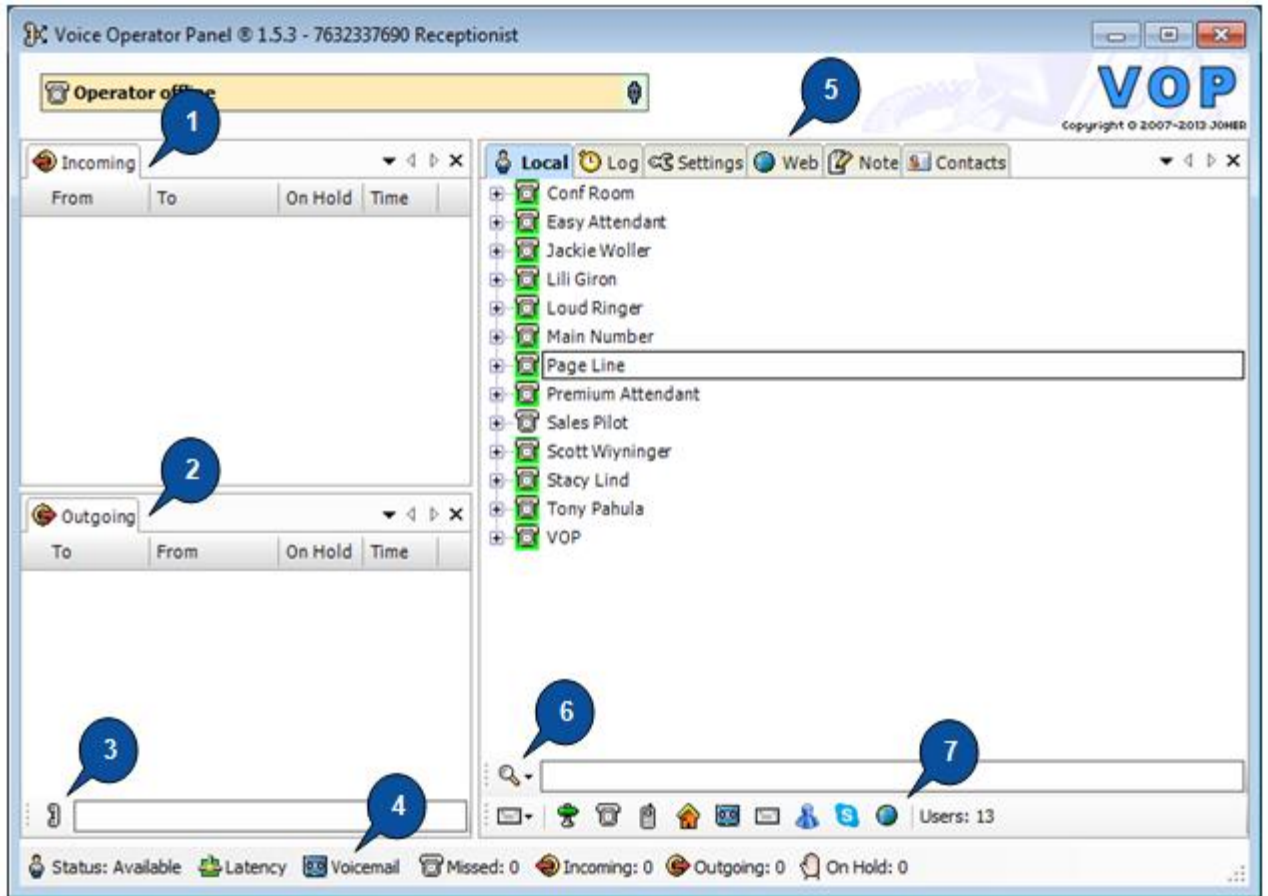












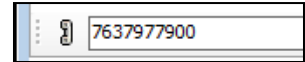
Voice Operator Panel Main Window:



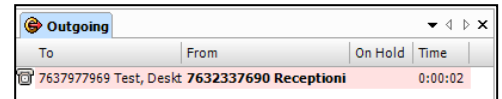
1. **Incoming Calls** – Incoming calls display here.
2. **Outgoing Calls** – Outgoing calls display here.
3. **Dial** – Enter [10-digit phone number] in this field to make an outgoing call.
4. **Voicemail** – Call to check voice mail messages.
5. **Tabs:**
 - **Local** – Directory of VoIP Phone System 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:

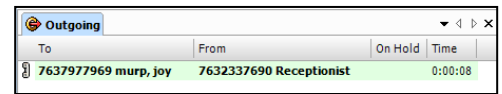
- **Click-to-Dial:** Double-click on the [Phone Number] listed in the Local (Directory), Log, or Contacts screens or click the [Dial] icon  to view and select a recently dialed number.
- **Dial a 10-digit phone number:** Enter the [10-digit phone number] in the [Dial] field and press [Enter] on your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



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

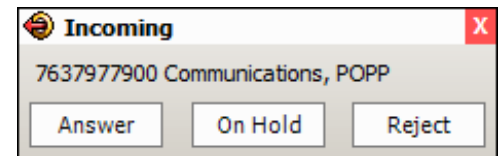


o Once the call is answered, it will display in green.



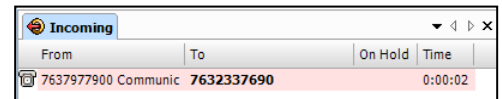
Answer an Incoming Call:

- **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

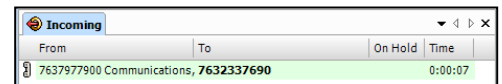


Incoming calls display the caller's phone number (From) and the destination/dialed phone number (To), allowing the user to identify which company/service was called and answer the call accordingly


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




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

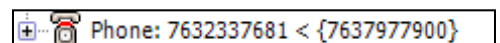


End a Call:

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

View Telephone Presence:

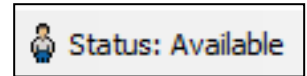
- **User's telephone is not ringing or busy:** Telephone icon is green 
- **User's telephone is ringing or busy:** Telephone icon changes to red and call details are shown



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

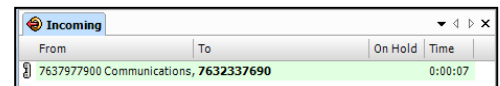
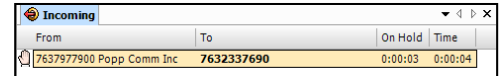
Do Not Disturb:

- **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]



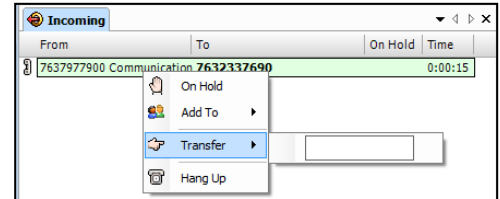
Call Hold:

- **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.




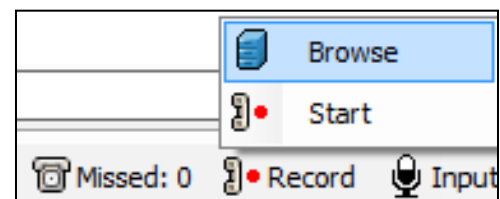
Call Transfer:

- **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



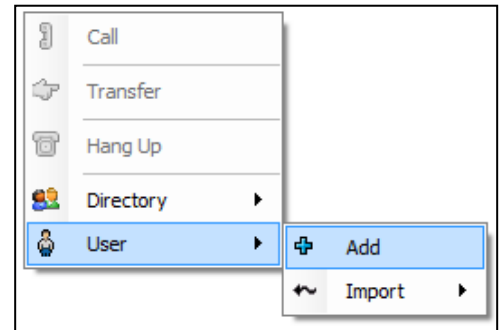
Call Recording:

- **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:

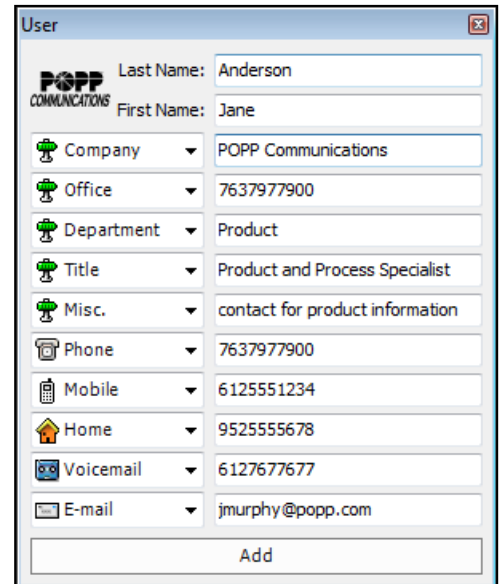
- **View a list of VoIP Phone System Users:** Click the [Local] tab
- **Rename the Directory:**
 - o Right-click, select [Directory], and select [Rename]
 - o Type a new name and press [Enter] on your computer keyboard
- **Add a New Contact:**
 - o Click the [Local] tab
 - o Right-click, select [User], 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

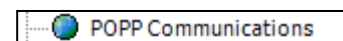
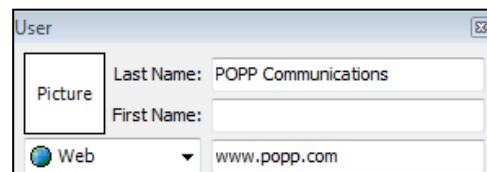
- o Click [Add] to save



POPP COMMUNICATIONS		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@popp.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:**

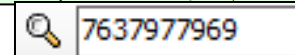
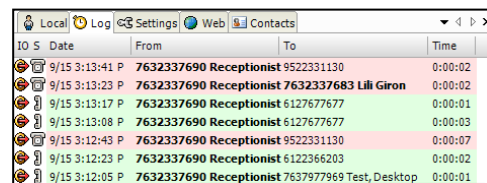
- o Click the [Local] tab
- o Right-click on the [User or Contact] to be deleted, select [Contact], and select [Remove]
- o Click [OK] to remove

- **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:

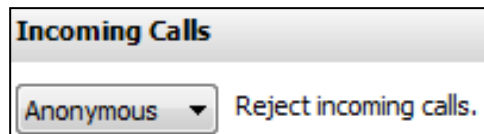


- o Enter [10-digit Phone Number] in the search field and press [Enter] on your computer keyboard
 - o Calls to/from the phone number will be listed in the call history
 - o Double-click a call in the call history search results to make a call to the phone number
 - o To clear the search results: Delete 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):

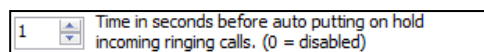
- **Reject Incoming Calls:**

- 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]




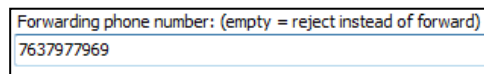
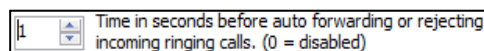
- **Auto Answer and place calls on hold:**

- 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]






- **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]

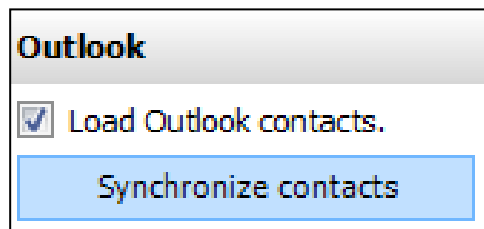


Web Browser (Web tab):

- **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



Voice Operator Panel System Requirements:

Windows PC	
Processor	Intel Pentium IV or better
Memory	256MB RAM
Hard Disk Space	50MB
Microsoft Windows Versions Supported	7, 8, 10 (with .NET 4.0 or later framework installed)
Microsoft Outlook Versions Supported	2000, 2002, 2003, 2007, 2010, 2013, 2016, Office365

For Additional Training and Support

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