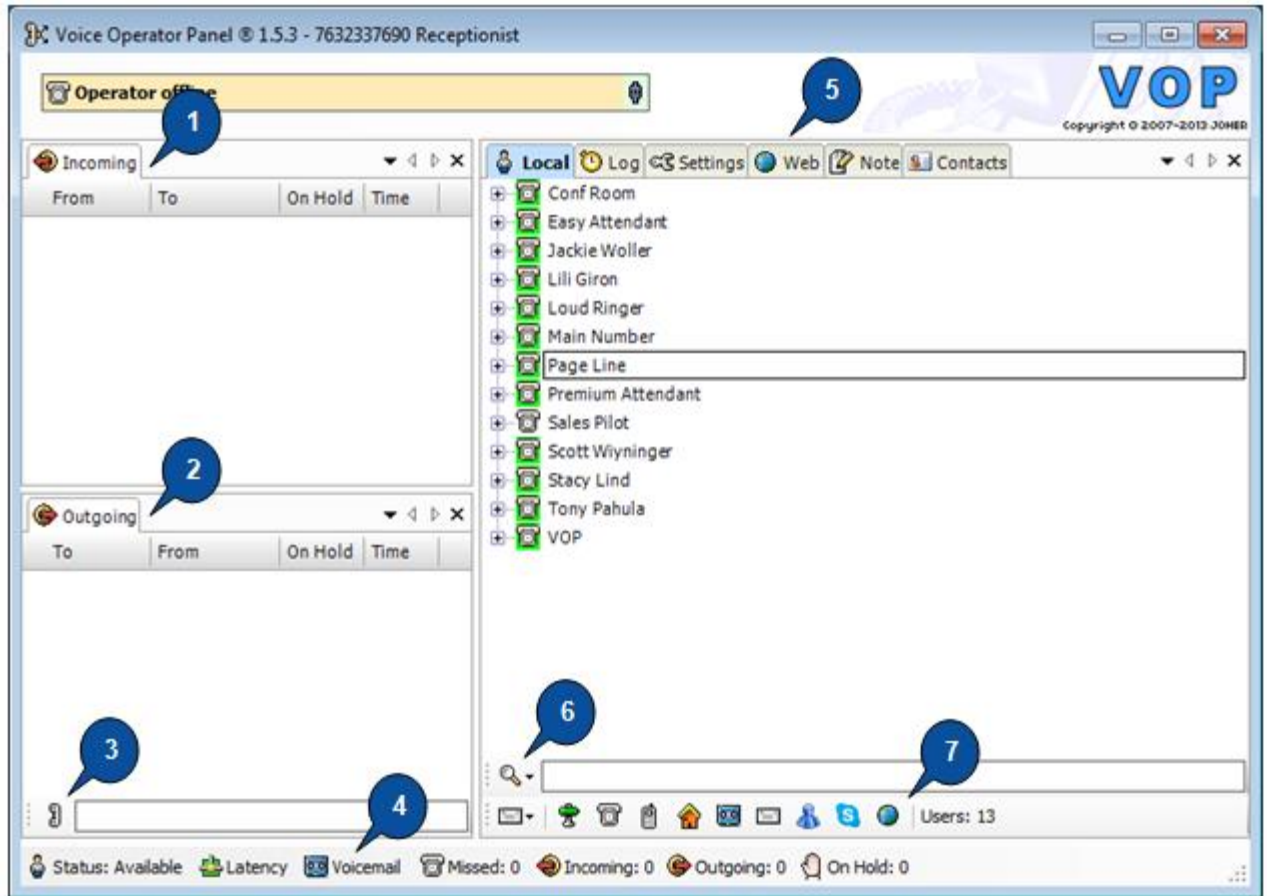



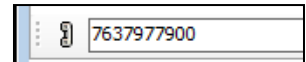
Voice Operator Panel Main Window:



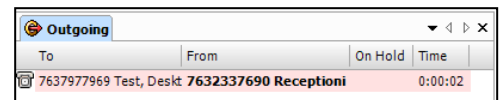
1. **Incoming Calls** – Incoming calls display here.
2. **Outgoing Calls** – Outgoing calls display here.
3. **Dial** – Enter [10-digit phone number] in this field to make an outgoing call.
4. **Voicemail** – Call to check voice mail messages.
5. **Tabs:**
 - **Local** – Directory of Internet Phone System users and contacts
 - **Log** – Lists completed incoming and outgoing calls.
 - **Settings** – View/modify Voice Operator Panel settings
 - **Web** – Web browser
 - **Note** – Space to type notes while on a call
 - **Contacts** – Contacts imported from Outlook
6. **Search** – Search content listed in the screen above.
7. **Filter Contact Information** – Filter information listed in the Contacts tab by: Information (Company, Department, Title, etc.), Phone , Mobile , Home , Voice Mail , E-mail , Skype address , or Web address (XMPP is not supported at this time).

Make an Outgoing Call:

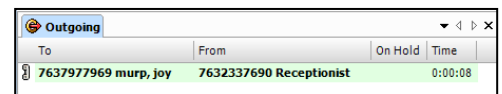
- **Click-to-Dial:** Double-click on the [Phone Number] listed in the Local (Directory), Log, or Contacts screens or click the [Dial] icon  to view and select a recently dialed number.
- **Dial a 10-digit phone number:** Enter the [10-digit phone number] in the [Dial] field and press [Enter] on your computer keyboard.



o Outgoing calls appear in the [Outgoing] section of the screen in red

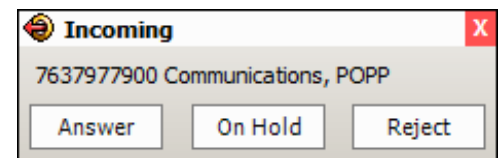


o Once the call is answered, it will display in green.



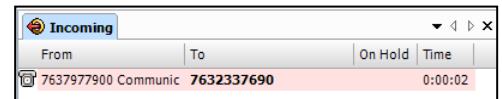
Answer an Incoming Call:

- **Answer an incoming call:** Click [Answer] in the Incoming Call popup screen or double-click on the call in the Incoming Call section of the screen

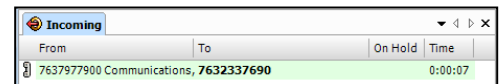


Incoming calls display the caller's phone number (From) and the destination/dialed phone number (To), allowing the user to identify which company/service was called and answer the call accordingly


o Incoming calls appear in the [Incoming] section of the screen in red




o Once the call is answered, it will display in green

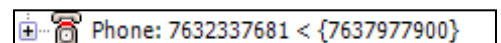


End a Call:

- **Hang up:** Right-click on a call in progress and select [Hang Up]  to end the call

View Telephone Presence:

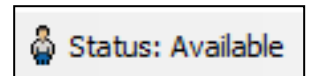
- **User's telephone is not ringing or busy:** Telephone icon is green 
- **User's telephone is ringing or busy:** Telephone icon changes to red and call details are shown



Note: Telephone presence does not reflect when a user's telephone is on DND (telephone icon will remain green).

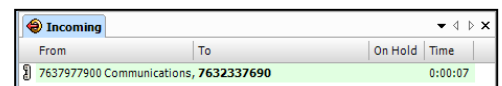
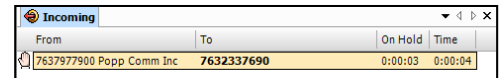
Do Not Disturb:

- **Turn on:** Click on [Status: Available] in the lower-left corner of the screen and select [Do Not Disturb]
- **Turn off:** Click on [Do Not Disturb] and select [Available]



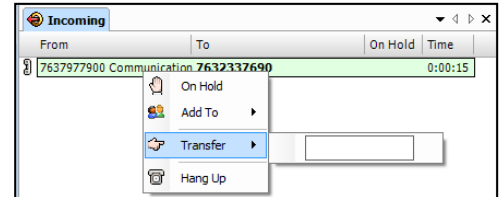
Call Hold:

- **Place call on hold:** Double-click on a call in progress to place the call on hold. The call displays in orange.
- **Pick up call on hold:** Double-click on the call. The call displays in green.




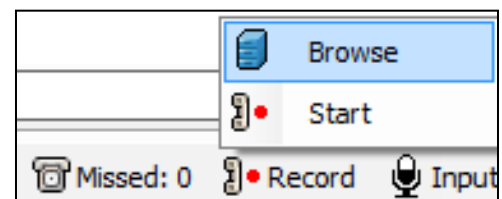
Call Transfer:

- **Drag and drop:**
 - o Click on the call to select it in the Incoming section of the screen
 - o Drag the selected call over to the desired contact in the Local (Directory) or Contacts tab
 - o Once the desired contact is highlighted, release the call to complete the transfer.
- **Transfer to a 10-digit phone number:**
 - o Right-click on the call in the Incoming section of the screen
 - o Select [Transfer]
 - o Enter [10-digit Phone Number]
 - o Press [Enter] on your computer keyboard
 - o Once the desired contact is highlighted, release the call to complete the transfer.
- **To announce the call before transferring:**
 - o Place the call to be transferred on hold
 - o Call the person you will transfer the call to and notify him/her
 - o Pick up the call to be transferred and transfer the call following the steps above



Call Recording:

- **Begin recording a call in progress:** Click [Record]  at the bottom of the screen to record. Recorded calls are saved in C:\Program Files\VoiceOperatorPanel\recordings file (default).
Note: Calls are recorded using Voice Operator Panel (not your desk telephone).
- **Stop recording:** Click [Record] at the bottom of the screen and select [Stop] to stop recording.
Note: Call recording stops automatically when you hang up a call.
- **Listen to a recorded call:** Click [Record] at the bottom of the screen and select [Browse] to open C:\Program Files\VoiceOperatorPanel\recordings and listen to recorded calls

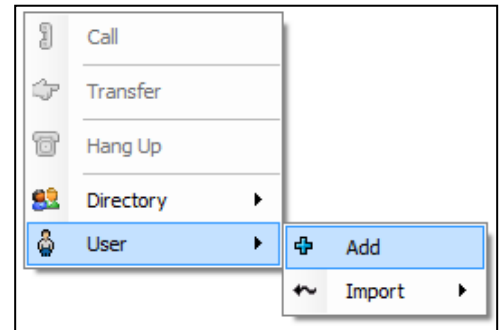


Local (Directory) tab:

- **View a list of Internet Phone System Users:** Click the [Local] tab
- **Rename the Directory:**
 - o Right-click, select [Directory], and select [Rename]
 - o Type a new name and press [Enter] on your computer keyboard
- **Add a New Contact:**
 - o Click the [Local] tab
 - o Right-click, select [User], and select [Add]
 - o Picture: click [Picture], navigate to the save location of the image to be displayed for this contact. Once the desired image is selected, click [Open]
 - o Last Name: enter [Last Name]
 - o First Name: enter [First Name]
 - o Select the desired option(s) from the drop-down fields on the left and enter the corresponding information in the fields on the right for:
 - Company
 - Office
 - Department
 - Title
 - Misc.
 - Phone
 - Mobile
 - Home
 - Voicemail
 - E-mail
 - Skype
 - Web

Note: XMPP is not supported at this time

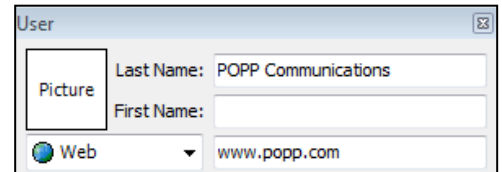
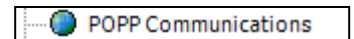
- o Click [Add] to save



Last Name: Anderson	
First Name: Jane	
Company	POPP Communications
Office	7637977900
Department	Product
Title	Product and Process Specialist
Misc.	contact for product information
Phone	7637977900
Mobile	6125551234
Home	9525555678
Voicemail	6127677677
E-mail	jmurphy@poppp.com
Add	

- **Configure a Web Site as a Contact:**

- o Click the [Local] tab
- o Right-click, select [User], and select [Add]
- o Last Name: enter [Name of Web Site] (e.g., POPP Communications)
- o Select the [Web] option(s) in the first drop-down field on the left side of the screen
- o Enter the web address (e.g., www.popp.com) in the corresponding field on the right side of the screen
- o Click [Add] to save. The web site will appear in the list of contacts in the Local (Directory) tab

- **Delete a Contact:**

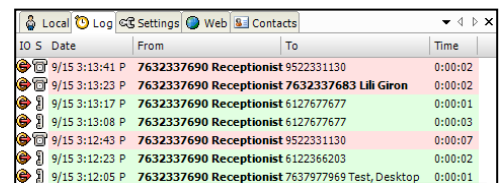
- o Click the [Local] tab
- o Right-click on the [User or Contact] to be deleted, select [Contact], and select [Remove]
- o Click [OK] to remove

- **Backup the Directory to your computer:**

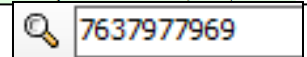
- o Click the [Local] tab
- o Right-click, select [Directory], and select [Export]
- o Save as type: select [XML File (*.xml)]
- o Navigate to the desired save location
- o Click [Save]

View Call History (Log tab):

- View today's calls: Click [Log] to view all incoming and outgoing calls for the current day
- Sort calls: Click the [Date], [From], [To], and [Time] columns to sort calls in the list
- Search:




Date	From	To	Time
9/15 3:13:41 P	7632337690 Receptionist	9522331130	0:00:02
9/15 3:13:23 P	7632337690 Receptionist	7632337683 Lili Giron	0:00:02
9/15 3:13:17 P	7632337690 Receptionist	6127677677	0:00:01
9/15 3:13:08 P	7632337690 Receptionist	6127677677	0:00:03
9/15 3:12:43 P	7632337690 Receptionist	9522331130	0:00:07
9/15 3:12:23 P	7632337690 Receptionist	6122366203	0:00:02
9/15 3:12:05 P	7632337690 Receptionist	7637977969 Test, Desktop	0:00:01

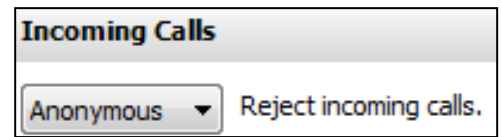


- o Enter [10-digit Phone Number] in the search field and press [Enter] on your computer keyboard
 - o Calls to/from the phone number will be listed in the call history
 - o Double-click a call in the call history search results to make a call to the phone number
 - o To clear the search results: Delete the telephone number from the search field and press [Enter] on your computer keyboard
- View additional call logs: Separate files with each day's logs are kept in the "calls" subfolder of the Voice Operator Panel application. These are retained until the user deletes them.


Common Settings (Settings tab):

• Reject Incoming Calls:


- o Click the [Settings] tab
- o Scroll down to the [Incoming Calls] section and click the [Expand] icon 
- o Reject incoming calls: Select [Anonymous], [Unknown], [External], or [All Calls]
- o Click [Save]

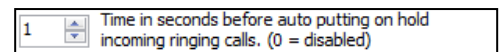



Incoming Calls

Anonymous  Reject incoming calls.


• Auto Answer and place calls on hold:

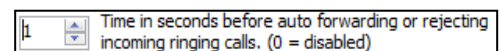
- o Click the [Settings] tab
- o Scroll down to the [Incoming Calls] section and click the [Expand] icon 
- o Time in seconds before auto putting on hold: enter [Number of Seconds] (must be greater than 0)
- o Click [Save]




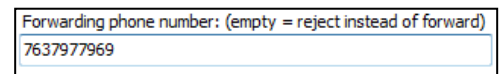
1  Time in seconds before auto putting on hold incoming ringing calls. (0 = disabled)

• Call Forwarding:

- o Click the [Settings] tab
- o Scroll down to the [Incoming Calls] section and click the [Expand] icon 
- o Time in seconds before auto forwarding or rejecting incoming ringing calls: enter [Number of Seconds] (must be greater than 0)
- o Forwarding phone number: enter [10-digit Phone Number]
- o Click [Save]






1  Time in seconds before auto forwarding or rejecting incoming ringing calls. (0 = disabled)



Forwarding phone number: (empty = reject instead of forward)

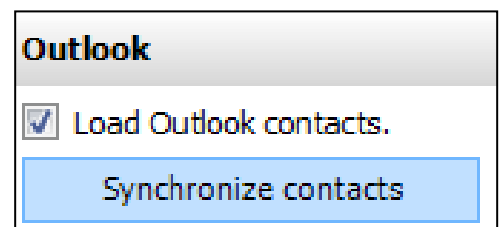
7637977969

Web Browser (Web tab):

- **Open a web site:** Enter the web address (e.g., www.popp.com) in the [Address] field and press [Enter] on your computer keyboard
- **Open your homepage:** Click the [Home] icon  to open the homepage you have designated in Microsoft Internet Explorer
- **Stop navigation:** Click the [Stop] icon 
- **Refresh the page:** Click the [Refresh] icon 

Outlook Contacts (Contacts tab):

- **View Outlook contacts:** Click the [Contacts] tab
- **Sync Outlook Contacts:**
 - o Click the [Settings] tab
 - o Click [Outlook]
 - o Check the box to [Load Outlook Contacts]
 - o Click [Synchronize Contacts]
 - o Click [Yes] to synchronize contacts and restart the Voice Operator Panel application



Outlook

☒ Load Outlook contacts.

Synchronize contacts

Voice Operator Panel System Requirements:

Windows PC	
Processor	Intel Pentium IV or better
Memory	256MB RAM
Hard Disk Space	50MB
Microsoft Windows Versions Supported	2000, XP, Vista, 7, 8 (with .NET 2.0, 3.0, or 3.5 framework installed)
Microsoft Outlook Versions Supported	2000, 2002, 2003, 2007, 2010

For Additional Training and Support

- Visit www.popp.com or call POPP Communications at 763-797-7900