

Voice Operator Panel® Admin Interface



Voice Operator Panel (VOP) is a professional SIP softphone for operators and receptionists with various integration opportunities (such as Outlook, LDAP, SMPP and CRM) as well as a built-in web browser and e-mailer. VOP is used with your Nextera Hosted PBX phone service to take advantage of an intuitive drag-and-drop call transfer capability and employee extension status monitoring as well as many other advanced features to take the place of switchboards and attendant consoles.

Nextera will make available a downloadable executable for installation.

Initial configuration by Nextera provides for the following items to occur upon running the executable:

- . Connection and authentication to the Provisioning Server.
- . Downloading of firmware and configuration files.
- . Downloading configuration with all functionality established.
- . Downloading and showing business group 'Local' directory with all the extensions monitored.
- . Downloading and displaying the parking 'Orbits' directory (if Call Park feature is utilized).
- . Importing and showing the CommPortal 'Contacts', if any.
- . Importing and showing the Outlook contacts (when Outlook is installed/detected).
- . Showing the CommPortal interface, already logged in, within a dedicated tab 'CommPortal'.
- . Registration to the Nextera server allowing for immediate handling of calls.

Upon accessing VOP:

- . You will immediately see all your business group lines (Local tab) and parking orbits (Orbits tab) in various colors with Green: Available, Yellow: Ringing, Orange: Busy, and Red: DND.
- . Can begin 1) receiving and transferring incoming calls using a simple drag and drop of the calls to the lines or parking orbits, 2) place calls by clicking on a contact or entering the phone number, and 3) pick-up a ringing call (or a parked call on a parking orbit) by right-clicking on it and selecting Intercept or choosing to Intercept from the pop-up status box.
- . When started again, the application will not ask for any information and it will refresh its firmware, configuration and directories.

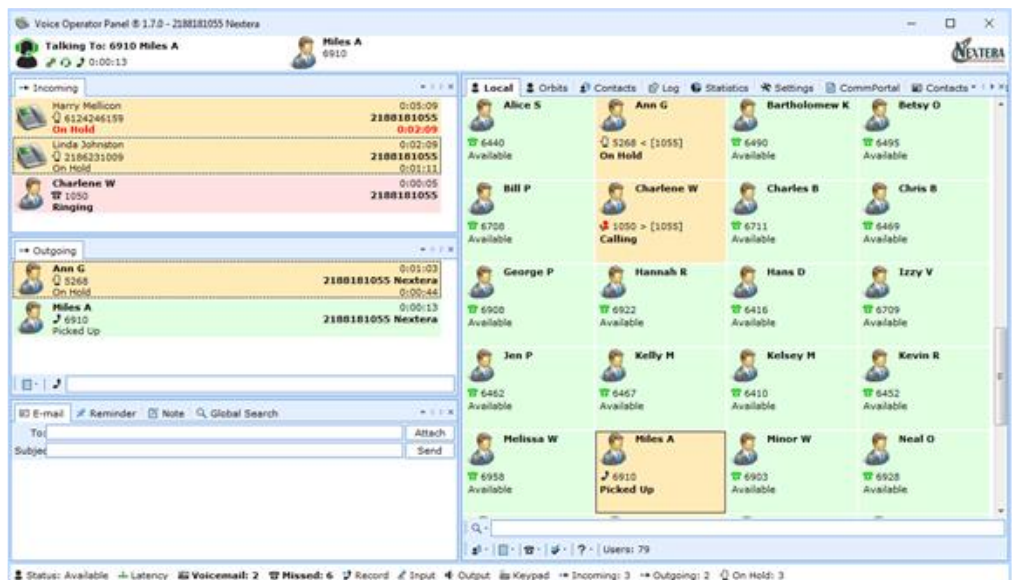
Please ensure computers are compatible:

- . PCs with Intel Pentium IV processor or better, 256MB Ram and requires at least 50MB free disk space.
- . Operator System of Windows Vista, 7, 8, or 10 (with .NET 4.0 or later).

Headsets:

- . A list of compatible headsets is available.
- . All headsets should be plug and play. If not:
 - Go to Settings -> Softphone and choose the specific headset under Input and Output.
 - If not listed or still doesn't work after logging off and back on, then:
 - > if a **Jabra headset**, download Jabra Direct and ensure 'Base Ringtone' and 'Ringtone in headset' is on then uninstall Jabra Direct.
 - > if a **Plantronics headset**, download Plantronics Hub and make sure 'Ringing' feature is on then uninstall Plantronics Hub.
 - If your headset still doesn't work, it may be necessary to change PC operating system Sound defaults to have your headset be the default for both Playback and Recording.

This is a screenshot of the Voice Operator Panel. It is showing several calls being handled simultaneously.



A User Interface Guide is available identifying all of the functionality inherent within VOP.

SETTINGS

Users and Administrators have opportunities within the VOP softphone to change/add a variety of features. They are found within the Settings tab, including:

Softphone settings with ability to specifically identify the particular headset of choice for Input and Output. Do not change Speakers. Also ability to set volume.

USB settings for brightness and volume.

Global Calls: To identify a sound file location for Music on Hold.

Incoming Calls: Various incoming call settings, including:

- . Call types to reject.
- . Show forwarded or rejected calls
- . Auto pick up of incoming calls.
- . Ringing sound on incoming calls.
- . Playing the ringing sound when in a call.
- . Choosing ringing sound file.
- . Playing a tone on incoming calls when in a call.
- . Incoming call tone volume.
- . Time in seconds before auto forwarding or rejecting incoming ringing calls.
- . Maximum incoming calls. Extra calls are forwarded or rejected.
- . Forwarding phone number.
- . Blacklisted numbers which will be silently rejected.

Recordings: Location of file to place Call Recordings.

Appearance: Ability to change font and font size within VOP softphone and whether to keep window always on top.

Other:

- . Inactivity period in seconds before switching to away status
- . Playing sound when message received.
- . Choosing sound file..
- . Minimizing new message window.
- . Showing desktop alerts.
- . Duration of the alert window in seconds and alert sound file.
- . Confirm application exit when active calls.
- . Running application at Windows startup.

Office365: Whether to Use Office365.

Outlook: Whether to Load Outlook contacts (Contacts directory) and to sync contacts (which will cause Outlook to close as well as VOP to close and re-open).

All changes must be Saved.

MyNEXTERA/CommPortal CONFIGURATION

Administrators also have the opportunity to make numerous changes to the VOP configuration through MyNextera/CommPortal.

[How to Access MyNextera/CommPortal](#)

Go to www.nextera.net and click on the MyNextera icon in the upper righthand corner of the website. Enter credentials. The username is your telephone number (that was given Administrative rights). If unsure what your credentials are, please contact Nextera Customer Support at 877-639-8372.

Within CommPortal, click on Phones and then the Actions down arrow of the TN associated to VOP. Choose Configure Phone then Edit once Voice Operator Panel option displays.

[Configuration Opportunities](#)

Within the Voice Operator Panel editing screen, there are a number of categories and options within each category. For each option, there is a detailed description shown when hovering over the question mark.

Editable Options, including:

USB Devices: Ability for autodetection or to specify headset, light/ringer, and what light/ringer mode.

Global Calls, including options of:

- . Maximum number of calls.
- . Showing calling and called phone numbers.
- . Showing On Hold duration and when to receive On Hold duration warning.
- . Showing calls from/to Local users in bold.
- . Allowing local music on hold.
- . Logging incoming calls picked-up elsewhere.
- . Maximum number of calls in log window.
- . Configuring tones.

MyNEXTERA/CommPortal CONFIGURATION (cont'd)

Incoming Calls: Choose to identify callers and called lines from directories.

Outgoing Calls:

- . Maximum number of outgoing calls.
- . Logging outgoing calls.

Transferred Calls:

- . Queuing blind transfers when busy.
- . Transferring delay on availability.
- . Disconnecting transferred calls.

Recording: Recording every call to a single file.

CRM: Opening a CRM program (such as Salesforce) upon receipt of an incoming call and/or outgoing call.

Drag and Drop: Allowing drag and drop of calls.

Shortcuts: By default, shortcuts are available as follow, however, all can be modified:

- . Place call from any screen: Ctrl-Alt-C
- . Edit Caller Name: F1
- . Edit Notes: F2
- . Search: F3
- . Jump to Dial Field for Outgoing Call: F4
- . Go to CRM window: F5
- . Go to Web: F6
- . Go to Email window: F7
- . Go to Note window: F8
- . Go to Keypad: F9
- . Activate a Call: Insert
- . Hang Up a Call: Delete
- . Transfer a Call: +
- . Switch between Call and Main Directory: Clear

Appearance: Choosing skins, font type and size, default layouts, icons, search mechanisms, etc.

Localization: Choosing language and calling prefixes.

Mail: Choosing to activate email by entering all server and addressing information.

Web: Choosing to activate web browser.

LDAP: Activating LDAP server for additional Contacts directory

Office365: Synchronizing Office365.

Outlook: Adding Outlook settings and synchronizing.

XMPP – AMS: Activating and configuring XMPP.

Restrict: Disabling voice effects and call recordings.

Debug: This may be used if VOP not functioning as it should.

Directories: Choosing default directories.

After modifying settings the application needs to be restarted to refresh its configuration. A delay of approximately 30 seconds is required for the modified settings to be updated and available at the Provisioning Server.

If you have any questions about Voice Operator Panel,
Call us at 877-639-8372 or email customer.support@nextera.net.

