



The Voice Operator Panel is a Desktop Reception client that may be used to make, take, and handle phone calls. The default configuration for this application is to tie it to a hard phone. This means that the hard phone on your desk will ring with incoming calls and be used as a listening device, but all call handling must be done through the software.

**System Requirements:**

Computer- PC, Processor Intel Pentium IV or better, 256MB RAM free or more, 50MB disk space free or more.

Operating System: Windows XP, Vista, 7, 8, 10. (with .NET 2.0 or 3.0 or 3.5 framework installed)

**Launch the Application**



The Voice Operator Panel software must be running to handle phone calls.

To launch the installed application, choose the application from the start menu or click on the associated desktop icon.

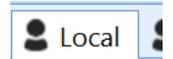
Last Name / First Name	Phone	Voicemail	XMPP	Skype
Andreas Muller	4139	74139	6107084139@telecloud...	
Andy Taylor	9785	79785	6103559785@telecloud...	
Andrew Garcia	4101	74101	6107084101@telecloud.li...	
Andrew Garcia(Home)	4221	74221	6107084221@telecloud.li...	
Andreas Callmann	4124	74124	6107084124@telecloud...	
Andreas Peter Altmann	84217	784217	6107084217@telecloud.li...	
Andreas Gern (Old work, Test)	84218	784218	6107084218@telecloud.li...	
Anna Yamell	4103	74103	6107084103@telecloud...	
Bill Wohlhagen	4104	74104	6107084104@telecloud...	
Bill Wohlhagen(Home)	4105	74105	6107084105@telecloud.li...	
Brian Buchanan	4107	74107	6107084107@telecloud...	
Brian Garcia	4108	74108	6107084108@telecloud...	
Brian O'Neill	4109	74109	6107084109@telecloud...	
Brian O'Neill(Home)	4110	74110	6107084110@telecloud...	
Brian Rowland	4117	74117	6107084117@telecloud.li...	
Chris Hill	4526	74526	6107084526@telecloud.li...	
Chris Archer	4114	74114	6107084114@telecloud.li...	

## Getting Acquainted

When the application is first launched, there are a few tips to get acquainted with its settings.

- The application's tabs and quadrants can be **moved and resized** to fit your preferences. Move your cursor to the quadrants edge then select and drag to resize.

- Directory and Settings line the top of the console. The most common tab will be called "local" and lists your group's extensions. See below for more information on the monitoring included in these tabs.

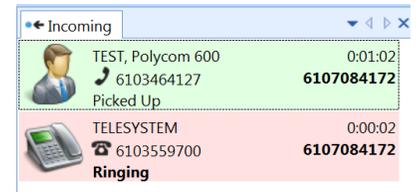


- **Incoming and Outgoing call boxes** allow operator to manage all calls. The background color of the call indicates its status:

*Green = Active*

*Yellow = Hold*

*Red = Ringing*



- **Search** the selected directory by using the search box. Click the magnifying glass to narrow the search mode.



- Select  to change the **layout** view of the console to *Tree*, *List*, or *Table* view. The most commonly used view is the list view because its columns can be expanded and collapsed to show only relevant information.

## Local Directories

*Local Directories monitor the status of your group extensions.*

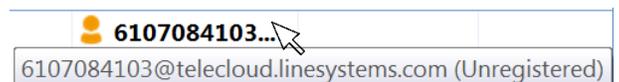
The name and phone columns monitor up to 200 extensions using line state monitoring. Status includes:

-  User not on a call
-  User on a call
-  User has Do Not Disturb engaged
-  User's phone is ringing

Alternately, the XMPP column monitors users using a different monitoring service. It monitors up to 1000 users and includes additional information for users that have the Accession softphone client. Status includes (but is not limited to):

-  User is online
-  User is not logged into the softphone client
-  User does not have the softphone client

XMPP monitoring status explanation can also be seen while hovering the cursor over the user's status as shown to the right.



## Make Calls

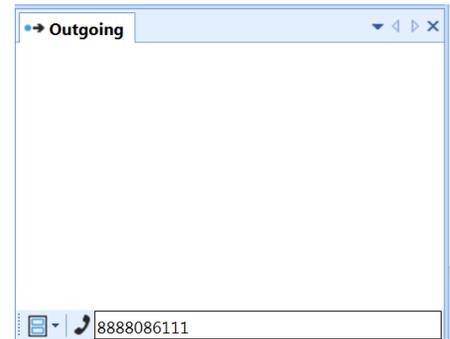
There are several ways to initiate a call in the application.

### Make a call from a directory tab:

- Select the desired tab.
- Search for the desired contact.
- Double click on the contact name or right click on the contact then click Call.
- Your phone will ring. When you answer it, the call will be sent out to the caller.

### Make a call using the call box:

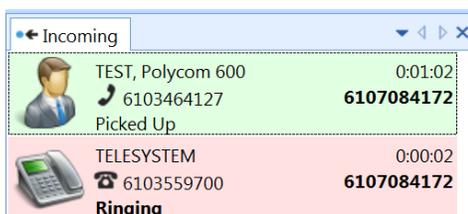
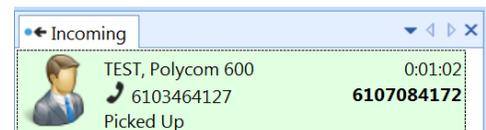
- In the Outgoing call area, click in the open call box.
- Type in the telephone number using your computer's keyboard.
- Press Enter on the keyboard to initiate the call.
- Your phone will ring. When you answer it, the call will be sent out to the caller.



## Answer and End Calls

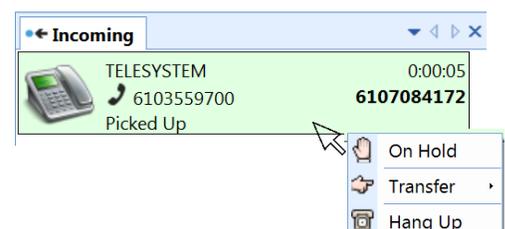
To **answer** an incoming call to the reception console, answer (pick up) the line of the ringing hard phone.

After answering a call, all the information about the call will display on the software interface. Be sure to use all features (such as transfer, hold, and park) via the software rather than the desk phone.



If you are on a call currently and **additional calls** come in, they will show on the incoming call screen and should be answered through the software. To answer the second, incoming call double click on the ringing (red) call. The formerly active call will go on hold automatically.

To **end** a call, hang up the hard phone or right click on the call and choose *Hang Up* from the menu.



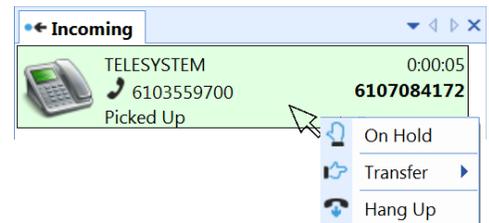
The call information will be removed from the call screen after you've hung up.

**IMPORTANT:** the hard phone is only used as a listening device. Use it to answer, end, and listen to calls, but you should use no other native features of the phone. All other features (transfer, hold, etc.) should be done exclusively through the software.

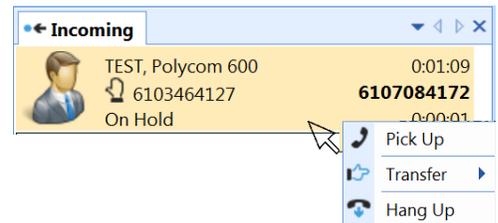
## Hold

A held call places the call on hold in the application. Held calls are not shared with other lines at your site.

To place a call on hold on your line, either double click on it or right click then choose **On Hold** from the drop down menu.



To resume a call either double click on it or right click then choose **Pick Up** from the drop down menu.



## Transfer

Transferred calls are active calls that are sent to another extension or phone number.

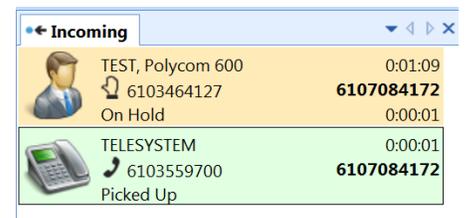
### To transfer to an extension or other directory entry:

- Search for the desired contact in the directory
- Use your cursor to drag and drop the call to the directory recipient. Be sure that the call is positioned directly over the correct entry's name before releasing it.

### To transfer a call to another call within your application:

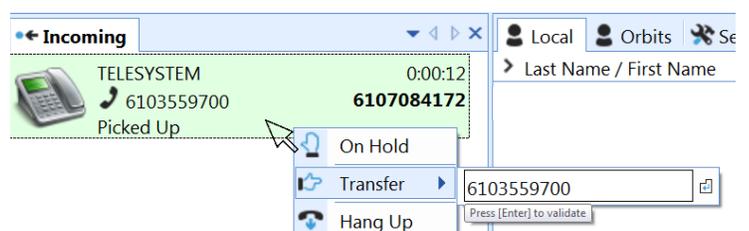
To transfer one call to another, use your cursor to drag and drop one call to the other call then hang up. Both will disappear from the VOP interface.

*This type of transfer can be used if you want to privately announce a call to the receiving party.*



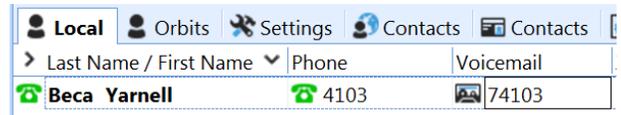
### To transfer using the call box:

- Right click on the active call.
- Choose Transfer from the list.
- Type the number or extension you wish to transfer to in the call box.
- Press Enter.



**To transfer to an extension's voicemail box (List Layout):**

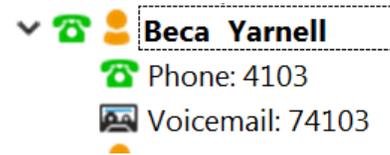
- Search for the desired contact in the Local tab then drag and drop the call over its voicemail extension.



Remember, this layout's columns may be expanded and collapsed for ease of use as seen above.

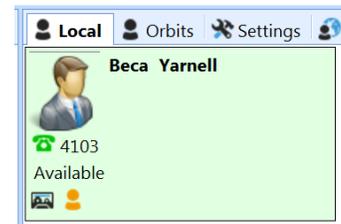
**To transfer to an extension's voicemail box (Tree Layout):**

- Search for the desired contact in the Local tab then click on the arrow to expand its information.
- Use your cursor to drag and drop the call to the Voicemail section.



**To transfer to an extension's voicemail box (Table Layout):**

- Search for the desired contact in the Local tab then click on  icon.
- Choose Transfer from the list then click on the call you wish to transfer to voicemail.



**Park**

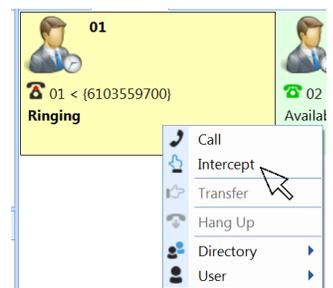
The Park feature allows calls to be placed on a call on a shared hold that may be accessed from all other phones at the site.

**To park a call:**

- Select the park Orbits tab.
- Use your cursor to drag and drop the call you wish to transfer to an available park Orbit.

**To retrieve a parked call:**

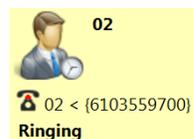
- Select the Park Orbits tab.
- Right click on the orbit then choose *Intercept* from the drop down.
- The call will be transferred back to your phone to answer and handle appropriately.



Available park orbits

Occupied park orbits

Table layout:



List or tree layouts:

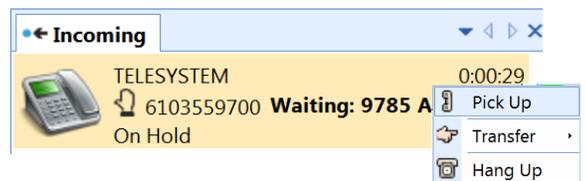


## Busy Camp On

The *Busy Camp On* feature allows you to transfer a call to an extension that is already on a phone call. When the busy extension hangs up their current call, the call that is camping onto their extension will be presented to them in 10 seconds. Additionally, while a call is camped, the reception console can pull it back.

### To use the Camp On feature:

- Search for the desired contact on the Local tab.
- User your cursor to and drop the call you wish to transfer to the extension, being sure that the call is over the correct entry's name before releasing it.
- Since that user is already on a call, the system will allow the call to 'camp' on their extension, but it will still show in your voice operator panel. The panel will remind you for whom the call is waiting in bold lettering.
- After that extension hangs up their current call, the camped call will ring to them within 10 seconds. Alternately, you may pick up the call if it seems they're waiting too long. To do this, right click on the call that is waiting and choose *Pick Up* from the drop down menu. This will transfer the call back to your phone.



For training videos of the software, please click here or type the following link into your browser:  
<http://www.voiceoperatorpanel.com/media/metaswitch/>.