



Voice Operator Panel

User Guide

Updated Version 05.13.20

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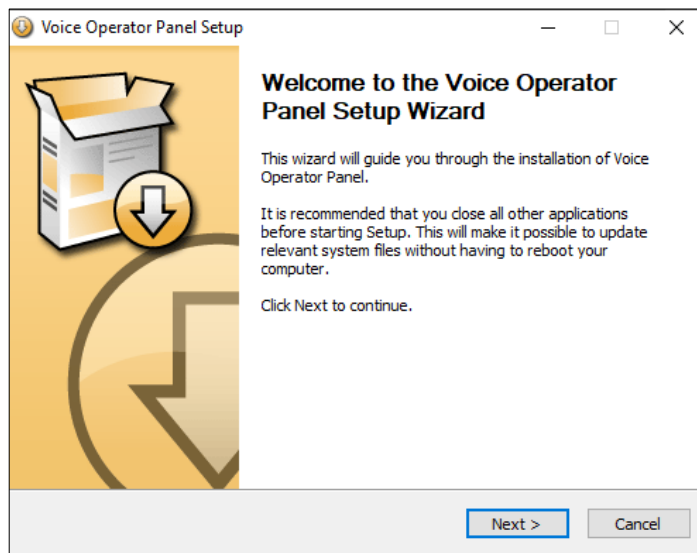
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1. Installing Voice Operator Panel Interface

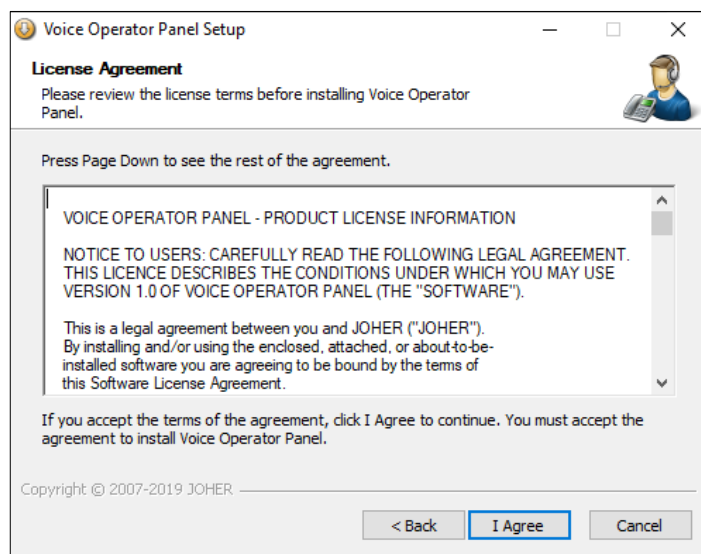
You can download the setup file (.exe) here: [Click Here to Download](#)

Please complete the set up process as shown below:

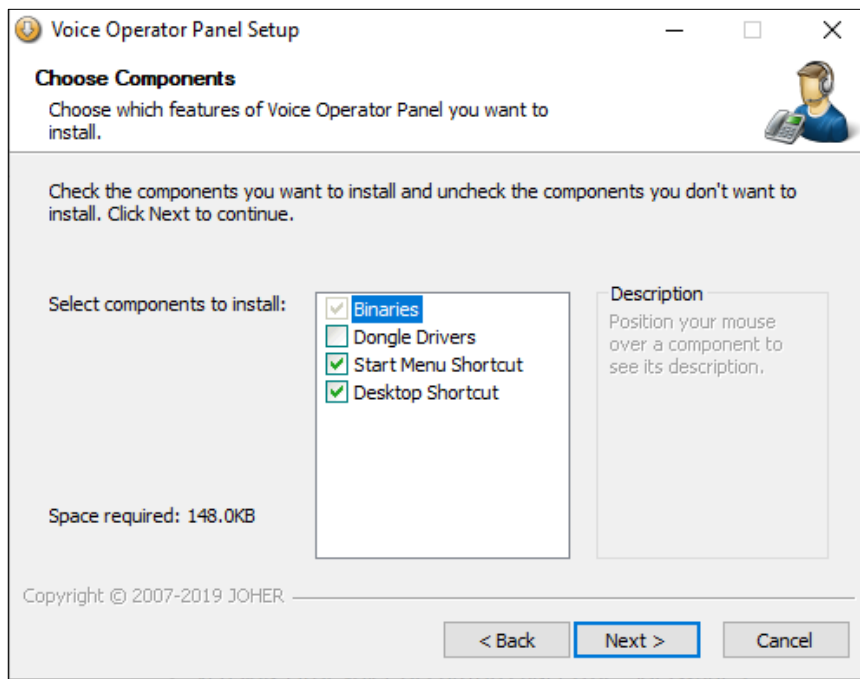
1. Click on downloaded .exe setup file to start the installation. A new installation window pops up as shown below. Hit "Next".



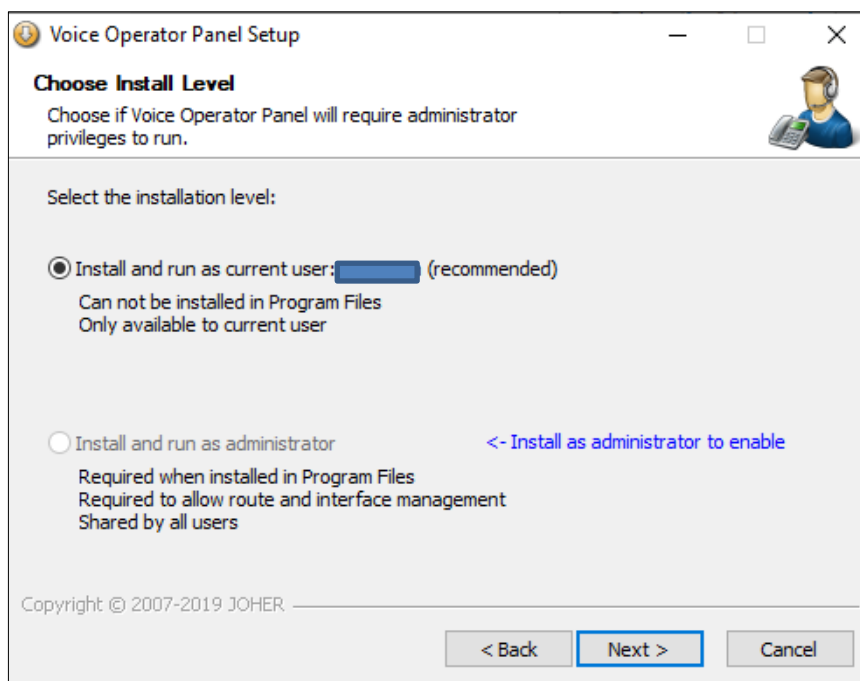
2. Click " I Agree "



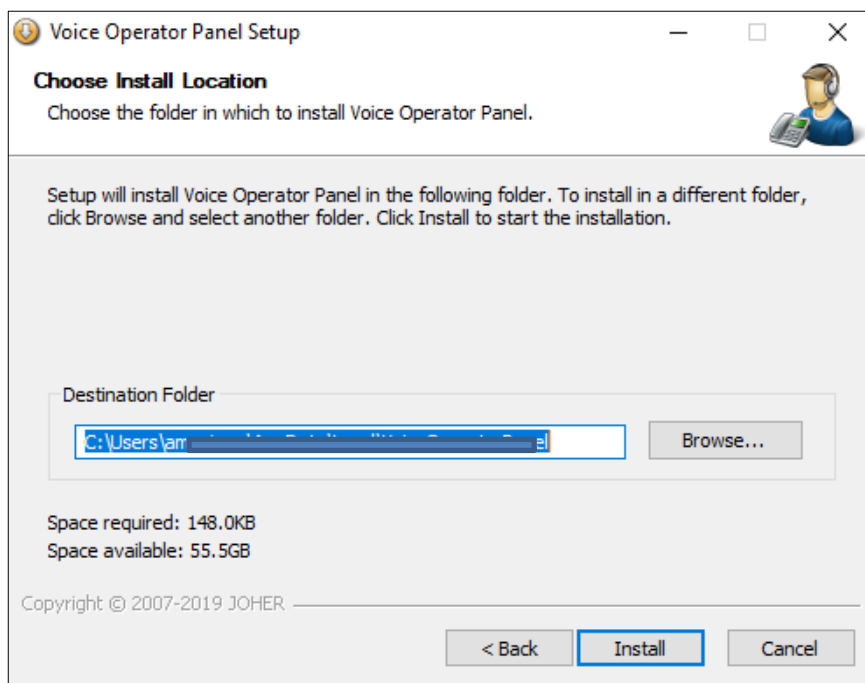
3. Hit "Next" to continue.



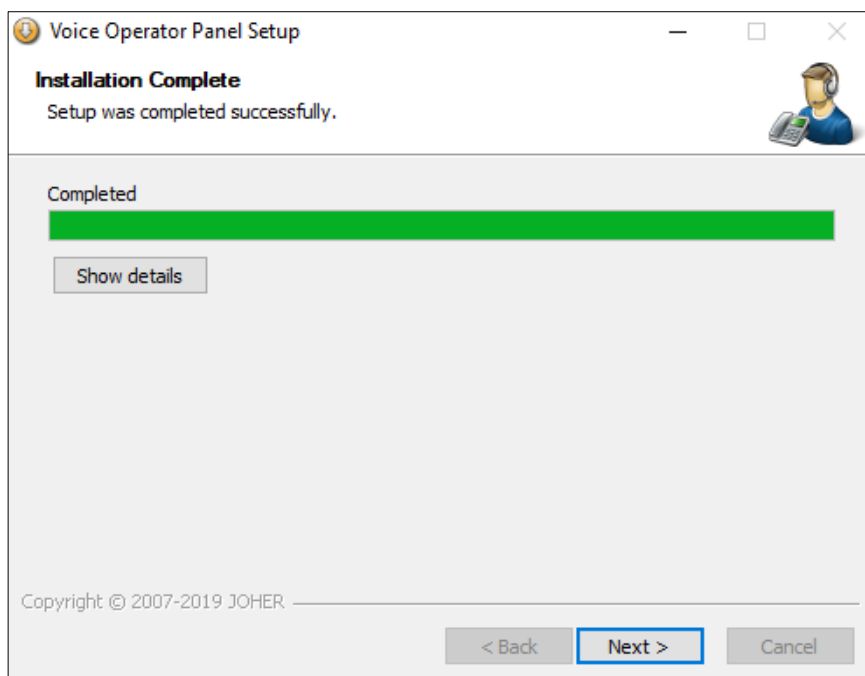
4. Select "Install and run as current user" and Hit "Next" to continue.



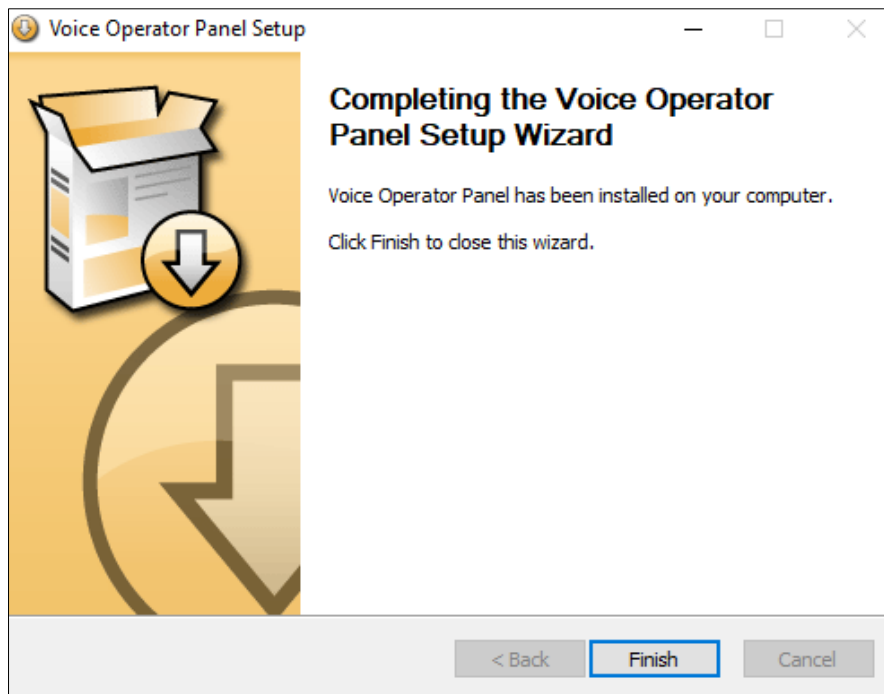
5. Choose install location and hit "Install" to continue.



6. Once the installation is completed, hit "Next" to continue.



- Click "Finish" to complete the installation.



- Launch the app on your computer. To launch the installed application, choose the application from the start menu or click on the associated desktop icon. Once launched enter server address as shown below in the screenshot or copy from below. Enter your Commportal username and password to login.

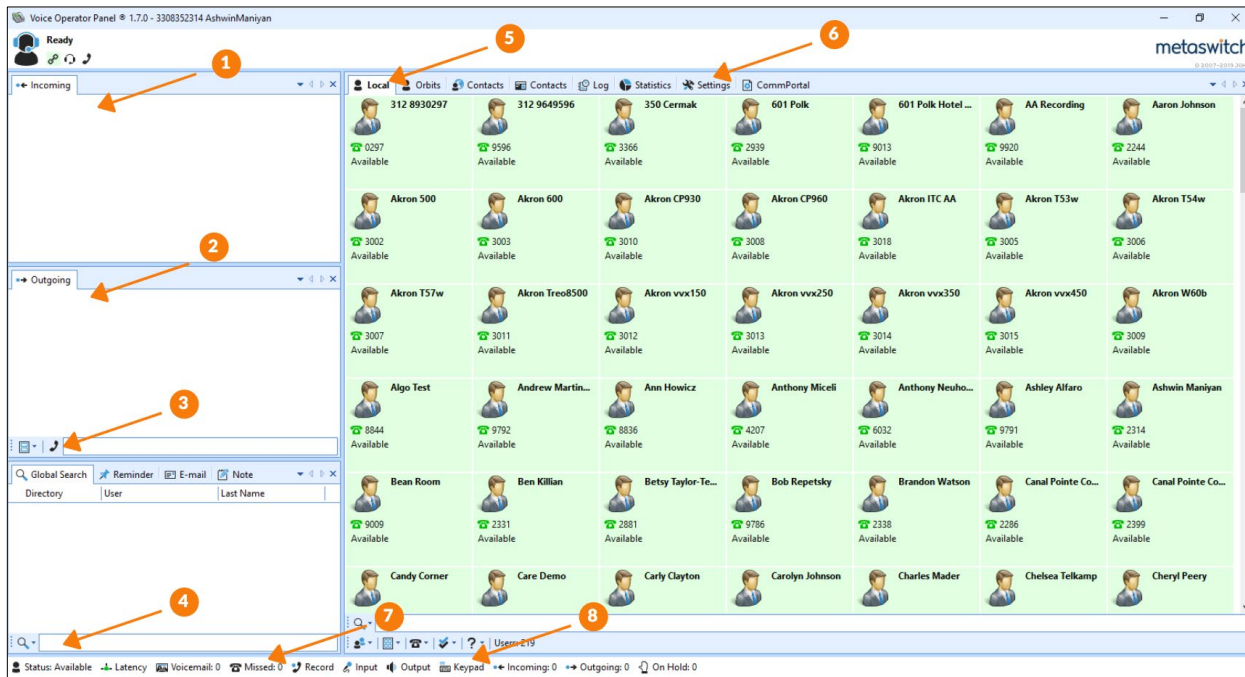
Server: <https://my.uc-view.com/sip-ps/>

Note: If you have trouble logging in or don't have Commportal credentials please email businesscare@firstcomm.com or call 800.860.2934

A screenshot of a "Login" dialog box. It has a title bar with the word "Login" and a close button. The main area is light gray and contains the text "Enter your account information:". Below this are three input fields: "Server:" with the value "https://my.uc-view.com/sip-ps/", "Username:" with the value "330" followed by a blue selection bar and the number "4", and "Password:" with a series of black dots. At the bottom is an "OK" button.

2. Dashboard

First Communications dashboard provides a thorough overview of calls-per-day, average call duration, current active calls, etc.



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. **Global Directory Search** – Search contacts here
5. **Local Directory Tab** – Directory of users
6. **Settings Tab** – View/modify Voice Operator Panel Settings
7. **View Voicemail / Missed Calls** – To display voicemail and missed calls
8. **Keypad** – To type number using keypad

3. Make an Outgoing Call

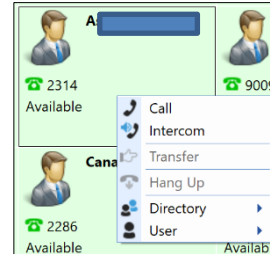
There are two ways to make an outgoing call as shown below:

1. Click-to-Dial:

Double click on the contact under local directory to make an

OR

Right click on the contact and click "Call "



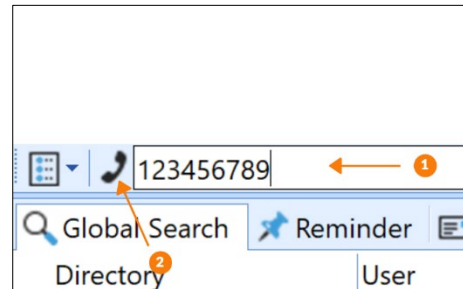
outgoing call

2. Type in the number:

Type in the 10-digit phone number and click

OR

Type in the 10-digit phone number and hit Enter



on Call icon

Outgoing calls appear in the Outgoing section of the screen in "Red" as shown below:

Outgoing				
To	From	On Hold	Time	
30c	330	vin...	0:00:01	

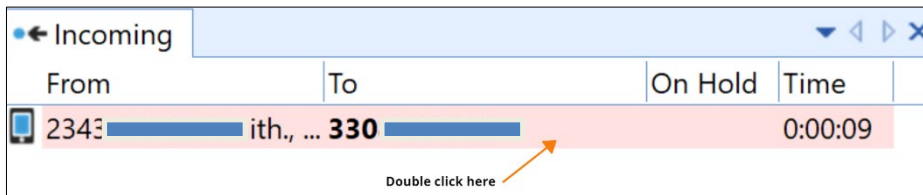
Once the call is answered it appears in "Green" as shown below:

Outgoing				
To	From	On Hold	Time	
2	330	vin...	0:00:03	

4. Answer an Incoming Call

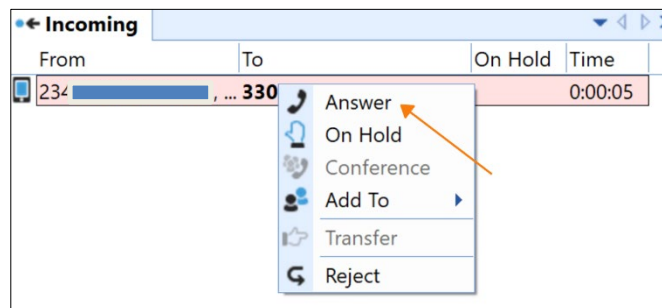
There are two ways to answer an incoming call as shown below:

Double click on the incoming call

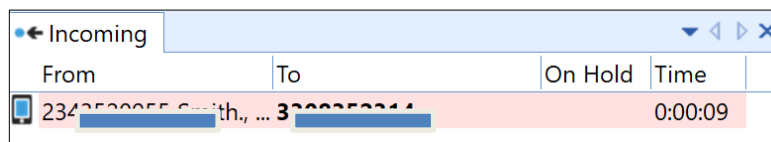


OR

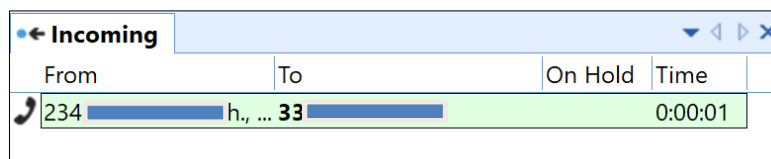
Right click on the incoming call and click "Answer "



Incoming calls appear in the Incoming section of the screen in "Red" as shown below:



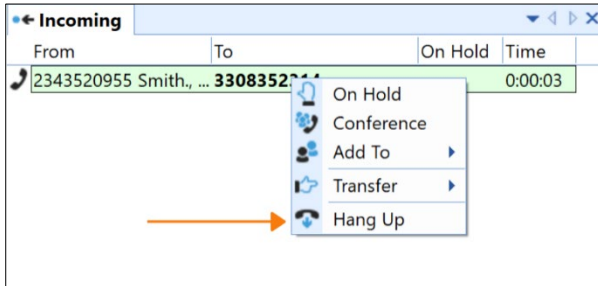
Once the call is answered it appears in "Green" as shown below:



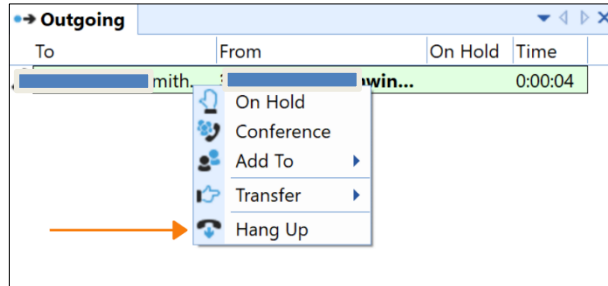
5. Hang up Call & Call Hold

To hang up or end an existing incoming or outgoing call “Right click” on the call and click “End Call” as shown below:

End Incoming Call:

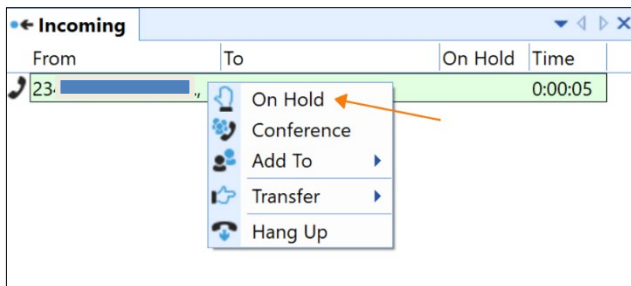


End Outgoing Call:

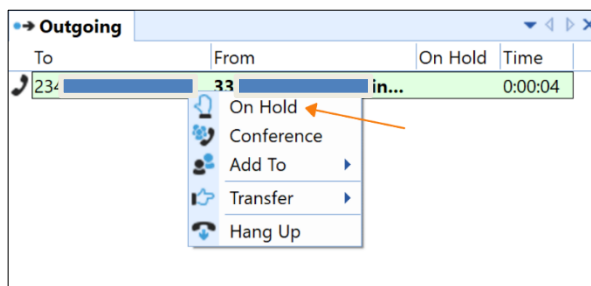


To place an existing incoming or outgoing call on hold “Right click” on the call and click “On Hold” as shown below:

End Incoming Call:



End Outgoing Call:



6. Call Transfer

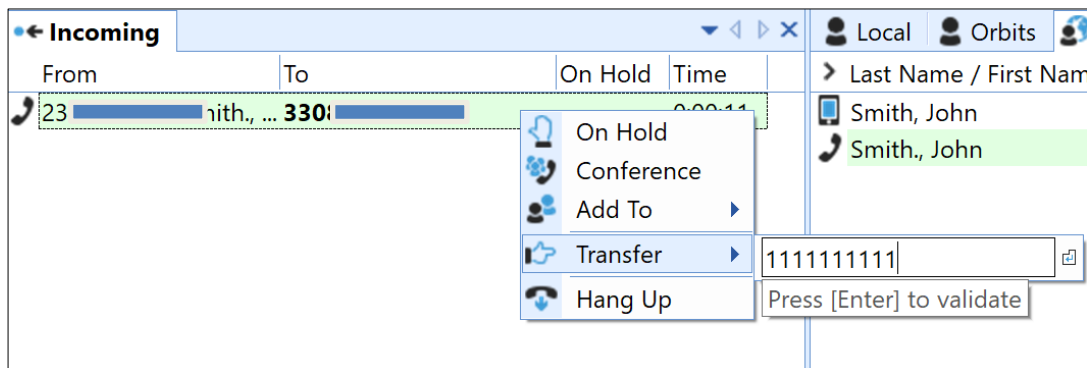
There are multiple ways you can transfer an incoming or outgoing call as shown below:

1. **Drag and Drop:**

- Click on the call to select it in the Incoming section of the screen
- Drag the selected call over to the desired contact in the Local (Directory) or Contacts tab
- Once the desired contact is highlighted, release the call to complete the transfer

2. **Transfer to a 10 Digit Phone number:**


- Right click on the call in the Incoming section of the screen
- Select "Transfer"
- Enter 10 digit phone number
- Press "Enter" on your computer keyboard
- Once the desired contact is highlighted, release the call to complete the transfer

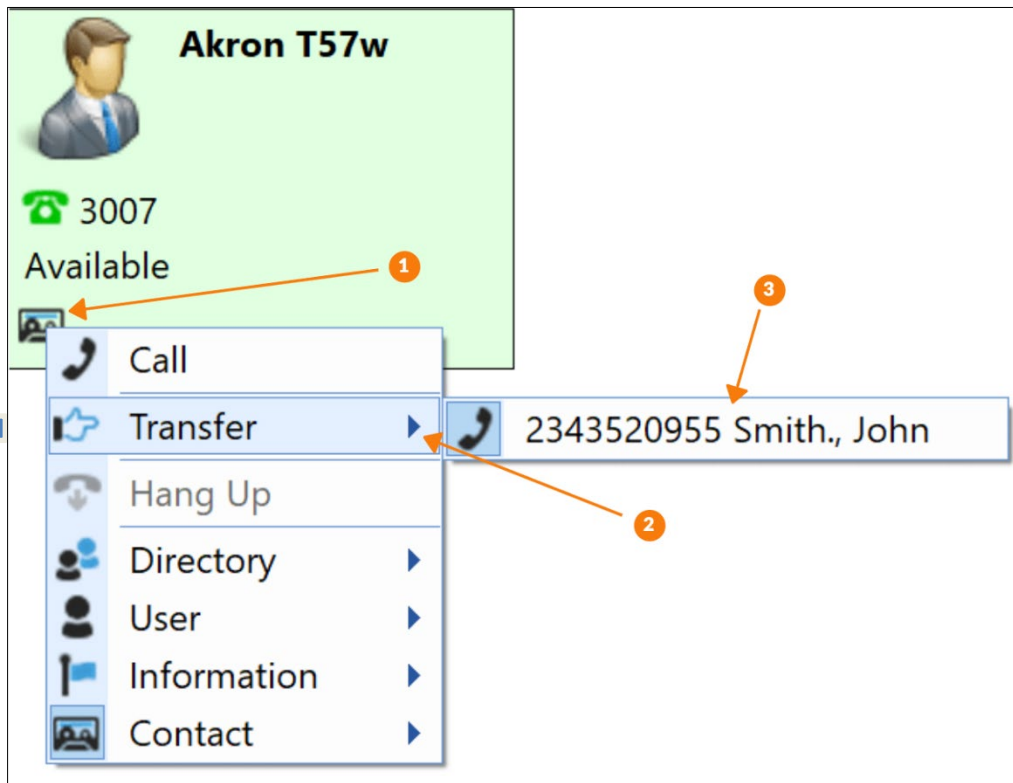


3. **Attended Call Transfer:**

- Place the call to be transmitted on hold
- Call the person you will transfer the call to and notify him/her
- Pick up the call to be transferred and transfer the call following the steps above

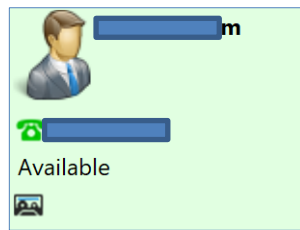
4. **Transfer to Voicemail:**

- Navigate to the contact, right click on the Voicemail icon 
- Click "Transfer"
- Click on the number to transfer the incoming/outgoing call to voicemail

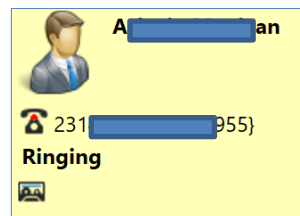


7. Presence Information

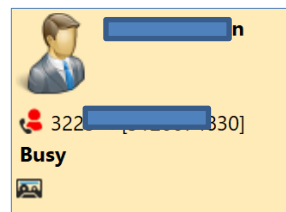
Available: Green



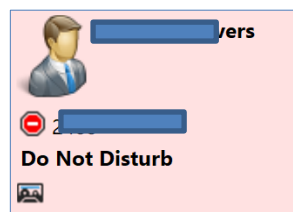
Ringing: Yellow



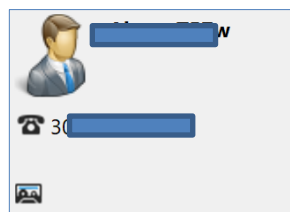
In a call / Busy: Orange



Do not Disturb: Red




Not Available / No Presence Info: Grey



8. Call Recording

Setup Record Local Directory:

- Click on "Settings" Tab 
- Navigate to "Recording" and click on "..." to setup local storage directory

Recording

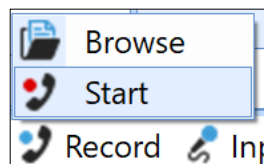
Recordings folder: (empty = default)

...

- Hit "Save" at the bottom to save settings.

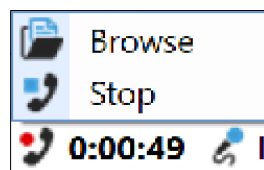
Begin Recording a call in progress:

- Click on "Record" at the very bottom.
- Click "Start" to start recording calls. Calls will be recorded and stored in the local directory created in above step.











Stop Recording:

- Click on "Record" at the very bottom.
- Click "Stop" to stop recording calls. You can browse the recording in the local directory created in above step.



9. Change Settings

You can change incoming call settings, recording settings, appearance settings, outlook settings etc. by clicking on "Settings" tab.

 Local	 Orbits	 Contacts	 Log	 Statistics	 Settings	 CommPortal	 Voicemail
All							
Softphone							
USB							
Incoming Calls							
Recording							
Appearance							
Localization							
Other							
Office365							
Outlook							
Network							

Incoming Call Settings:

You can reject selective incoming calls by adding numbers to the blacklist or by selecting reject call settings as shown below:

Incoming Calls	
None	Reject incoming calls.
None	ed or rejected incoming calls.
Anonymous	to front on incoming calls.
Unknown	incoming calls.
External	
All	

10. Adding Hard Phone

Administrator has the ability to configure a hard phone, if you wish to attend calls using a hard phone instead of computer audio. The tethered phone must be on a different line than that used for Voice operator panel.

E.g. If 1111111111 is the line used for voice operator panel & 2222222222 is your hard phone number, 2222222222 must be entered as your hard phone number into CommPortal to receive calls coming to 1111111111 on 2222222222

Admin can add that number by logging into Commportal:

1. Navigate to the voice operator panel phone number under "Users"
2. Click on "View Individual Settings"
3. Select "Devices"
4. Click on "Hard Phone (Optional)" and add in the tethered phone number

The screenshot shows the 'Hard Phone (optional)' configuration interface. It includes the following settings:

- Hard phone number:** A text input field containing '330' followed by a blue selection box.
- Bridge mode:** Radio buttons for 'Yes' (selected) and 'No'.
- Auto call on incoming call:** Radio buttons for 'Yes' (selected) and 'No'.
- Audio feedback:** A dropdown menu currently set to 'Tones'.
- Auto hang up delay:** An empty text input field.
- Hang up current call on hang up:** Radio buttons for 'Yes' (selected) and 'No'.
- Play the ringing sound when in a call:** Radio buttons for 'Yes' (selected) and 'No'.
- Play tones on computer:** Radio buttons for 'Yes' and 'No' (selected).
- Intercom mode:** Radio buttons for 'Yes' and 'No' (selected).

Each setting has a small help icon (?) and a lock icon on the right side of the configuration row.

When a tethered hardphone is used its purpose is only to be called by VOP to talk/listen to calls received/placed by VOP.

Difference between standalone softphone mode and hard phone mode?

- VOP can be used as a standalone softphone or tethered to a hard phone.
- When used as a standalone softphone, the audio is going through the software and your computer sound card (or headset).
- When tethered to a hard phone, the calls are still managed by the application but they are connected with the hard phone so the audio is not going anymore through the software but directly between the hard phone and the IP PBX.
- The hard phone can be any phone, analog or VoIP or even a cell phone, as long as it has its own phone number (different from the VOP one) and can be called by the software.

Advantage of using a hard phone?

- There are several advantages of using a hard phone.
- Since no audio is going through the application, even if the computer has a slow CPU or is overloaded the audio quality is still fine.
- Many operators are used to handle calls using a regular phone and it helps them to move smoothly from analog PBX to IP PBX.

How does VOP behave when tethered to a hard phone?

- When tethered to a hard phone VOP will call the hard phone each time it needs to deliver the audio of a call to the operator.
- The operator will be able to listen and talk to callers through the hard phone.
- The operator will manage/process calls within the application. (including picking-up, hanging-up, putting on/off hold and transferring calls)
- The only purpose of the hard phone is to be called by VOP when the application needs to establish the audio link.
- The hard phone must not receive calls (beside from VOP) nor place outgoing calls (unless for emergency) nor transfer the call received from VOP.
- With one single call from VOP the operator will be able to manage/process as many calls as available in VOP.

A common misconception is to think that VOP transfer calls to the hard phone, which sometimes may lead the operator to transfer the call received from VOP to another phone using the hard phone. The result of this error is that the audio link between VOP and the hard phone is transferred to another phone and the operator can no longer process other calls.

Another misconception is to think that VOP can manage calls received/placed by the hard phone. This is not the case, VOP can only manage its own incoming/outgoing calls. This is why VOP must have its own SIP account (line) different from the hard phone and the VOP SIP account must be configured to receive all the incoming calls destined to the company.

Here is the detailed behavior of the application when tethered to a hard phone:

When VOP receives an incoming call:

- If the hard phone is connected the call can be answered by double clicking on it.
- If the operator was talking to another call, the call is put on hold before answering the incoming call.
- If the hard phone is disconnected, VOP calls the hard phone, waits for the operator to pick up, then answers the incoming call and puts it through.

When the operator places an outgoing call:

- If the hard phone is connected, VOP places the outgoing call, waits for an answer, and puts it through.
- If the operator was talking to another call, the call is put on hold before placing the outgoing call.
- If the hard phone is disconnected, VOP calls the hard phone and waits for the operator to pick up before placing the outgoing call.

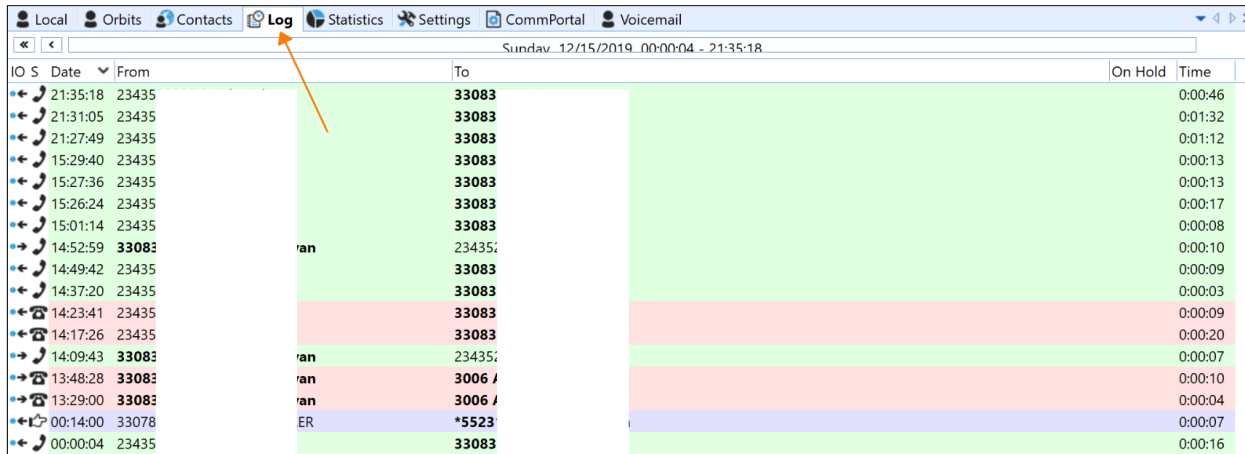
When the operator double clicks on a call previously put on hold:

- If the hard phone is connected, VOP puts the selected call through it.
- If the operator was talking to another call, the call is put on hold before switching to the selected call.
- If the hard phone is disconnected, VOP calls the hard phone, waits for the operator to pick up, then puts the selected call through it.
- If not hung up, the hard phone remains connected with VOP even if there are no more calls to process.
- This allows the operator to quickly answer new incoming calls rather than having to wait for VOP to call his hard phone, and pick it 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.

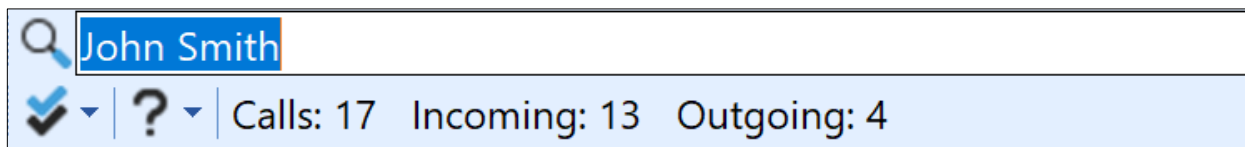
11. View Call History

View call logs by clicking on “Log” tab at the top.



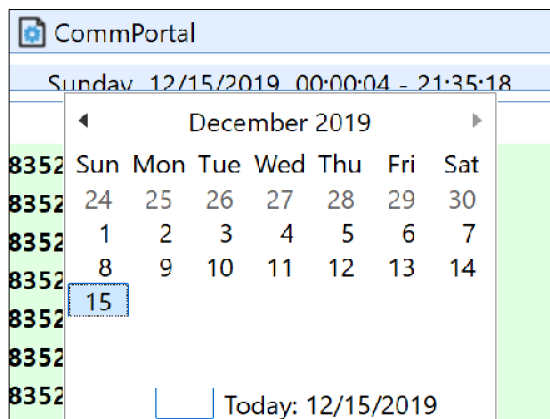
IO	S	Date	From	To	On Hold	Time
21:35:18	23435			33083		0:00:46
21:31:05	23435			33083		0:01:32
21:27:49	23435			33083		0:01:12
15:29:40	23435			33083		0:00:13
15:27:36	23435			33083		0:00:13
15:26:24	23435			33083		0:00:17
15:01:14	23435			33083		0:00:08
14:52:59	33083		ran	23435		0:00:10
14:49:42	23435			33083		0:00:09
14:37:20	23435			33083		0:00:03
14:23:41	23435			33083		0:00:09
14:17:26	23435			33083		0:00:20
14:09:43	33083		ran	23435		0:00:07
13:48:28	33083		ran	3006 /		0:00:10
13:29:00	33083		ran	3006 /		0:00:04
00:14:00	33078		ER	*5523		0:00:07
00:00:04	23435			33083		0:00:16

You can search for a specific contact number or name by typing in the name or number in the search box at the bottom.



✓ ? Calls: 17 Incoming: 13 Outgoing: 4

Change the date at the top to access call log details of a specific date.



CommPortal

Sunday 12/15/2019 00:00:04 - 21:35:18

December 2019

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
8352	24	25	26	27	28	29	30
8352	1	2	3	4	5	6	7
8352	8	9	10	11	12	13	14
8352	15						
8352							
8352							

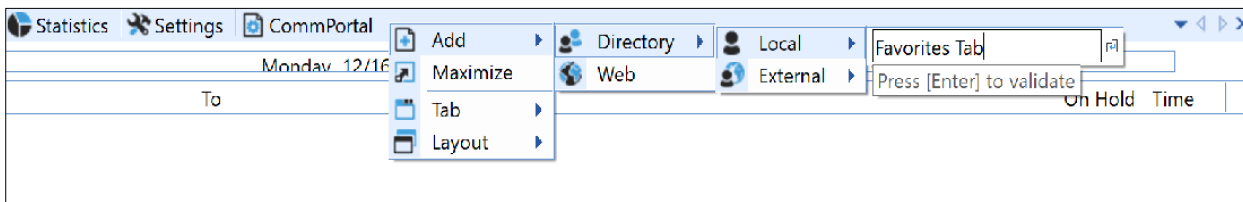
Today: 12/15/2019

12. Creating Custom Tab

You can create a custom tab and add selected contacts, rename directory & delete directory.

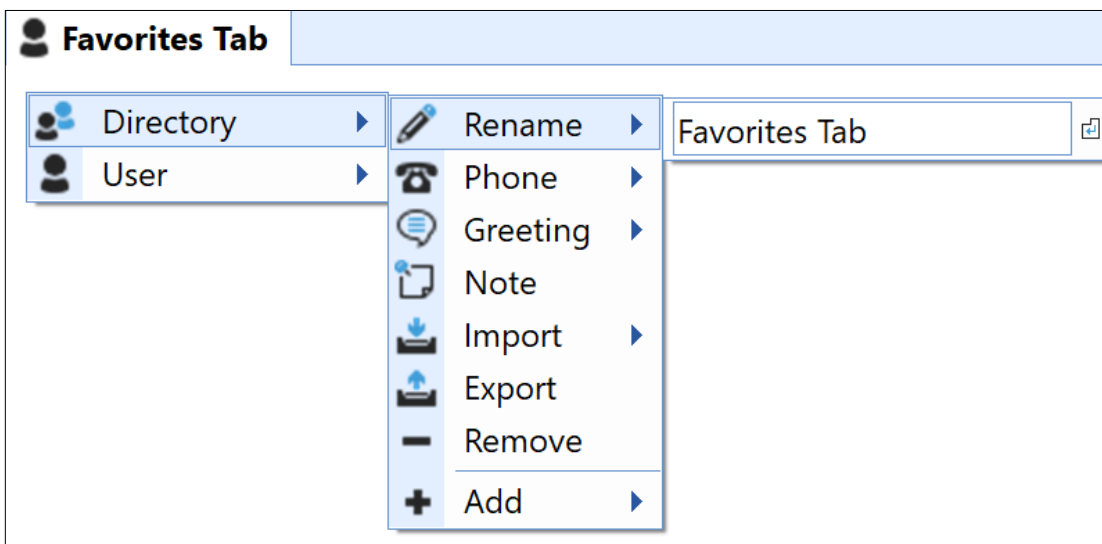
Create a new tab:

- Right click on the tab panel at the top.
- Click on Add > Directory > Local
- Type in the name of new directory e.g. Favorites Tab
- Press "Enter" on your computer keyboard. A new tab will be created.



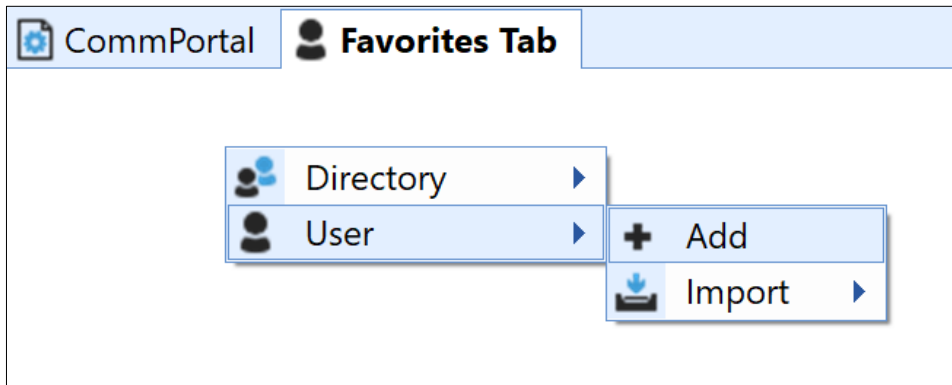
Rename / Delete custom tab:

- Select the newly created directory and right click in the white space below
- Click on Directory > Rename and change the directory name. Press "Enter"
- To delete the directory click "Remove" from the below list



Add Contacts to custom tab:

- To add an existing contact, go to “Local” tab.
- Drag a contact and drop it in the newly created custom tab
- If you want to add an external contact, right click in the white space within newly created custom tab and click User > Add



- Fill out all the information and click “Add” to add a new contact

A screenshot of a 'User' form. The form has a title bar with the text 'User' and a close button. It contains several input fields: 'Last Name:', 'First Name:', and a series of dropdown menus. At the bottom, there is a 'Presence:' section with a 'Disable' button and a dropdown menu. An 'Add' button is located at the very bottom of the form.