Voice Operator Panel®
User 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.

ENSURE YOUR COMPUTER IS 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).

DOWNLOAD AND INSTALL

. Nextera will make available a downloadable executable.
. A list of compatible headsets will be available upon request or a select few can be purchased from Nextera.

This is a screenshot of the Operator panel with several calls handled simultaneously including
3 incoming and
2 outgoing.

Each section will be highlighted below.

OPERATOR STATUS SECTION

Talking To: 600 Doe, John
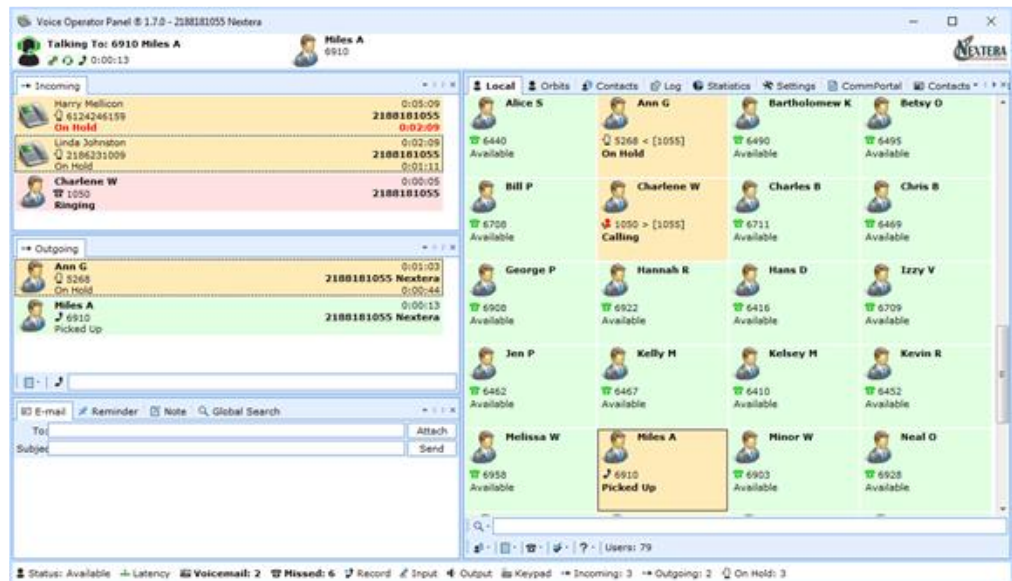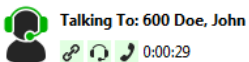
. When talking to a correspondent, the Operator Status section identifies the correspondent's phone number and name.

. The **link icon** indicates the status of your SIP registration (necessary for calling to be successful). Green when registered, orange when registering and red when registration failed. You can double click on this icon to unregister/ register. If remains unregistered, please contact Nextera support.

. The **headset icon** indicates the status of the audio. Green when the audio is connected. Double click on this icon to connect/disconnect the audio and right-click to show a menu to control input/output audio volume.

. The **handset icon** indicates the status of the call. Green when talking to a correspondent. You can click on this icon to pick-up up a ringing call or put a call on/off hold, double click to hang up and right-click to show a menu to control the call.

. Hover over any of these icons to have more information about the registration, the audio or the call.

Doe, John
JoHeR
Chief Executive Officer
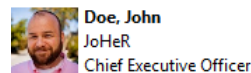
. When the you are talking to a correspondent, it may show the correspondent's picture, name, company and title if the TN matches a contact within your Contact directory(ies).

. If correspondent is internal to your business group, the extension and name will display as it is identified within your Local contacts. No picture nor company and title are available. Name can be added/changed within MyNextera/CommPortal by your Administrator.

. If correspondent is not found in any directory, the phone number and caller name, when available, will display.

. Contacts can be imported from external directories, from Outlook, or from an LDAP server. Outlook contacts are based upon configuration within the 'Settings' tab. Information from external directories and LDAP servers are configured within MyNextera/ CommPortal by your Administrator.

STATUS BAR

Status: Available   ·⊦· Latency   📠 Voicemail: 0   ☎ Missed: 0   🎤 Record   🖊 Input   🔊 Output   ⌨ Keypad   •← Incoming: 3   •→ Outgoing: 2   🎧 On Hold: 3

Status
Click on Status to switch between Available and Do Not Disturb.
Double right click to quickly switch between Available and Do Not Disturb.
Hovering identifies when the status was last changed.

Latency
The icon shows the latency between the application and the SIP server.
The icon has 3 levels of latency being green, orange, and red. High latency (red) may cause voice quality issues. If high latency, the amount of internet bandwidth should be reviewed as calls require sufficient internet connectivity.
Hovering identifies the times when each 3 levels were last reached.

Voicemail
If voicemail has been established, this icon will indicate the number of unread messagesl.
Click (or double right click) on it to call voicemail. If keypad entries are necessary, click on Keypad in status bar.
Hovering identifies the time when the number of unread messages last changed.

Missed
Indicates the number of missed incoming calls.
Click on it to show the list of missed call and call them back or to clear the list.
Double right click to quickly clear the list.
Hovering identifies the time when the list was last cleared.

Record
Indicates the recording status and the total recording time.
Click to start/stop recording or to browse the list of recordings.
Double right click on it to quickly start/stop recording.
Hovering identifies the time when the recording was started.
Recordings folder can be changed within Settings-> Recording.

Input
Clicking Input will identify the audio input volume in real-time and let you amplify it or add sounds effects.
Double right click on it to quickly mute the audio input.
Hovering identifies the gain value in decibels.

Output
Clicking Output will idenitfy the audio output volume in real-time and let you amplify it or switch to speaker.
Double right click on it to quickly switch to speaker.
Hovering identifies the gain value in decibels.

Keypad
Clicking keypad will display a 10-digit keypad with * and #.
The keypad is used to send DTMF over the call (to an IVR for example).
Click on the keys or use the keyboard to send digits. If you press alphabetic keys from your keyboard they are converted to their corresponding digits.
Hold the control key to show the alphabetic keypad instead of the digit keypad.

Incoming
Incoming identifies the current number of incoming calls.
Hovering identifies the peak time and the number of incoming calls.
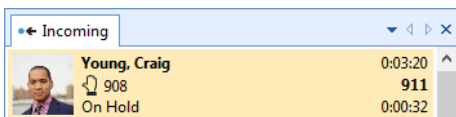
Outgoing
Outgoing identifies the current number of outgoing calls.
Hovering identifies the peak time and the number of outgoing calls.

On Hold
On Hold identifies the current number of calls on hold.
Hovering identifies the peak time and number of calls on hold.

INCOMING CALL LIST

This list can be resized using the horizontal and vertical dividers.

Incoming calls may display:
. The caller's picture when the caller is found in a directory with pictures.
. The caller's name 1) in bold if found in the Local directory, 2) unbolded if found in another directory, and 3) as available through Caller Name service if not found in any of the directories.
. The time since the call started ringing or since the call was answered.
. The caller's phone number with an icon showing the status of the call.
. The line/number called by the caller.
. The status of the call.
. The time since the call has been put on hold. Time will change to red and bold when the time exceeds a configured value (2 minutes by default).

The background color of the call shows the processing priority of the call:
. Green: The call priority is low. You are talking to the caller.
. Orange: The call priority is medium. The call is on hold and you should process it when you are ready.
. Red: The call priority is high. The call is ringing and you must process it as soon as possible.

Using the mouse:
. Double click on a ringing call to answer it.
. Double click on an answered call to put it on/off hold.
. Drag a call and drop it on a user in a directory to initiate a blind transfer.
. Drag a call and drop it on another call, or on a called user in a directory, to initiate an attended transfer.
. Right click on a call to show a menu with all the available actions including the possible transfers.

Using the keyboard:
. Press F1 to edit the caller name of the selected call.
. Press F2 to edit the line name of the selected call.
  [Please note these changes will not affect the caller ID when call is transferred.]

Using the numeric keypad: (NumLock OFF)
. Press Insert on a selected ringing call to answer it.
. Press Insert on a selected answered call to put it on/off hold.
. Press Delete on a selected call to hang it up.
. Press Add on a selected answered call to show the transfer menu.
. Press the arrow keys to select another call.
. Press Clear (the 5 key) to switch between the call list and the directory.

OUTGOING CALL LIST

→ Outgoing	▼ ◁ ▷ ×
Doe, John	0:04:00
📞 600	**911**
Picked Up	
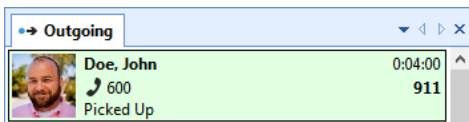
This list can be resized using the horizontal and vertical dividers.

Double click any contact (within Local or other directory) to place an outgoing call or use the outgoing call bar as identified in next section.

Outgoing calls may display:
. The callee's picture when the callee is found in a directory with pictures.
. The callee's name 1) in bold if found in the Local dreictory, 2) unbolded if found in another directory, and 3) as available through Caller Name service if not found in any of the directories.
. The time since the call started ringing or since the call was answered.
. The callee's phone number with an icon showing the status of the call.
. The line/number used to place the call.
. The status of the call.
. The time since the call has been put on hold. Time will change to red and bold when the time exceeds a configured value (2 minutes by default).

The background color of the call shows the processing priority of the call:
. Green: The call priority is low. You are talking to the callee.
. Orange: The call priority is medium. The call is on hold and you should process it when you are ready.
. Red: The call priority is high. The call is ringing and you must process it as soon as possible.

Using the mouse:
. Double click on an answered call to put it on/off hold.
. Drag a call and drop it on a user in a directory to initiate a blind transfer.
. For an attended transfer, initiate an outgoing call (which automatically places your incoming call on hold), talk to callee then drag and drop the incoming call over the outgoing call to transfer. The outgoing call can be placed by doubleclicking on a contact or entering contact's extension/telephone number in outgoing call bar.
. Right click on a call to show a menu with all the available actions including the possible transfers.

Using the numeric keypad: (NumLock OFF)
. Press Insert on a selected answered call to put it on/off hold.
. Press Delete on a selected call to hang it up.
. Press Add on a selected answered call to show the transfer menu.
. Press the arrow keys to select another call.
. Press Clear (the 5 key) to switch between the call list and the directory.

OUTGOING CALL BAR

⁞ 🗒▾	📞	

. Click on the first icon to select how the calls are displayed – whether in a table or list (default is table).
. Click on the phone icon to show the last phone numbers called.
. Enter a phone number (by using keyboard or keypad within Status Bar) and press Enter or click on the phone icon to start dialing.

. Use the up/down keys to recall the last dialed phone numbers.
. The input box supports an auto completion list filled with the last dialed phone numbers.
. Press F4 anywhere in the application to jump directly to this input box.
. Move the bar to the top or bottom of its page by dragging it.

CONFIGURATION / SETUP PAGES

👤 Local	🖼 Contacts	🌐 Web	🖥 CRM	📋 Log	🔵 Statistics	🔧 Settings	▼ ◁ ▷ ×

Generally:
. Reorder the tabs by dragging them.
. When there are many tabs you can scroll by clicking on the left/right arrows.
. Close the current page by clicking on the 'X'.
. Move a page to another window by dragging its tab and dropping it to another window.
. Create a new window for a page by dragging its tab and dropping it to an empty place.

Click on the down arrow for page menu. From page menu:
. Add new or closed pages.
. Maximize/restore the current page.
. Change the tabs design and location.
. Balance the size of every window.
. Reset the windows layout.
. Lock/unlock the windows layout.

The default pages are:

Local: This is the directory of the local users. This is all of the employees with extensions within your Nextera Business Group. See 'USER DIRECTORY' for more information.

Orbits: If your Voice Operator Panel telephone number has the Call Park feature enabled, you can place calls into an Orbit by dragging and dropping.

Contacts: This is the directory of your external contacts. This contacts directory is imported from your Outlook contacts or/and from an LDAP server.

Log: This is the daily call log. Can view previous days' call logs by clicking on the arrow keys.

Statistics: This is the daily call statistics divided by Operator, Global calls, Incoming calls, and Outgoing calls.

Settings: Various settings can be configured including your PC microphone, speakers, USB Devices, incoming call rejection options, call tone volume, call recording folder, font type, whether to use Office36, whether to Load Outlook contacts, and many others.

Extra pages can be added using the page menu, including:

Directory: You can add new directories with local or external users, then add or import users. Locations of external directories, LDAP and XMPP servers must be configured within MyNextera/CommPortal by your Administrator.

Global Search: This is the global directory search page. You can use it to search across all directories.

**Reminder:** Use it to set events which you want to be notified about.

E-mail: Use to send e-mails. Email server must be configured within MyNextera/CommPortal by your Administrator.

Note: Type a text which is automatically saved on exit.

Web: Use to browse any web site.

CRM: Available when a CRM URL is configured within MyNextera/CommPortal by your Administrator.. This CRM page is a web browser displaying the CRM interface from where you can view/modify callers' records.

USER DIRECTORY (LOCAL)
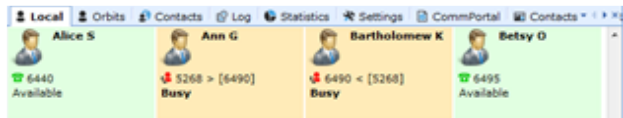
All employees with extensions within your Nextera Business Group will be displayed. Each user will have their extension and name displayed. Names can be added/changed within MyNextera/CommPortal by your Administrator.

The Phone contact icon changes to match the presence status of the phone.

The background color of the user also changes to match the presence status of the phone:
. Green: Available
. Yellow: Ringing
. Orange: Busy

Using the mouse, double click on a user to call him or her.

. Drag a call from the incoming/outgoing call list and drop it on a user to initiate a blind transfer.
. Drag a call from the incoming/outgoing call list and drop it on a called user to initiate an attended transfer.
. Right click on a user or a contact icon to show a menu with all the available actions.

Using the numeric keypad: (NumLock OFF)
. Press Insert on a selected user to call him or her and/or to put call on/off hold.
. Press Delete on a selected user to hang up.
. Press Add on a selected user to directly show the transfer menu.
. Press the arrow keys to select another user.
. Press Clear (the 5 key) to switch between the directory and the call list.

DIRECTORY SEARCH BAR

. Click on the icon to select the search type: Last Name, First name, Word, Company, Office, Department, Title, Phone, Mobile, Home, E-mail.
. The input box supports an auto completion list with all the matches.
. The directory automatically hides the users that do not match your search each time you enter a new character.
. The background color of the bar will change to green if there are users who matches your search and to red if no users matches.
. Press Escape to clear the search.
. Press F3 anywhere to jump directly to this input box.
. Move the bar to the top or bottom of its page by dragging it.

DIRECTORY TOOL BAR
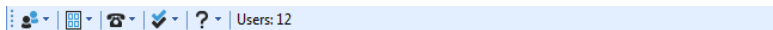
. Click on the first icon to show the directory menu.
. Click on the second icon to select how the directory is displayed (Tree, List or Table).
. Click on the third icon to select the default contact for every user in the directory.
. Click on the fourth icon to filter the information and contacts shown for every user in the directory.
. Click on the last icon to show a help menu with the meaning of the presence and call icons.
. Move the bar to the top or bottom of its page by dragging it.

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