP 7 ACD Supervisor*. Runs on only Professional Edition of selected *Windows* version.

<sup>2</sup> *Windows 8* is supported in only the 64-bit Professional version.

<sup>3</sup> Effective October 17, 2014, ESI no longer revises *VIP 7* to make the application work specifically with *Windows XP* (which is no longer supported by Microsoft).

<sup>4</sup> Two GB is needed for the database permanent and temporary files; the remaining 3 GB is reserved for event storage. Depending on the amount of activity at a site, the storage space may need to be increased.

## Install the ESI software

The ESI Reseller or System Administrator must enable your station for *VIP 7*. If you are unsure whether your station is properly enabled for *VIP 7*, please contact your System Administrator for assistance.

**Important:** Before installing *VIP 7*, you must **uninstall** all previous versions.<sup>1</sup> If upgrading to *VIP 7* from *VIP* for *Outlook* or *VIP SE*, you must remove the currently installed *VIP* version, as well as *ESI Media Manager* and *ESI Video Viewer*, via the *Windows Add/Remove Programs* Control Panel.<sup>2</sup> All three applications are available for installation after launching *ESI Installer*. You will lose Quick Contact List and Call Log entries when upgrading to *VIP 7* from *VIP* for *Outlook* or *VIP SE*. Voice Mails entries will remain intact, as these are stored on the ESI phone system.

**Note:** At the time of installation, you must have *Windows* Administrator log-in privileges on the PC from which you install *VIP 7*. *Windows* Administrator log-in privileges are not necessary **after** the installation of *VIP 7*.

## Obtaining the *ESI Installer* software from the Web

The *ESI Installer* software is available as a free download.<sup>3</sup> Please follow these instructions:

1. From your Web browser, go to [www.esi-estech.com/support](http://www.esi-estech.com/support). In the **Devices** window, scroll down to **VIP 7** and click it. This will take you to the *VIP 7* product page on the ESI Web site.
2. In the left-side menu on the *VIP 7* product page, click **Files**. This will take you to a list of files associated with *VIP 7*.
3. In the list, you will see *ESI Installer* (followed by its version number). Click the item to download the file, which is a .ZIP file containing the current version of the *ESI Installer* software. Your Web browser will query you to either open or save the file.
4. Select a folder location on your PC where the file can easily be accessed, and select **Save**.
5. Open *Windows Explorer* (**Start > All Programs > Accessories**) and locate the .ZIP file you just downloaded, then extract the .EXE file within it.<sup>4</sup>

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<sup>1</sup> This will not erase your settings, contacts, logs, etc.; they will reappear when you install *VIP 7*.

<sup>2</sup> This upgrade will permanently delete call log history and contacts.

<sup>3</sup> Your ESI system must be licensed. For more information about system licensing, consult your System Administrator or ESI Reseller.

<sup>4</sup> The .exe extender may not appear in some cases, depending on your **Windows Folders** settings in *Windows Explorer*.

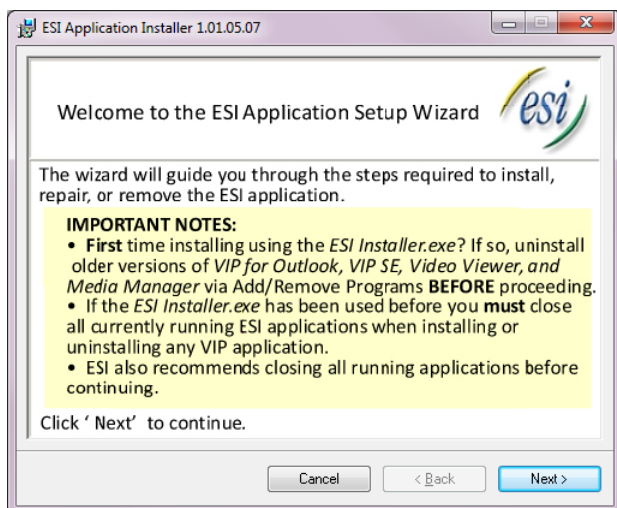
## Installing VIP 7: Beginning steps

1. If you have not already done so, assign a password to your station's voice mailbox. You will have to enter this password during the *VIP 7* installation process.  
(To set your password from your phone, press **PROGRAM 5 1** and follow the prompt instructions.)
2. Open *Windows Explorer* and navigate to the location where you saved the *ESI Installer* application. Depending on your "Folders" settings in Windows, the file name will appear as either *ESIInstaller.exe* or *ESIInstaller*.
3. Double-click the extracted file to run the *ESI Installer* application. After an initial "Preparing to install..." indication from a *Windows Installer* window (which will disappear very quickly on a fast PC), the **ESI Installer Setup Wizard** will appear; follow the installation instructions it displays (see "Installing VIP 7: Using the *ESI Installer* Setup Wizard," below).

**Important:** If the PC on which you are performing this installation has a previous version of *VIP 7*, you won't receive a prompt to enter your password or extension, nor will you receive notification of the system's NSP IP address. If you need to update this information after installation, please see "Extension Settings" (p. G.3).

## Installing VIP 7: Using the *ESI Installer* Setup Wizard

1. First, the *ESI Installer* Setup Wizard presents **important notes** for your consideration:

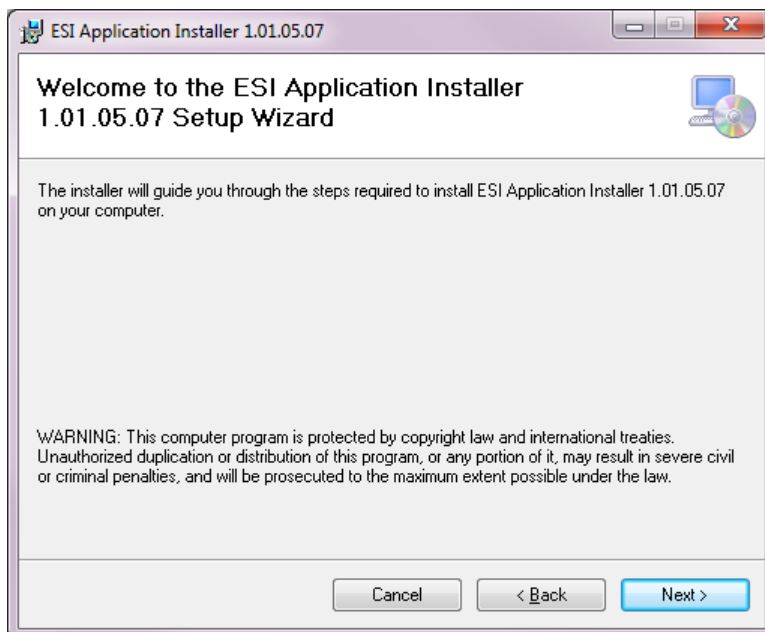


**Important:** As you can see, it is critical to make sure you **first** uninstall any older versions of the mentioned ESI applications if they're on your PC. To confirm whether they are, open the **Add or Remove Programs Control Panel (Start > Control Panel > Add or Remove Programs)** and see whether any of the following are listed within it:

- *VIP*
- *VIP SE*
- *ESI Media Manager*
- *ESI Video Viewer*

After you have read these notes and performed any actions they may require, click **Next** to continue.

2. You'll now see the **ESI Application Installer Setup Wizard Welcome** screen . . .



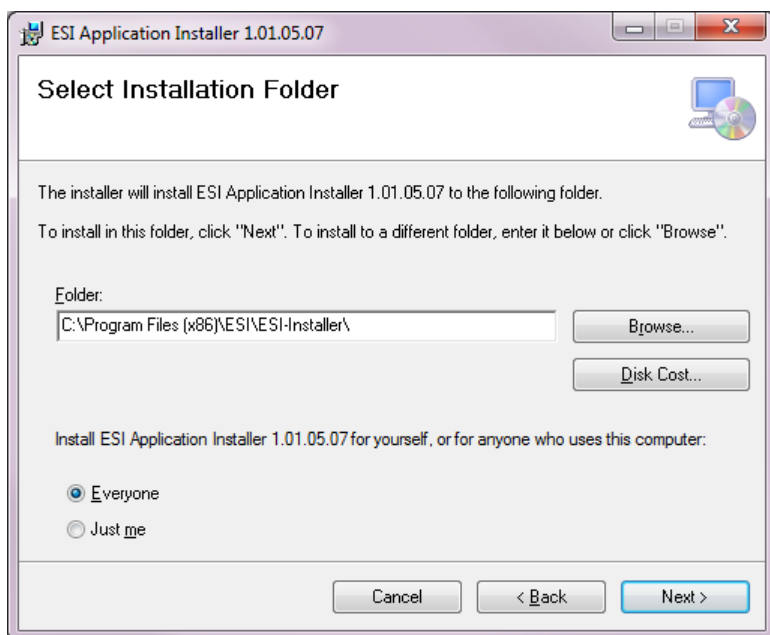
Click **Next** to continue.

3. Next, the **ESI Software License Agreement** appears . . .



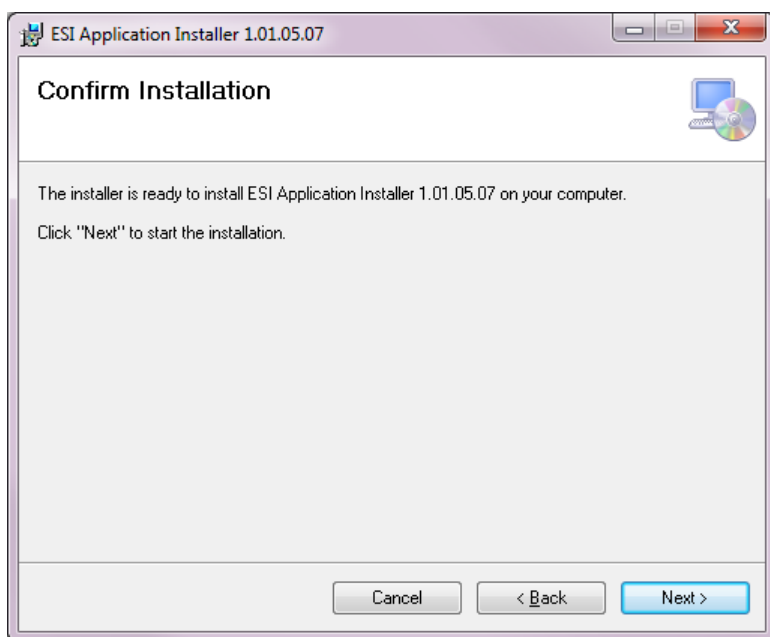
By default, the **I Do Not Agree** radio button is selected and the **Next** button is "grayed-out," as you must choose to select **I Agree** before you can proceed to install *VIP 7*. Once you have selected **I Agree**, the **Next** button will be accessible and you can click **Next** to continue.

4. From the **Select Installation Folder** screen, select a location on your PC's hard drive to save the program. Typically, the default choice — *C:\Program Files\ES\ESI-Installer\* — is best.



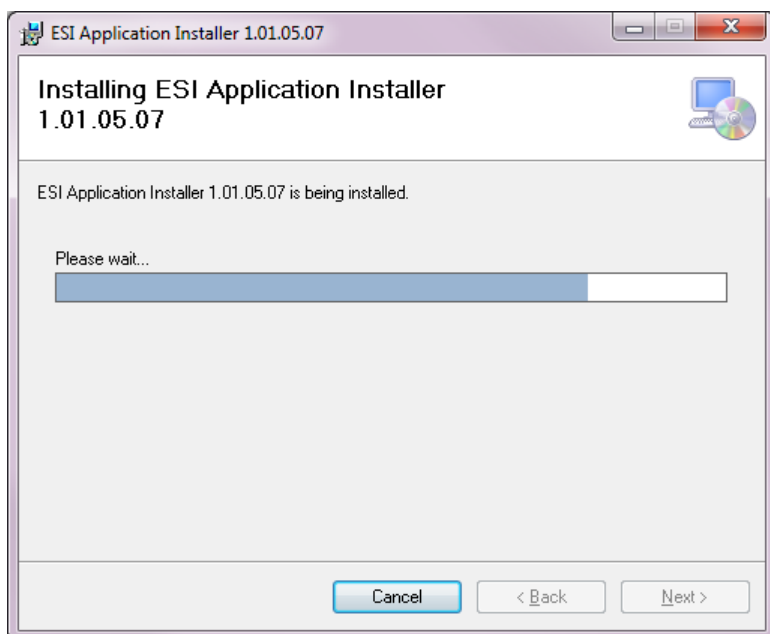
Click **Next** to continue.

5. The ESI Application Installer Setup Wizard confirms that the installer is ready, and asks for your approval to go ahead with the installation of *VIP 7*:

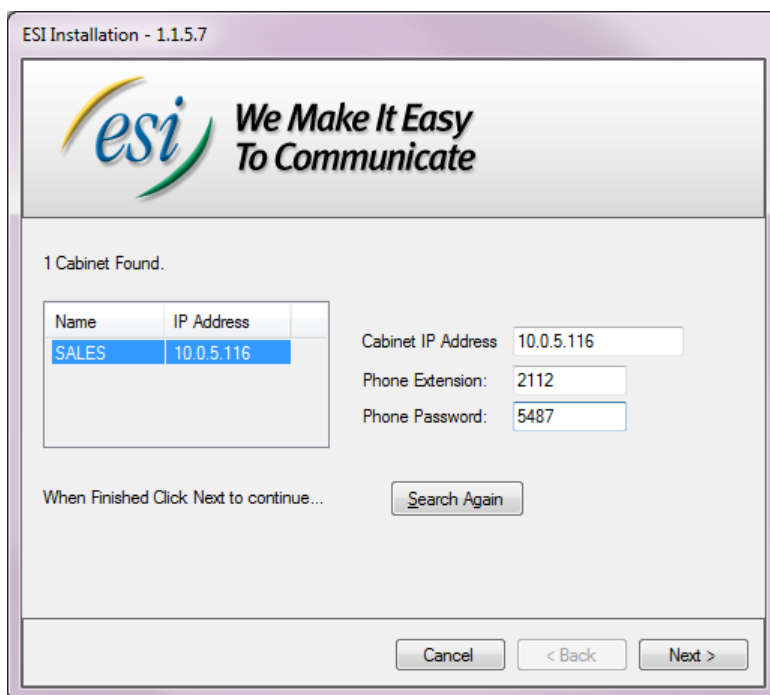


Click **Next** to continue.

6. A series of progress screens indicate the ESI Application Installer Setup Wizard's installation status:

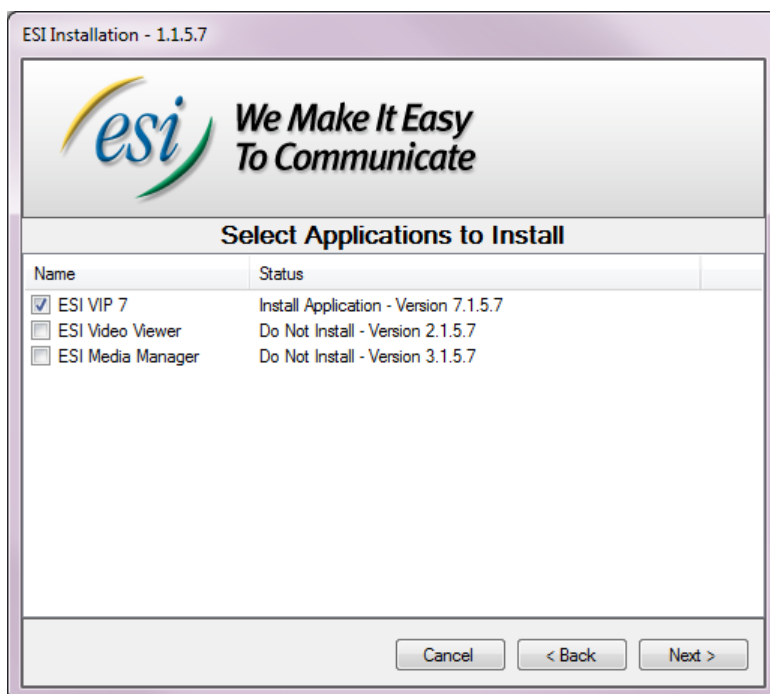


7. You will then see a screen that shows the ESI system information that the ESI Application Installer Setup Wizard has detected:



If this information needs to be corrected, do so now. (In particular, be sure the phone extension and phone password — *i.e.*, the password for your voice mail — are correct.) Otherwise, click **Next** to continue.

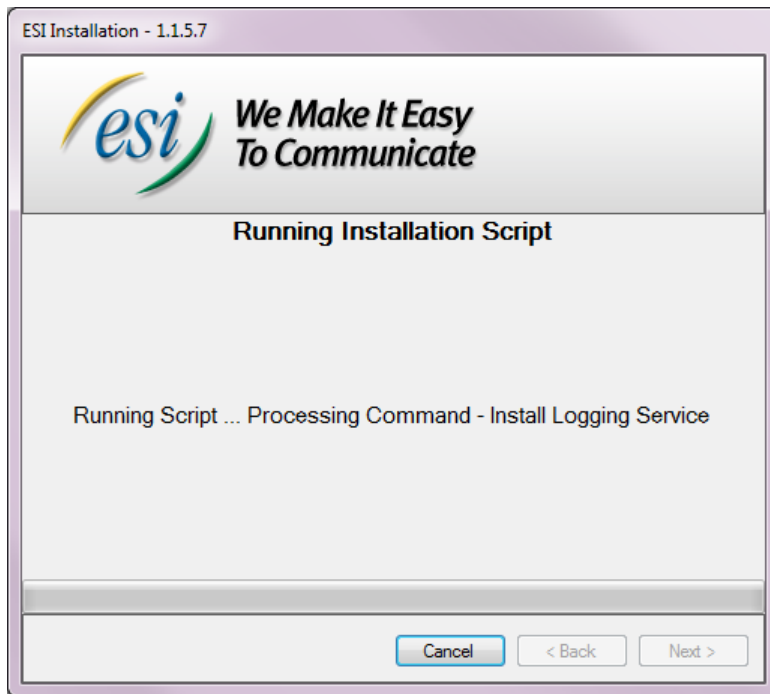
8. The ESI Application Installer Setup Wizard now shows the ESI applications which you can install:



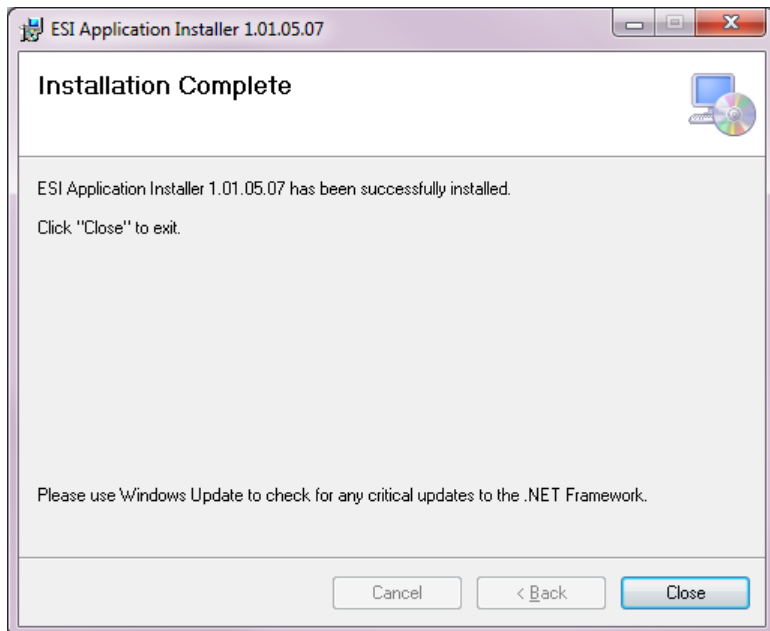
**Note:** You won't see separate listings for *VIP 7 PC Attendant Console*, *VIP 7 ACD Agent*, *VIP 7 ACD Supervisor*, and *VIP 7 Softphone* — because your **licensing** will determine which form *VIP 7* will take on your PC. If you have any questions about this, consult your Certified ESI Reseller.

If you are installing only *VIP 7*, uncheck the other ESI applications. (If you need information about the other applications, consult your Certified ESI Reseller.)  
Click **Next** to continue.

9. A series of progress screens will follow, as the *ESI Installer* application takes a few moments to complete the installation of *VIP 7* on your PC:



10. The ESI Application Installer Setup Wizard now pronounces installation complete.



**Note:** As the screen instructs, you should use *Windows Update* (**Start > Windows Update**) so your PC can check Microsoft's Web site for any critical updates to the .NET Framework, upon which *VIP 7* depends.

Click **Close** to exit the ESI Application Installer Setup Wizard.

## Setting up the VIP 7 ACD Supervisor database

The *SQL Express* database will be used to capture ACD events from *VIP 7*. You can install the *SQL Express* database either before or after installing *VIP 7 ACD Supervisor*.

This section provides instructions on how to install the *SQL Express* database for *VIP 7 ACD Supervisor* reports. It also covers how to import data into the *SQL* database from the *Microsoft Access* database used for the previous *VIP SE* and *VIP for Outlook* versions of *VIP ACD Supervisor*.

### PC requirements

- Only one PC must have the *SQL Express* database, regardless of how many *VIP 7 ACD Supervisor* seats are being used.
- The *SQL Express* version used for *VIP 7 ACD Supervisor* must be the version provided by ESI.
- The PC must contain no other *SQL* instances,

	Windows operating systems				PC hardware				
	Win 8, 8.1 Pro <sup>1</sup>	Win 7	Vista	XP SP3 <sup>2</sup>	Processor speed	RAM	Free HD space	LAN	USB
<i>VIP 7 ACD Supervisor</i>	YES (64-bit)	YES (32- and 64-bit)	YES (32- and 64-bit)	YES (32-bit)	2 GHz	2 GB	200 MB	YES	N/A
<i>ACD Supervisor Database (SQL Express 2008 R2)</i>	YES (64-bit)	YES (32- and 64-bit)	YES (32- and 64-bit)	YES (32-bit)	2 GHz	2 GB	5 GB <sup>3</sup>	YES	N/A

### Pre-installation tasks

1. Fully update your *Windows* PC by doing so either under **Windows Update** in the *Windows Start* menu or by visiting <http://update.microsoft.com> (we suggest using *Internet Explorer* in the latter case).
2. **For Windows XP users ONLY:** Before installing the *SQL* database, you must install two dependencies (both found on ESI's *VIP 7* beta Web page) to ensure that the *SQL* database will install and function properly:
  - a. *XP MSI Installer Upgrade*.
  - b. *Powershell Patch*.

After these patches are installed, reboot the PC before installing the *SQL* database.

Only **after** these pre-install steps are completed should you begin the *SQL* database installation.

<sup>1</sup> *Windows 8* is supported in only the 64-bit Professional version.

<sup>2</sup> Effective October 17, 2014, ESI no longer revises *VIP 7* to make the application work specifically with *Windows XP* (which is no longer supported by Microsoft).

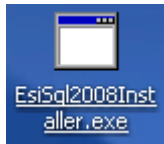
<sup>3</sup> Two GB is needed for the database permanent and temporary files. The remaining 3 GB of space is reserved for event storage. Depending on the amount of activity at a site the storage space may need to be increased.

## Installing SQL Express

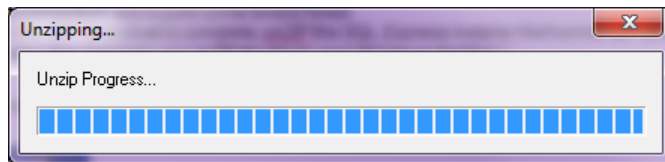
**Important:** *VIP 7* uses *SQL Express* for database management, while *VIP SE* and *VIP for Outlook* used *Microsoft Access*. Whether you're upgrading to *VIP 7* from an older *VIP* version or installing *VIP 7* for the first time, it's **critical** that you **read and follow the instructions in this section**.

**Warning:** *SQL Express* is a database that cannot easily be moved between various locations on your PC or the network. It's important to decide, before installation, where the database will reside so it doesn't have to be moved later for lack of space or accessibility. Also, be sure to read the network, PC, and system requirements (see page B.1) for *VIP 7 ACD Supervisor* and the *SQL* database before installation.

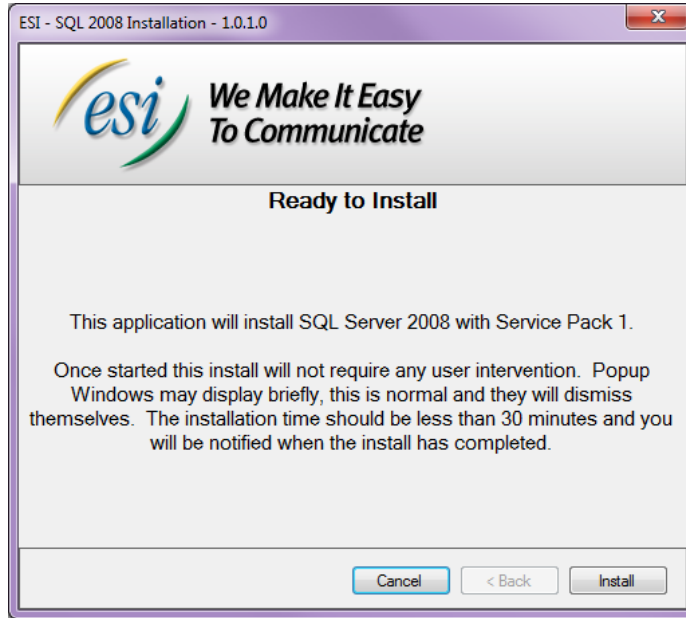
1. Close all *ESI* applications on the PC performing the install.
2. Download the *SQL Express Installer* to the PC's desktop. A .ZIP archive of this file can be found on *ESI's VIP 7* beta Web page. Please note that the download is very large (over 900 MB) and thus, even if you have a fast connection, will require some time to finish. Once the .ZIP download is complete, unZIP the *SQL Express Installer* file from its .ZIP archive. (The following step assumes you unZIP the file to your *Windows* desktop.)
3. Click the executable that's now on your *Windows* desktop:



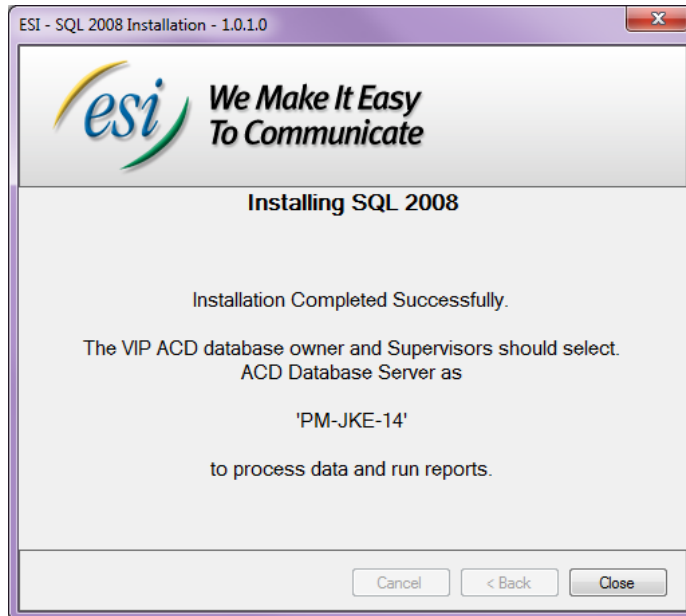
4. The executable will now unZIP files it is carrying (this is separate from the unZIPping you did to the downloadable file in step 2). The following appears as the files are unzipped:



5. Once the executable's files are completely unzipped, the installation will begin, as shown in the picture below. A black installer screen will flash prior to the following screen's appearance; this is expected. As noted in the installer screen, the installation process will take less than 30 minutes.



6. A notice will appear when the installation is complete. **Make note of the database name** — which, in this example, is "PM-JKE-14" — and then click **Close** to exit this window.



**Note:** Data will be logged to the SQL database **only** once the following steps are performed for the extension that's programmed in Function 3321 as the ACD database owner.

7. On any *VIP 7 ACD Supervisor* PC with *VIP 7* already installed, launch *VIP 7* and click **Settings** on its home page.



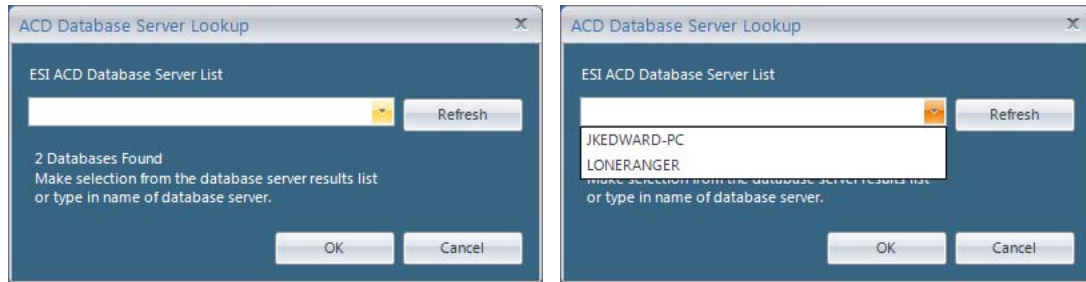
## Extension Settings

8. Double-click **Extension Settings**.

9. There are two buttons — **Lookup** and **Clear** — associated with the last field, **ACD database server**. This field should be blank when you're first setting up the database. (If this field **isn't** blank, **or** if a new database should be identified, click **Clear**; this doesn't erase any data in the database but **will** prevent new ACD events from being saved until a new database is identified.)

10. To locate the database, click **Lookup**. That presents the following screen. Click **Refresh**, which directs *VIP 7 ACD Supervisor* to look for applicable database servers.

11. As shown in the screens below, two databases were found in our example. Choose the database name that was given when installing *SQL Express* (see step 6) and click **Ok**. In most cases, the only database that will be discovered will be the one that you just installed.



The installation and database setup are now complete. ACD events will start populating the database. Give this population process a few minutes before you begin pulling reports.

12. Ensure that other *VIP 7 ACD Supervisor* users access their *VIP 7* settings to point to the same database name, so they can pull reports.

## Importing past ACD events

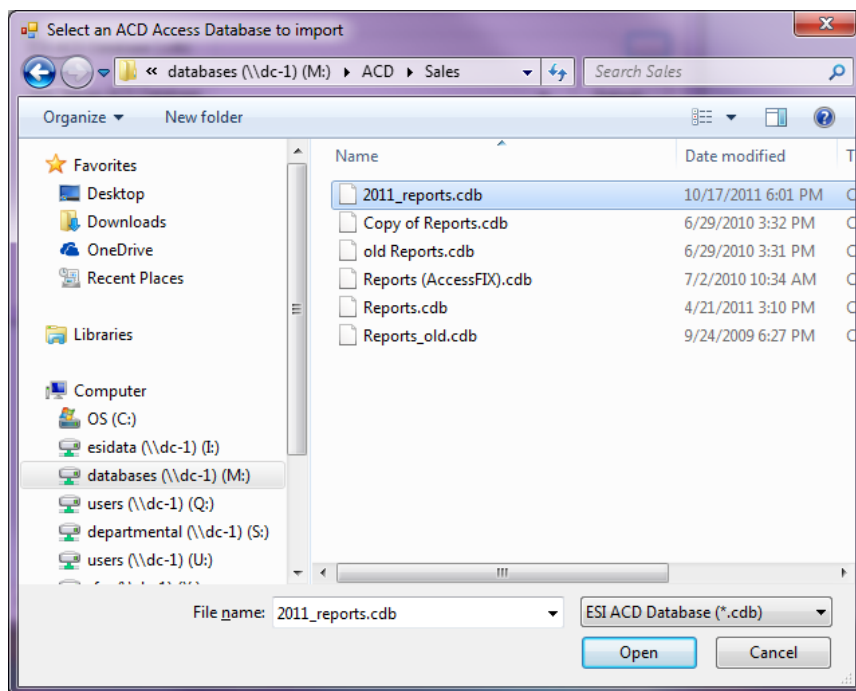
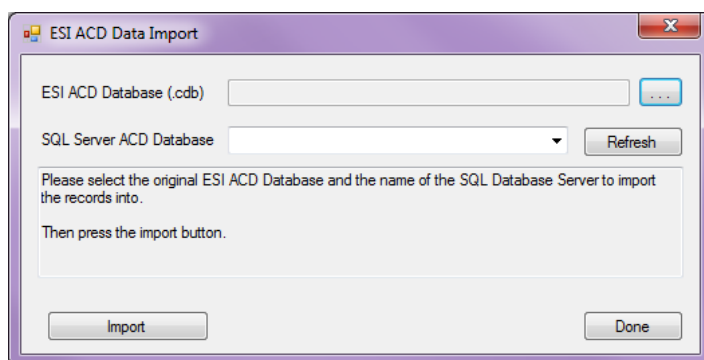
ACD events can be imported into the *SQL Express* database for *VIP 7* from the *Microsoft Access* database used with the older *VIP* products (*VIP SE* and *VIP for Outlook*).

**Notes:** The following procedure is not mandatory if the site doesn't require the importing of old events.

Installing the *SQL Express* database described in the previous section **must** be done before you can import data.

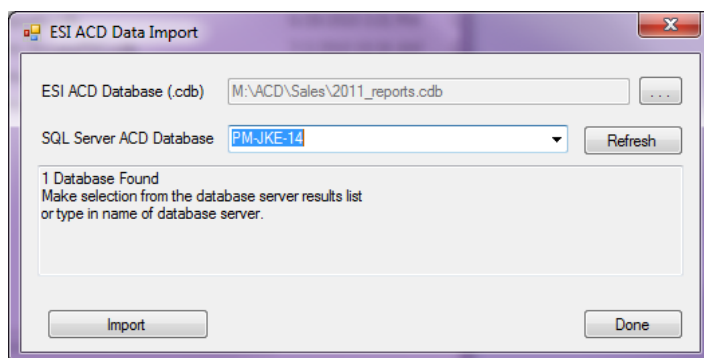
The PC performing this importation should be the PC that will hold the new database.

1. Close **all** *VIP 7 ACD Supervisor* installations in use on the LAN, to ensure data is not being actively written to the database when you're importing.
2. Download to your desktop the .ZIP for the *ESI ACD Data Importer* application from ESI's *VIP 7* beta Web page, unzip the application, and double-click the application to run it.
3. Click the browse (..) button next to the empty **ESI ACD Database (.cdb)** field to locate the currently used *Microsoft Access* database.

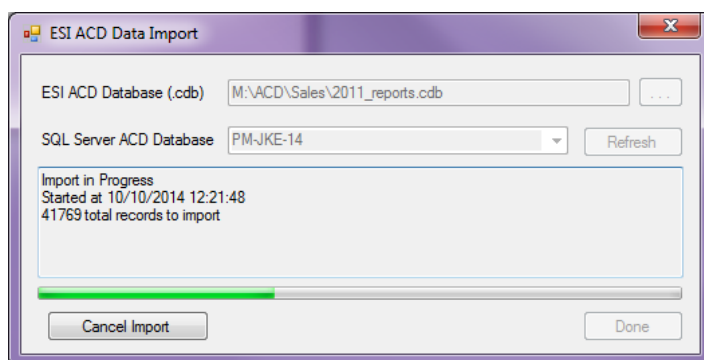


4. Once the database is found, select its .cdb file. That file will appear in the *ESI ACD Database (.cdb)* field of the **ESI ACD Data Import** window.

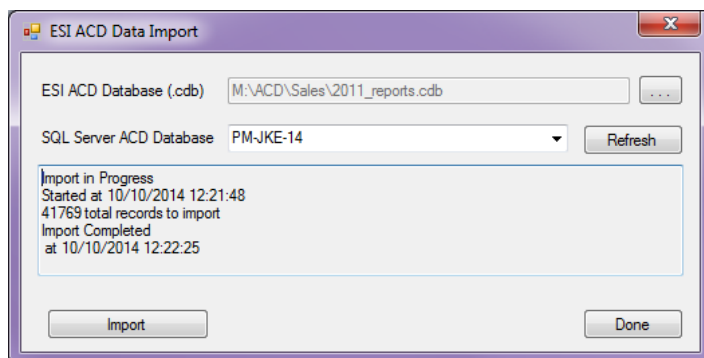
- Click the **Refresh** button next to the second field to locate the *SQL Express* database.



- Click **Import**. A progress bar will appear:

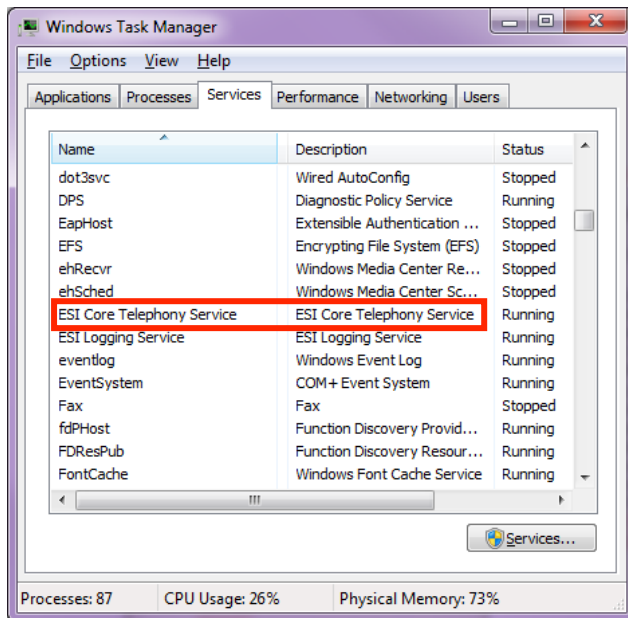


- When the importation is finished, the **Done** button will no longer be "grayed-out"; click **Done** to complete this operation.



## ACD database FAQs

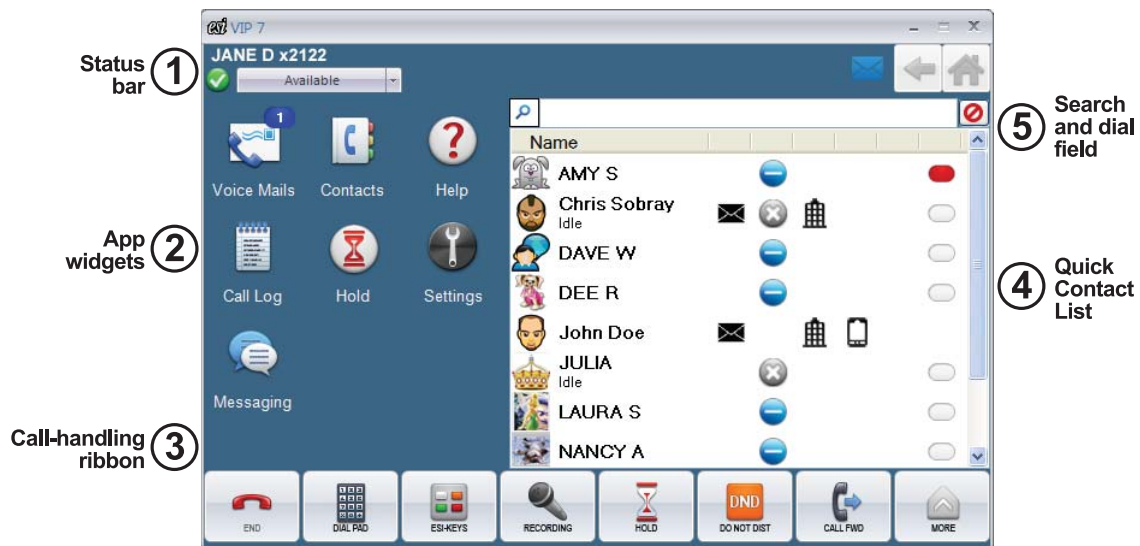
- The database is located at *C:\ProgramData\ESI\ESIACD* (in *Windows 7* and *Windows 8*) or *C:\ProgramData\ESI\ESIACD* (in *Windows XP*).
- All *VIP 7 ACD Supervisor* users who want to pull reports from the database must be on the same LAN and subnet; otherwise, appropriate ports must be opened through a switch.
- Only the *VIP 7 ACD Supervisor* application — **not** the older *VIP SE* and *VIP for Outlook* applications — can read and write to the SQL database.
- A PC must have *VIP 7 ACD Supervisor* installed in order for events to be captured. This seat of *VIP 7 ACD Supervisor* must be associated with a station that is not only authorized as a *VIP 7 ACD Supervisor* user in Installer Function 322 but also flagged as the database owner. As explained earlier in this document, the database itself can be stored on a local PC or on a network location **but**, if the database owner isn't running a seat of *VIP 7 ACD Supervisor*, ACD events will never be written to the database.
- The PC running *VIP 7 ACD Supervisor* doesn't need to have either the *VIP 7* home screen or the *VIP 7 ACD Supervisor* window open to record events. As long as *ESI Core Telephony Services* is running as a process, ACD events will be recorded to the database. Conversely, ending this specific process will not only stop event recording to the database but also shut down *VIP 7* (and, if they are installed on this PC, *ESI Video Viewer* and/or *ESI Media Manager*.) To check whether the process is running, use *Windows Task Manager* (shown below) by pressing **Ctrl-Alt-Delete** (and, if your network management software then presents a separate window, selecting **Task List**). **ESI strongly recommends NOT ending this process** unless you're so instructed by ESI Technical Support. If the user of the PC shuts down his/her PC, Core Services will stop; therefore, the PC user will need to restart *VIP 7* again to restart Core Services.



## VIP 7 home screen layout

The purpose of the *VIP 7* home screen is to provide quick access to the most used features. By default, the *VIP 7* home screen contains:

1. **Status bar** — Shows name and station number, instant messaging status, “home” and “back” navigation buttons, and various notifications such as Caller ID of incoming call, call forward, mute, DND, *etc.*
2. **Applications and widgets** (see p. C.1) — Desktop widgets that, when clicked, launch a particular application.
3. **Call-handling ribbon** (see p. D.1) — Shows a variety of ESI phone system features available to you when your station is idle, ringing, or busy.
4. **Quick Contact List** (see p. C.4) — A list that you populate consisting of contacts that you often call, e-mail, or instant message.
5. **Search and dial field** — Entering a name or phone number will search the entire *VIP 7* application for a match from which you can call, e-mail, or — in the case of an ESI station — send an instant message.



# Applications and widgets

## Voice mails

Voice mails, recordings, and deleted messages synchronize with the ESI phone system keeping *VIP 7* up-to-date at all times.

### *Voice Mail tab*

Each message notification header displays status, name and number information (Caller ID<sup>1</sup>), message duration, date and time. To listen to a voice mail, choose the desired **voice mail header**, then click **Play** or double-click the voice mail header. The message will play through the speaker (or, if off-hook, the handset) of the ESI phone associated with the voice mailbox.

### *Recordings tab*

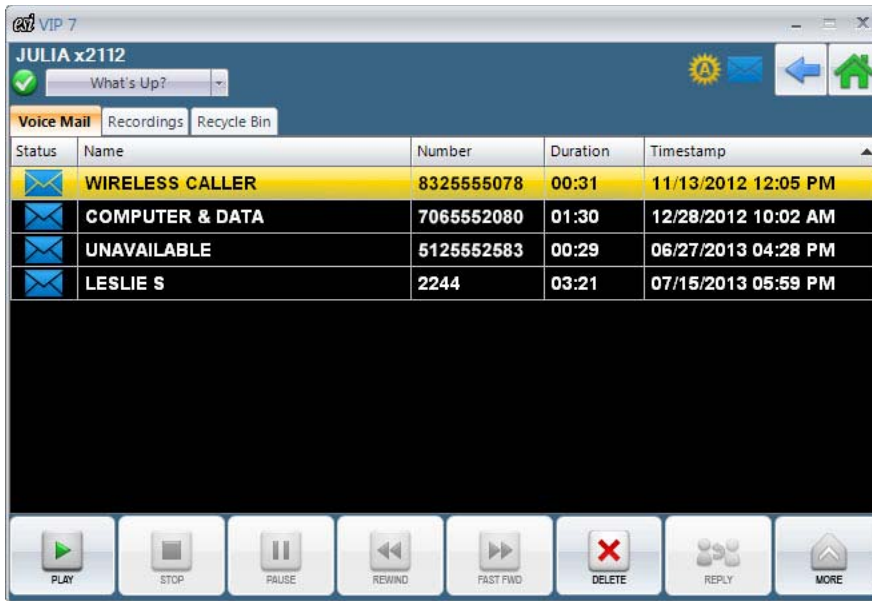
All memos and recordings are found under the Recordings Tab. You can play, delete, reply, call back, and archive any recording.

### *Recycle tab*

The Recycle Bin tab holds a list of your ten most recently deleted messages. To restore deleted messages, highlight the message and press **Restore**.

### *Voice Mail ribbon*















For detailed information for the voice mail ribbon, see "Toolbar reference guide — Voice Mail only," p. C.2.



<sup>1</sup> Assuming you subscribe to Caller ID service from your telephone service provider.

## Toolbar reference guide — Voice Mail only

If a button is “grayed-out,” then the function is unavailable. For example, the **Reply** button is accessible when a selected voice mail message is delivered by another station (i.e., an inside caller), but is “grayed-out” when a message is delivered by an outside caller.

Button	Name	Function
	<b>Play</b>	Plays the selected voice mail through your phone's speaker. (You can also play a message by double-clicking the message in the <i>VIP 7</i> Voice Mails tab.) For privacy, you may pick-up the handset.
	<b>Stop</b>	Stops playing a voice mail message. This button is available after clicking <b>Play</b> . (You can also stop a voice mail message by hanging-up, or pressing the <b>SPEAKER</b> key on your ESI Feature Phone.)
	<b>Pause</b>	Pauses the current voice mail that is in play.
	<b>Rewind</b>	Rewinds the voice mail message in play by four seconds.
	<b>Fast Forward</b>	Advances the voice mail message in play by four seconds.
	<b>Delete</b>	Deletes the selected voice mail. The message moves to the <i>VIP 7</i> Recycle Bin tab. You can restore any of the last ten deleted messages.
	<b>Reply</b>	Sends a voice mail reply to the voice mailbox of the ESI station from whom the message was sent. You will hear the originator's greeting via your phone's speaker (or pickup the handset). Leave a reply message, and then either press <b>END</b> , or press the <b>SPEAKER</b> key, or simply hang-up.
	<b>Call Back</b>	Initiates a callback to the originator <sup>1</sup> voice mail left by a CO caller. To end the call, click <b>END</b> or press the <b>SPEAKER</b> key on the phone, or simply hang up.
	<b>Restore</b>	Restores a deleted voice mail message as a saved (“old”) message. To restore a message from the <i>VIP 7</i> Recycle Bin, highlight the message and click the <b>Restore</b> button. The message notification moves to the Voice Mail tab with a status of <i>Saved</i> (old). The status is also reflected on your phone's display.
	<b>Move</b>	Presents audible prompts from the phone, which walk you through forwarding a voice mail message to another station, department, or mailbox. Digit entry, as described in the prompts, are entered from the phone.
	<b>Save as New</b>	Saves the selected voice mail message as “new.” The voice mail remains in the Voice Mail tab with a blue envelope icon and the font is bold-faced.
	<b>Save Old</b>	Saves the selected voice mail message as “old.” The voice mail notification remains in the Voice Mail tab and the font changes to non-bold.
	<b>Save as Wave</b>	Saves the selected voice mail message as a .WAV file on the PC. The notification line for a new voice mail message is bold-faced.
	<b>Saved Waves</b>	Lists the voice mail messages saved as .WAV files.

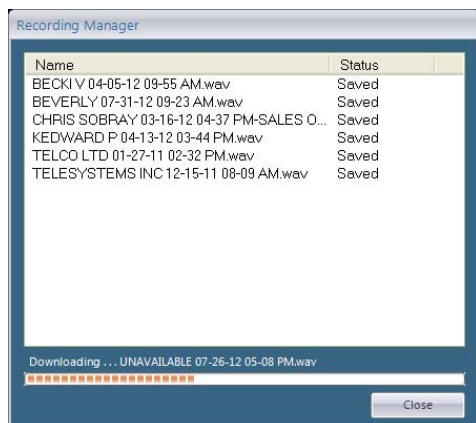
<sup>1</sup> Caller ID service is required for this feature to operate on outside calls.

## Saving voice messages as .WAV files

1. Highlight the desired voice message and click the **Save as Wave** button.

**Note:** By default, VIP 7 stores .WAV files in *C:\Documents and Settings\<username>\My Documents\ESI Phone Recordings* (in *Windows XP*) or *C:\Users\<username>\Documents\ESI Phone Recordings* (in *Windows 7* or *Windows 8*). You can change that by accessing **Settings > VIP 7 Settings** and making a different selection in the **Recordings Folder** field (the box next to the field allows you to find a new destination on your PC or LAN).

2. The **Recording Manager** window will appear, showing the progress of the voice mail message being converted into a .WAV file.



3. When *VIP 7* has completed archiving, the **Recording Manager** window will close. You can now play the voice mail with your PC's media player.

## Playing voice messages saved as .WAV files

1. Click **Saved Waves**, located in the voice mail ribbon (via the **More** button), to open the **Recording Manager** (status) window.
2. Double-click the desired recording to open the .WAV file with your PC's media player.

## Attaching .WAV files to e-mail

1. Click **Saved Waves**, located in the voice mail ribbon (via the **More** ribbon), to open the **Recording Manager** (status) window.
2. Right-click the desired recording and select **Open Containing Folder**. A *Windows Explorer* window will appear, showing the location of the recording file. Use this information in attaching the file to an e-mail using your usual method of composing and sending e-mails.

**Notes:** *VIP 7* saves each .WAV file as a normal PC file, so you can attach a saved.WAV file to an e-mail message from the location mentioned in step 1 (above).

The system can archive (save as .WAV) only one voice mail message at a time. If the system is busy when you attempt to archive a message, then you will receive a notification to retry the archiving operation.

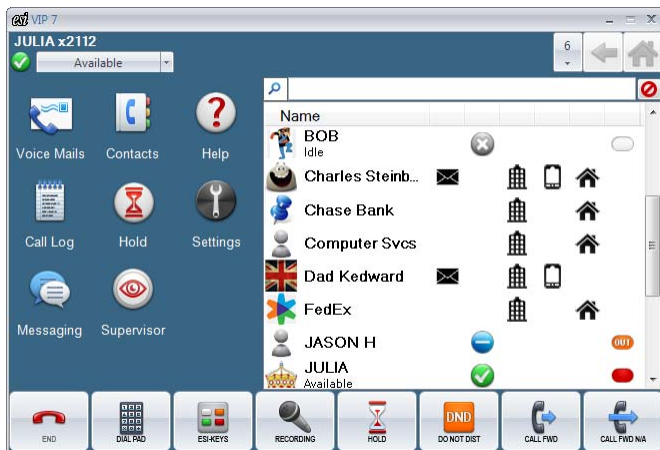
Archiving speed is dependent upon the ESI phone system. For example, archiving a one-minute voice mail message can take as little as 10 seconds, to as much as three minutes.

Archiving voice mail messages from a remote (Esi-Link) location is not supported.

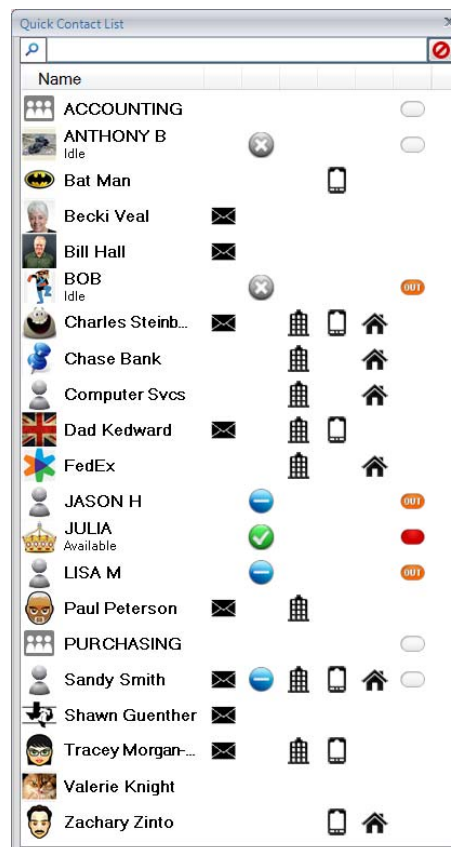
For the ESI-200, the maximum voice mail length that can be converted to a .WAV file is one hour.

## Quick Contact List

The **Quick Contact List (QCL)** provides quick access to — and, in the case of stations, easy reference to the station status of — the user's favorite contacts. ESI stations in the list display call status. Personal contacts show an icon of the type of phone number in the list (*i.e.*, **Home**, **Business**, and **Mobile**). Feature buttons cannot be programmed in the QCL.



The picture above shows the QCL to the right of the *VIP 7* home screen. The picture to the right shows the QCL when it is “popped out” of the *VIP 7* home screen. For more information, see “Tearaways” (p XX).



### Populating the QCL

There is a **QCL** column in the various tabs in Contacts. Click this checkbox to add the contact to your Quick Contact List. In cases where the personal contact has more than one home, work, or cell phone number, you can select that radio button next to the specific phone number that will be used in the QCL. For more details, refer to the Contacts section (p. C.8).

### Calling a QCL contact

Double-click the icon associated with the number you wish to dial. For example, double-click the colored oval icon to call the contact's ESI station number or the house icon to call the contact's home phone number. Right-clicking anywhere in the contact's row will provide a list of all available number and actions for that contact.

When a contact is selected for dialing, the active call window is displayed.

### Editing a QCL contact

Click the contact's name to access the contact profile for viewing or editing. Right-clicking the name entry will also provide an **Edit** option.

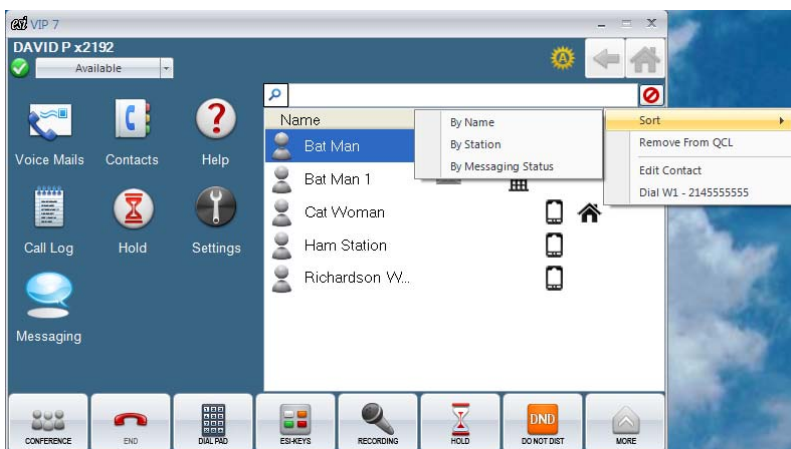
If a contact in your QCL was programmed by using an entry in the contacts application and that contact has a thumbnail picture, the picture will also appear in the QCL for easy contact identification.

### Instant Messaging from the QCL

The instant message icon is displayed in the QCL for ESI stations. Double-click the icon to initiate an IM session. For detailed information on this feature, consult “Instant Messaging” (p. F.1).

## Organizing the QCL

Adding contacts to the QCL will always place them at the bottom of the list. Right-click anywhere in the QCL to choose how to sort the list.

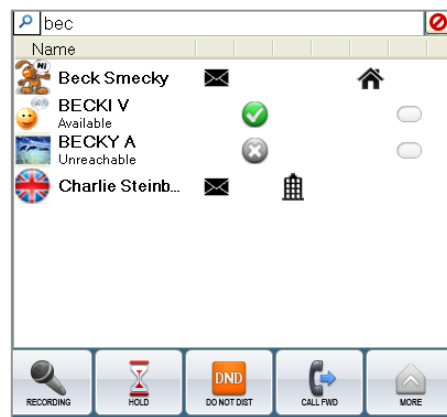


You can manually rearrange the contacts by selecting a name in the list and moving it to a specific position. For example, if you have several contacts in the QCL, you will be able to see them all at once. If you contact Victoria often and want to see her at the top of the QCL, you can use the mouse to click and hold on her contact and then drag it up to the top of the QCL. You will see a red line in the QCL when you start to drag so that, when you let go of the mouse, you can see where the contact will be placed. If you choose to sort the QCL by choosing **Sort** in the right-click menu, the manual placement of QCL contacts will be lost.

## Searching the QCL

Entering characters in the QCL search field searches the QCL and all the contacts located in contact tabs. Simply start entering a name or number and those contacts will begin to appear within the *VIP 7* application. Once the contact you are looking for appears, go to the contact in the list to perform the desired action — dial, IM, e-mail, etc.

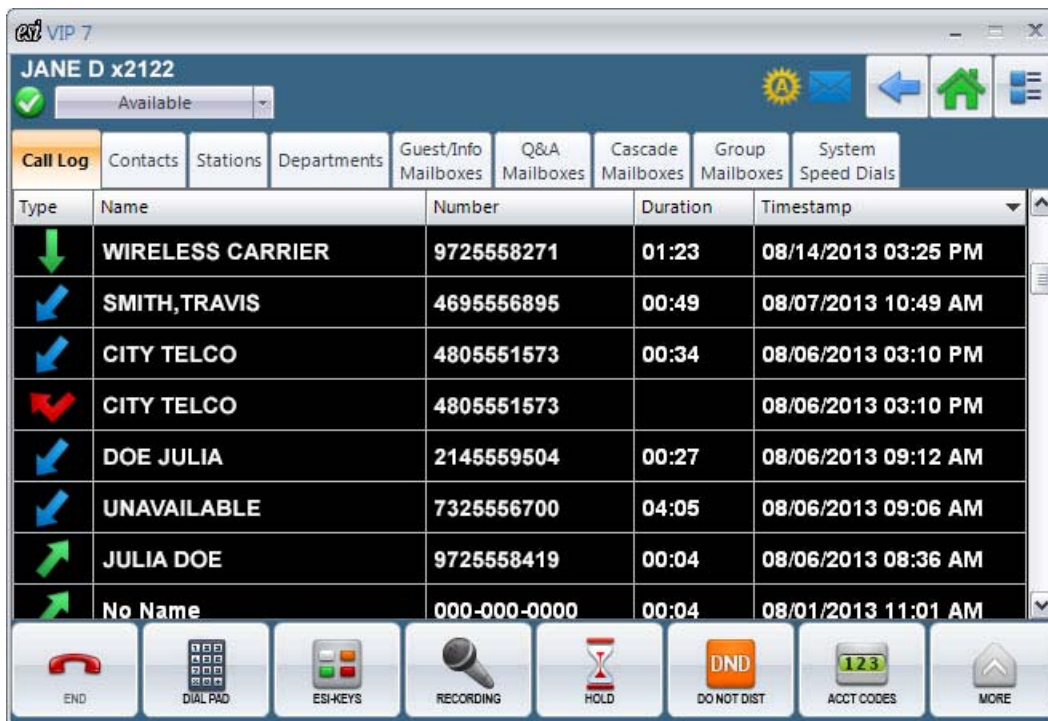
Results that appear from the entered search criteria are those that meet any portion of the criteria. As shown in the pictured example, "bec" in the search presented a list of any contact that contains "bec," which includes Charley Steinbeck.











## Call Log tab

The **Call Log** contains a viewable list of incoming, outgoing, and transferred CO calls associated with your station. The Call Log displays only Central Office (CO) and station calls; voice mail calls and calls transferred from your station are not displayed.

Clicking the menu icon  produces the Call Log pull-down menu.







**Call Log** | Contacts | Stations | Departments | Guest/Info Mailboxes | Q&A Mailboxes | Cascade Mailboxes | Group Mailboxes | System Speed Dials

Type	Name	Number	Duration	Timestamp
	WIRELESS CARRIER	9725558271	01:23	08/14/2013 03:25 PM
	SMITH, TRAVIS	4695556895	00:49	08/07/2013 10:49 AM
	CITY TELCO	4805551573	00:34	08/06/2013 03:10 PM
	CITY TELCO	4805551573		08/06/2013 03:10 PM
	DOE JULIA	2145559504	00:27	08/06/2013 09:12 AM
	UNAVAILABLE	7325556700	04:05	08/06/2013 09:06 AM
	JULIA DOE	9725558419	00:04	08/06/2013 08:36 AM
	No Name	000-000-0000	00:04	08/01/2013 11:01 AM

END | DIAL PAD | ESI-KEYS | RECORDING | HOLD | DND (DO NOT DIST) | ACCT CODES | MORE

The **Call Log** tab lists and describes the following features:

Column	Description
<b>Type</b>	 Missed Calls — indicates that you did not answer the call and the caller did not leave a message in your voice mailbox.
	 Incoming Calls
	 Outgoing Calls
	 Transferred — calls transferred to your station.
<b>Name</b>	List the contact's name or department name.
<b>Number</b>	List the contact's phone number.
<b>Duration</b>	Duration is specified in minutes and seconds ( <i>mm:ss</i> ).
<b>Timestamp</b>	Timestamp specifies the call month/day/year   hour/minutes ( <i>mm/dd/yyyy   hh:mm</i> ).

### Sorting Call Log Entries

Click the column header — **Name**, **Number**, **Duration**, or **Timestamp** — to sort the various records. You can sort only one column at a time. Records are sorted alphabetically or numerically, depending on which column is selected. Clicking a column heading twice will reverse the sort — e.g., from an “A–Z” sort to a “Z–A” sort (or *vice versa*).

### Calling back a Call Log entry

1. Double-click the row you wish to call. Your phone will then initiate the call.  
... or ...  
Click the row you wish to dial, and then select **Callback** from the pull-down Call Log Menu.
2. Your phone will then initiate the call.

### Deleting a Call Log entry

1. Select **Delete Entry** from the pull-down Call Log menu. A confirmation window will pop up.
2. Select **Yes** to delete, or **No** to cancel.

### Deleting all Call Log entries

1. Select **Delete All Entries** from the pull-down Call Log menu. A confirmation window will pop up.
2. Select **Yes** to delete, or **No** to cancel.

### Printing the Call Log

1. Select **Print Call Log** from the pull-down Call Log menu. A **Print** window will pop up.
2. Select the printer, preferences, page range, and number of copies you desire.
3. Select **Print** or **Cancel**.

## Contacts

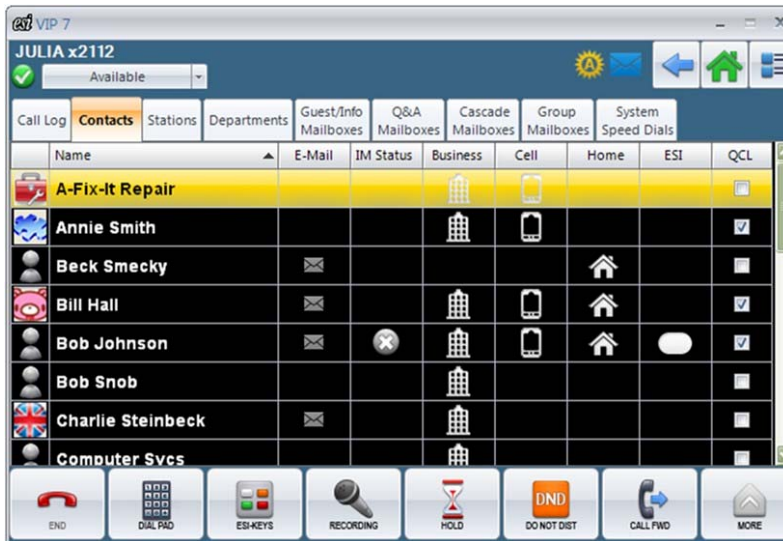
### Contacts tab

There are two categories of contacts:












- **Personal** — Personal contacts can be business or personal acquaintances; where you have a phone number, address, and/or e-mail. Typically, these are non-ESI contacts (e.g., vendors, customers, and/or relatives).
- **ESI** — ESI contacts are comprised of a specific list of numbers contained in the phone system — station, guest, mailboxes, speed-dial numbers, etc.

Some contacts are considered both personal contacts and ESI contacts, such as a friend that works with you. In this situation, you can have a CO phone number and an ESI station associated with your friend's name. Refer to the description of **Associated Extension** in the table on page C.10.


This contact list is populated by sync'ing with contacts from *Outlook* or *Google*. Contacts may also be entered manually.

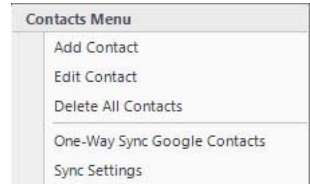



The **Contacts** tab lists and describes the following features:

Column	Description
<b>Thumbnail</b>	 Displays the contact's thumbnail picture (a graphical representation of the user), if programmed by the user. or brought over with syncing with <i>Outlook</i> or <i>Google</i> .
<b>Name</b>	List the contact's name or department name. Names can be sorted in alphabetical (A to Z) or in reverse alphabetical order (Z to A) by clicking the column header.
<b>E-Mail</b>	 Double-click to e-mail the contact.
<b>IM Status</b>	 Indicates the contact is available. Double-click the icon to begin a chat.
	 Indicates the contact is unavailable.
	 Indicates the contact is busy.
	 Indicates that a contact that is not currently in your IM contact list. After adding the contact to your IM list, you will then begin to see the individual's texting status (available, busy, etc.).
	 Indicates the contact does not want to be disturbed.
	This is the contact's business phone number. Double-click the building icon to dial this number.
	This is the contact's cell phone number. Double-click the cell phone icon to dial this number.
	This is the contact's home phone number. Double-click the house icon to dial this number.
	An ESI station number. Double-click the oval icon to dial. The oval changes colors to show the station's status — idle, busy, do-not-disturb, or off-premises.
<b>QCL</b>	Click the <b>QCL</b> box to include the contact in your Quick Contact List.

## Adding or editing a contact


1. Select **Add Contact** or **Edit Contact** from the menu icon  as shown in the picture. You also can right-click anywhere in the **Contacts** list for the same options.
2. Enter the data described in the table (below).
3. Click **Apply**.



Field	Description
<b>First Name</b> <b>Last Name</b>	Enter the contact's first and last name in the appropriate field.
<b>Company Name</b>	Enter a company name associated with the contact.
<b>Associated Extension</b>	If the personal contact also has an ESI station number, you can associate that station by selecting the station from the pull-down menu.
<b>QCL</b>	Click <b>Include Contact QCL</b> to add the contact into your Quick Contact List.
<b>Thumbnail</b>	 Select the desired thumbnail (a graphical representation of the user) to be displayed with the contact information. If this contact has an associated ESI station that also uses <i>VIP 7</i> , you cannot choose a thumbnail for this contact; each <i>VIP 7</i> user controls his/her thumbnail.
<b>Phone</b>	<ol style="list-style-type: none"> <li>1. Enter the appropriate phone numbers in the following fields, as needed: <b>Home Phone 1</b>; <b>Home Phone 2</b>; <b>Work Phone 1</b>; <b>Work Phone 2</b>; <b>Cell Phone 1</b>; and <b>Cell Phone 2</b>.               <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <b>Note:</b> Do not include a line access code for these phone numbers.               </div> </li> <li>2. Click <b>display in QCL</b>, located next to the corresponding phone number, to add the contact into your Quick Contact List. Only one home, one work and one cell number can be represented in the QCL.</li> </ol>
<b>E-Mail Address</b>	Enter the contact's e-mail address.
<b>Synchronization Source</b>	Shows whether the contact was added to <i>VIP 7</i> from a specific source — Google or <i>Outlook</i> . If "None" is shown, the contact was entered manually.

## Deleting a contact

Contacts that are entered manually can be deleted individually.


1. Select the contact and choose **Delete Contact** either from the menu icon  or by right-clicking.
2. Select **Yes** to delete, or **No** to cancel.

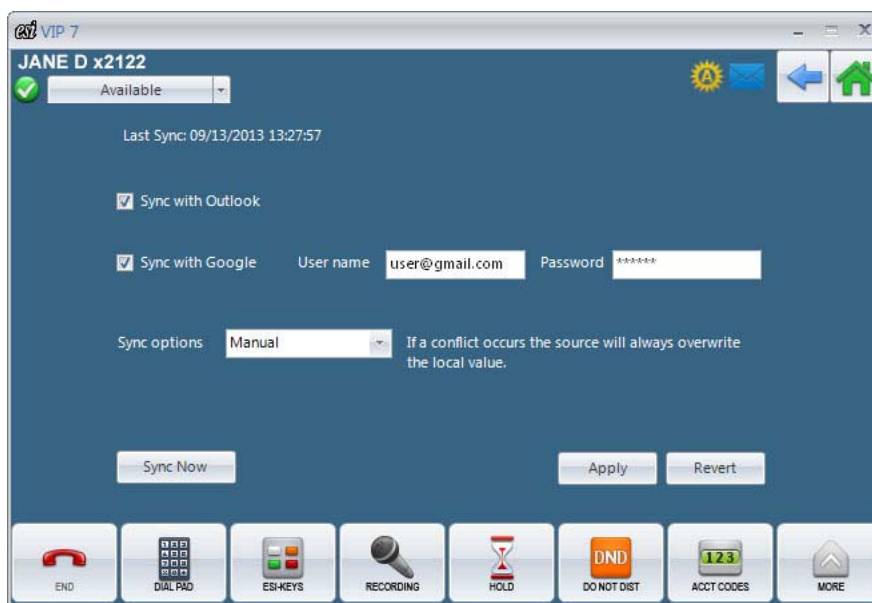
Contacts that are brought over from a sync with *Outlook* or Google cannot be deleted individually. To remove specific contacts of this nature, first delete them from the source account (*Outlook* or Google).

However, you can delete **all** contacts — essentially erasing your *VIP 7* contacts database. Typically, this would be done if you perform a sync and end up with several more contacts than you originally intended. Deleting all contacts gives you a chance to start over.

## Sync'ing contacts

*VIP 7* can sync with *Outlook* and Google contacts. *VIP 7* refers to this as a one-way sync because *VIP 7* accepts the information from *Outlook* or Google, but changes or additions to contacts in *VIP 7* will not update the source (*Outlook* or Google). You can perform sync'ing once (by choosing to manually sync contacts) or on a regular basis (by choosing a desired interval).

1. Open **Contacts** and select **Sync Settings** from the menu icon  — or right-click anywhere in the **Contacts** list. (**Sync Settings** are also available under the **Settings** application.)



2. Put a check beside the appropriate entry or entries: **Sync with Outlook** or **Sync with Google** or both. If you choose **Sync with Google**, you must enter the user e-mail address opposed to a username
3. In the **Sync options** drop-down menu, choose how often sync'ing should occur. (If you choose **Manual**, sync'ing will occur only when you click the **Sync Now** button.)

## Sync'ing FAQs

- You can choose to synch with both Google and *Outlook*. If the same contact exists in both applications, that contact will appear in *VIP 7* Contacts more than once.
- *VIP 7* uses a one-way synch method. If a contact in *VIP 7* that is from a Google or *Outlook* source needs to be updated, it must be done so in the source application. Once this is done, click **Sync Now** or wait for the next scheduled sync in *VIP 7* to update the contacts in *VIP 7*.
- *VIP 7* does not sync with *Outlook* subfolders or public/shared folders. However, syncing with Google will bring over every contact in that application.

## Stations tab

The **Stations** tab contains all stations (extensions) on the system. Only stations with a non-default name are shown in VIP 7.



### Sorting and grouping ESI stations

Contacts can be grouped by clicking the column header. The **Name** and **Number** columns will be sorted appropriately, alphabetically or numerically. Clicking these columns again will sort in reverse order.

Clicking the **Status** header will group together the various oval colors. This is helpful if you want to see all stations whose users have fobbed-out of the building or are busy on their phones.













Clicking the **Instant Message** and **Service Observe** column headers will group together those specific icons. For example, if you're allowed to service-observe only 10 of the 50 stations, you may want to group together the service-observable stations for easier management.

### Dialing ESI stations

To dial a station, double-click its associated name or oval icon.

(Continued)

The **Stations** tab lists and describes the following features (stations can be sorted by the column headers):

Column	Description	
<b>Thumbnail</b>		Displays the contact's thumbnail picture (a graphical representation of the user)
<b>Name</b>	Lists the contact's name or department name.	
<b>Number</b>	Lists the contact's phone number.	
<b>IM Status</b>		Indicates the contact is available. Double-click the icon to begin a chat.
		Indicates the contact is unavailable.
		Indicates the contact is busy.
		A circle with a dash represents a contact that is not currently in your IM contact list. After adding the contact to your IM list, you will then begin to see the individual's texting status (available, busy, etc.).
		Indicates the contact does not want to be disturbed.
<b>Svc Obs</b>		Service observe status. When the icon is red, double-click it to begin observing that station's call.
<b>Mailbox</b>		The station's mailbox. Double-clicking this icon takes you directly to the station's mailbox greeting.
<b>Status</b>		Off-hook/busy — Red
		On-hook/idle — Clear/white
		Do not disturb — Orange/amber
		Off-premises — Orange/amber with the label "OUT" in the center
<b>QCL</b>	Click to add the contact into your Quick Contact List.	

## Departments tab

The **Departments** tab contains all the departments on the system. Only departments with a non-default name are shown in *VIP 7*.



### Dialing ESI departments

To dial a department, double-click its row.

### Sorting ESI departments

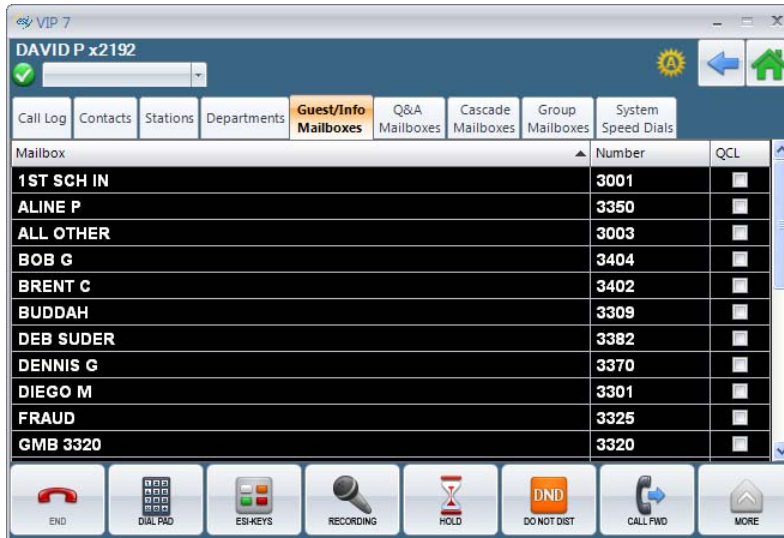
The **Name** and **Number** columns will be sorted alphabetically or numerically, as appropriate. Clicking either column header again will sort in reverse order.

The **Departments Tab** lists and describes the following features (departments can be sorted by the column headers):

Column	Description
<b>Name</b>	Lists the department name.
<b>Number</b>	Lists the department number.
<b>QCL</b>	Click the <b>QCL</b> box to add the department into your Quick Contact List.

## Mailboxes tabs

There is a separate tab for each of the various ESI mailbox types — guest, group/info, Q & A, and cascade. Mailbox numbers appear in these tabs only if they're named something other than the default system name.



### Dialing ESI mailboxes

To dial a mailbox, double-click its row.

### Dialing ESI departments

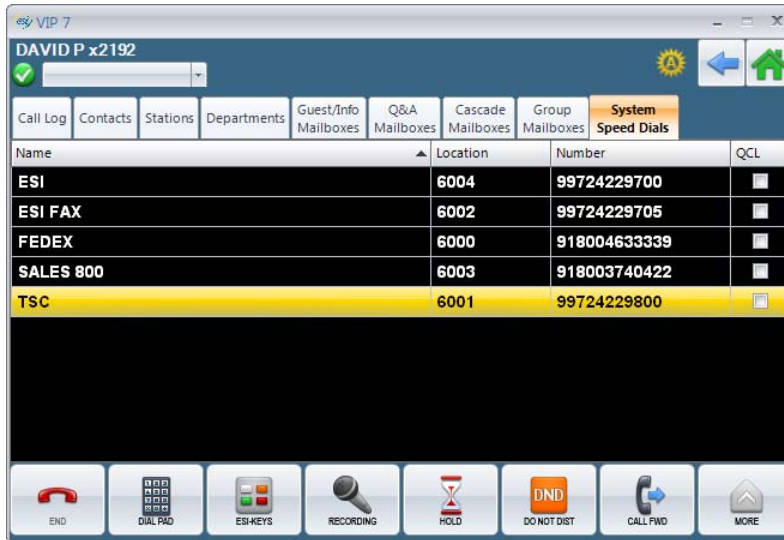
The **Name** and **Number** columns will be sorted alphabetically or numerically, as appropriate. Clicking either of these column headers again will sort in reverse order.

Each mailbox tab lists and describes the following features (mailboxes can be sorted by the column headers):

Column	Description
<b>Mailbox</b>	Lists the mailbox name.
<b>Number</b>	Lists the mailbox number.
<b>QCL</b>	Click the <b>QCL</b> box to add the department into your Quick Contact List.

## System Speed Dials tab

System speed-dial numbers are programmed by the System Administrator for automatic dialing of frequently called outside numbers.



### Dialing ESI mailboxes

To dial a system speed-dial number, double-click its row.

### Dialing ESI departments

The **Name**, **Location**, and **Number** columns will be sorted alphabetically or numerically, as appropriate. Clicking any of these headers again will sort in reverse order.

The **System Speed Dials** tab lists and describes the following features (system speed-dial numbers can be sorted by the column headers):

Column	Description
<b>Name</b>	Lists the system speed-dial number's name.
<b>Location</b>	This is the ID number set by the phone system for system speed dials. This number has little relevance to <i>VIP 7</i> ; but, if you wish, you can dial this four-digit number directly from your phone or <i>VIP 7</i> 's dial pad to place a call to the phone number it represents.
<b>Number</b>	Lists the system speed-dial number.
<b>QCL</b>	Click the <b>QCL</b> box to add the contact into your Quick Contact List.

## Esi-Keys

The **Esi-Keys** fixed ribbon button launches the Esi-Keys application in *VIP 7*.

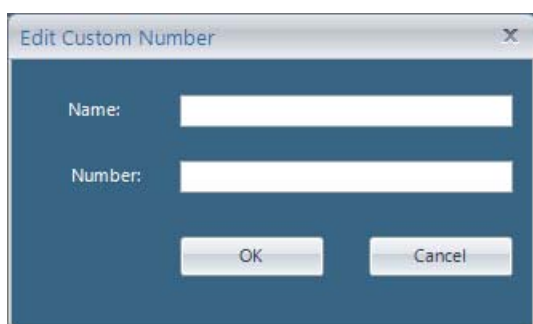
When the Esi-Keys application is first launched, the Esi-Keys are not programmed. You can program virtually any key type that can be assigned to the phone's physical programmable feature keys (*i.e.*, extensions, mailboxes, feature keys, speed dial numbers, and CO lines). Each Esi-Keys page contains 24 Esi-Keys; there are six Esi-Keys pages, for a total of 144 Esi-Keys. To view the different pages, click the horizontal scroll buttons on the left and right sides of the area above the Esi-Keys; the indicator centered above the Esi-Keys will show you which page you're viewing.

There are two programming choice for Esi-Keys — **custom** or **ESI system**. The **custom** choice lets you enter any name (10-character limit) or number (24-character limit); this selection is geared toward programming personal numbers, like your home number, and Esi-Link numbers (*e.g.*, **7 0 4 1 2 3 4**, **7 0 2 1 3 5**). The **ESI system** choice consists of those numbers programmed into the ESI system.



### Programming a custom Esi-Key

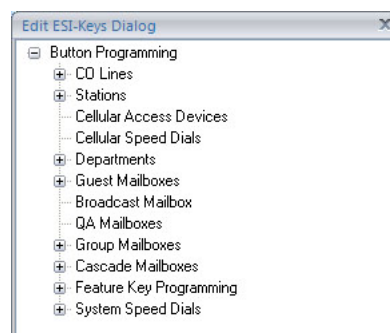
1. Right-click the Esi-Key of choice and choose **Edit Keys – Custom**. A pop-up window will appear:



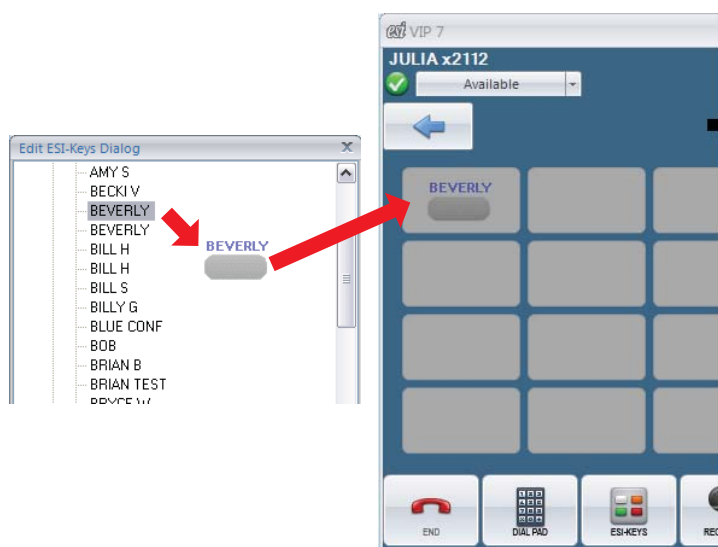
2. Enter a name and number (the line access code, such as 9, doesn't have to be entered for a CO number).
3. To save the key programming, click **OK**.

## Programming an ESI system Esi-Key

1. Right-click anywhere in the Esi-Keys application and choose **Edit Keys – ESI System**.  
This will bring up a “tree view” (right) presenting all the numbers programmed on the ESI system.  
The list **doesn't** include virtual mailboxes, Esi-Link numbers, and some feature keys; it also doesn't include any stations, departments, or mailboxes that have non-default names.



2. Find the desired name/number.
3. While holding down the mouse button, select the name/number and drag it to the desired Esi-Key.



4. Release the mouse to “drop” the selection onto the Esi-Key.

## Programming rules

- A custom or ESI system key can be programmed on a blank or populated Esi-Key.
- Esi-Keys can be swapped by dragging one programmed key to another Esi-Key (programmed or empty).
- You can program multiple keys at once by selecting a range of numbers in the “tree view” and dragging them to a single page of Esi-Keys. To select multiple numbers, select one name and, while holding down your PC's **Shift** key, select another name. Choose this range with one click and drag it to the page of Esi-Keys. The first 24 names chosen will be programmed on the Esi-Keys page from left to right and from top to bottom.
- To perform any programming, including swapping Esi-Keys, you must be in programming mode (by choosing the **ESI System** option in the right-click menu).
- While you're in programming mode, the Esi-Keys use only a monochrome appearance. When you're out of programming mode, Esi-Keys will assume their usual color-coded behavior.
- You cannot apply custom colors or fonts to Esi-Keys.
- A preceding nine is required when using Centrex lines.

## Clearing (deleting) an Esi-Key

There are three options for clearing Esi-Keys:

- **Clear a single Esi-Key** — Right-click the desired Esi-Key and choose **Clear Key**.
- **Clear a page of Esi-Keys** — Right-click the desired page of Esi-Keys and choose **Clear All Page Keys**.
- **Clear all Esi-Keys within the application** — Right-click anywhere in the Esi-Keys application and choose **Clear All Keys**.

## Station status

Station keys in Esi-Keys will change color to show station status as follows:

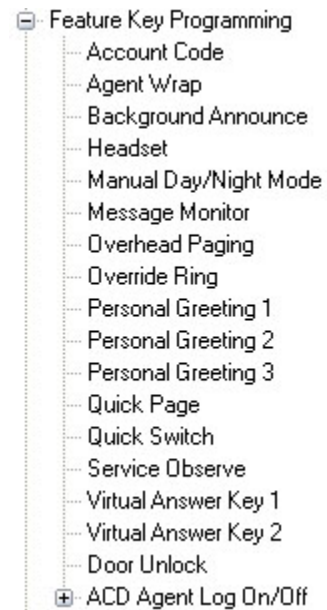
- **Red** for busy/off-hook.
- **Orange** for do-not-disturb.
- **Orange with slash** for off-premises.

## Available feature keys for Esi-Keys

Features available for Esi-Keys are shown in the graphic (*right*).

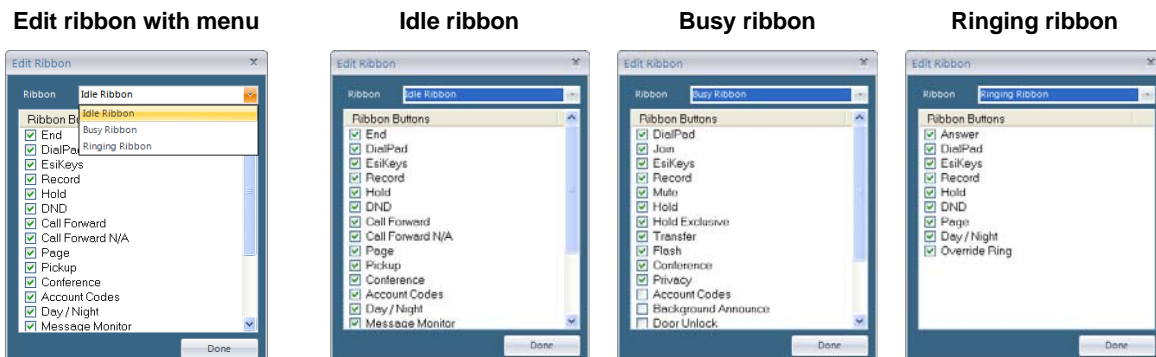
ACD log-on/log-off keys and wrap keys aren't shown for a *VIP ACD Agent* user, because each such user has a separate window for ACD control.

These (and other) features are available from the call-handling ribbon.



## Call-handling ribbon

The **call-handling ribbon** appears consistently at the bottom of the *VIP 7* window and provides different call-handling feature selections depending on the phone's current state: idle, busy, or ringing.



When you first install *VIP 7*, each ribbon defaults to commonly used features. However, more features can be programmed and arranged for each ribbon.

**Note:** Some features may be enabled on the ribbon bar, but have a runtime enable/disable state based on whether the feature is available at the time. For example, if you have enabled **Door Unlock** on the Busy profile but the extension to which the user is connected is not an ESI Presence Management RFID Reader with door unlock support, the button is present on the ribbon bar but unavailable for the user to use.

The order of the buttons within the ribbon profile may be arranged by means of drag-and-drop. The top-to-bottom ordering of the list corresponds to left-to-right ordering within the ribbon profile. In other words, the top list entry in the Ribbon configuration is located in the far left of the ribbon when the profile is active. List entries which are disabled can still be re-ordered with buttons which are enabled. This allows you to select the order of the ribbon buttons and include disabled features so that if they are eventually enabled the order is already established.

The ribbon can be customized via the phone's **Settings** application (see "Edit Ribbon Buttons," p. G.20).

Special ribbon buttons are described here. For descriptions of call-handling features, see p. E.1.

### Answer

To answer incoming calls, click the **Answer** button located on the Ringing ribbon. This button is visible only when you receive an incoming call.

### End

The **END** button serves several purposes. If you click it ...

- ... while you're connected to a call via the handset, it disconnects the call and gives you the internal dial tone.
- ... while you're connected to a call via the speakerphone, it disconnects the call.
- ... during call waiting, it drops the current call, and automatically connects you to the waiting call.

### Dial Pad

The **Dial Pad** window (*right*) gives you tone-dialing (DTMF) capabilities. Digits appear on the screen when entered from the dial pad. Alternatively, you can enter the desired number from the phone's keypad.

### Esi-Keys

The **Esi-Keys** fixed ribbon button launches the Esi-Keys feature, in which you can program virtually any key type — extensions, mailboxes, feature key, speed dials, and CO lines. For more information about it, see "Esi-Keys," beginning on p. C.17.



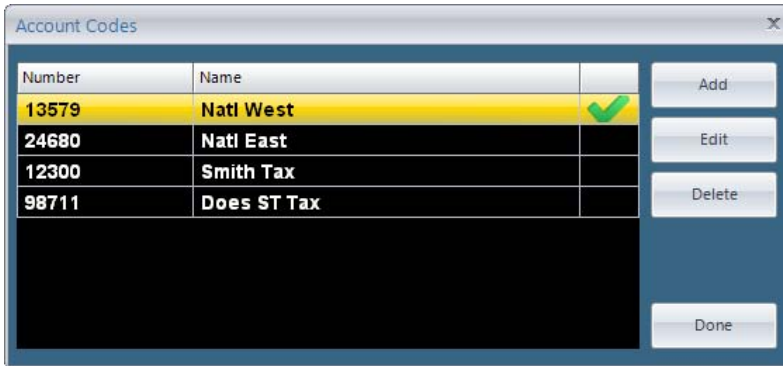
# Call-handling features

These features are listed in alphabetical order within this section.

## Account codes

Account codes are added manually. You may enter numbers that are up to 10 digits long and names that are up to 10 characters long. Neither the account name nor number is stored by call processing.

To open the **Account Codes** application, click the **Account Code** ribbon button while the system is idle. The list of current account codes is displayed in the **Account Codes** window:



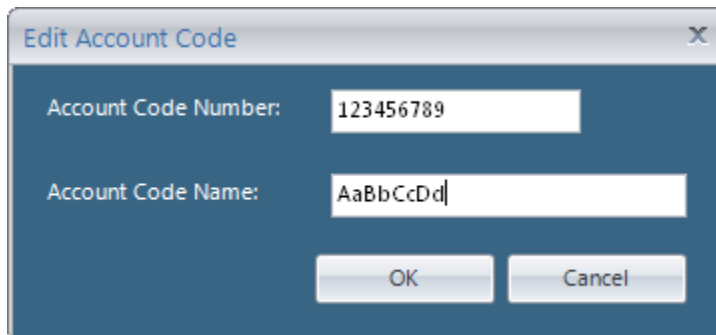
The **Account Codes** window displays a table with two columns: **Number** and **Name**. The first row is highlighted in yellow and has a green checkmark in the third column. The table contains the following data:

Number	Name	
13579	Natl West	✓
24680	Natl East	
12300	Smith Tax	
98711	Does ST Tax	

On the right side of the window, there are four buttons: **Add**, **Edit**, **Delete**, and **Done**.

## Adding account codes

1. From the **Account Codes** window, click **Add**. This will open the **Edit Account Code** window:



The **Edit Account Code** window has two input fields:

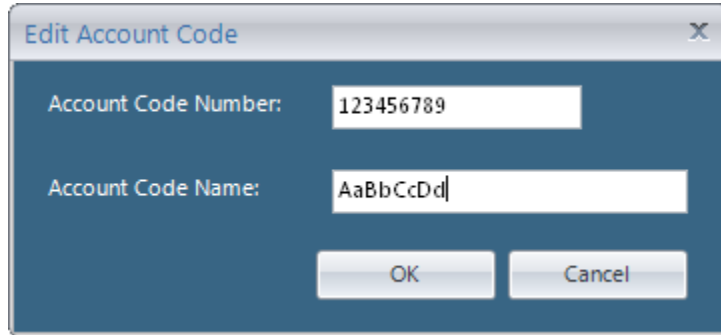
- Account Code Number:** 123456789
- Account Code Name:** AaBbCcDd|

At the bottom, there are two buttons: **OK** and **Cancel**.

2. Make the desired entries in the **Account Code Number** and **Account Code Name** fields.
3. Click **OK** to return to the account list, or click **Cancel** to cancel/clear the addition of the account code and return to the account list.
4. From the **Account Codes** window, click **Done** to return to the home page.

### ***Editing account codes***

1. From the **Account Codes** window, click the row that contains the account number and account name you wish to edit. This will open the **Edit Account Code** window:



2. Click **Edit**. Then, edit the **Account Number** and/or **Account Name** field(s) as desired.
3. Click **OK** to return to the account list, or click **Cancel** to cancel/clear the addition of the account code and return to the account list.
4. Click **Done** in the **Account Codes** window to return to the home page.

### ***Deleting account codes***

1. From the **Account Codes** window, click the row that contains the account number and/or name you wish to delete.
2. A pop-up window will ask: "Are you sure you wish to delete this Account Code?" Click **Yes**.
3. Click **Done** in the **Account Codes** window to return to the home page.

### ***Account Codes ribbon button***

Selecting the **Account Codes** ribbon button when your phone is idle takes you to the programming mode for account codes.

While on an active call you can select the account code ribbon button, which launches the Account Codes window. At this time you can select one or more account codes from the list. Account codes selected during a call will appear in the system's SMDR (Station Messaging Detail Record) data.

### ***General information regarding use of account codes***

- The code must be a numerical value only (between 0 and 9, only) and can be up to 10 digits long.
- Account codes are applicable to only outside calls (not internal "intercom" calls); this is enforced by the ESI phone system.
- You can enter more than one account code during the same conversation.
- If you select an incorrect account code, you must access the account codes again and select the correct one.
- Pressing the account code button will not affect the recording of a call.
- The phone system doesn't prevent entry of an invalid account code; in fact, account codes are not validated.

## Agent Wrap

ACD features can be accessed in *VIP 7 ACD Agent*, *VIP 7 Softphone*, and *VIP 7 ACD Supervisor*. Users of *VIP 7 ACD Agent* should note that this application has a log-on/log-off button (see page E.4) and wrap button (see below).

While logged on as an agent, press the programmed **wrap Esi-Key** (or placing the call on exclusive hold) prior to disconnecting from a call. This will set your station in wrap mode, which delays immediate assignment of the next call until you have had the time to complete any wrap-up activities. Press the wrap key again to release your station from wrap mode and avail your station for the next call.

**Notes:** The Installer may have set a maximum allowable wrap time. If so, the phone's display will show a countdown timer indicating the amount of time remaining in wrap mode. At the expiration of this timer, your station will automatically be available for the next call.

You need only one wrap key, even if your system allows you to log into two departments at the same time.

For a user of *VIP 7 Softphone* or *VIP 7 ACD Supervisor*, a wrap key is available **only** from Esi-Keys, **not** from the call-handling ribbon.

## Background Announce

**Note:** While background announce is a useful features, ESI recommends using the *VIP 7* Instant Messaging feature to notify send quick messages to fellow *VIP 7* users.

During call waiting, you can also make a brief, private background announcement to the station's earpiece (assuming you enabled this feature). Hold down the **Background Announce** key until you hear a beep, then begin talking. Finally, release the key when finished.

Using the call waiting feature, make a brief, private background announcement through the station's earpiece. A station can hear a background announcement only if they have call waiting enabled for their station. This feature can be programmed on a ribbon button or an Esi-Key.

This feature works only between ESI desktop phones — and only if:

- The called person has allowed call waiting and background announce.  
... and ...
- The called person is using their handset. The background announce ribbon button or Esi-Key will be available, indicating a background announcement can be made.

You place a call to the station you wish to background announce. During call waiting (previously described), the **Background Announce** Esi-Key lights green to show that a background announcement can be made to the station. Click the **Background Announce** Esi-Key; this updates the active call screen, which reads "Background Announcement". A short beep will play, after which you may begin talking. Click the **End** button to stop or end the announcement.

- If background-announce functionality is not available, the **Background Announce** ribbon button will be disabled and the Esi-Key will not light.
- The called station will hear your voice over the outside person's voice; however, the outside caller can't hear you.
- The receiving party can respond by pressing **FLASH**. This will place the original call on hold.

## ACD Agent Log On/Off

ACD features can be accessed in *VIP 7 ACD Agent*, *VIP 7 Softphone*, and *VIP 7 ACD Supervisor*.

**Important:** ACD departments are explained in more detail the station *User's Guide*. **Be sure to get your ACD department number from the system administrator.**

An ACD department is comprised of agents who can receive calls for that department when logged on. Calls go to the logged-on agent whom has been idle for the longest time since answering their last ACD call. If all logged-on agents are busy then the ESI system places the calls in a holding queue and automatically connects the longest-holding call when an agent becomes available. While holding, callers will hear periodic prompts to continue holding. As an ACD department agent, you must have one of your phone's programmable feature keys programmed as an Agent Log-On/Off key for each ACD department assigned. This key allows you to manually place yourself in or out of service for that department's calls.


For a user of *VIP 7 Softphone* or *VIP 7 ACD Supervisor*, the log-on/log-off key can be programmed **only** in Esi-Keys. Once this key is programmed, click the key once to log onto, or off from, the desired department. Logging on turns the key green; logging off turns the key red. While you're logged on, the notification tray of the *VIP 7* window will change to show the number of callers in queue and the average wait time.

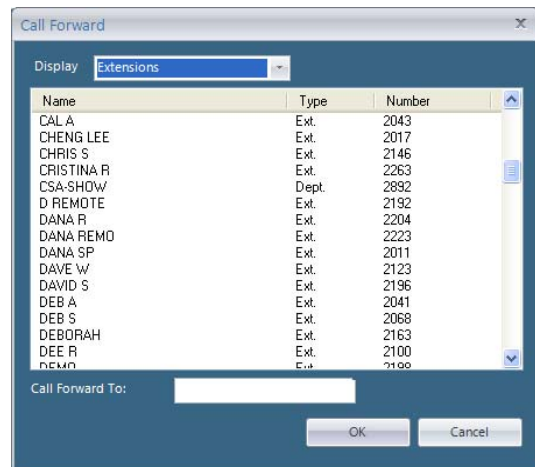
## Call Forward

When this is enabled and someone calls your station, the call goes to the destination you programmed.

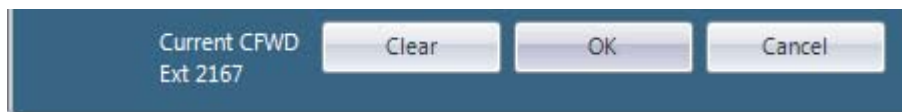
### Enabling call forwarding

1. Click the **Call Forward** ribbon button. This will present a list of various contacts.
2. From the top pull-down menu, choose to show **Extensions**, **Mailboxes**, (Personal) **Contacts**, or **All**.
3. Click the desired number and click **OK**. You can also manually enter the desired number in the blank field below the list.

The **Call Forward** window will close and a green call-forward icon —  — will appear in the status bar.



When you next re-open the **Call Forward** window, your call-forward status is shown in the lower-left corner:



### Disabling call forwarding

1. Click the **Call Forward** ribbon button, which will present the **Call Forward** window.
2. Click **Clear** in the bottom window. This will disable call forwarding.

**Note:** Call forwarding is not offered as an Esi-Key.

## Call Forward N/A

If this is enabled, when someone calls your station but receives no answer, the call will go to the destination you programmed. The difference between this feature (Call Forward N/A) and traditional call forwarding (Call Forward) is that, with this feature, your phone will ring before going to the selected destination.

Enabling or disabling call-forwarding/no-answer uses the same steps as traditional call-forwarding. The only difference is that you choose the **Call Forward N/A** ribbon button. Once this feature is enabled, a slightly different

icon —  — will appear in the status bar.

**Note:** Call-forwarding/no-answer is not offered as an Esi-Key.

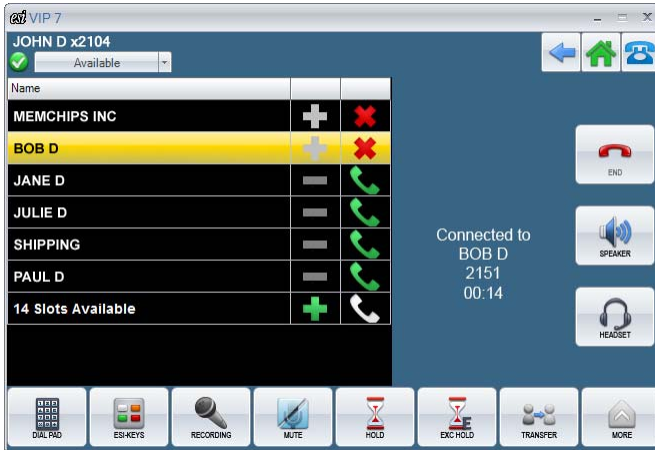
## Conference

**Conference** is an application that manages conference calls with up to 16 members.

If your ESI system is an IP Server 900, there are two ways to establish a conference: the “meet-me” method and the standard ESI method:

- **“Meet-me” method** — Callers dial into an ESI conference bridge to connect to each other. *VIP 7* treats this call like any other, simply showing an outbound call to the conference bridge; no other information appears.
- **Standard ESI method** — A station on the ESI system calls various numbers (outside phone numbers, other inside stations, etc.) to gather individuals into a conference. The station initiating the conference is called the *conference owner* while each other person in the conference is called a *conference member*. Only the conference owner can add members to, or remove members from, the conference. Other *VIP 7* users on the conference will simply see that they're on an active call; they'll also see the number of conference members.

If your ESI system is an ESI Communications Server, it supports only the standard ESI method. Only the *VIP 7* user who started the conference can see and use this expanded conference window. Other conference members who are also using *VIP 7* will simply see that they're on a phone call.



(Continued)

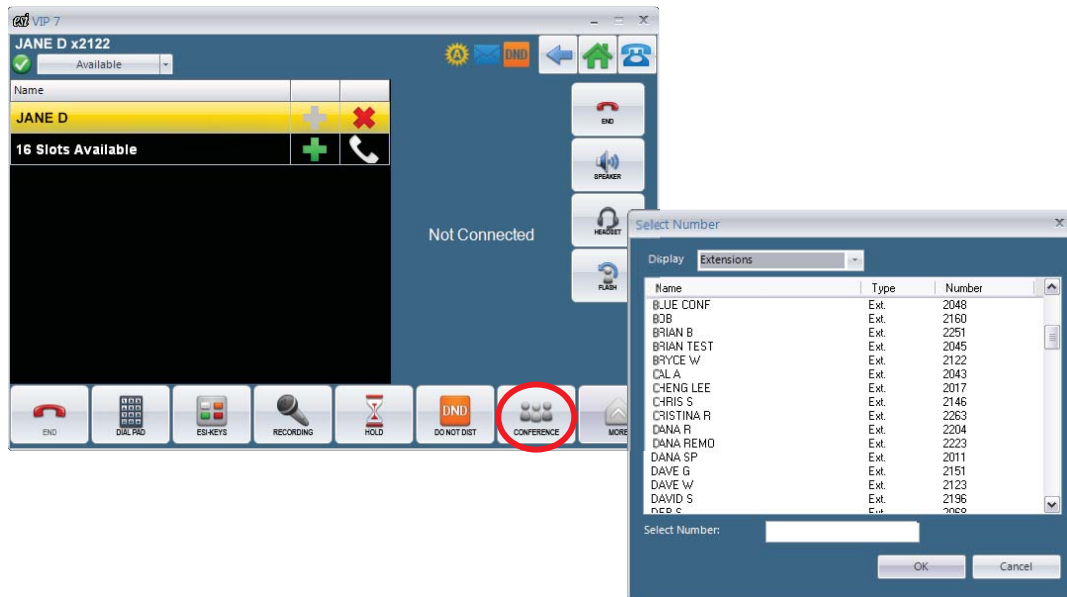
## Setting up a standard ESI conference

There are two ways to start a standard ESI conference:

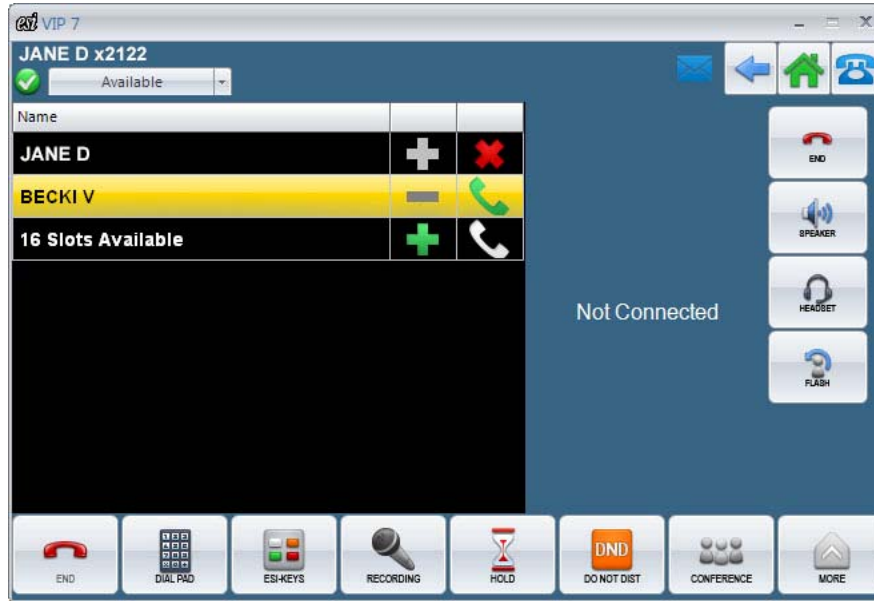
- Collect contact information for all members, and then call them and join them to the conference.
- Collect, call, and join a single contact at a time.

Savvy VIP 7 users also can use a mixture of both methods.

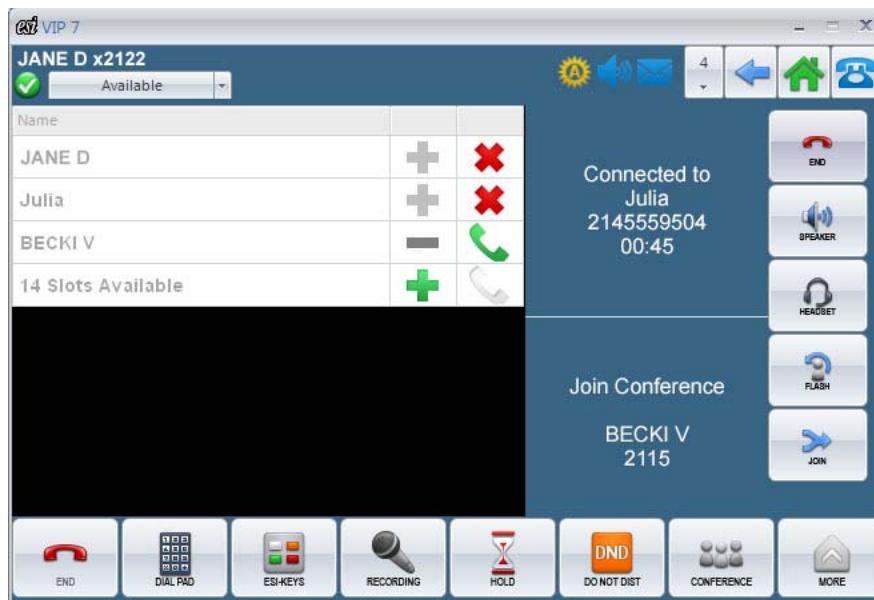
1. Access the Conference application by clicking the **Conference** ribbon button. You, the conference owner, always appear in the first row. It's important to remember that you are a member of the conference and, as such, have the ability to drop yourself from the conference.
2. Click the green "plus" icon to add someone to the conference. This will bring up a list where you can select a station, system speed-dial, or personal contact. You also can manually enter a number in the blank field at the bottom of the window.



- The selection will appear in the conference window list. At this time, you can continue to add members to the list by clicking the green “plus” icon again; or you can choose to call the person in the list (in the example, “Becki V”) by clicking the green handset icon.



- Clicking the green handset icon will place a call to that person. The blue portion of the *VIP 7* window changes to show that you're calling "Becki V." Once Becki answers, the window will change to show that you're connected.
- You can continue to talk to Becki as long as desired; but, at some point, click the green “plus” sign to add another member's contact number. Once the member appears in the list, click the green handset associated with that person's name.
- Each time a number is called, the blue part of the *VIP 7* window splits to show to whom you're currently connected and whom you're calling. Once a person you're calling answers, click the **Join** button on the right side of the screen; this will put the new member in the conference.



The cycle continues — adding, calling, and joining — until you've gathered up to 16 members.

## Conference when busy

Even if you're already on a call, you can navigate to the conference screen by clicking the **Conference** button in the ribbon. You can then begin adding conference members as previously described. The person with whom you were originally speaking will appear in the second line of the conference list.

The first person on the list is always the originator. You must be listed to have the ability to drop from the conference. Although you can do this by pressing the fixed or virtual **End** button, having a red "X" next to your name provides added convenience.

The last row indicates how many members can be added to the conference. This number represents the conference slots (bridges) available in the ESI system. The number will change only after a member is added to the conference. For a pre-populated conference configuration, the number of available spots that can be added remains fixed at 16 until such time as you initiate and establish a call to one or more of the listed members; then, the number of available slots decreases in direct correlation with the number of members with whom you initiated and established a call.

The originator of the conference can drop from the conference, while allowing the conference to continue, if that station has trunk-to-trunk enabled. This is beneficial for administrators assigned to setup conferences in their office, but are not required (or allowed) to participate in the duration of the conference. When the originator drops from the conference, the next ESI station added to the conference becomes the originator. If trunk-to-trunk is not enabled for the originator, or there are no other ESI stations on the conference, then the system automatically ends the conference.

When you disconnect from a conference, the next time you press the **Conference** ribbon button will clear the application of previous entries.

## Call waiting in a conference

When connected to only one member (not a conference, but just a normal two-way conversation), you can receive an incoming call. When this occurs, you are routed from the **Conference** screen to the normal, full size active call window, which displays both calls in a split screen. The split screen is like a normal call-waiting scenario and, as such, you can manage the call accordingly.

If you disconnect, or you are disconnected from the second incoming call (the call that interrupted you during the conference setup), then you will be routed back to the **Conference** window while still connected to the original call (the person to whom you were previously connected in the **Conference** window).

If you disconnect, or you are disconnected from the original caller, you will remain in the normal, full-size active call window while connected to the second incoming call.



## Icon representation

The first two members (you and the original caller) will appear as connected. Because these members are connected, a red X will appear to let you drop either member. A red X and the grayed-out **Add** icon (a plus sign) appear next to any member that is connected.









The green **Add** icon adds a user to the conference row. This does not initiate a call; it simply adds the contact info to the row. The **Add** icon remains present until the member in that row is connected. At this point, the icons change to the red X and the user is connected. The reason for keeping the **Add** icon is you may later decide to change the member you selected for that row; this must take place before you dial the contact. Otherwise, you will have to drop the member and then add as a new member.

**Example:** You select Lucy Smith for Row 6. However, you intended to add Lupe Sanchez, whose name appears directly after Lucy Smith in the contact list. You click the **Add** icon again, which allows you to re-select a member for that row. In this example, the name *Lupe Sanchez*, once selected, will automatically replace *Lucy Smith*.

The green phone icon allows you to place a call to that member. The green phone becomes gray when there is no contact in the row. The phone icon disappears when the member is connected.

A new member can be added to the conference if the next row states there are 'X' slots available (where X is the number of members that can be added to the conference). If additional slots are not available then additional rows will not be visible. This prevents you from attempting to add more members. When the conference owner drops a member or the member disconnects, the last row will show the number of member slots available.

## Icon reference guide — Conference only







Button	Name	Function
	<b>Gray Plus</b>	Appears only next to the name of the conference originator (the designation of whom cannot be changed).
	<b>Green Plus</b>	The <b>Add</b> icon adds a user to the conference row. This does not initiate a call; it simply adds the contact info to the row. The <b>Add</b> icon remains present until the member in that row is connected.
	<b>Gray Minus</b>	This is simply a placeholder; it shows that the only choice for that row is to click the green handset icon, which appears next to the gray minus icon.
	<b>Green Handset</b>	Click this icon to dial the person shown in this row
	<b>White Handset</b>	Appears only in the last row; this row cannot be used to dial anyone.
	<b>Red X</b>	This appears only when the person is connected to the conference. Click this icon to drop the person from the conference. <b>Clicking this icon next to the originator's name/row will end the entire conference if trunk-to-trunk transfer is not enabled.</b>
	<b>Join</b>	Once a person has been called, click <b>Join</b> to add the person to the conference. This button is located in the conference area, not the call-handling ribbon.
	<b>Flash</b>	Use this to call and get back to the other conference members.

## Day/Night

The **Day/Night** button allows you to change the system's main auto-attendant greeting, incoming call destinations, and CO line group access. A **Day/Night** button has six selections — based on the six schedules provided in the phone system and programmed by the installer.

You can program the **Day/Night** button as a ribbon button, or as an Esi-Key. However, the day/night key must also be assigned to the phone's programmable feature key before you can use this feature in *VIP 7*. This was done on purpose, forcing an extra programming layer, to prevent unauthorized *VIP 7* users from arbitrarily using this ribbon button to set day/night schedules.

Once the ribbon button or Esi-Key is set, the day/night icon will appear in the status bar. Clicking the **Day/Night** ribbon button will show this icon cycle through the up-to-six possible day/night modes. Once the desired icon appears, stop clicking the button.

Icon	Description
	Auto schedule
	Day 1 schedule
	Day 2 schedule
	Holiday schedule
	Night 1 schedule
	Night 2 schedule

## Do Not Disturb (DND)

If the phone is idle (on-hook), clicking the **DO NOT DIST** button will send incoming calls directly to your voice mailbox. As an indication that DND is active, your phone's **MUTE/DND** key will turn orange. To enable or disable this feature, simply click the **DND** ribbon button. You can confirm that DND is set by either the status shown on your phone's display or the icon in the *VIP 7* status bar.

## Door Unlock

When you're connected to an ESI Presence Management RFID Reader, **Door Unlock** allows the user to unlock unattended doors. This button is visible on the busy ribbon bar regardless of whether the feature is enabled or not. This allows the user to use the button if/when the feature is later enabled.

To restrict access to this feature, the Installer must give the System Administrator or station user the key code in order to assign the key to a programmable feature key. Door unlock is considered a privileged feature by ESI customers and the system and, as such, it requires some level of authorization before it can be enabled. When the user chooses to program door unlock on the ribbon or an Esi-Key, *VIP 7* will prompt the user to enter the door unlock feature key code. If the key code is correct, the feature is programmed onto the ribbon or Esi-Key. If the key code is incorrect, the user is notified that the feature cannot be enabled and the system administration should be contacted. The key code can be entered via the fixed or on screen dial pad.

When programmed, the ribbon button will become enabled when the station receives a call from an ESI Presence Management RFID Reader. The key will turn green after the user has connected and call processing realizes the station is connected to an ESI Presence Management call. Only when the ribbon or Esi-Key button is enabled can the user click it to open the door that is controlled by the ESI Presence Management RFID Reader.

## Flash

**Flash** serves a few purposes:

- **Obtaining a fresh dial tone without replacing the handset** — When connected to an outside line, click the **Flash** button to automatically disconnect and receive a fresh outside dial tone.
- **Sending a flash hook signal** — If you are operating behind a Centrex<sup>1</sup> or PBX, click the **Flash** button to transmit a flash hook signal to either the phone company's central office or the host PBX. Either system may use this signal to provide you with additional features.
- **Toggling between calls** — If you hear a call-waiting tone while on a call, then click the **Flash** button to toggle between the two calls.
- **Get back to your conference** — If you are a conference owner who is trying to add a conference member but gets the person's voice mail or a busy signal, you can click the **Flash** button to get back to the conference without having to disconnect. For more information, see "Conference" (beginning on page E.5).

## Headset

This button provides for easy connection and disconnection from calls when operating in headset mode. The button is located on the active call screen, to the far right

Press the **Headset** button to receive dial tone or to answer a ringing call.

Press the **Headset** button again, or click the **End** button, to disconnect from the call.

## Hold

Clicking the **Hold** button during a call will place the call on system-wide hold. Anyone on the ESI phone system can retrieve the call. When the phone is idle, clicking the **Hold** button will present the held calls list. The phone's fixed **HOLD** key will light red and blink for a held call, and will flutter red when there is a hold recall for that station.

The held calls list shows:

- Name of the calling party.
- CO line of the calling party.
- Duration the call has been on hold.

### ***Hold (Exclusive)***

The Exclusive Hold feature keeps the call only at the station where the user places the call on hold. An "E" will appear next to the CO line in the held calls list to indicate it's an exclusively held call. Only you can see the calls you put on exclusive hold if you're accessing the held calls list from your station.'

### ***Retrieving a held call***

1. Click the **Host** or **Exclusive Hold** ribbon button (or the **Hold** widget on the home screen).
2. When the list of held calls appears, double-click the desired call; you'll be automatically connected.

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<sup>1</sup> A special service your phone company may offer. See your administrator for further details.

## Message Monitor

**Message monitor mode** (live call screening) allows you to hear the caller as he/she leaves a message in your mailbox; this operation is similar to how a home answering machine handles such messages.

Message monitor mode must first be enabled in **Settings**. A **Message Monitor** button can be programmed as a ribbon button or an Esi-Key. When programmed, the button must be selected so that message monitor is "on/working/active." You need to select the **Message Monitor** button only once; the feature will remain active until you click the **Message Monitor** button or an Esi-Key.

When the message monitor feature has been turned on, you will see:

- **MON** in your phone's display.
- A **Message Monitor** icon (green ear) at the top of the *VIP 7* screen. 

When monitor mode is active, you will hear:

- The incoming call ring, followed by subdued ringing as the caller listens to your personal greeting.
- The calling party's message in real time. You can intercept the call at any time.

When you hear the caller through your phone's speaker, you have the following options:

- Lift the handset to intercept the call. The user active call screen then changes to indicate that you are talking to the other party, rather than message monitoring. When you disconnect from the call, the **Message Monitor** button remains activated. In other words, intercepting a call does not automatically disable the message monitor feature.
- Do nothing. This will allow the phone system to record the message left in the mailbox for future retrieval. When the recording is complete, you will return to the previous activity as if a normal call had ended.
- Click the **MUTE** audio ribbon button, which temporarily mutes the phone's speaker (the system continues to record the message to your mailbox). When the recording completes, you will return to the previous activity, as if a normal call had ended.

## Mute

During a conversation, click the **Mute** button that appears in the active call screen. This will silence the microphone so that the person on the other end of the line cannot hear you. A **Mute** icon appears in the status bar.

This button is available only during an active call, and is not available while an extension is idle or ringing. Click the button once more to restore microphone audio.

## Overhead Paging

See "Page" (p. E.14).

## Override Ring

The override ring feature allows you place a call — station-to-station, outside line, or Esi-Link — or leave a voice message when another call is ringing at your station.

### *Placing a call using the override ring feature from VIP 7*

To bypass an incoming station or line call:

1. When a caller rings your station, *VIP 7* will display the active call screen. Before placing an outbound call, click the **Override Ring** button.
2. At this point, you'll hear dial tone from the phone. Proceed to place an outbound call from *VIP 7* as you would normally.

**Important:** After pressing the **Override Ring** button, do **not** take the handset off-hook and **do not** press the **Headset**, **Speaker**, or **CO Line** buttons. Doing so will cause the ringing call to be answered, thereby negating the override ring.

**Notes:** If you hang up before entering a phone number, and the incoming call is still active, the phone will begin ringing. You can answer the call or try clicking the **Override Ring** button again.

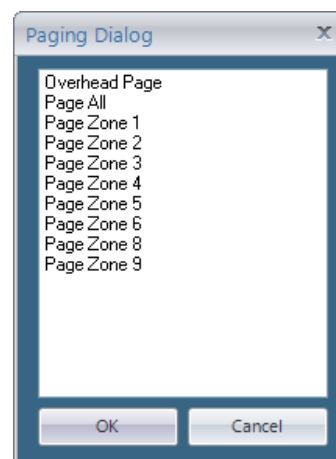
Any other feature keys not mentioned above will neither answer a call nor initiate the override ring feature. Use of the **Override Ring** button also overrides any outside dial tone preference that may have been set for your station.

## Page

When selected, the **Page** ribbon button displays:

- A list of page zones — Pages routed to a page zone play through the ESI phone speakers.
- An **Overhead Page** selection — The Overhead Page feature routes the audio through external speakers, rather than through the ESI phone or PC. Check with your System Administrator to see whether such speakers are available.
- A Page All selection — Sometimes called the “all-page” zone. This zone is available by default in the system and pages all available ESI desktop phones in the system.

**Note:** ‘7’ is not a page zone.



### Placing a page

1. Click the **Page** ribbon button. This will present the **Page** window.
2. Double-click the desired page zone. You'll hear a double beep from the phone.
3. Once the beep finishes, make your announcement through the handset, speakerphone, or (optional) headset.
4. To disconnect, press the **End** ribbon button.

## Personal Greeting

### Personal greeting keys

You can manage your personal greetings (for voice mail) in *VIP 7* by selecting **Manage Greetings** under **Settings**; for details, see “Manage Greetings” under “Settings” (p. G.5). Once the greetings are recorded, you can easily activate one or more of them. When the phone is idle, you can change which personal greeting plays to the callers by doing one of the following:

- Clicking the desired **Personal Greeting** ribbon button.
- Clicking a programmed Esi-Key.
- Accessing **Manage Greetings** under **Settings** and selecting the radio button of the desired greeting.

When a greeting is selected, the system plays the current greeting, followed by prompts to re-record, delete, or listen to the message again; you also can select the current greeting.

**Important:** Your mailbox is **disabled** if a personal greeting does not exist for it. **Never** delete all of your **existing** personal greetings until you record **at least one new greeting**.

## Pickup

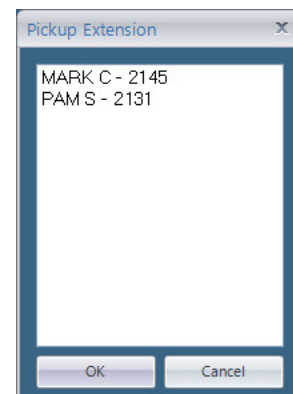
From your station, you can answer a call ringing at another station, department, or CO.

### Picking up a station

1. Click the **Pickup** ribbon button. This will present a list of available stations.
2. Double-click the desired ringing station from the list.
3. The window will close and the active call window will launch, as the station will then be connected to a caller.

**Notes:** During night mode, if a night bell is in use instead of the night auto attendant, choose **EXT 0** to access the ringing outside call.

If a department rings, the department will be displayed in the pickup list, not the station.



## Privacy

When this feature is enabled on the ESI system, selecting **Privacy** allows you to stop the automatic recording of a conversation when *ESI Media Manager* is being used with your ESI system.

If you are authorized for this feature, you will see "PVY" in the *VIP 7* main window (and, usually, on your ESI phone's display) shortly after a call begins.

To enable privacy on demand, click the **Privacy** button before anyone in the call (*i.e.*, **either** you **or** the person to whom you are speaking) disconnects. This will stop the active call from being recorded.

## Quick Page

Commonly used by an attendant, the **Quick Page** key allows you to quickly place a call on hold and page a station user at the same time.

While on an external call, you can click the **Quick Page** ribbon button or Esi-Key. A pop-up list, from which you can select (or manually enter) a station number, will appear:

The **Quick Page** Esi-Key will not present a pop-up list. When it's selected, you can enter a station number or select a station Esi-Key. There are no audible or visual prompts to enter a station number. The **Quick Page** Esi-Key doesn't "light."

The system will access the paging zone for the extension and play the user's name as it's recorded in the system directory (if no name is recorded for the extension, the system will page by extension number) followed by the phrase, "you have a call on hold" and the line on which the caller is parked — *e.g.*, "John Doe, you have a call on line 21."

While the page is in process, there is silence. At this time, you can hang up (place the handset back in the cradle, click/press the **END** button, or disconnect the headset).

If the paged station does not answer (*i.e.*, retrieve the person from hold), the call is forwarded to the paged user's voice mailbox.

If you enter or select something other than a station when selecting whom to page, *VIP 7* will ignore it and you will have to make a different selection.

## Quick Switch

**Important:** For the Quick Switch feature to work, the Installer or System Administrator must have programmed a relationship between the desktop extension and the Cordless Handset.

Click the **Quick Switch** button to transfer an active call between the phone and an ESI Cordless Handset (in either direction — to or from the ESI desktop phone).

### Quick Switch Ring Options

When both the desktop extension and Cordless Handset are idle, click the **Quick Switch** button. A pop-up window will appear that will allow you to select one of the following options:

- **RING DESKTOP** — Only the desktop phone rings.
- **RING CORDLESS** — Only the Cordless Handset rings.  
In either of the two cases above, re-routing (including to a voice mailbox) will follow the desktop phone.
- **NO RING OPT** — If a caller dials (or is transferred to) the desktop phone, only that phone rings. If the caller dials (or is transferred to) the Cordless Handset, only the Cordless Handset rings. Re-routing follows whichever phone rang.

Upon selecting one of the ring options, the pop-up window will close.

### Performing Quick Switch

1. During a call, or when a call rings to the desktop, click the **Quick Switch** ribbon button or Esi-Key.
2. Press the **Quick Switch** button to “blind-transfer” the call to the ESI Cordless Handset, causing it to ring, while simultaneously disconnecting the ESI desktop phone.
3. To answer the ringing call, press the **TALK** key on the Cordless Handset. Again, the Quick Switch button on the desktop phone lights green to indicate the ability to perform a Quick Switch.
4. When and if desired, press the **Quick Switch** ribbon button. This blindly transfers the call back to the desktop phone, causing it to ring, while simultaneously disconnecting the Cordless Handset. In turn, you can do this in reverse order (*i.e.*, if you begin a call on your Cordless Handset, you can Quick Switch the call to your desktop phone and, if desired, back again).

**Notes:** If you unintentionally transfer a call, clicking the **FLASH** ribbon button will not retrieve the call. However, you can perform another Quick Switch, or use the **PICK UP** button, to retrieve the call from the ringing extension.

If you are on a call while another call comes in, and you Quick Switch the active call to the other phone (desktop or Cordless), then the call waiting call will continue to ring and follow regular system routing (such as to your voice mailbox) if not answered in some manner.


## Recording

Recordings consist of recording a station or CO call or recording a memo. Recordings are stored in the phone system, not the phone. Recordings can be viewed in VIP 7's **Voice Mail** application.

The time limit range for a recording is 0–120 minutes. The default time limit is 10 minutes. The ESI phone system automatically stops when the recording reaches the 120-minute time limit. You can click the **Recording** button again to begin recording another 120 minutes.

### Recording a memo

1. While the phone is idle, click the **Record** ribbon button.

At this time, a short beep will play and the recording icon (  ) will appear in the status bar, indicating the recording process has begun.

2. To make the recording, speak into the handset, speakerphone, or (optional) headset.
3. To end the recording, either click the **Record** ribbon button again or click **End**.

## Recording a call

1. During a call, click the **Record** ribbon button.
2. The recording icon will appear in the status bar.
3. To end the recording, either click the **Record** ribbon button again or click the **End** ribbon button (the latter choice will also end the call).

## Service Observe

The site administrator may assign service observing capability to those users who need to silently monitor others' calls (e.g., in order to aid in quality assurance of call activity). The station that performs the service observe must be enabled for this feature. This station can observe only those stations or departments listed in the Installer.

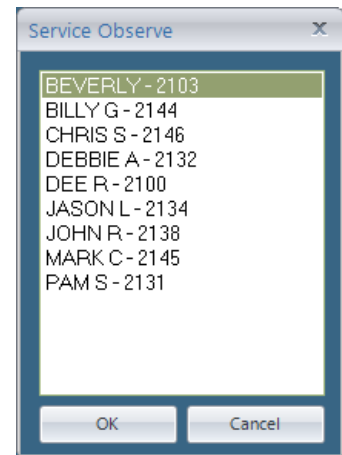
Service Observe is selectable from the call handling ribbon, Esi-Keys, the **Stations** tab under **Contacts**, and from the *VIP 7 ACD Supervisor* window.

No audible prompts are used during service observe.

### Using Service Observe from the ribbon button or Esi-Keys

1. When the phone is idle, select the **Service Observe** ribbon button or Esi-Key. This will present a window of available stations that can be observed. Only approved stations that are on active calls can be service-observed, and therefore will be the only stations in the list.
2. Double-click the desired station from the list. The phone will immediately go into service-observe mode.
3. To stop observing, click **End**.

This list is static. To refresh the list, close and re-open the window.



### Using Service Observe from the Stations tab

1. Go to the **Stations** tab under **Contacts**.  
The **Svc Obs** column will show a gray eye icon for those stations you're approved to observe. If the icon turns red, that station is on an active call.
2. Double-click the red eye icon. The phone will immediately go into service-observe mode.
3. To stop observing, click **End**.

## Transfer

While on a call (station or CO), selecting **Transfer** will present a window with the following choices in the pull-down menu:

Transfer to . . .	Description
<b>Contacts</b>	A list of personal contacts. If a station does not have trunk-to-trunk transfer enabled, you will not be able to transfer your phone to a CO phone number.
<b>Mailbox</b>	A list of station mailboxes.
<b>Extension</b>	A list of extensions and departments programmed on the ESI system.
<b>All</b>	A combined list of all three list types shown above.

Also available is a blank field, at the bottom of the window, where you can manually enter a number.

Regardless of what's chosen, you can enter the desired number from the fixed keypad or virtual keypad.

### Transferring a call

1. While on a call, click the **Transfer** ribbon button.
2. Choose the desired number by double-clicking an entry in one of the four lists mentioned above, or manually entering a number in the blank field.
3. At the bottom of the window, click either of the following buttons: **Supervised** or **Transfer**.
  - a. For a supervised transfer, stay on the line and, when the transferred-to person answers, you can announce the caller and then hang up to complete the transfer.
  - b. For an unsupervised transfer, there's no need to stay on the call; simply hang up.

## Virtual Answer

The Virtual Answer feature, when activated by pressing the **Virtual Answer** ribbon button, plays a greeting to the caller when your extension is busy and routes the caller to a desired destination.

To use this feature, you must first record a virtual answer greeting, which can be done only from the phone. Once the greetings are recorded, you can add the Virtual Answer buttons to the *VIP 7* call-handling ribbon or Esi-Keys. To start, program a programmable function key with either **5 7 5** or **5 7 6**. Prompts will instruct you in how to record the greeting and program the caller's destination.

The destination can be either the default call waiting or another station; the system takes the caller there after playing the recorded greeting. With call waiting, the system places the caller on hold as call waiting ("camping on") for your station; if the caller cannot wait, then the caller may do any of the following:

- a. Press **1** to reach your voice mail.
- b. Enter another extension.
- c. Press **0** to reach the Operator.

With another station selected, the call is forwarded to the station.

### To record the greeting from an idle phone:

1. Press the chosen programmable function key; then press **Record**.
2. Follow the prompts to record the greeting and program the destination.

Sample greetings for Virtual Answer Keys:

*"Hello. This is Harvey. I'm currently on another line, but I'd really like to speak to you. Please hold and I'll be with you shortly. However, if you do not wish to wait on hold, press 1 to leave me a voice message. You may also either dial another extension or press 0 to reach the Operator."*

*"Hello. This is Bill. I'm currently on another line, but I have been notified of your call. I am sending your call to our Sales Department administrator for more immediate assistance. Please remain on the line as your call is being transferred. Thank you."*

## Virtual Answer Key 1 / Virtual Answer Key 2

There are two virtual answer ribbon buttons — **Virtual Answer 1** and **Virtual Answer 2**. Both buttons are listed in the busy ribbon menu under **Settings > Ribbon Programming**. Greetings for both buttons are recorded separately. The two virtual answer ribbon buttons are available only when a second call (in call waiting) rings your station.

When selected, the **Virtual Answer** button plays a greeting to the call waiting party through your station. This automatically routes the call to a specific destination.

*Scenario:* Your station is on a call. A second call comes in (call waiting) as shown in the active call window. You are unable to usher the current party off the call and you do not want the incoming party to hang-up. Therefore, you press a virtual answer ribbon button, which plays a greeting to the caller such as, *"Thank you for calling. I'm currently on the other line. Please hold and I'll be with you shortly."* The caller is then "camped on" to your station, which is like a holding state. After the first calling party disconnects (hangs up) the second calling party (which is camped on) automatically rings your station.

Virtual answer gives the calling party (caller) the following choices:

- Do nothing, which places the call on extension hold
- Dial '1' to leave a voice mail
- Dial '0' to ring the attendant
- Dial another extension or department to reach someone else

**Notes:** This works only if call waiting is enabled for your station.

This feature cannot be used on the first ringing call.

You cannot use this feature during live answer (for live answer calls). Normally, call processing would enforce this. Instead of allowing the user to make the selection and then have call processing send the user an error, it is preferable that VIP 7 prevent the user from selecting a Virtual Answer button by graying them out when in the live answer mode.

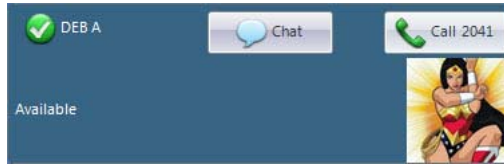
The destination can be either the default call waiting, or another station. The system takes the caller to that destination after playing the recorded greeting. With call waiting, the system places the caller on hold as call waiting ("camping on") for your station; when you select the other station, the caller is forwarded to your station.

# Instant Messaging



This allows for real-time online chat between fellow *VIP 7* users on the same network. To start instant messaging, you must first add to the **Esi-Talk** application those with whom you wish to chat:

1. From the *VIP 7* home screen, launch **Instant Messaging**.
2. Click the green plus icon in the toolbar.  
A list of available ESI stations will appear.
3. Select all those stations with which to want to chat.
4. Click **OK**.  
The contacts you chose will appear in the **Esi-Talk** window.
5. Click the **Messaging** icon located on the home page. This will open the **ESI Talk** pop-up window.
6. From the **Esi-Talk** pop-up window, maneuver your mouse pointer over the contact with whom you wish to chat (text). This will open a pop-up window, which displays a Chat icon, a Call icon, the contact's name and their availability.
7. To begin chatting, either:
  - Click the **Chat** button in the pop-up window  
or
  - Click the **Chat** button on the toolbar of the **Esi-Talk** window.



The first time you attempt to chat, that person will receive a chat invitation; he/she can accept or deny your request to chat. The person receiving the text message can either type a response or select a "canned" Quick Response.

8. To access the quick response text, either:
  - Click the instant messaging window. It's located in the lower right-hand corner of the **Chat Sessions** window,  
or
  - Click the **Settings** icon, which is located on the toolbar of the **Esi-Talk** window.






You will not be sending the message until you actually click **Enter**.

Only two people can "talk" to each other per instant messaging window, so there is a separate window for each two-way "conversation." The person's name and extension is located at the top of the window, so you can be certain with whom you are instant-messaging. (The window's width can be adjusted).














To use this feature, both sender and receiver must have the *VIP 7* Call Display running (even if it is only minimized). If you send a text message to someone who does not have *VIP 7* running, the text-messaging window will tell you the person is not on-line for text messages from a *VIP 7*-compatible application.

## Status reference: Instant messaging

Status	Description	
Available		User is online and available to chat.
Quiet Time		User is online but has stated that they would prefer not to receive chats.
Busy		User is online but has stated that they do not want to be disturbed.
Idle		User is online but has been away from VIP 7 for a while.
Unavailable		User is not running VIP 7 or has not accepted your chat request.

## Toolbar reference: Instant messaging

Status	Description	
Chat		Initiate a chat with the person who is highlighted with the blue border in the instant messaging contact list.
Call		Initiate a station-to-station call with the person who is highlighted with the blue border in the instant messaging contact list.
Add Contact		Add an ESI station to your instant messaging list.
Delete Contact		Delete the station in the list that is highlighted with the blue border.
View		This provides various ways to view the instant messaging contact list: <ul style="list-style-type: none"> <li>• Sort by name</li> <li>• Sort by extension</li> <li>• Sort by state</li> <li>• Show pictures</li> <li>• Show offline friends</li> </ul>
Search		Search the instant messaging contact list by station number or name.
Settings		This provides access to: <ul style="list-style-type: none"> <li>• Quick Messages</li> <li>• Notification</li> <li>• General</li> </ul>
Thumbnail		Displays the contact's thumbnail picture (which is a graphical representation of the user). By default, the thumbnail is "the gray man" shown at <i>left</i> .
Save		Save a chat to a local or network location.
Erase		Erase the active chat history.
Messages		Select from the list of "canned" messages to use as a reply in a chat.

## Settings

### Quick Messages (Add/Delete):

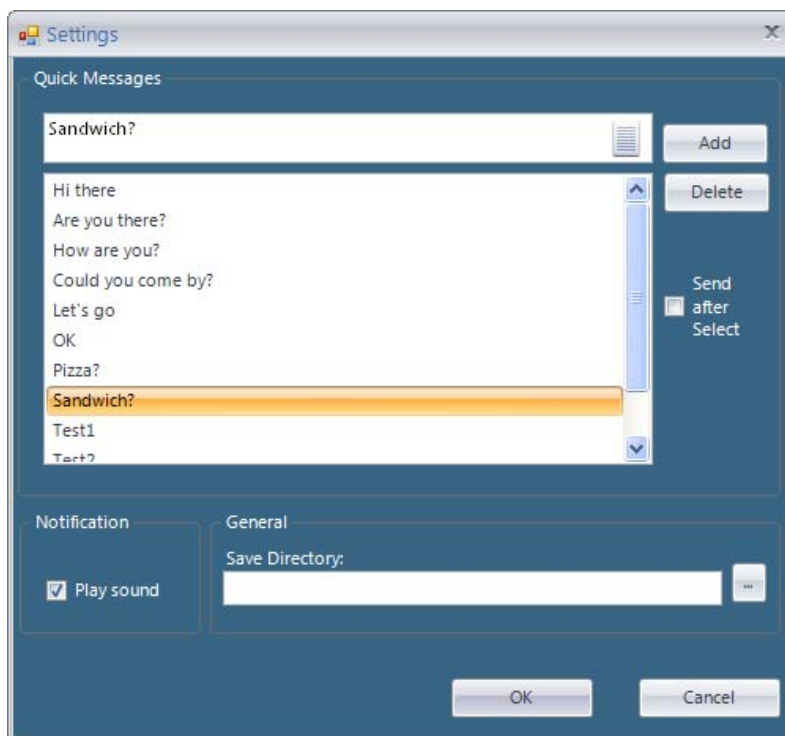
1. To add a Quick Message, manually enter the desired message and then click **Add**.
2. To delete an existing Quick Message, click the undesired message and then click **Delete**.
3. If desired, click the **Send after Select** box to enable.

### Notification:

Play sound — click **Play sound** box to enable. This sound will play through only the PC speakers.

### General:

1. Manually enter the desired directory into the Save Directory field, or click the browse button that is adjacent to the Save Directory field to select a save directory location.
2. Click **OK**.

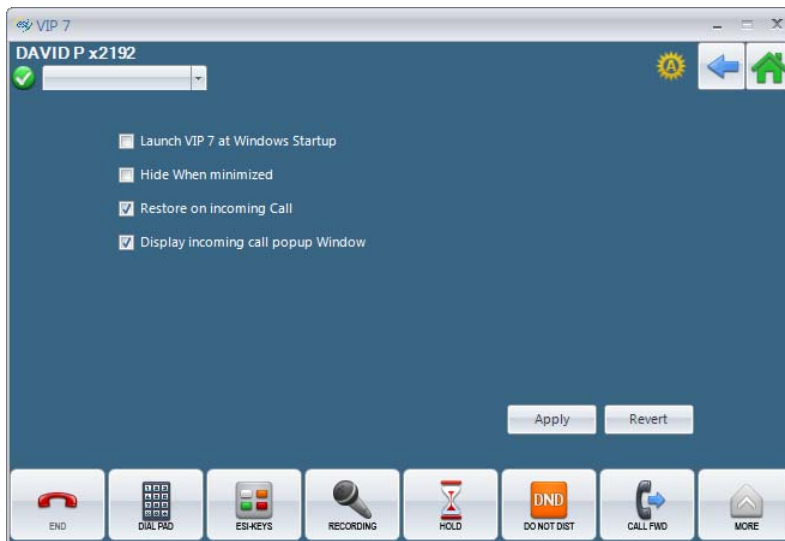


## Settings

The following features are accessible from the **Settings** icon located on the home page.



## VIP 7 Settings



The following *VIP 7* settings can be enabled or disabled:

- **Launch *VIP 7* at startup.**
- **Hide when minimized.**
- **Restore incoming call.**
- **Display incoming call pop-up window.**

To program *VIP 7* settings:

1. From the *VIP 7* home page, click the **Settings** widget.
2. Double-click the ***VIP 7* Settings** button.
3. Enter the settings as outlined below:
  - **Launch *VIP 7* at Windows Startup** — Click to enable.
  - **Hide when minimized** — Click to enable.
  - **Restore on incoming call** — Click to enable.
  - **Display incoming call pop-up window** — Click to enable.
4. Click **Apply** to save, or click **Revert** to return settings to the previous state.

## Extension Settings

The **Extension Settings** window is used to assign or update your station extension number, mailbox password, the NSP IP Address, and Port Number.

To program extension settings:

1. Enter your extension number and current voice mail password in the appropriate fields.

**Important:** The extension and password you use for *VIP 7* must match your phone system extension and voice mail password.

2. Enter the network information for each field.

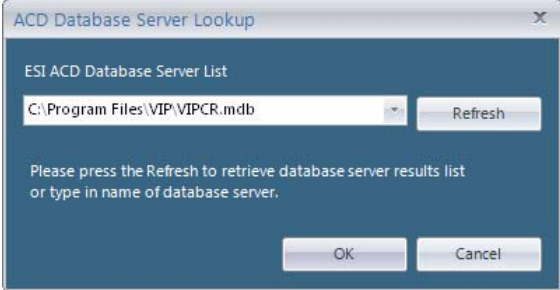

**Note:** The NSP Public IP Address and VIP Port settings (grayed-out in the example shown, above) apply only if you are using *VIP 7* Softphone and the Operating Mode is set to Remote. Change these settings only if instructed by your System Administrator.

3. Click **Apply**. To return settings to the previous state, click **Revert**.

**Notes:** If you use the phone to change your mailbox password, you must update your *VIP 7* settings.

If you are not installing *VIP 7* for the first time and you change your password via *VIP 7* user programming, then you do not need to update the Extension Options.

## Extension settings: Descriptions

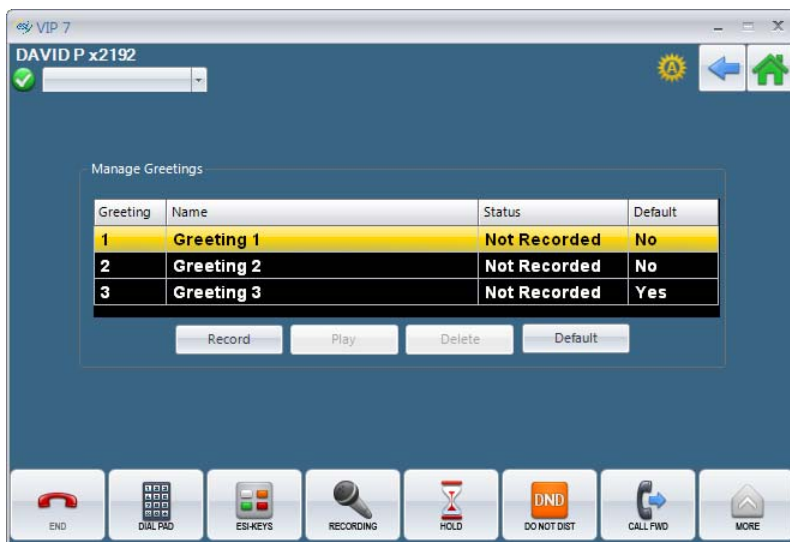
Feature	Description
<b>Extension Number</b>	<p>Enter your station's extension number.</p> <p><b>Note:</b> The extension you use for <i>VIP 7</i> must match your phone system extension.</p>
<b>Voice Mail Password</b>	<p>Enter your voice mail password.</p> <p><b>Note:</b> The password you use for <i>VIP 7</i> must match your voice mail password.</p>
<b>NSP Private IP Address</b>	This IP address is the private number assigned to the system's NSP. Consult the system administrator for this number.
<b>NSP Public IP Address</b>	This IP address is on the WAN side of the gateway or router that interfaces to the NSP. Consult the system administrator for this number.
<b>Port Number Prefix</b>	By default, the port prefix is 59. Consult the system administrator for this number.
<b>ACD Database Server</b>	<p>Click <b>Lookup</b> to view the available servers. The following screen will appear.</p> 
<b>VIP Port</b>	This field is used only when using <i>VIP 7</i> with a remote IP phone or with a remote installation of <i>VIP 7 Softphone</i> . Consult the system administrator for this number.
<b>Operating Mode</b>	Select <b>Local</b> or <b>Remote</b> .
<b>Thumbnail</b>	 Displays the contact's thumbnail picture (this is a graphical representation of the user).

## Contact synchronization settings

See "Sync'ing contacts," page C.11.

## Manage Greetings

If you click **Manage Greetings**, a window by that name appears. Three selectable personal greetings are listed, along with the recording status of each greeting (Recorded or Not Recorded) and the default status. Only one greeting can be active at a time.



The **Record**, **Play**, and **Delete** buttons are grayed-out until a specific greeting is selected via the checkbox. The checkbox allows you to select a greeting to record, delete, or play. If you don't select a greeting, the phone won't know which of the three greetings to record when you click the **Record** button.

- **Play** — Simply plays the current recorded greeting. When this is selected, you'll be routed to the active call screen that displays "playing personal greeting [x]." When the greeting stops playing, you'll be returned to the personal greeting programming screen.
- **Delete** — Will delete the recording associated with that greeting number. The status and default columns change to "Not Recorded" and "No," respectively.
- **Record** — Allows you to record or re-record the greeting. When this is selected, you'll be routed to the active call screen that displays "Record greeting [x]." Next, a beep will play to indicate the beginning of the recording process. After you click **End** in the active call window, you'll be returned to the personal greeting programming page. The status column will display "Recorded."

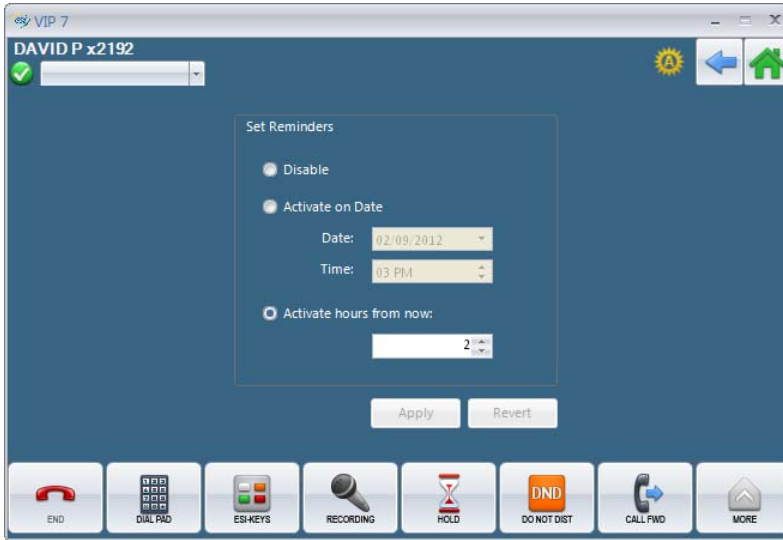
The **Name** column of the personal greeting is entered directly from the personal greeting programming screen. Clicking this field presents the on-screen keyboard for data entry. The name is not limited.

The default greeting is selected by clicking the application's radio button. Only one greeting can be the default. Therefore, if Greeting 1 is your current default and you change it to Greeting 2, the radio button for Greeting 1 is automatically de-selected.

To manage personal greetings from *VIP 7*:

1. From the *VIP 7* home page, click the **Settings** widget.
2. Double-click the **Manage Greetings** icon.
3. Click the desired Greeting (**Greeting 1**, **Greeting 2**, or **Greeting 3**), then select the desired setting:
  - **Record** — Click **Record**. A beep will sound to indicate when to begin speaking into the phone.
  - **Play** — Click **Play** to play back the selected greeting through the phone.
  - **Delete** — Click **Delete** to delete a recorded greeting.
  - **Default** — Click **Default**.

## Set Greeting Reminder



If you frequently change your greeting (e.g. to mention the current date and confirm that you are in the office), it may be helpful to set a reminder.

Three reminder options are provided:

- **Disable** — Disables the current set reminder.
- **Activate on date/time** — Reminder is based on a fixed date and time.
- **Activate hours from now** — Sets a reminder based on the number of hours from when you entered the time setting.

To program these settings:

1. From the *VIP 7* home page, click the **Settings** widget.
2. Double-click the Voice Mail Password Security icon.
3. Enter the settings as outlined below:
  - **Disable** — Click **Disable** to disable the current set reminder.
  - **Activate on Date** — Click **Activate on Date** to enable, and use the up/down keys to select first the desired date (format *mm/dd/yyyy*) and then the desired time (format *hh:mm:ss*).
  - **Activate hours from now** — Click **Activate hours from now** to enable; then type in, or use the up/down keys to select, the specific number of hours (from the current time) when you'd like to be alerted of your reminder. **Range:** 0–500 hours.
4. Click **Apply** to save, or click **Revert** to return settings to the previous state.

## Voice Mail Password Security



The **Voice Mail Password Security** screen allows you to control voice mail access by means of password protection and three levels of security access.

This screen provides three levels of security for accessing your station's voice mailbox:

- **No password required** — No password is required for access from any phone.
- **Require a password for remote voice mail access** — Password is required only for remote access, from either off-premises or another station within the phone system.
- **Require a password for all voice mail access** — Password is always required.

To program voice mail password security settings:

1. From the *VIP 7* home page, click the **Settings** widget.
2. Double-click the **Voice Mail Password Security** icon.
3. To set a password for your station's voice mailbox, type in a new password (the password format is 2–8 digits) and then press # (pound key).
4. Click one of the desired security level buttons to enable:
  - No password required.
  - Require a password for remote voice mail access.
  - Require a password for all voice mail access.
5. Click **Apply** to save, or click **Revert** to return settings to the previous state.

## Station Audibles

The **Station Audibles** screen provides control of the following audible items.

- **Station Ring Tone** — Select from six possible tones. Select a ring tone, and then click **Test** to listen to the sample.
- **Station Ring Volume** — Adjust using a sliding volume bar (range: off to high).

**Note:** If the ringer volume is turned off, the status indicator lamp will not “flutter” when an incoming call, or recalled call is presented to the phone.



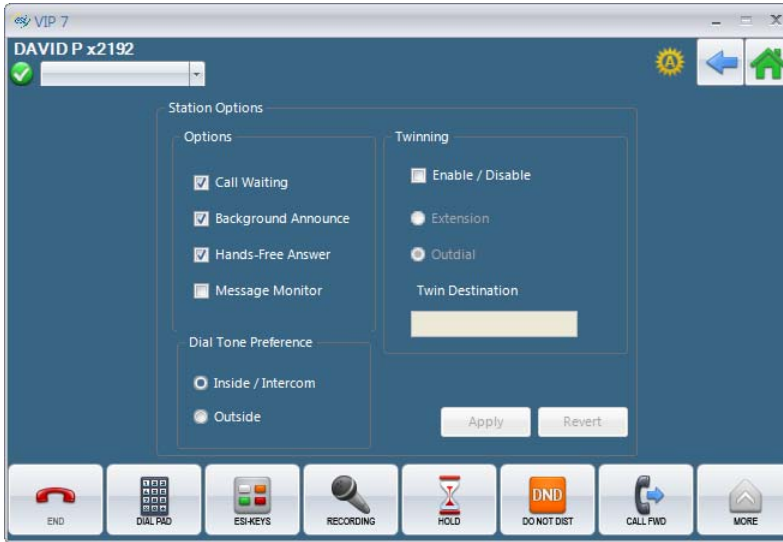
To program station audibles settings:

1. From the *VIP 7* home page, click the **Settings** widget.
2. Double-click the **Voice Mail Password Security** icon.
3. Under **Ring Tone**, select one of the listed ring tones.
4. Under **Ring Volume**, adjust the ring volume by using the sliding volume control.
5. If you want the phone to ring momentarily whenever you receive a voice mail, click **Enable Message Ring** so that the box is checked. (This setting is helpful if, for example, you can't stay in the same room with your ESI desktop phone.)
6. To test the ring tone and ring volume you selected above, click **Test**.

**Note** You can't test a different ring tone until the current ring tone in play has finished playing.

7. To save the settings, click **Apply**; or, to return the settings to their previous state, click **Revert**.

## Station Options



The **Station Options** screen lets you enable and disable several station options, dial tone preferences, and twinning.

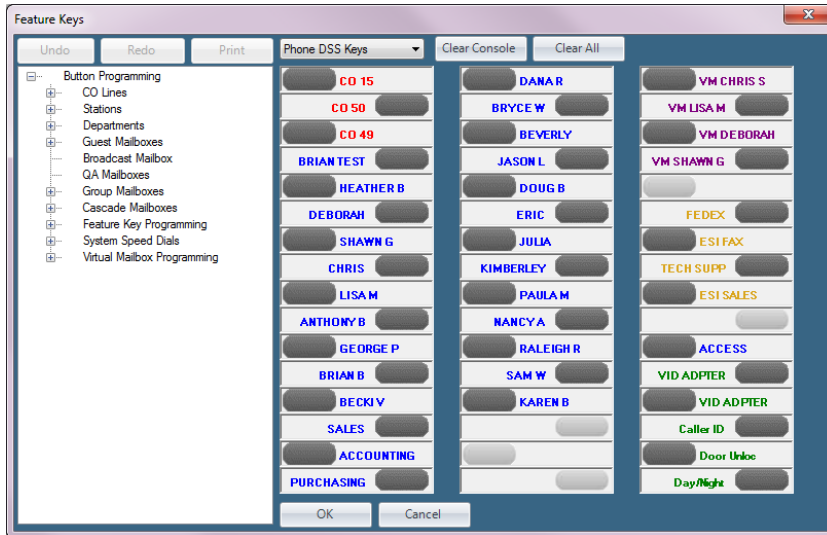
1. From the *VIP 7* home page, click the **Settings** widget.
2. Double-click the on the **Station Options** icon.
3. Enter the settings as outlined in the table (starts *below*).
4. Click **Apply** to save, or click **Revert** to return settings to the previous state.

Feature	Description
<b>Options</b>	
<b>Call Waiting</b>	Click <b>Call waiting</b> to enable.
<b>Background Announce</b>	Click <b>Background Announce</b> to enable.  See "Background Announce," p. E.3.
<b>Hands Free Answer</b>	Click <b>Hands Free Answer</b> to enable.
<b>Message Monitor</b>	Click <b>Message Monitor</b> to enable. This state appears to the far right, and is represented by an icon of an ear. When the message monitor icon appears, it represents that this mode is enabled.  See "Message Monitor," p. E.11.
<b>Dial Tone Preferences</b>	
<b>Inside / Intercom</b>	Click <b>Inside/Intercom</b> to enable.
<b>Outside</b>	Click <b>Outside</b> to enable. This tells your station to connect automatically to an available outside line ( <i>i.e.</i> , you are not required to dial <b>9</b> or <b>8</b> or <b>71-76</b> before the phone number). Therefore, when you lift the handset, or press <b>SPEAKER</b> , you immediately receive an outside dial tone from the highest-numbered line available (that is the highest line available and cannot be changed).  <div style="border: 1px solid black; padding: 10px;"> <p><b>Notes:</b> To place an internal call while in this mode, press the appropriate station key. Alternatively, press the phone's <b>TRANSFER</b> key (to switch to internal dial tone), and then dial the extension number.</p> <p>On an ESI Cordless Handset, press the <b>TALK</b> key to receive internal dial tone.</p> </div>

Feature	Description
<b>Twinning:</b> Allows you to have all calls directed to your extension ring an additional number. This can be either an internal extension or an outdial number.	
<b>Enable / Disable</b>	Click <b>Enable/Disable</b> to set.
<b>Extension</b>	Click <b>Extension</b> to enable.
<b>Outdial</b>	Click <b>Outdial</b> to enable.
<b>Twin destination</b>	<p><b>For Extension:</b> If you selected <b>Extension</b>, then enter an extension number of up to four digits in length.</p> <p><b>For Outdial:</b> If you selected <b>Outdial</b>, then enter a phone number of up to 24 digits in length. This number must include an outside line access code (e.g., 8, 9, or 71-76) before the number. To change this number, you must first delete it and then re-enter the number.</p>

## Feature Keys

To assign phone numbers, extensions, mailboxes, or departments to your ESI desktop phone's programmable feature keys, click **Feature Keys** in the **Station Settings** tab.



The number of programmable keys shown depends on the ESI phone model you are using:

ESI phone model	Number of programmable keys
ESI 60 Business Phone	48
48-Key Feature Phone	30
ESI 40 Business Phone	16
ESI 30 Business Phone	18
(Legacy) 24-Key Feature Phone	18
60-Key Expansion Console	60

In the resulting **Feature Keys** window (above), a representation of the phone's programmable feature keys is displayed. To the left of these images is a list shown in the familiar "folder tree" form you may have seen in *Windows* and *Outlook*. This list shows you the outside lines ("CO lines"), stations, ACD departments, voice mailboxes, and functions that you can assign to the programmable feature keys.

To program feature key settings:

1. From the *VIP 7* home page, click the **Settings** widget.
2. Double-click the **Feature Keys** icon.
3. To make an assignment to a key, drag-and-drop the item from the “folder tree” list onto the key. In addition, you can:
  - Perform direct programming of a key by right clicking the key, and selecting **Edit Button** from the resulting pop-up menu.
  - Add a personal number by right-clicking a light gray programmable feature key and selecting **Edit Button** from the resulting pop-up menu.
4. Enter the settings as outlined in the table (starts *below*).

Feature	Description
<b>Number</b>	Enter the desired external number or Esi-Link number. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <b>Note:</b> An external number requires a line access code.         </div>
<b>Name</b>	Enter the desired name, which is limited to 10 characters.
<b>Custom Color</b>	The key label color defaults to certain colors — typically black, blue, green, and red. The label color can be changed by choosing a color in the drop-down list. When you or your System Administrator uses <i>VIP 7</i> to print a paper overlay for your keys, the selected color appears for that label.

### Editing Feature Keys

- To change a feature key's name or label color, right-click the desired key and choose **Edit**. Make the changes and click **OK**.
- To change the number of a key that is programmed as an ESI system key (stations, mailboxes, departments, etc.), drag-and-drop the desired selection from the tree.
- To change the number of a custom key, right-click the key and choose **Edit**. Change the number and click **OK**.

## System Speed Dials

See “System Speed-Dials Tab,” p. C.16.

## Virtual Mailbox Programming

The following virtual mailboxes are available:

- Virtual guest mailboxes
- Virtual Q & A mailboxes
- Virtual broadcast mailbox
- Virtual group mailboxes
- Virtual cascading mailboxes

Virtual mailboxes are not available in Esi-Keys.

## Entry/Exit Settings



### Entry Settings

Select a phone or pager number to send voice mails. You can also select **None** to have the system default manage your voice mail.

- As with off-premises “reach-me,” a large percentage of users use only one or two different phone/pager numbers. Typically, this is your cell phone. You may enter a number directly into the field. When this is accessed, the on-screen dial pad will appear or you can use the fixed dial pad.
- To change the number, click the field of choice. Enter a new number to replace the previous entry.
- If you would like to select a number from the contacts application, click the **Contact** icon located to the right of the phone and pager fields.
- The phone and pager share the following guidelines:
  - A 24-digit maximum for each number.
  - A line access code is not to be entered before the number.

Select a personal greeting to be played for those who leave a voice mail. The default is Greeting 1. You can use only a greeting number that has an actual greeting.

### Exit Settings

Exit settings have the same choices as entry settings plus a few more. The number and greeting settings are independent from the entry settings.

You must choose between one of the two radio buttons:

- **Send calls to Voice Mailbox and play the personal greeting below** — Live calls will go to the station’s voice mailbox and play the personal greeting that is selected at the bottom of the exit settings section.
- **Forward calls to a number and play the personal greeting.**

Regardless of which radio button is selected, you must choose if, and how, you want to receive voice mail notifications.

Regardless of anything chosen in this section, you must select a personal greeting. Only one greeting can be selected for all the exit settings.

## Configuration

Follow the configuration settings as specified in the following table.

Feature	Description
<b>Entry Settings</b>	
<b>Notifications</b>	<p>Determines how you are to be notified when you receive a voice mail message or outside phone call. Your choices are:</p> <ul style="list-style-type: none"> <li>• None</li> <li>• Phone</li> <li>• Pager</li> </ul> <p>To modify notification setting: From the <b>Notification</b> pull-down menu, select <b>Phone</b> or <b>Pager</b>, then click <b>Modify</b>.</p>
<b>Personal Greetings</b>	<p>Determines which personal greeting to be played for callers to leave a voice mail:</p> <ul style="list-style-type: none"> <li>• Greeting 1 (default)</li> <li>• Greeting 2</li> <li>• Greeting 3</li> </ul> <p>If you click <b>Record</b>, <i>VIP 7</i> will display the <b>Manage Greetings</b> window for recording, deleting, and playback of greetings (see p. E.14).</p>
<b>Exit Settings</b>	
<b>Notifications</b>	<p>Determines how you will be notified when you receive a voice mail message or outside phone call. Your choices are:</p> <ul style="list-style-type: none"> <li>• None</li> <li>• Phone</li> <li>• Pager</li> <li>• Call Forward</li> </ul> <p>To modify notification setting: From the <b>Notification</b> pull-down menu, select <b>Phone</b> or <b>Pager</b>, then click <b>Modify</b>.</p>
<b>Call Forward</b>	<p>This field is editable if the <b>Notification</b> field has been set to <b>Call Forward</b>. Forward calls to the destination you provide. You can enter a phone number or click <b>Modify</b> to select the desired extension, mailbox, or contacts.</p>
<b>Personal Greeting</b>	<ul style="list-style-type: none"> <li>• Greeting 1</li> <li>• Greeting 2</li> <li>• Greeting 3</li> </ul> <p>If you click <b>Record</b>, <i>VIP 7</i> will display the <b>Manage Greetings</b> window for recording, deleting, and playback of greetings (see p. E.14).</p>

## Quiet Time Schedule

You may choose to set the quiet time schedule when you program the ESI Presence Management exit settings and/or off-premises “reach-me” (also known as external message notification).

**Example:** The user has set all calls to be forwarded to his cell phone when he leaves the building. While this is true, he does not want to be disturbed at 2:00 AM. Therefore, the user sets a quiet time that runs from 6:00 PM until 8:00 AM. Exit settings are essentially ignored and the phone system reverts to the defaults for the station, such as sending calls to only the station.

Day	Start	End	Schedule
Monday	8:00 AM	5:00 PM	Schedule
Tuesday	8:00 AM	5:00 PM	Schedule
Wednesday	8:00 AM	5:00 PM	Schedule
Thursday	8:00 AM	5:00 PM	Schedule
Friday	8:00 AM	5:00 PM	Schedule
Saturday	Quiet	Quiet	AllDay
Sunday	Quiet	Quiet	AllDay

Buttons: Clear All, Apply, Revert

Toolbar: CONFERENCE, END, DIAL PAD, ESI-KEYS, RECORDING, HOLD, DND, DO NOT DIST, MORE

Only one quiet time can be set per day. Whatever the time range for the day, you must select, from a drop-down field, to use this time (schedule) or to ignore it (none). Finally, you can choose to have the quiet time set for the entire day (“All Day”). When this is selected, the time range for the day changes from 12:00 to 12:00. When the time range column is set to **None**, the **Start** and **End** time fields will be grayed-out, as illustrated above.

When a range is entered into the time fields, a pop-up window will appear to allow you to enter a time from the on-screen dial pad or the fixed dial pad. You must also select **AM** or **PM**. When a range is entered into the time fields, the data in the time range field automatically changes to **Schedule** until you manually change it to **None**.

**Notes:** Military time (24-hour) format is not supported.

By default, the quiet time is set to **None** for all seven days.

This quiet time schedule is used for both off-premise Reach-Me, and EPM exit settings. If you have both features in use (active), then the quiet time schedule will apply to both.

To program quiet time settings:

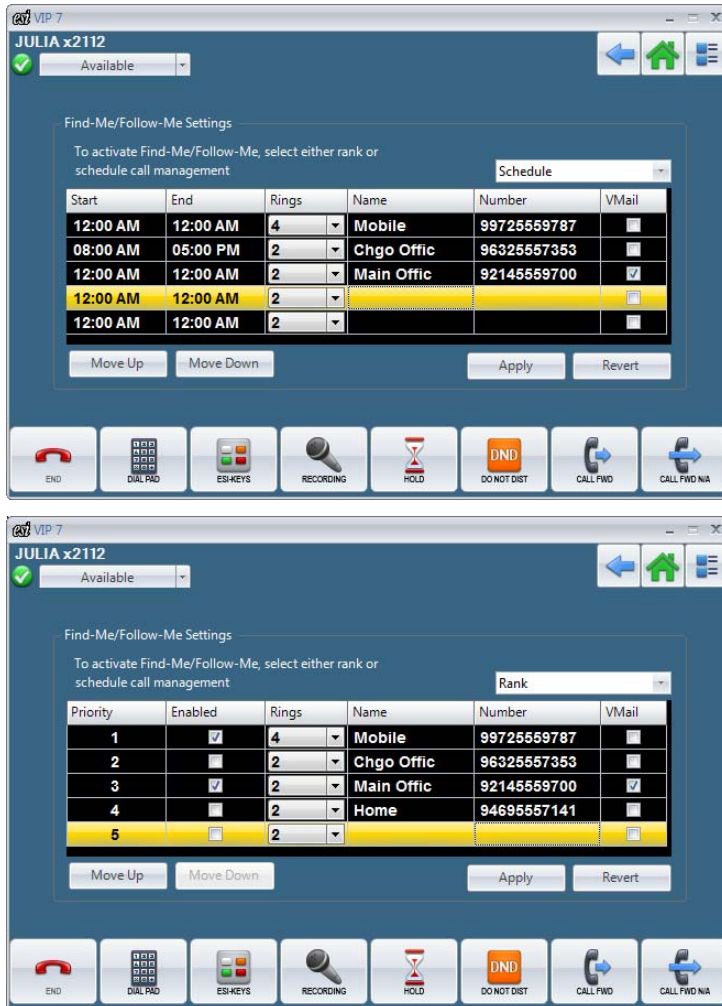
1. From the *VIP 7* home page, click the **Settings** widget.
2. Double-click the **Quiet Time Schedule** icon.
3. Enter the settings as outlined in the following table.

Feature	Description
<b>Schedule</b>	
Start	<p>From the pull-down menu, select the desired start time for the day selected. The format is <i>hh:mm</i>.</p> <div> <p><b>Note:</b> This field may be configured only if <b>Schedule</b> is selected; otherwise, the field is grayed-out.</p> </div>
End	<p>From the pull-down menu, select the desired stop time for the day selected. The format is <i>hh:mm</i>.</p> <div> <p><b>Note:</b> This field may be configured only if <b>Schedule</b> is selected; otherwise, the field is grayed-out.</p> </div>
"When Active"	<p>Only one quiet time period can be set per day. Whatever the time range for the day you must select, from a drop down field, one of the following:</p> <ul style="list-style-type: none"> <li>• <b>None</b> — The time range will show "Normal Routing." This is the default for all seven days.</li> <li>• <b>Schedule</b> — The time range for the day changes from 12:00 to 12:00.</li> <li>• <b>All Day</b> — The time range will show "Quiet."</li> </ul>

4. Click **Apply** to save, or click **Revert** to return settings to the previous state.

## Find-Me/Follow-Me

The **Find-Me/Follow-Me** application allows you to provide a single phone number so that you may be contacted when you are either away from your office or unavailable. The pictures below show the two methods that can be used: **Schedule** and **Rank**.



You may create a list of five phone numbers to route incoming calls. The caller will be placed on hold, and the list of phone numbers that you created will be tried in a priority-weighted (1–5) order to complete the call. A timer is used to determine how long the system will ring each of the Find-Me phone numbers. In addition, you can schedule when each of the five programmed numbers will be active.

When a Find-Me call is placed on hold, a recording will play that informs the caller, "Please remain on the line while we try to reach your party/" Next, the caller will hear music-on-hold while the system attempts each Find-Me phone number. As each of the Find-Me numbers is dialed, the system will play a recording that says, "You are receiving a forwarded call; press **1** to accept, or press **star** to send the call to voice mail." (Since there is no answer supervision, you will be required to press **1** to accept the call.)

When all of the programmed Find-Me numbers have been dialed, and the call goes unanswered, the calling party will be directed to the called party's programmed re-route destination. This feature will utilize the same quiet time settings as ESI Presence Management.

To program Find-Me/Follow-Me settings:

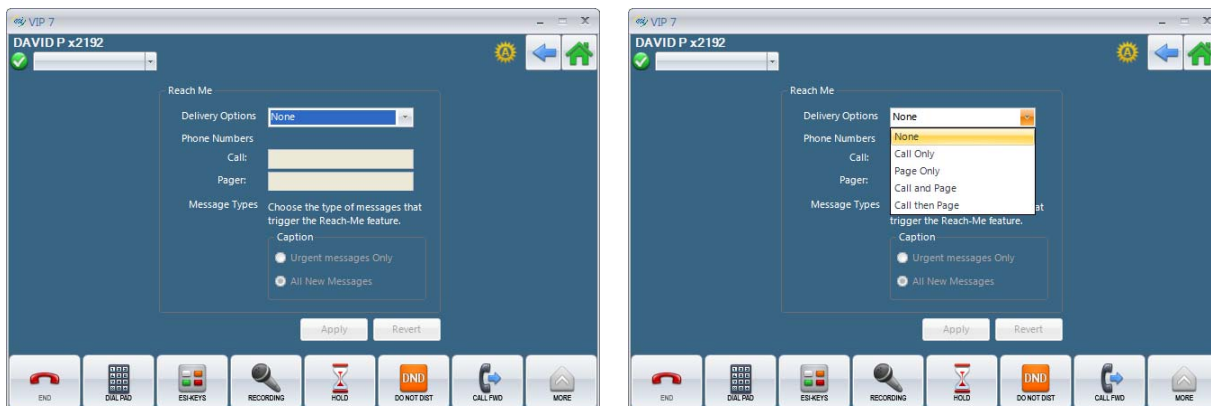
1. From the *VIP 7* home page, click the **Settings** widget.
2. Double-click the **Find Me / Follow Me** icon.

3. Enter the rank or scheduled settings as outlined in the following table:

Field	Description
<b>Find Me/Follow-Me — Rank</b>	
<b>Activate Menu</b>	To activate the Find-Me/Follow-Me settings by rank, select <b>Rank</b> from the pull-down menu.
<b>Priority</b>	Five rows are listed under the <b>Priority</b> setting, in order to enter the Find-Me/Follow-Me phone numbers. The priority ranking is managed by using the <b>Move Up</b> or <b>Move Down</b> keys. If a priority ranking of the same number is selected more than once, then the ranking will be ordered by its row location.  By clicking the <b>Priority</b> column header, the <b>Priority</b> listing can be sorted from the lowest priority to the highest priority, and vice versa (sorting toggles).
<b>Enabled</b>	Click this box to enable or disable (toggles) the selected row.
<b>Rings</b>	Sets the number of times a specific Find-Me/Follow-Me number will ring. Click the <b>Rings</b> button to open the pull down menu. Select the number of rings. <b>Range:</b> 2–8. <b>Default:</b> 3.  By clicking the <b>Rings</b> column header, the <b>Rings</b> listing can be sorted from the lowest number of rings to the highest number of rings, and vice versa.
<b>Name</b>	The column allows you to “label” the phone number entered into Find-Me/Follow-Me. In each <b>Name</b> row, enter the desired name or label (e.g., ESI Station, Mobile, Home, Work, etc.).  By clicking the <b>Name</b> column header, names can be listed in alphabetical order (A–Z), or in reverse alphabetical order (Z–A).
<b>Number</b>	Enter the desired phone number.  By clicking the <b>Number</b> column header, the number listing can be sorted by the lowest number to the highest number, or vice versa.
<b>VMail</b>	Click to enable/disable (toggles).
<b>Find Me/Follow-Me — Schedule Call Management</b>	
<b>Activate Menu</b>	From the pull-down menu, select <b>Schedule</b> to activate Find-Me/Follow-Me feature.
<b>Priority</b>	The user will have five available rows under the <b>Priority</b> setting in order to place the <i>Enhanced Find-Me/Follow-Me</i> phone numbers. In the first row, a ranking will need to be selected (1–5). The user will tap on the row field under the <b>Priority</b> label and via a pop-up list; tap <b>1</b> , <b>2</b> , <b>3</b> , <b>4</b> , or <b>5</b> . If a priority ranking of the same number is selected more than once, then the ranking will be ordered by its row location.  By clicking the <b>Priority</b> column header, the <b>Priority</b> listing can be sorted from the lowest priority to the highest priority, and vice versa.
<b>Start</b>	Click within this field to open. Use the scroll keys to set the start time.
<b>End</b>	Click within this field to open. Use the scroll keys to set the end time.
<b>Rings</b>	Sets the number of times a specific Find-Me/Follow-Me number will ring. Click the <b>Rings</b> button to open the pull down menu. Select the number of rings. <b>Range:</b> 2–8. <b>Default:</b> 3.  By clicking the <b>Rings</b> column header, the <b>Rings</b> listing can be sorted from the lowest number of rings to the highest number of rings, and vice versa.
<b>Name</b>	The column allows you to “label” the phone number entered into Find-Me/Follow-Me. In each <b>Name</b> row, enter the desired name or label (e.g., ESI Station, Mobile, Home, Work, etc.).  By clicking the <b>Name</b> column header, names can be listed in alphabetical order (A–Z), or in reverse alphabetical order (Z–A).
<b>Number</b>	Click within this field. Enter the desired number.  By clicking the <b>Number</b> column header, the number listing can be sorted by the lowest number to the highest number, or vice versa.
<b>VMail</b>	Click to enable/disable (toggles).

4. Click **Apply** to save and exit the feature, or click **Revert** to return settings to the previous state.

## Reach-Me



The **Reach-Me** feature notifies you, via phone or pager, that a voice mail was left on your station. The notification simply states that you have a voice mail waiting; it does not play the actual voice mail.

1. From the **VIP 7** home page, click the **Settings** widget.
2. Double-click the **Reach-Me** icon.
3. Enter the settings as outlined in the following table.

Feature	Description
<b>Delivery Options</b>	
	<p>To control how you wish to be notified when you receive a voice mail message select one of the following from the drop-down menu:</p> <ul style="list-style-type: none"> <li>• <b>None</b></li> <li>• <b>Call Only</b></li> <li>• <b>Page Only</b></li> <li>• <b>Call and Page</b></li> <li>• <b>Call then Page</b> — This selection means the system will attempt to notify your phone first, based on a maximum number of attempts set by either the Installer or the System Administrator. If the initial attempts fail, the system will attempt to notify your pager.</li> </ul>
<b>Phone Numbers</b>	
	<p><b>Note:</b> The phone and pager have the following requirements:</p> <ul style="list-style-type: none"> <li>— 24 digits maximum.</li> <li>— Do not enter a line access code before the number.</li> </ul>
<b>Call</b>	Enter the telephone number at which you would like to be contacted. Entering a new number will replace the previous entry.
<b>Pager</b>	Enter the pager number at which you would like to be contacted. Entering a new number will replace the previous entry.
<b>Message Types</b>	
	<p>Select the type of messages that triggers the Reach-Me feature:</p> <ul style="list-style-type: none"> <li>• <b>Urgent messages only</b> — Only urgent messages are delivered. If this is selected, your personal greeting must include instructions for the caller to press <b>2</b>; this will mark the message as urgent.</li> <li>• <b>All New Messages.</b></li> </ul>

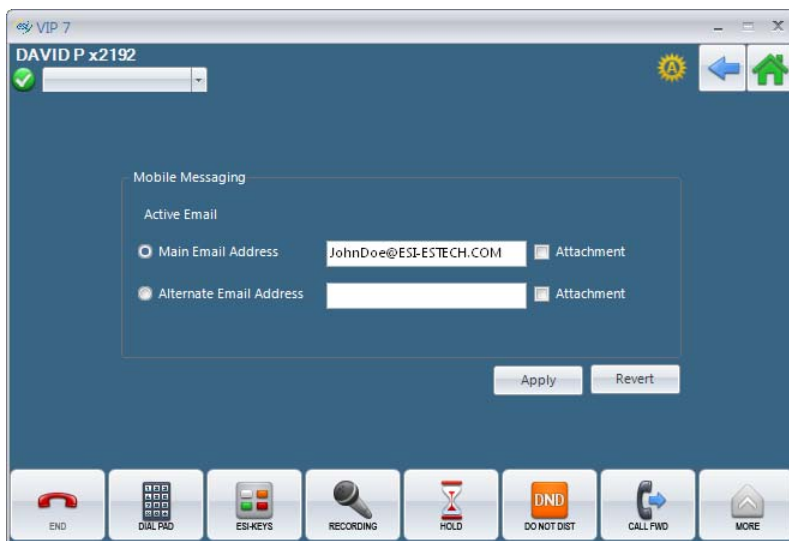
4. Click **Apply** to save, or click **Revert** to return settings to the previous state.

## Mobile Messaging

**Note:** This feature requires your system to be licensed for ESI Mobile Messaging. If necessary, contact your Installer or System Administrator for more information.

Although only one e-mail address can be used by the phone system at a time, both e-mails can be saved to allow you to switch between the main and alternate e-mail address without having to re-enter the e-mail address every time.

You can check one or both “attachment” checkboxes to have your voice mail converted to a .WAV file and then sent as an e-mail attachment (as opposed to a plain e-mail notification).



To program Mobile Messaging settings:

1. From the *VIP 7* home page, click the **Settings** widget.
2. Double-click the **Mobile Messaging** icon.
3. Enter the settings as outlined in the following table:

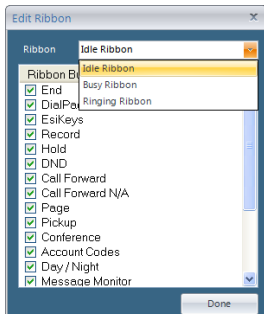
Feature	Description
<b>Active Email:</b> The Active Email part of the Mobile Messaging controls which of two possible e-mail addresses — main or alternate (see text below) — will be notified when you receive a new voice mail message. Each e-mail address has a field where you can specify up to 64 characters in length (use the full <i>username@isp.com</i> format). The Attachment checkbox, next to each address, allows you to select whether to receive an attached .WAV file of each voice mail message. For example, if you enter your work e-mail address in Main Email Address and your personal e-mail address in Alternate Email Address, you can choose to receive the .WAVs only in your work e-mail and not your personal e-mail. (Additionally, you can choose to receive .WAVs in both addresses, either address, or neither of the two addresses.)	
<b>Main Email Address</b>	<ul style="list-style-type: none"> <li>• Enter the desired e-mail address.</li> <li>• Click the <b>Attachment</b> checkbox if you receive an attached .WAV file of each voice mail message.</li> </ul>
<b>Alternate Email Address</b>	<ul style="list-style-type: none"> <li>• Enter the desired e-mail address.</li> <li>• Click the <b>Attachment</b> checkbox if you receive an attached .WAV file of each voice mail message.</li> </ul>

4. Click **Apply** to save, or click **Revert** to return settings to the previous state.

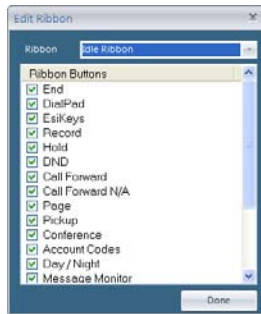
## Edit Ribbon Buttons

The call-handling ribbon can be customized, with respect to the different telephony states, via the phone's **Settings** application. There are three different telephony states – **idle**, **busy**, and **ringing**.

**Edit Ribbon with menu**



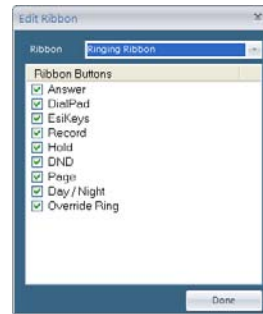
**Idle Ribbon**



**Busy Ribbon**



**Ringling Ribbon**



Each of these telephony states is considered a different ribbon “profile.” Certain applications, such as advanced voice mail, can override or augment these settings with their own profiles or buttons. The order and presence of the application specific profiles/buttons are not configurable by the user.

Each of the telephony profiles has a fixed set of features available to the user. The Ribbon Configuration first presents you with the list of profiles which can be altered: **Idle**, **Ringling**, or **Busy**. Each profile configuration is consistent in layout and functionality. You are presented with a list of all features available in that profile, in a scrollable list format. Each list entry can be drag-and-dropped anywhere within the list. The layout of the list entries is such that the buttons and checkbox are located on the left and the list entry text on the right. The list entry text will contain the name of the feature.

If a list entry (feature) is disabled in the ribbon configuration, it is not placed on the profile when it is active.

**Note:** Some features may be enabled on the ribbon **but** have a run-time enable/disable state based on whether the feature is available at the time. For example: if you have enabled **Door Unlock** on the busy profile, but the extension to which the user is connected is not an ESI Presence Management RFID Reader with door-unlock support, the button is present on the ribbon but unavailable for the user to click.

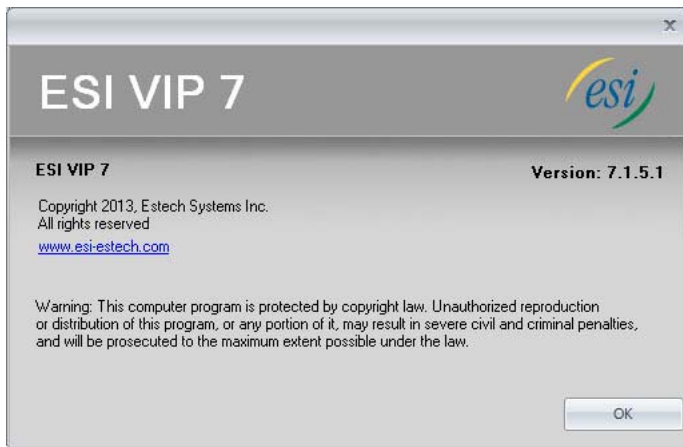
The order of the buttons within the ribbon profile may be arranged by means of drag-and-drop. The top-to-bottom ordering of the list corresponds to left-to-right ordering within the ribbon profile. In other words, the top list entry in the Ribbon configuration is located in the far left of the ribbon when the profile is active. List entries which are disabled can still be re-ordered with buttons which are enabled. This allows you to select the order of the ribbon buttons and include disabled features so that if they are eventually enabled the order is already established.

To edit ribbon button settings:

1. From the *VIP 7* home page, click the **Settings** widget.
2. Double-click the **Edit Ribbon Buttons** icon.
3. Each ribbon is programmable, allowing you to select which features appear on the ribbon and in which order. To select or deselect a feature from the ribbon, click the checkbox next to the feature.
4. Click **Done** to save.

## About Box VIP 7

**About Box VIP 7** provides information regarding the loaded VIP 7 software version, copyright, and ESI's Web site.

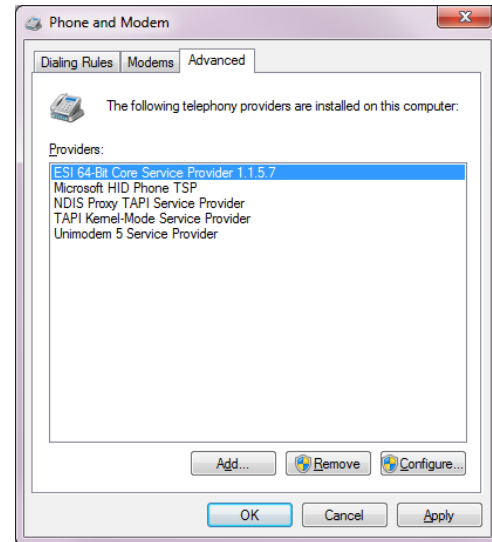


# TAPI

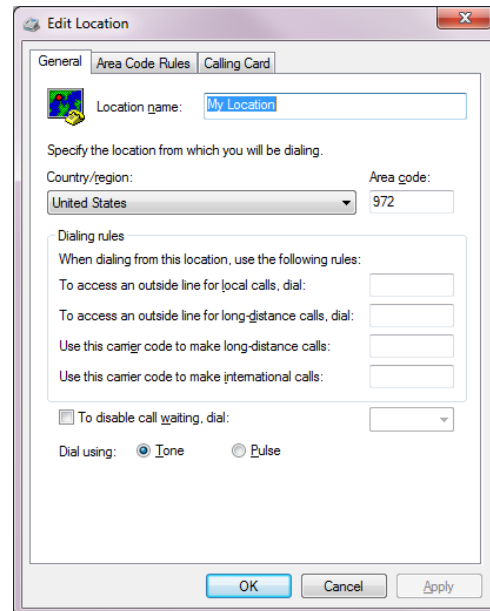
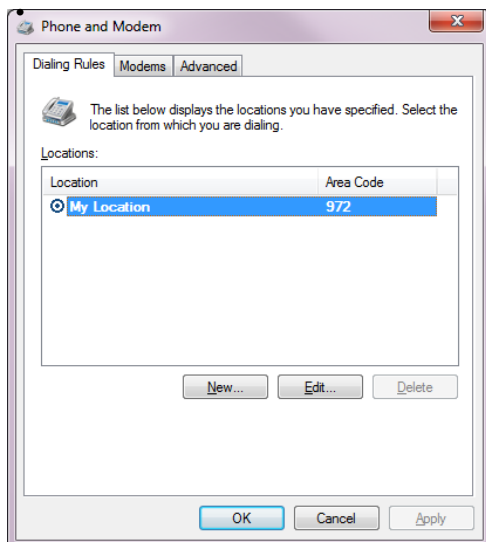
## Set up dialing options and properties

You will need to set up dialing rules in order to make calls from *Outlook* Contacts or other TAPI-supported applications. The instructions below are based on Windows 7. Consult the system administrator for assistance.

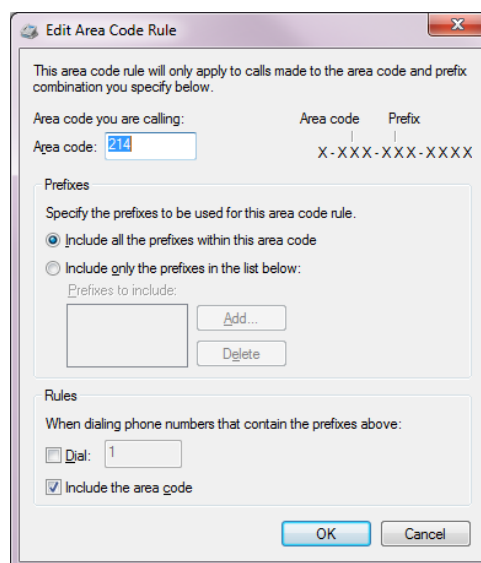
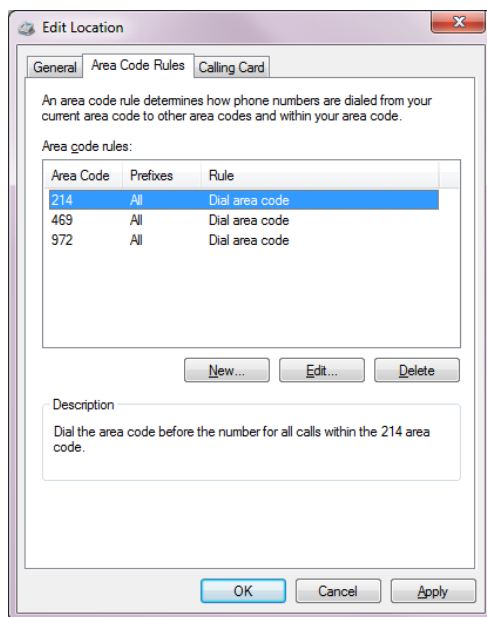
1. Click the PC's Start button and select **Control Panel** then select **Phone and Modem**. In this window you can verify you're using the ESI TAPI 2.0 driver by going to the Advanced tab. The ESI driver should already be selected. If not select it and click Apply. The ESI TAPI driver is not configurable.



2. Select **My Location** and click **Edit**. There are a few fields to complete on the **General** tab.
  - Give this location a different name, if desired.
  - Enter your primary area code.
  - Enter appropriate line access codes in the **Dialing Rules** box.



3. Select the Area Code Rules tab. Click New to add a new area code. A second window will appear. Enter the appropriate information for your area.

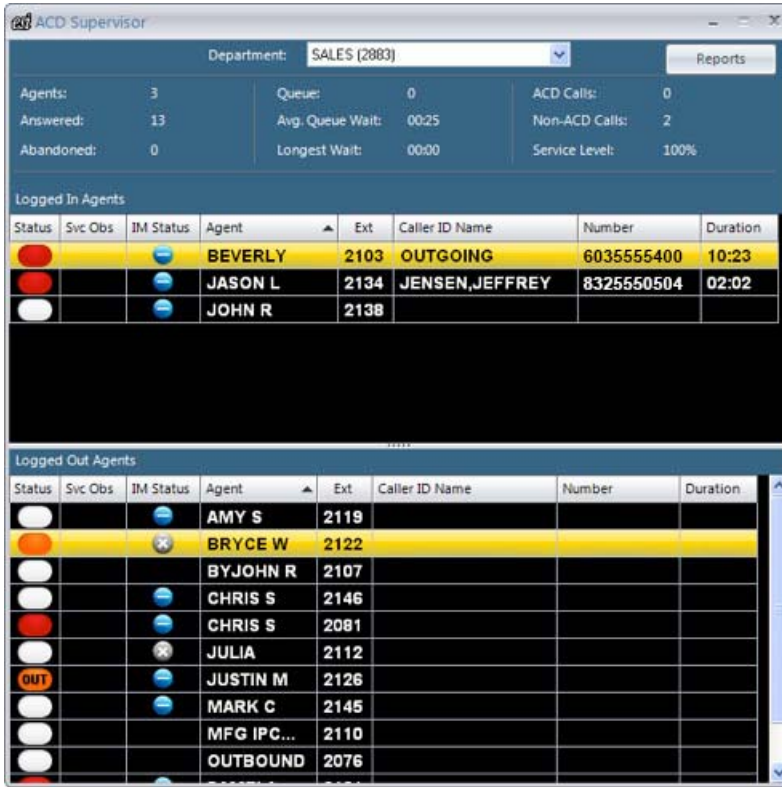


4. Be sure to click **Apply** for each tab and window that appears. When finished, click **OK**.

## VIP 7 ACD Supervisor

The **VIP 7 ACD Supervisor** application is capable of providing:

- Real-time interactive status display, which contains departmental statistics and agent status
- Statistical reporting, which can be accessed through the menu bar of the Supervisor display



The screenshot shows the VIP 7 ACD Supervisor application window. At the top, the Department is set to SALES (2083). Below this, there are statistics for Agents (3), Answered (13), Abandoned (0), Queue (0), Avg. Queue Wait (00:25), Longest Wait (00:00), ACD Calls (0), Non-ACD Calls (2), and Service Level (100%). A 'Reports' button is visible. The main section displays 'Logged In Agents' and 'Logged Out Agents' in table format.

Status	Svc Obs	IM Status	Agent	Ext	Caller ID Name	Number	Duration
Red		Blue	BEVERLY	2103	OUTGOING	6035555400	10:23
Red		Blue	JASON L	2134	JENSEN,JEFFREY	8325550504	02:02
White		Blue	JOHN R	2138			

Status	Svc Obs	IM Status	Agent	Ext	Caller ID Name	Number	Duration
White		Blue	AMY S	2119			
Orange		Blue	BRYCE W	2122			
White		Blue	BYJOHN R	2107			
White		Blue	CHRIS S	2146			
Red		Blue	CHRIS S	2081			
White		Blue	JULIA	2112			
Orange		Blue	JUSTIN M	2126			
White		Blue	MARK C	2145			
White		Blue	MFG IPC...	2110			
White		Blue	OUTBOUND	2076			

When **VIP 7 ACD Supervisor** launches, the phone system sends a “message” that updates the window with current statistical information. The agent list automatically populates, based on which department the extension is Supervisor. Supervisor departments are identified in Installer/Administrator programming. If the extension is the Supervisor of only one department, then only that department’s agent list is displayed. If the extension is the Supervisor of more than one department, then the lowest department number will populate by default.

**Example:** If x103 is Supervisor of departments 290, 291, and 292, then department 290 will automatically populate by default. When the window is up and running, the Supervisor can switch to another department.












## Using the Supervisor window

The Supervisor status window is broken into five “sections” (See the table below.).

- **Department**
- **Reports**
- **Statistics Information**
- **Logged In Agents**
- **Logged Out Agents**

Feature	Description
<b>Department</b>	<p>From the pull-down menu, select a department to view (max of four per Supervisor extension).</p> <p>The Installer or Administrator assigns the departments available in the department selector to the station using <i>VIP ACD Supervisor</i>. Two things happen when you select a department from this list: the real time statistics change, and the agent list updates to show the currently selected department.</p>
<b>Reports</b>	<p>Reports displays the ACD Report Viewer — see p. I.7.</p>
<b>Statistic information</b>	<p>This information is in real time. The display is updated when an ACD event is received by the application. Each time the Supervisor switches from one department to another, the statistics associated with that department are displayed.</p> <p>Note: Some of the stats in the Supervisor window come directly from the ACD SQLExpress database therefore it is required to install the database to view these statistics.</p>
<b>Agents</b>	The number of agents logged into the ACD queue.
<b>Answered</b>	The total number of ACD calls answered by a logged-in agent since the last time the display was cleared. Therefore, these are not calls that are still in queue, have been abandoned, gone to voice mail, or follow some other auto-routing.
<b>Abandoned</b>	The total number of calls abandoned since the last time the display was cleared. (An abandoned call occurs when an ACD call disconnects before an agent answers it.)
<b>Queue</b>	The number of calls currently in the ACD queue.
<b>Avg Queue Wait</b>	The average amount of time, displayed in minutes and seconds, that a call spends in the queue before the call is answered by an agent. The total time on which this is computed is cumulative.
<b>Longest Wait</b>	The amount of time, displayed in minutes and seconds, that the oldest call in queue has been waiting to be answered. This time is not cumulative; therefore, it appears only when there are calls in queue.
<b>ACD Calls</b>	The number of ACD calls currently in progress.
<b>Non-ACD Calls</b>	The number of non-ACD calls currently in progress. (Non-ACD calls include any internal or external, incoming or outgoing calls made by a logged-in agent.)
<b>Service Level</b>	The percentage of calls answered within the user-defined service threshold (which is defined in Installer or Administrator programming). The range of the Service Level is 0–100%. <i>VIP ACD Supervisor</i> calculates Service Level from each group of 30 calls (the parameter of 30 is fixed).

(Continued)

Feature	Description
<b>Logged In/Out Agents</b>	
<b>Status</b>	 Clear/White oval — Idle
	 Red oval — Extension in use
	 Orange (amber) oval — Wrap mode
	 Orange (amber) italicized — Off-premises
<b>Service Observe</b>	In order for you to be able to service observe an agent, the Installer or Administrator must enter the agent's extension in your service observe list. When this is done, a "people" icon will appear next to the agent's name. The icon then indicates whether the agent is available for service observing:
	 Is available for service observing.
	 Is not available for service observing.
To service observe, wait until the agent is on a call and then single-click the agent's "people" icon. This will automatically connect you to the agent's conversation; the agent can hear you, but the caller cannot. To disconnect from service observe mode, click <b>Release</b> or click the agent's "people" icon again.	
<b>IM Status</b>	 Indicates the contact is available.
	 Indicates the contact is unavailable.
	 Indicates the contact is busy.
	 A gray circle with a dash represents a contact that is not currently in your IM contact list. After adding the contact to your IM list, you will then begin to see the individual's texting status (available, busy, etc.).
	 Indicates the contact does not want to be disturbed.
<b>Agent</b>	The name of the agent (representative). Agents are listed in alphabetical order (A to Z), by default; however, they can be sorted in reverse alphabetical order (Z to A) by clicking the Agent column header.
<b>Extension</b>	This is the agent's extension number. By clicking the Extension column header, the extension listing can be sorted from the lowest extension number to highest extension number, and vice versa.
<b>Caller ID Name</b>	The name of the incoming caller. By clicking the Caller ID Name column header, the Caller ID Name listing can be sorted in alphabetical (A to Z), or in reverse alphabetical order (Z to A).
<b>Number</b>	By clicking the Number column header, the number listing can be sorted by the lowest number to the highest number, or vice versa.
<b>Duration</b>	Duration appears as minute and seconds ( <i>mm:ss</i> ). By clicking the Duration column header, the duration list can be sorted by the shortest duration to the longest duration, and vice versa.

## Calling from the agent list

You can call an agent directly from either of the two agent lists.

1. Select the name of the agent you want to call and then double-click. This will dial the agent's extension.
2. Caller ID data is shown for:
  - Logged-in agents accepting incoming calls, and
  - Logged-in or logged out agents making outbound calls from the Quick Contact List.
3. The logged-in and logged-out windows can each be stretched vertically to show more agents. To stretch a window, hover over the bottom border of the section until the cursor changes to show up/down arrows. When the special cursor appears, hold down the left mouse button, click, and drag the window either up or down. Scroll bars will be visible if the entries exceed the size of the window.

Agents are listed alphabetically from A to Z, by default; however, they can be sorted in reverse from Z to A by clicking the column header.

## Event collection and database options

**Important:** *VIP 7* uses *SQL Express* for database management; the earlier *VIP* products (*VIP SE* and *VIP for Outlook*) used *Microsoft Access*. Whether you are upgrading to *VIP 7* from an older *VIP* product or installing *VIP 7* as your first *VIP*-family product, **it is critical that you read and follow the database instructions** (see page B.10).

**Warning:** *SQL Express* is a database that cannot easily be moved between various locations on your PC or the network. It's important to decide, before installation, where the database will reside so it doesn't have to be moved later for lack of space or accessibility. Also, be sure to read the network, PC, and system requirements (see B.1) for *VIP 7 ACD Supervisor* and the *SQL* database before installation.

ACD events are collected in order to generate ACD reports and view real-time statistics in the ACD Supervisor window. The intention of the event database structure is to allow one *VIP Supervisor* the right to collect ACD events. This right is assigned in Installer programming. The other *VIP 7 ACD Supervisor* users will access this single database to view reports. The database location is automatically set upon installation in *C:\Program Files\VIP\VIPCR.mdb*. This location should be entered in the database location field so that the *VIP 7 ACD Supervisor* user can print reports.

The ACD database server can be accessed from the **Extension Settings** menu.

The location can be on a site's network (LAN) or on the database owner's PC.

Events will be logged in the database only when *VIP 7 ACD Supervisor* is running.

## Reports

1. To access the **ACD Report Viewer** (below), click the **Reports** button in the *VIP 7 ACD Supervisor* window.

2. Select the desired **Report Type** from the pull-down menu.
3. Select the desired **Department** from the pull-down menu.
4. In **Extension/CO Line**, enter single extensions, CO lines, or ranges (e.g., 100, 105, 110–117, or 1, 5, 10–15).
5. Select the **Period** from the pull-down menu (hourly, daily, weekly, or monthly).
6. Select the desired **Start Date/Time**, and **End Date/Time**.
7. Click **Generate**.

Feature	Description
<b>Report Criteria</b>	
<b>Report Type:</b>	<b>Agent Detail</b>   Includes specific chronological information on all inbound and outbound calls, ACD and non-ACD calls, calls from the ACD queue, and internal calls.
	<b>Agent Activity Summary</b>   Provides an overview, including log in duration, number and duration of ACD calls answered, and a summary of non-ACD calls.
	<b>CO Line Summary</b>   Shows the number of ACD calls directed to a department, ACD calls answered and calls abandoned for each CO line.
	<b>Abandoned Calls</b>   Provides details on calls that were abandoned, instead of answered, from the ACD queue. Information includes the date and time of each call, hold time, CO line and Caller ID for each abandoned call.
	<b>Department Detail</b>   Reports detail for one or more departments over the specified time interval, including ACD calls answered rerouted, abandoned ACD calls, total and average talk time, and longest and average queue time.
	<b>Department Summary</b>   Provides information on one or more selected departments and includes the number of incoming ACD calls answered and recovered, total talk time and answered and outgoing non-ACD calls.
<b>Department</b>	From the pull-down menu, select the desired department.
<b>Extension/CO Line</b>	Enter individual or a range of extension(s) or CO line(s). To include all extensions or COs within a department leave this field empty.
<b>Period</b>	From the pull-down menu select: <ul style="list-style-type: none"> <li>• Hourly</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Date/Time</b>	Enter the Start month/date/year   hour/minutes (mm/dd/yyyy   hh:mm)
<b>End Date/Time</b>	Enter the End month/date/year   hour/minutes (mm/dd/yyyy   hh:mm)

## Report samples

### Department Summary

## Department Summary Report

**Department Name:** SALES

**Report**

Weekly

**Start:** 8/13/2006 12:00:00 AM

**End:** 8/20/2006 12:00:00 AM

Day	ACD Calls	Answered	Rerouted	Abandoned	Total Talk Time	Average Talk Time	Longest Queue Time	Average Queue Time
08/14/06 Mon	16	13	1	2	0:31:02	0:02:39	0:01:00	0:00:21
08/15/06 Tue	20	15	2	3	0:29:15	0:02:34	0:01:15	0:00:11
08/16/06 Wed	18	17	0	1	0:31:40	0:02:25	0:01:30	0:00:08
08/17/06 Thur	29	25	1	3	0:51:06	0:02:04	0:01:02	0:00:06
08/18/06 Fri	22	20	0	3	0:38:20	0:02:31	0:01:35	0:00:06
<b>Totals:</b>	<b>105</b>	<b>90</b>	<b>4</b>	<b>12</b>	<b>3:00:83</b>	<b>0:12:13</b>	<b>0:06:22</b>	<b>0:00:52</b>

Date printed: 08/22/06 Tue

Page 1 of 1

### Statistical definitions for this report

**Important:** A "non-ACD call" is one that is presented to an agent's extension by some means other than the department (or department queue) — *e.g.*, a direct transfer to the agent's extension.

Term	Definition
Abandoned	Total calls abandoned (calls that disconnected, while in queue in an ACD department, before being answered) for the department.
ACD Calls	Total number, and total duration, of answered ACD calls presented to the department.
Answered	Number of ACD calls answered (from the queue or direct connect).
Average Queue Time	Average time a call spent in queue before the caller abandoned the queue. Sum of queue time of each ACD call divided by number of ACD calls.
Average Talk Time	Average time an agent was talking to a caller. Total talk time divided by the number of answered ACD calls.
Longest Queue Time	Longest time a call waited in queue before being answered or before the caller abandoned the queue.
Longest Wait	Amount of time the oldest call in queue has been waiting to be answered.
Rerouted	Calls that followed department routing and were never answered by an agent.
Total Talk Time	Sum of the duration of answered ACD calls. The amount of time from when an ACD incoming call is answered (from the queue) to the time the call is released. Hold time is included.

## Department Detail

## Department Detail Report

**Department Name:** SALES

**Report** Daily

**Start:** 3/15/2010 12:00:00 AM

**End:** 3/16/2010 12:00:00 AM

		Incoming ACD			Non-ACD Calls			
Ext	Name	Duration (H:MM:SS)			Duration (H:MM:SS)			
		Answered		Recovered	Answered		Outgoing	Duration
03/15/10 Mon								
0	ACD Calls	0	0:00:00	0	0	0:00:00	0	0:00:00
5001	THOMAS P	6	0:08:40	0	1	0:05:32	0	0:00:00
5002	PHILLIP S	8	0:14:15	0	0	0:00:00	0	0:00:00
5003	WENDY T	3	0:04:02	1	2	0:03:02	1	0:05:27
		<b>17</b>	<b>00:26:57</b>	<b>1</b>	<b>3</b>	<b>00:08:34</b>	<b>1</b>	<b>00:05:27</b>
03/16/10 Tue								
0	ACD Calls	0	0:00:00	0	0	0:00:00	0	0:00:00
5001	THOMAS P	7	0:12:40	0	0	0:00:00	0	0:00:00
5002	PHILLIP S	10	0:18:45	0	1	0:03:27	0	0:00:00
5003	WENDY T	5	0:15:20	0	0	0:00:00	1	0:07:14
5004	SAMUEL M	6	0:07:15	0	0	0:00:00	2	0:15:06
<b>Totals:</b>		<b>28</b>	<b>00:54:00</b>	<b>1</b>	<b>1</b>	<b>00:03:27</b>	<b>3</b>	<b>00:22:20</b>

Date printed: 03/16/10 Tue

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## Statistical definitions for this report

**Note:** A "non-ACD call" is one that is presented to an agent's extension by some means other than the department (or department queue) — e.g., a direct transfer to the agent's extension.

### "Incoming ACD" section

Term	Definition
Answered	Number of ACD calls answered (from the queue or direct connect) by the agent.
Duration	Total duration of answered ACD calls.
Recovered	Number of recovered ACD calls. A recovered call is one that is presented to a logged-in agent and is unanswered; it is then placed back into the queue. Recovered calls are also said to be <i>auto-logged-out</i> .

### "Non-ACD Calls" section

Term	Definition
Answered	Number of non-ACD calls answered by the agent.
Duration	Total duration of answered non-ACD calls or outgoing calls.
Outgoing	Number of outgoing non-ACD calls (internal or external) made by a logged-in agent.

**Abandoned Call Detail**

## Abandoned Call Detail Report

Department Name: SALES

Report interval: Weekly

Start: 8/13/2006 12:00:00 AM

End: 8/20/2006 12:00:00 AM

Time	CO Line	Queue Time	Caller ID Number	Caller ID Name	
<i>08/14/06 Mon</i>					
10:49 AM	2	0:00:21	2145550103	SMITH SHARON	
10:54 AM	4	0:00:15	9725550103	ABC TELECOM	
		<b>Avg Queue Time</b>	<b>0:00:18</b>	<b>Total abandoned:</b>	<b>2</b>
<i>08/15/06 Tue</i>					
11:39 AM	1	0:00:31	8145559514	AAA CABLE	
12:44 PM	5	0:00:16	9875553214	AIKMAN TOM	
		<b>Avg Queue Time</b>	<b>0:00:24</b>	<b>Total abandoned:</b>	<b>2</b>
<i>08/16/06 Wed</i>					
9:19 AM	2	0:00:11	2015559874	ACCESS PLUS	
10:59 AM	5	0:00:20	8255558523	JONES JENNIFER	
		<b>Avg Queue Time</b>	<b>0:00:16</b>	<b>Total abandoned:</b>	<b>2</b>
<i>08/17/06 Thur</i>					
3:49 PM	3	0:00:15	4155556541	MORRIS PHIL	
		<b>Avg Queue Time</b>	<b>0:00:15</b>	<b>Total abandoned:</b>	<b>1</b>
<i>08/18/06 Fri</i>					
8:49 AM	1	0:00:05	5105559632	MACDONALD ED	
1:54 PM	2	0:00:17	8175559137	XYZ ELECTRIC	
4:24 PM	4	0:00:18	9728980103	DALLAS DIRECT	
		<b>Avg Queue Time</b>	<b>0:00:13</b>	<b>Total abandoned:</b>	<b>3</b>

Date printed: 08/22/06 Tue

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**Statistical definitions for this report**

Term	Definition
Abandoned	Total calls abandoned (calls that disconnected, while in queue in an ACD department, before being answered) for the department.
Average Queue Time	Average time a call spent in queue before the caller abandoned the queue. Sum of queue time of each ACD call divided by number of ACD calls.
CO Time	The CO line of the abandoned call.
Queue Time	Time in queue before the call was abandoned.
Time	Time when the call abandoned the queue or station (before being answered).

## CO Line Summary

CO Line Summary Report				
Department Name: SALES		Report interval: Daily		
Start: 8/14/2006 12:00:00 AM				
End: 8/15/2006 12:00:00 AM		CO Lines: 2 - 4		
08/14/06 Mon				
CO		ACD Calls	Answered	Abandoned
2	LINE 2	15	14	1
4	LINE 4	29	27	2
Total		44	41	3
08/15/06 Tue				
CO		ACD Calls	Answered	Abandoned
2	LINE 2	14	14	0
3	LINE 3	22	21	1
4	LINE 4	25	24	1
Total		61	59	2

Date printed: 08/22/06 Tue

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### Statistical definitions for this report

Term	Definition
Abandoned	Total calls abandoned (calls that disconnected, while in queue in an ACD department, before being answered) for the department.
ACD Calls	Total number, and total duration, of answered ACD calls presented to the department.
Answered	Number of ACD calls answered (from the queue or direct connect).
CO Line	CO line number and name.

## Agent (activity) Summary

## Agent Summary Report

**Department Name:** SALES

**Start:** 8/13/2006 12:00:00 AM

**End:** 8/20/2006 12:00:00 AM

**Agent** FRED

**Ext** 5004

**Report interval:** Weekly

Date	Day	Logon Time	Logon Duration	Incoming ACD			Non-ACD Calls		
				Answered	Duration (H:MM:SS)	Recovered	Answered	Duration (H:MM:SS)	Outgoing
08/14/06	Mon	9:46 AM	4:52:17	15	0:31:02	0	0	0:00:00	1
08/15/06	Tue	8:15 AM	5:50:15	22	0:29:15	0	1	0:02:06	1
08/16/06	Wed	8:05 AM	5:46:19	19	0:31:40	0	1	0:03:27	0
08/17/06	Thur	8:00 AM	5:15:02	18	0:51:06	0	0	0:00:00	0
08/18/06	Fri	12:20 PM	2:31:25	8	0:18:20	0	0	0:00:00	1
<b>Totals:</b>			<b>24:25:28</b>	<b>82</b>	<b>2:41:23</b>	<b>0</b>	<b>2</b>	<b>0:05:33</b>	<b>3</b>

Date printed: 08/22/06 Tue

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### Statistical definitions for this report

**Note:** A "non-ACD call" is one that is presented to an agent's extension by some means other than the department (or department queue) — e.g., a direct transfer to the agent's extension.

#### "Incoming ACD" section

Term	Definition
Answered	Number of ACD calls answered (from the queue or direct connect) by the agent.
Duration	Total duration of answered ACD calls.
Logon Duration	Total duration of logged-on intervals.
Logon Time	First log-in by the agent for selected report interval.
Recovered	Number of recovered ACD calls. A recovered call is one that is presented to a logged-in agent and is unanswered; it is then placed back into the queue. Recovered calls are also said to be <i>auto-logged-out</i> .

#### "Non-ACD Calls" section

Term	Definition
Answered	Number of non-ACD calls answered by the agent.
Duration	Total duration of answered non-ACD calls or outgoing calls.
Outgoing	Number of outgoing non-ACD calls (internal or external) made by a logged-in agent.

## Agent Detail

Agent Detail Report				
Department Name: C-S CLASS		Report interval: Daily		
Start: 12/28/2009 12:00:00 AM				
End: 12/29/2009 12:00:00 AM		Ext: ALL		
12/28/09 Mon				
Event	Time	Duration	Detail	
0 ACD Calls				
ACD Call	08:15 AM	0:07:50	5555479621	ABC CO
ACD Call	08:45 AM	0:27:46	5555479621	ABC CO
ACD Call	09:22 AM	0:10:03	5554495426	DOE AND CO
ACD Call	10:46 AM	0:21:54	5552833141	NATL AMER CO
ACD Call	11:07 AM	0:01:09	5559481921	CONSOLIDATED
ACD Call	11:15 AM	0:02:13	5558675848	DOE JANE J
ACD Call	12:05 PM	0:01:37	5556728832	FIRST NATL BANK
ACD Call	12:55 PM	0:02:14	5554388383	UNITED AMALGAM
ACD Call	01:14 PM	0:15:01	5558745111	STATEWIDE COMM
ACD Call	01:34 PM	0:04:54	5558797931	ASSOCIATED COM
ACD Call	03:56 PM	0:03:46	5554534380	UNIVERSAL SYST
Totals				
Logged On:	0	0:00:00		
ACD Calls (by Agent):	0		Average ACD (by Agent) Talk Time:	
Wrap:	0	0:00:00	Average Wrap Time: 0:00:00	
Exclusive Hold:	0		Average Exclusive Hold Time:	
Non-ACD OG Calls:	0	0:00:00	Average OG Call Talk Time: 0:00:00	
Non-ACD Inc Calls:	0	0:00:00	Average Inc Call Talk Time: 0:00:00	
320 BEVERLY				
Logon	08:01 AM	8:48:00		
ACD Call by Agent	08:45 AM	0:27:46	5555479621	ABC CO
ACD Call by Agent	09:22 AM	0:10:03	5554495426	DOE AND CO
Non-ACD OG Call	10:18 AM	0:07:25	5556788412	OUTGOING
Non-ACD OG Call	10:26 AM	0:00:21	5556788412	OUTGOING
Non-ACD Inc Call	10:26 AM	0:12:48	5556788412	OUTGOING
ACD Call by Agent	10:46 AM	0:21:54	5552833141	NATL AMER CO
ACD Call by Agent	11:15 AM	0:01:12	5558675848	DOE JANE J
ACD Call by Agent	12:05 PM	0:01:37	5556728832	UNITED AMALGAM
Non-ACD Inc Call	12:23 PM	0:04:59	5556611595	WIRELESS CALLER
Non-ACD Inc Call	12:36 PM	0:02:46	5556611595	WIRELESS CALLER
Non-ACD Inc Call	12:43 PM	0:00:16	5556611595	WIRELESS CALLER
Date printed: 02/18/10 Thu				

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## Changes to the Agent Detail Report

As compared to earlier versions of *VIP ACD*, ESI has changed the *VIP ACD* Agent Detail Report to better reflect agent talk time and call handling. As a result of these changes, ESI recommends creating a new ACD reports database after upgrading to either *VIP (Outlook-integrated edition)* 3.16.8 or *VIP SE* 5.2.4.

### ACD calls

Previously, the call scenario depicted in the table (*below*) would be calculated as eight minutes for extension 1002, although both extensions 1001 and 1000 also talked to the ACD caller. The event for extensions 1000 and 1001 would also refer to a non-ACD incoming call. To better reflect talk duration for each agent, the new reports will reflect 4 minutes for extension 1002 and 2 minutes for both extensions 1001 and 1000.

Call handling	Talk duration
Extension 1002 answers, then transfers ACD call to . . .	2 minutes
. . . extension 1001, which picks up and transfers to . . .	2 minutes
. . . extension 1000, which picks up and transfers to . . .	2 minutes
. . . extension 1002, which picks up and disconnects	2 minutes

As a result, in this example, each agent — extensions 1000, 1001, and 1002 — will show one ACD call in the agent's individual statistics and a grand total of three ACD calls. This may appear confusing since, in reality, only one ACD call was answered from the queue. To alleviate this confusion, there are now two ACD call statistics shown in the Agent Detail report: **ACD Calls by Agent** and **ACD Calls**.

The **ACD Calls by Agent** statistic appears after each agent, and reflects ACD answered directly from the queue as well as ACD calls answered after a transfer or hold pickup.

Totals			
Logged On:	3	3:38:57	
<b>ACD Calls (by Agent):</b>	<b>7</b>	<b>0:37:16</b>	
Wrap:	0	0:00:00	Average ACD (by Agent) Talk Time: 0:05:19
Exclusive Hold:	0		Average Wrap Time: 0:00:00
Non-ACD OG Calls:	12	0:23:45	Average Exclusive Hold Time:
Non-ACD Inc Calls:	6	0:10:38	Average OG Call Talk Time: 0:01:58
			Average Inc Call Talk Time: 0:01:46

The **ACD Calls** statistic, shown in the **Grand Totals** section at the end of the report, reflects how many ACD calls were answered only from the ACD queue.

Grand Totals			
Logged On:	6	10:02:08	
<b>ACD Calls (by Agent):</b>	<b>13</b>	<b>3:20:00</b>	
<b>ACD Calls:</b>	<b>12</b>	<b>4:07:54</b>	
Wrap:	1	0:01:30	Average ACD (by Agent) Talk Time: 0:15:23
Exclusive Hold:	0		Average ACD Talk Time: 0:20:39
Non-ACD OG Calls:	19	0:40:56	Average Wrap Time: 0:01:30
Non-ACD Inc Calls:	8	0:20:10	Average Exclusive Hold Time:
			Average OG Call Talk Time: 0:02:09
			Average Inc Call Talk Time: 0:02:31

This example shows that 12 calls came in through the queue. The 12 original ACD calls were handled 13 times among the various agents; *i.e.*, the 12 ACD calls were answered, and one of those 12 calls was picked up by a different agent via hold or transfer (we get the count of 13 by adding together the 12 original calls plus the one additional call-handling scenario). The total talk time duration varies between the two ACD call statistics, because the **ACD Calls** statistic includes the time a call is held while the **ACD Calls by Agent** statistic does not.

The **ACD Calls** list at the beginning of the Agent Detail Report (*below*) shows those calls that were answered directly from the queue. Due to the way the data is gathered and calculated for the report, this section's **Totals** (as well as the number directly under the **Event** column) will always show zero. The calls in this section are totaled at the end of the report and appear under **Grand Totals**.

#### Agent Detail Report

Department Name: C-S CLASS

Report interval: Daily

Start: 12/28/2009 12:00:00 AM

End: 12/29/2009 12:00:00 AM

Ext: ALL

12/28/09 Mon

Event	Time	Duration	Detail
0	<b>ACD Calls</b>		
ACD Call	08:15 AM	0:07:50	5555479621 ABC CO
ACD Call	08:45 AM	0:27:46	5555479621 ABC CO
ACD Call	09:22 AM	0:10:03	5554495426 DOE AND CO
ACD Call	10:46 AM	0:21:54	5552833141 NATL AMER CO
ACD Call	11:07 AM	0:01:09	5559481921 CONSOLIDATED
ACD Call	11:15 AM	0:02:13	5558675848 DOE JANE J
ACD Call	12:05 PM	0:01:37	5556728832 FIRST NATL BANK
ACD Call	12:55 PM	0:02:14	5554388383 UNITED AMALGAM
ACD Call	01:14 PM	0:15:01	5558745111 STATEWIDE COMM
ACD Call	01:34 PM	0:04:54	5558797931 ASSOCIATED COM
ACD Call	03:56 PM	0:03:46	5554534380 UNIVERSAL SYST

#### Totals

Logged On:	0	0:00:00	
<b>ACD Calls (by Agent):</b>	<b>0</b>		Average ACD (by Agent) Talk Time:
Wrap:	0	0:00:00	Average Wrap Time: 0:00:00
Exclusive Hold:	0		Average Exclusive Hold Time:
Non-ACD OG Calls:	0	0:00:00	Average OG Call Talk Time: 0:00:00
Non-ACD Inc Calls:	0	0:00:00	Average Inc Call Talk Time: 0:00:00

320 **BEVERLY**

Logon	08:01 AM	8:48:00	
ACD Call by Agent	08:45 AM	0:27:46	5555479621 ABC CO
ACD Call by Agent	09:22 AM	0:10:03	5554495426 DOE AND CO
Non-ACD OG Call	10:18 AM	0:07:25	5556788412 OUTGOING
Non-ACD OG Call	10:26 AM	0:00:21	5556788412 OUTGOING
Non-ACD Inc Call	10:26 AM	0:12:48	5556788412 OUTGOING
ACD Call by Agent	10:46 AM	0:21:54	5552833141 NATL AMER CO
ACD Call by Agent	11:15 AM	0:01:12	5558675848 DOE JANE J
ACD Call by Agent	12:05 PM	0:01:37	5556728832 UNITED AMALGAM
Non-ACD Inc Call	12:23 PM	0:04:59	5556611595 WIRELESS CALLER
Non-ACD Inc Call	12:36 PM	0:02:46	5556611595 WIRELESS CALLER
Non-ACD Inc Call	12:43 PM	0:00:16	5556611595 WIRELESS CALLER

Date printed: 02/18/10 Thu

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### Held calls

Previously in *VIP*, an exclusive-hold event was calculated with wrap events. This has changed, so that exclusive-hold events have their own statistic. An ACD call that is retrieved from exclusive hold by a different extension is now considered a **non-ACD incoming call**. The quantity for the **Exclusive Hold** and **Non-ACD Incoming Calls** statistics will increase when such a scenario occurs. Here is an example:

Call handling	Talk duration	Statistic
Extension 1002 answers, then places ACD call on exclusive hold	2 minutes	Qty. 1 for exclusive hold for ext. 1002
Extension 1002 picks up held call, then disconnects	2 minutes	Qty. 1 for non-ACD incoming call for ext. 1002

An ACD call that's placed on hold (system-wide or exclusive) and picked up by the same extension will appear as a single-call sequence. The report will show a single call and single exclusive hold statistic, as opposed to an entry for a call, then exclusive hold, then the call again.

### Esi-Link

The changes described herein don't apply to ACD calls that fit either of these descriptions:

- Transferred across Esi-Link.
- Placed on hold and picked up by an extension across Esi-Link.

### Benefit of the changes

A *VIP ACD Supervisor* user can now tell how much time an ACD agent spends on calls that come from the ACD queue. The supervisor can also discern how many times an ACD call is handled by more than one agent. For example, if **ACD Calls** is 50 and **ACD Calls by Agent** is 81, this means 38% of ACD calls are going to more than one agent, which may be unacceptable according to the site's ACD call-handling rules.

**Important:** Events are categorized, gathered, and displayed differently for *VIP ACD* reports than in the system ACD report (accessed using Function 7). Therefore, these reports should not be compared.

### Statistical definitions for this report

**Note:** A "non-ACD call" is one that is presented to an agent's extension by some means other than the department (or department queue) — e.g., a direct transfer to the agent's extension.

#### Section above "Totals" section

Term	Definition
Detail	Caller ID if provided. Does not apply to outgoing calls.
Duration	Duration of event. Applies only to Logon, ACD Call, Non-ACD Call, and Wrap events.
Event	Events generated by agents in an ACD department.
Time	Time of event.

#### "Totals" section

Term	Definition
ACD Calls	Total number and duration of answered ACD calls (from queue or direct connect).
ACD Calls by Agent	Total number and duration of answered ACD calls for a specific agent (from queue or direct connect).
Average ACD Talk Time	Average time the agent was talking to a caller. Total talk time divided by the number of answered ACD calls.
Average Inc Call Talk Time	Average talk time spent on calls that didn't come through ACD queue for logged-in agents. Agent's non-ACD incoming talk time divided by the number of the agent's non-ACD calls.
Average OG Call Talk Time	Average time spent making outgoing calls. Total talk time of the agent's outgoing calls divided by the number of the agent's outgoing calls.
Average Wrap Time	Average time spent in wrap mode. Total wrap time for agent divided by number of times agent went into wrap mode.
Logged On	Total number of times agent logged-in that day, and duration of those logged-in intervals.
Non-ACD Inc Calls	Number of incoming and transferred non-ACD calls answered (not from the queue/dept) by a logged-in agent and total duration of these calls.
Non-ACD OG Calls	Number of outgoing non-ACD calls (internal or external) made by a logged-in agent.
Wrap	Total number of times the agent went into wrap mode and total duration of those wrap times.

## VIP 7 PC Attendant Console

VIP 7 PC Attendant Console is a PC-based, on-screen console designed to meet the call-handling needs of phone system attendants, especially those in high-volume call environments.

To access VIP 7 PC Attendant Console, click the blue phone icon in the upper-right corner of the home screen.








### VIP 7 PC Attendant Console Call Window

The Call Window screen shown below is specific to a VIP 7 PC Attendant Console user, and has two main sections: the incoming call list and the active call screen. The incoming call list, on the left side of the screen, is a prioritized list of incoming calls to the ESI phone system. For each calls, the screen shows its Caller ID **Name** (if provided), Caller ID **Number**, and **Duration**. Note that call entries with the same status icon are listed in chronological order, based upon their duration time.

	Name	Number	Duration
🔄	UNAVAILABLE	7635558872	01:01
🔔	UNAVAILABLE	8065550270	02:43
📞	MEMCHIPS INC	2145557278	00:03
🟢	FIRST BANK OF D	9035554663	02:26
🟢	WIRELESS CALLER	4695550526	02:21
🟢	DOE JANE	5555551111	01:57
🟢	AA ROOFING CO	5555557436	00:45
🔵	UNAVAILABLE	2145554930	01:34
🕒	KENT A HANSEN	5553651568	03:19
🕒	ACME CO	9725551277	00:52
🕒	UNAVAILABLE	8005552234	01:25

## Call status icon reference guide

Each call in the incoming calls list appears with an icon that represents its call status. These calls are also listed in priority order, to help the attendant better handle incoming calls. The table below lists the icons in priority order:

Button	Name	Function
	<b>Recycle</b>	A call that comes to the Attendant department, is answered and then transferred to a station or a station's mailbox. The caller decides to "zero out" to get back to the attendant. When this happens the call appears with this icon so the attendant knows the call has been handled once before.
	<b>Hold Recall</b>	A call placed on exclusive or system-wide hold and is now recalling.
	<b>Ringing</b>	The call that is actively ringing your phone.
	<b>New Incoming</b>	A new call coming into the ESI phone system that has not been answered.
	<b>Queue</b>	A call that was manually or automatically placed in the PC Attendant queue.
	<b>Exclusive Hold</b>	A call placed on exclusive hold.
	<b>Hold</b>	A call placed on system-wide hold.

## Attendant call handling

### Inbound calls

**Important:** For users to employ the features unique to *VIP 7 PC Attendant Console*, calls must be routed to the Attendant extension(s) via an Operator department; this is a special department created exclusively for use with *VIP 7 PC Attendant Console*. If a call is routed to a *VIP 7 PC Attendant Console* extension by other means (e.g., an inbound caller directly dials the extension number from the auto attendant), *VIP 7 PC Attendant Console* will display a ringing call prompt with Caller ID but the call will not be visible in the Call Window.

Incoming calls can be handled in the following ways:

- Answer the ringing phone as you would normally, using the handset, speakerphone or headset. This option is suitable only for calls actively ringing your phone.
- Ignore the call, and it will automatically be sent to the attendant queue (see "Attendant queue," *below*).
- Right-click the call in the incoming calls list and choose from the options provided.
- Drag the call from the list to the desired number in the array of virtual programmable feature keys.

### Attendant queue

If you cannot immediately answer or respond to a call routed to the Operator department, it will ring for a predetermined number of seconds<sup>1</sup> before it "times out" and is routed to the **attendant queue**. The call remains in the incoming calls list with a blue "Q" icon; and the system automatically plays a prompt that tells the caller all attendants are busy and asks the caller to stand by.

**Note:** The same timer that determines the amount of ring time before the call is routed to the attendant queue also determines the amount of time the call remains in the queue before ringing back to the attendant extension. The default value for this setting is 180 seconds, with a range between 5 and 900 seconds.

<sup>1</sup> This setting is accessible only via Installer-Level programming.

## Held calls

Click **Hold** to place the call on system-wide hold. Any eligible station on the system will receive a held call notification (a flashing red **HOLD** key on the phone) and can pick up the call.

Click **Exclusive Hold** to place the call on hold for only you. Exclusively held calls can be viewed and managed by only the station that put the call on hold.

To retrieve a held call, right-click its entry in the Call Window and select **Retrieve**.

## Virtual button console



A VIP 7 PC Attendant Console user has access to a **virtual button console**; it has up to 400 programmable feature keys that display color-coded real-time status updates for CO lines and extensions. To launch the console, click the green PC attendant icon (see *right*) on the VIP 7 home screen.



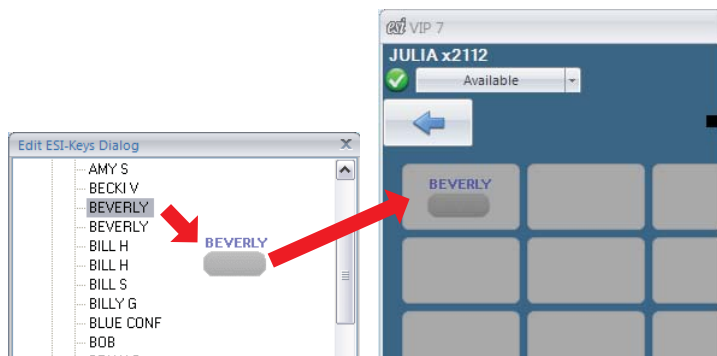
## Programming the virtual button console

1. Right-click the key of choice and choose **Edit Keys – Custom**. A pop-up window will appear:

2. Enter a name and number (the line access code, such as 9, doesn't have to be entered for a CO number).
3. To save the key programming, click **OK**.

## Programming an ESI system key

1. Right-click the desired Esi-Key and choose **Edit Keys – ESI System**.  
This will bring up a “tree view” presenting all the numbers programmed on the ESI system.  
The list **doesn't** include virtual mailboxes, Esi-Link numbers, and some feature keys; it also doesn't include any stations, departments, or mailboxes that have non-default names.
2. Find the desired name/number.
3. While holding down the mouse button, select the name/number and drag it to the desired key:



4. Release the mouse to “drop” the selection onto the key.

## Programming rules

- A custom or ESI system key can be programmed on a blank or populated key.
- Keys can be swapped by dragging one programmed key to another key (programmed or empty).
- You can program multiple keys at once by selecting a range of numbers in the “tree view” and dragging them to the console. To select multiple numbers, select one name and, while holding down your PC's **Shift** key, select another name. Choose this range with one click and drag it to the console. The keys will be programmed from left to right and from top to bottom.
- To perform any programming, including swapping keys, you must be in programming mode (by choosing the **ESI System** option).
- While you're in programming mode, the keys use only a gray background with white font. When you're out of programming mode, the keys will assume their usual color-coded behavior.
- You cannot apply custom colors or fonts to the keys.

## Clearing (deleting) a key

There are two options for clearing keys:

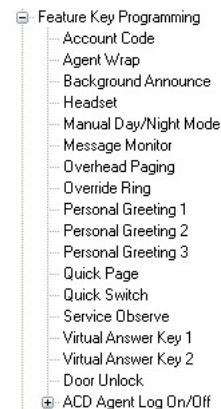
- **Clear a single key** — Right-click the desired key and choose **Clear Key**.
- **Clear all keys within the application** — Right-click anywhere in the keys and choose **Clear All Keys**.

## Available feature keys

Features available for keys are shown in the graphic (right).

ACD log-on/log-off keys and wrap keys aren't shown for an *VIP PC Attendant Console* user, because each such user cannot be in an ACD department.

All other feature keys are available from the call-handling ribbon.



## Transfer without answering

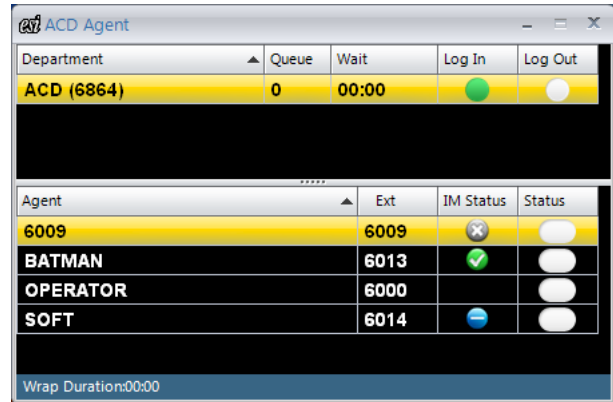
Any call in the incoming calls list can be transferred without first having to answer the call:

1. Use the mouse to select the desired call from the incoming calls list.
2. Click and hold the left mouse button while dragging the call from the list onto the specific key in the console.
3. Once the cursor is over the desired key, release the left mouse button. This will “drop” the call onto the number programmed in the key.  
This process essentially creates an unsupervised transfer.

## VIP 7 ACD Agent

**VIP 7 ACD Agent** builds on *VIP 7's* features by adding specific tools for an ACD department agent, including a department selector and pre-populated agent lists with station status.

**Note:** These *VIP 7 ACD Agent* instructions assume **you** are the agent using this application.



### Department selection

The departments of which you're a member will be listed in the **Department** list.

To select a department, click the “radio button” next to the department’s name. This will automatically populate the **Agent** list as appropriate for that department.

### Department log-in

To log into a department:

1. Select the desired department as described in “Department selection,” *above*.
2. Click **Agt On/Off**. Notice that the department’s **Log In** icon in the **Department** list turns **green**.

Once you're logged in, the display will change to show queue and longest wait time.

To log into a **second** department:

1. Select the desired department as described in “Department selection,” *above*.
2. Click **Agt On/Off**. Notice that the department name in the **Department** list turns **green**.

Once you're logged into the second department, the display will change to show **both** departments, along with the applicable queue and longest-wait-time statistics.

**Note:** Switching between the listed departments **won't** automatically log you on or off. To log off from a department, follow the same steps for logging **into** a department: but, this time after clicking **Agt On/Off**, you'll notice that the department name changes from **green** to **black**.

## Answering department calls

To answer calls for a particular ACD department, select the desired department by clicking its row in the **Department** list. When a call for that department rings your station, click **Answer** or (if applicable) **Headset**.

You also can use your compatible ESI phone, by lifting its handset and pressing **SPEAKER** or (if applicable) its programmed headset key.

## Agent list

Once you select the desired department by clicking its row in the **Department** list, the **Agent** list will change automatically to show all the agents assigned to that department.

The **Agent list** shows the following station status:

- **Red** — Off-hook.
- **Orange** — DND.
- **Orange with “OUT” shown** — Off-premises.

You can contact an agent on the **Agent** list by double-clicking the agent's name to connect to his/her extension.

If you have an agent listed in your **Quick Contact List**, too, you can either keep the agent in both lists or delete the agent from the **Quick Contact List** so the agent is present in only one list. (You can't delete agents from the **Agent** list; the system auto-populates that list.)

## VIP 7 Softphone

**VIP 7 Softphone** combines the capabilities of an ESI desktop IP phone and *VIP 7* on your desktop or laptop PC. Just plug in your USB headset (see “Using USB headsets with *VIP 7 Softphone*,” *below*) and you're ready to handle calls directly on your PC. This is particularly helpful if you're on the road or in a cramped workspace.

### Local and remote use

*VIP 7 Softphone* is licensed for either **local** operation on your LAN or for **remote** operation (such as for a home office, branch office, or use by a “road warrior”). Whether local or remote, *VIP 7 Softphone*'s call handling capabilities remain the same. Instant-messaging is the same, also, except that text-messaging via Esi-Link isn't supported.

### Dial Pad

The **Dial Pad** window gives you **tone-dialing** (DTMF) capabilities. This is useful when you're calling into the ESI system's auto attendant or using an IVR<sup>1</sup> phone system (examples of IVR include automated long-distance directory assistance and airport information systems).



### Using USB headsets with *VIP 7 Softphone*

*VIP 7 Softphone* requires a USB headset for proper operation.

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<sup>1</sup> Interactive voice response.

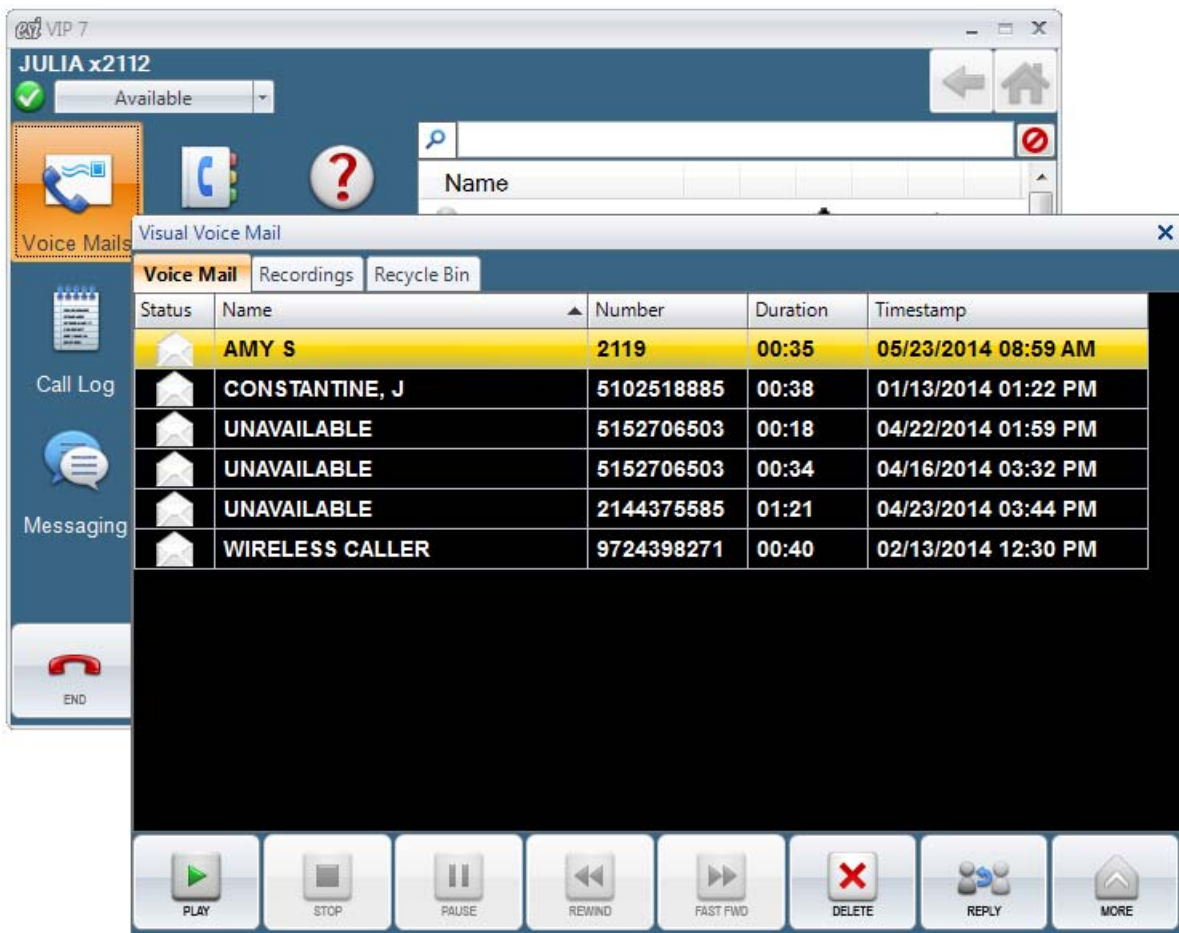
# Tearaways

*Tearaways* is a term used to describe how you can pull out certain screens from the *VIP 7* home screen so that they reside independently on the PC's desktop. This provides flexibility to users who typically work with only certain parts of *VIP 7* (e.g., voice mails). Another added benefit of tearaways is that the torn-out windows can be lengthened, providing a longer viewable list of voice mails and contacts.

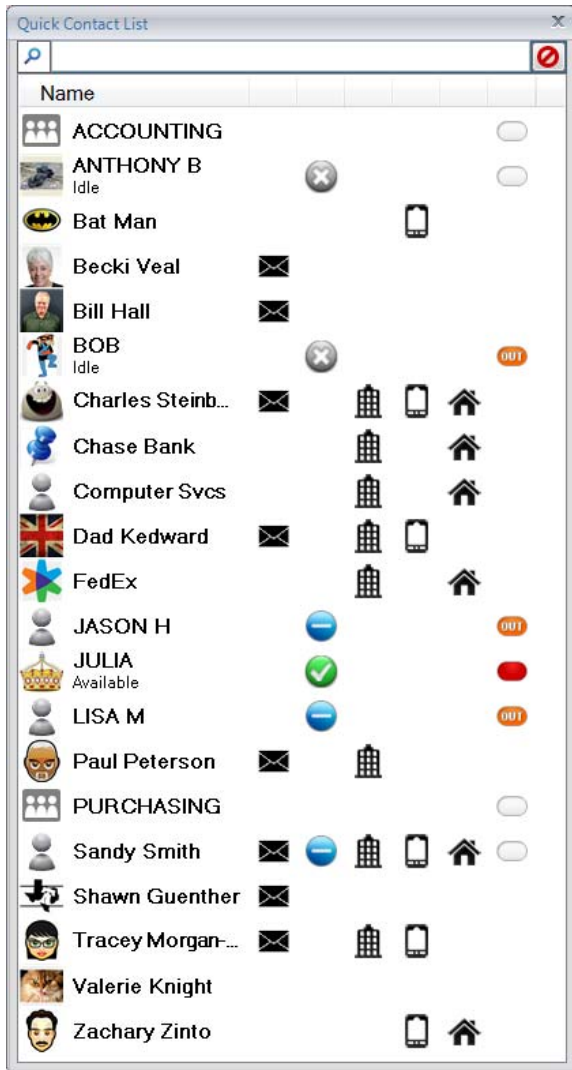
There are four views that can be torn away from the *VIP 7* home screen:

- **Voice Mail.**
- **Contacts.**
- **Call Log.**
- **Quick Contact List (QCL)**

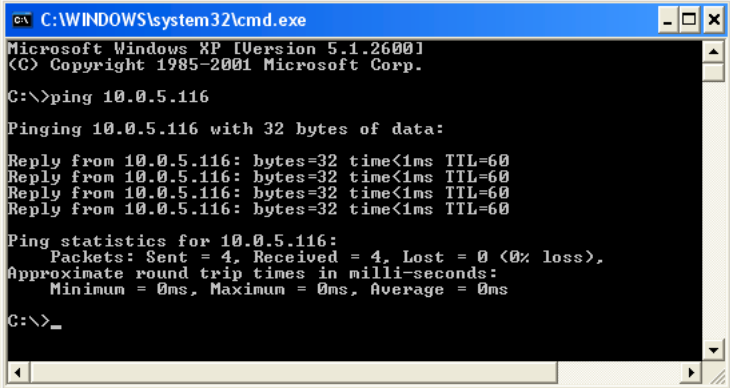
To tear away the **Voice Mail**, **Contacts**, and **Call Log** views, hold down the **Ctrl** and **Tab** keys on the keyboard, use the mouse cursor to select the desired icon on the home screen, and drag that icon away from the home screen. In the screen shot below, you can see how the **Voice Mail** icon turns orange; the **Voice Mail** application is now separate from the *VIP 7* home page. To close the tearaway, click the **X** in the upper-right corner of the window.



To tear away the Quick Contact List, right-click anywhere in the QCL area and choose **Display Popout QCL**. The screen shot below shows how the QCL looks when torn away from the VIP 7 home screen. As you can see, the window is longer than what appears in the VIP 7 home screen, providing more viewable contacts without the need to scroll. To close the tearaway, click the **X** in the upper-right corner of the window.



# Troubleshooting

Issue	Solution
<p>You see an error message, “<i>Timed out trying to connect to ESI NSP at...</i>”</p>	<p>Verify that the correct information is entered under <b>VIP 7 Extension Settings</b>, specifically the NSP IP address and port prefix. If it is, contact your ESI Reseller to verify that system programming is accurate.</p> <p>Try pinging the NSP IP address to ensure your PC is communicating with this network connection. Open the <i>Windows</i> Command Prompt by clicking the <i>Windows Start</i> button, entering “cmd” into the <b>Search</b> field (if using <i>Windows 8</i>, you can type “cmd” while on the <b>Start</b> screen), and pressing <b>Enter</b> to launch the Command Prompt. When you’re at the Command Prompt window (usually showing white text on a black background) . . .</p>  <p>. . . enter the following:  ping &lt;ip address&gt;  . . . where “&lt;ip address&gt;” is the NSP IP address. If the response is a timeout error or zero packets received, there’s something wrong with the network connection; consult your System Administrator.</p> <p>Before or after pinging the NSP IP address, temporarily disable or close any firewalls running on your PC, such as the <i>Microsoft Windows Firewall</i> that’s the default on most <i>Windows</i> PCs. Then, try installing <i>VIP 7</i>. If the installation works, it’s clear the firewall was blocking something in the installation process. After the installation is complete, re-enable or re-open the firewall. <b>ESI recommends consulting your company’s IT professional(s) before making firewall adjustments, as this may negatively affect not only other programs on your PC but also your PC’s security.</b></p>
<p>During installation of <i>VIP 7</i>, you see an error message, “<i>Invalid password. Click ‘Retry’ to re-enter. Click ‘Cancel’ to skip validation.</i>”</p>	<p>You have entered a password that doesn’t match what the phone system has for this extension. Either try again with the valid password or click <b>Cancel</b> to finish.</p>
<p>During installation of <i>VIP 7</i>, you see an error message, “<i>Password has not been set for this extension. Set password via phone, then click ‘Retry’ and re-enter the password. Click ‘Cancel’ to skip validation. Click ‘Help’ for more information on how to program your password.</i>”</p>	<p>A password has yet to be entered on the phone system for the extension. Use your ESI phone to enter a password (to review the procedure, click <b>Help</b> in the error message), then retry the <i>VIP 7</i> installation.</p>
<p>During installation of <i>VIP 7</i>, you see an error message, “<i>Password contains invalid text. Valid passwords consist of digits 0–9. Click ‘Retry’ to re-enter. Click ‘Cancel’ to skip validation.</i>”</p>	<p>The password you entered in <i>VIP 7</i> contains invalid characters.</p> <div data-bbox="654 1717 1398 1759" style="border: 1px solid black; padding: 5px;"> <p><b>Note:</b> Only digits are valid. Re-enter the password, using only digits 0–9.</p> </div>

Issue	Solution
During installation of <i>VIP 7</i> , you see an error message, <i>"VIP 7 is not installed for this extension. Please contact your system administrator. Click 'Retry' to re-enter. Click 'Cancel' to skip validation."</i>	You entered an extension and password, but the extension isn't enabled for <i>VIP 7</i> . If you intended to enter this extension, please contact your System Administrator.
During installation of <i>VIP 7</i> , you see an error message with the headline, <i>"Phone System Auto Location Failed,"</i> and the text, <i>"Unable to locate ESI phone system. Please contact your system administrator. For more information on what may be causing this problem, click 'Help.'"</i>	The <i>ESI Installer</i> software cannot locate an IP address on the network for an NSP. Ensure you can ping the NSP IP address, as described in the first row of this troubleshooting table (page N.1). If you can ping the NSP, try manually entering the NSP IP address in the <i>ESI Installer</i> screen. Also disable any known firewalls during installation. Once the installation is successful, you can re-enable the firewalls. At any time during this process, contact your ESI Reseller to verify that the NSP is online.
The application installer, <i>EsInstaller.exe</i> , is trying to install <i>ESI Media Manager</i> and <i>ESI Video Viewer</i> . What are these applications? How do you prevent their installation?	<i>ESI Installer</i> is a single program that supports the installation of several applications currently sold by ESI. As a user, you can choose to install any or all of the applications listed in <i>ESI Installer</i> . <b>However</b> , once the applications are installed, your station will need authorization, as assigned by your installing ESI Reseller on the system, to launch and run the applications. Installing an ESI application for which you don't have authorization won't harm your PC or the other ESI applications; you simply will be unable to use such an application, and will have wasted hard drive space with the application files. If, after installing an ESI application, you discover that you're not authorized to use it, just use <b>Add/Remove Programs</b> (located in the <i>Windows Control Panel</i> ) to remove the application. (To prevent the installation of an application during the use of <i>ESI Installer</i> , deselect its checkbox in the applicable <i>ESI Installer</i> screen.
<i>VIP 7</i> fails to install.	<ul style="list-style-type: none"> <li>• You don't have a mailbox password set.</li> <li>• The mailbox password on the phone is the different than the one you've entered in <i>VIP 7</i>.</li> <li>• The NSP IP address and/or port number entered in <i>VIP 7</i> are/is incorrect.</li> <li>• Your station is not authorized to use <i>VIP 7</i> in Installer programming.</li> <li>• You're not running on compatible PC hardware or software (see page B.1 for computer system requirements).</li> </ul>
<b>Contacts</b>	
The <b>Department</b> tab and some of the mailbox tabs in <b>Contacts</b> are empty.	Each ESI mailbox and department is given a default name, which must be changed in order to appear in <i>VIP 7</i> . This is by design, to prevent a user from seeing anywhere from 10 to 100 listings in these tabs even though, typically, only a few are really used.
The contacts tab in <b>Contacts</b> is empty.	The contacts tab and the <b>Quick Contact List</b> on the home screen are empty when <i>VIP 7</i> is first installed. Consult this manual's instructions on populating these lists.
A contact has an e-mail address in his/her contact profile but, when you try e-mailing the person from <i>VIP 7</i> , either nothing happens or the e-mail fails to go through.	<ul style="list-style-type: none"> <li>• Ensure that e-mailing from the actual e-mail application is working. If not, it won't be possible to e-mail from <i>VIP 7</i>.</li> <li>• Ensure that your PC's e-mail application is set to the appropriate e-mail client, even if you're using a Web-based e-mail service (such as <i>GMail</i> or <i>Hotmail</i>). In <i>Windows XP</i>, this is found under <b>Internet Options &gt; Programs</b>.</li> <li>• Your Web-based e-mail service may not support this kind of feature. For more information, consult the provider of your Web-based e-mail service.</li> </ul> <p><i>Windows 7</i> users may need to install other applications from Google, such as <i>Email from GMail</i>, in order for the <i>VIP 7</i> feature to work. ESI recommends consulting your e-mail provider or IT professional(s) concerning this. This is <b>not</b> a limitation of <i>VIP 7</i> but, rather, due to restrictions put in place by Google; therefore, ESI does not guarantee that all PCs will be able to support this feature.</p>
<b>ACD Supervisor and SQLExpress</b>	
When installing <i>SQL Express 2008</i> version 1.00.01.00 (for use with <i>VIP 7 ACD Supervisor</i> ), you see an error message, <i>"Exception Resetting Ports/Restarting DB — Cannot open MSSQL\$ESIACD service on computer."</i>	The database password doesn't conform to the requirements in the PC's password policy. For example: if the <i>SQL Express</i> password is shorter than 14 characters but the PC is set to accept only a password at least 14 characters long, the <i>SQL Express</i> password will never be accepted. <b>Before changing this setting, consult your IT professional(s).</b>

Issue	Solution
VIP 7 ACD reports contain no data.	<p>There could be a few reasons for this. Ensure . . .</p> <ul style="list-style-type: none"> <li>• You have chosen the correct time frame, department, and/or station that you want to view.</li> <li>• The database owner has been running <i>VIP 7 ACD Supervisor</i> at the appropriate times so that ACD events are stored in the database.</li> <li>• The database owner and other <i>VIP 7 ACD Supervisor</i> users are all pointing to the correct database.</li> </ul> <p>There is only one SQL instance on the PC. This instance should be the ESI-supplied <i>SQL Express</i>.</p>
<b>Dialing</b>	
Placing calls from <i>VIP 7</i> doesn't work.	<ul style="list-style-type: none"> <li>• Ensure the number you are trying to dial can be made directly from the phone. If not then it's likely an invalid number, a problem with the CO lines, or system programming. Contact your ESI Reseller for assistance.</li> <li>• <i>VIP 7</i> doesn't require you to enter a line access code (e.g., 9) when dialing. Try dialing the number with or without the line access.</li> <li>• <i>VIP 7</i> is not designed around the use of Centrex lines. If your company uses Centrex, you'll need to enter an additional 9 to access the CO line/trunk to make a call. <i>VIP 7</i> is not guaranteed to work with Centrex lines.</li> </ul>
I can't dial from <i>Outlook</i> , <i>Google</i> , the Internet, etc.	<i>VIP 7</i> will automatically install a TAPI 2.0 dialer. This dialer enables you to dial from TAPI-supported applications like <i>Outlook</i> . It does not support dialing from a web-based program. Refer to the TAPI section H.1 for setup instructions.
<b>Various</b>	
You can't hear the messages played.	<ul style="list-style-type: none"> <li>• If using the speaker, verify the handset is on-hook.</li> <li>• Verify that your phone is nearby and that your speaker volume is sufficient.</li> <li>• Make sure your phone isn't in headset mode.</li> <li>• If using <i>VIP 7 Softphone</i>, ensure that your USB headset (not included) is plugged in and set at a sufficient volume.</li> </ul>
The <i>VIP 7</i> call display doesn't look right — borders are missing, buttons are oddly disproportional, etc.	Adjust your PC's display properties by right-clicking the <i>Windows</i> desktop, selecting <b>Properties</b> , and then <b>Settings</b> . A display set at more than 100% or to show a larger-than-normal font size won't show <i>VIP 7</i> correctly.
You have added a feature button to one of the call-handling ribbons, but don't see it when accessing the ribbon.	<ul style="list-style-type: none"> <li>• Be sure you're viewing the appropriate ribbon. For example, if you added a button to the "Busy" ribbon, your station must be in a busy state for you to see that ribbon.</li> <li>• Only eight buttons can be displayed at once. When there are more than eight buttons on a ribbon, the eighth button changes to <b>More</b>, which then provides the additional button(s), such as the one you programmed.</li> </ul>
The <b>Help</b> widget just takes you to a YouTube Web page; but you want to access this <i>VIP 7 Setup and User's Guide</i> that you're reading now.	The YouTube-based videos are meant to provide you with quick, visually helpful instruction on <i>VIP 7</i> 's most widely used features. The most current version of this <i>VIP 7 Setup and User's Guide</i> can be found on the ESI Web site, <a href="http://www.esi-estech.com">www.esi-estech.com</a> .
When you double-click a voice mail notification to play a voice mail message, the message fails to play and a window will open.	<p>This may occur occasionally when the phone system is especially busy.</p> <p>Use the <b>Play</b> button to play messages; or wait a few seconds and then try double-clicking the notification again.</p>
Areas of <i>VIP 7</i> — the <b>Stations</b> tab, <b>Call Log</b> , etc. — are empty or only partially populated.	<ul style="list-style-type: none"> <li>• Stations, departments, and mailboxes that have only a default system name won't appear in <i>VIP 7</i>. Ask the System Administrator to name the desired station, department, or mailbox.</li> <li>• Have the System Administrator ensure that someone else isn't using your extension number in his/her <i>VIP 7</i> installation.</li> <li>• Ensure the subnet mask of the PC running <i>VIP 7</i> matches that of the NSP.</li> </ul>

## Repairing *VIP 7*

If you think *VIP 7* did not install correctly, run the **Repair *VIP 7*** option. This looks for and replaces, as needed, any files that, if missing, prevent *VIP 7* from working correctly.

To repair *VIP 7*, follow these steps:

1. Select **Settings** from the *Windows Start* menu.
2. Select **Control Panel** and double-click **Add or Remove Programs**.
3. Select ***VIP 7***.
4. Select **Repair *VIP 7*** and click **Finish**.
5. Click **Close** when prompted.

## Uninstalling *VIP 7*

To uninstall *VIP 7* follow these steps:

1. Select **Settings** from the *Windows Start* menu.
2. Select **Control Panel** then double-click the Add or Remove Programs.
3. Select ***VIP 7***.
4. Select **Remove *VIP 7***, then click **Finish**.
5. When prompted to confirm removal, click **Yes**.

## Uninstalling and reinstalling the *VIP 7 SQL Express* database

**Warning:** There may be instances wherein uninstalling and reinstalling a new *VIP 7 SQL Express* database are necessary. This decision should not be taken lightly, as you will likely lose access to the original database, thereby limiting how far back (in time) the reports will go.

I ...	... but ...	... so what do I do?
Have a current, active, good ACD database that I want to keep using.	Somehow, a new instance of <i>VIP 7 SQL Express</i> was installed on the same PC so now there are two databases.	<p>Continue using the new one. Your reports will go back to the date you started using the new one. The old database is still intact, but not usable from <i>VIP 7</i>.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><b>Note:</b> Merging of data is not supported.</p> </div> <p>If the other SQL instance is not the <i>VIP 7 SQL Express</i> then the new non-<i>VIP 7</i> version will need to be removed.</p>
Have a bad, possibly corrupt database.	I need to keep using a database from which to run <i>VIP 7 ACD</i> reports.	<ol style="list-style-type: none"> <li>1. Continue using the current database and contact the ESI Technical Support Center to find out why the database has been compromised. ESI may be able to fix the issue without loss of data. If it's determined that a new SQL install is needed, TSC will direct you to step 2.</li> <li>2. Create a new database by performing a new install from <i>VIP7SQLExpress.exe</i>. The old database will automatically be placed in a separate folder (<i>i.e.</i>, it will be archived). The old database is still intact but not usable from <i>VIP 7</i>.</li> </ol> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><b>Note:</b> Merging of data is not supported.</p> </div>
Tried installing a database.	I get an error when running reports from <i>VIP 7</i> .	<ol style="list-style-type: none"> <li>1. Continue using the current database and contact the ESI Technical Support Center to find out why you received an error. If it's determined that a new SQL install is needed, TSC will direct you to step 2.</li> <li>2. Create a new database by performing a new install from <i>VIP7SQLExpress.exe</i>. The old database will automatically be placed in a separate folder (<i>i.e.</i>, it will be archived). The old database is still intact but not usable from <i>VIP 7</i>.</li> </ol> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><b>Note:</b> Merging of data is not supported.</p> </div>

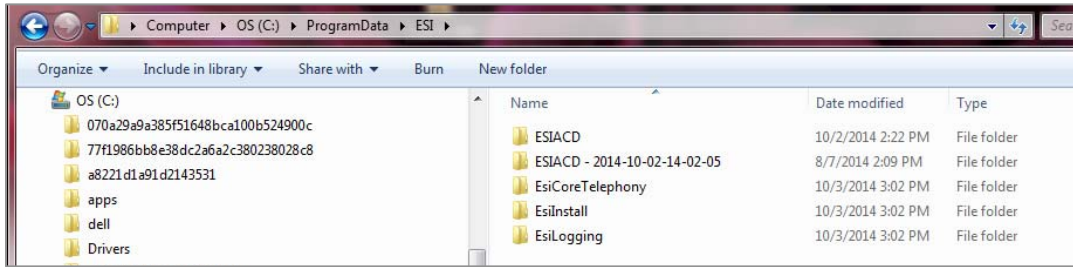
1. In this uninstallation example, the PC already had the SQL DBA. The program list included the installed SQL programs shown; the only database present was in *C:\ProgramData\ESI\ESIACD (esiacd.mdf, esiacd\_log.ldf)*

Microsoft SQL Server 2005 Compact Edition [ENU]	Microsoft Corporation	8/25/2014
Microsoft SQL Server 2008 R2	Microsoft Corporation	10/2/2014
Microsoft SQL Server 2008 R2 Native Client	Microsoft Corporation	8/7/2014
Microsoft SQL Server 2008 R2 Setup (English)	Microsoft Corporation	10/2/2014
Microsoft SQL Server 2008 Setup Support Files	Microsoft Corporation	10/2/2014
Microsoft SQL Server Browser	Microsoft Corporation	10/2/2014
Microsoft SQL Server VSS Writer	Microsoft Corporation	10/2/2014

2. Uninstall *SQL Express* by launching *VIP 7 ACD's SQLExpress.exe*. Choose **Uninstall**, which will take a few minutes. When this is finished, the program list shows only one reference to SQL (below). The database remains in its same location.

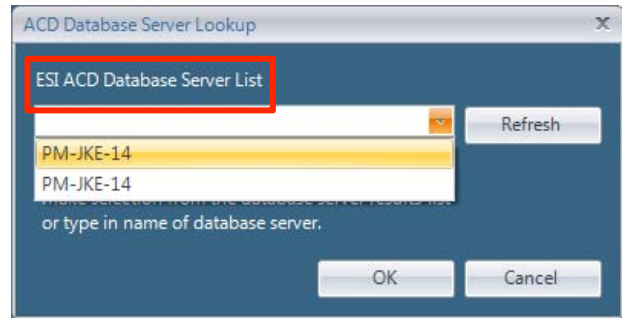
Microsoft SQL Server 2008 R2 Native Client	Microsoft Corporation	8/7/2014
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3. In the example, we launched *SQLExpress.exe* again to reinstall. This process went fine and the program list was repopulated with all SQL references shown in the first picture. The database file appears in a new folder while the old database was put in a dated folder.



4. In the example, we launched *VIP 7* to ensure it's pointed to the correct database. Now there are two instances of the same PC name that contains the database. Both listings point to the same database instance, which is the one we newly installed. So, we can select either one.
5. Select one of the listings. Accept the various changes until you are out of *VIP 7 Settings*.

Wait a few minutes for new ACD events to be recorded before trying to run a report. Update other *VIP 7 ACD Supervisor* instances to ensure they're pointing to the same database.





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