

VOP

Voice Operator Panel

Configuration in TeliCore™

Rev. 1.0.3

www.telinta.com

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Introduction

About Telinta

Founded in 2002, Telinta offers secure and reliable cloud-based solutions for VoIP service providers. Our full portfolio of white label solutions is highly customizable for you and your resellers. With Telinta, you can focus on growing your business, while we focus on managing your technology.

TeliCore™ is our carrier-grade hosted VoIP softswitch platform, integrating Telinta's cutting-edge VoIP solutions with world-class Switching and Billing capabilities from PortaSwitch.

Telinta offers:

- Cloud-based solutions, rapid deployment, with no capital investment
- Full portfolio of ready to use turn-key solutions for VoIP service providers
- Best-of-breed VoIP technology
- Highly stable, scalable, and customizable platform
- Your own VoIP termination and origination partners
- Comprehensive training and Around-The-Clock Technical Support.

Preface

This document provides a configuration description of JoHeR's Voice Operator Panel (VOP). Voice Operator Panel is a professional SIP softphone for operators and receptionists with Outlook/LDAP/XMPP/Skype/CRM integration, with a built-in web browser and e-mail capabilities.

VOP was developed by JoHeR, a leading developer of Operator Panels for Hosted IP PBX service providers and other innovative software products. Please visit www.joher.com for more information.

IMPORTANT

Telinta is not the developer of VOP and does not provide support for this application. While Telinta and JoHeR engineers collaborated to perform interoperability testing, Telinta cannot guarantee how the application will perform in your specific environment. For all questions regarding functionality or application behavior issues, please contact JoHeR's VOP technical support at: support@voiceoperatorpanel.com

Key Features and Benefits

JoHeR's Voice Operator Panel enables Hosted IP PBX service providers to enhance their offer with a powerful software-based attendant console used by receptionists for better enterprise call management. This unique panel enables receptionists to monitor busy line status for employees across multiple company locations, easily transfer calls, send IM alerts for important calls and more. The Voice Operator Panel also provides better directory management and reporting of vital call statistics.

Additional details:

- Can be used as a standalone softphone or can be used with any analog or VoIP hard phone to handle calls.
- Provides full extension status monitoring (ringing, busy, available) with call details and call interception.
- Is available in English, French, Spanish, German, Italian, Dutch, Danish, Turkish and Russian.
- Is 100% SIP compliant; it has been fully validated with Telinta's robust carrier-grade TeliCore™ platform.

NOTE

More details on supported features and technical specifications are available on the VOP official web site: www.voiceoperatorpanel.com

Configuration Checklist

Begin by printing the checklist shown below. Follow the system setup instructions detailed in this chapter, checking off each completed operation on the printed list. Please be sure to perform all of the operations (all of the boxes must be checked); otherwise the service will not work.

General configuration		
Download and install VOP application	<input type="checkbox"/>	
Define Caller ID (name)	<input type="checkbox"/>	
Define SIP IP address, SIP port	<input type="checkbox"/>	
Set Account ID and Service password	<input type="checkbox"/>	
Define VoiceMail access number	<input type="checkbox"/>	
Configure email related settings	<input type="checkbox"/>	
Adjust audio settings	<input type="checkbox"/>	
Testing		
Place a test call to check whether VOP works as expected	<input type="checkbox"/>	

Configuration instructions

Configuration wizard

When VOP is launched for the first time, the configuration wizard will be launched. With the help of this tool, VOP can be easily configured in several steps.

Step 1: Enter Display Name and the User Name in the corresponding fields (the User Name should be your SIP Account ID).



Figure 1 – Defining a Display Name

Step 2: Enter IP address of your SIP node and set proxy port to 5060.

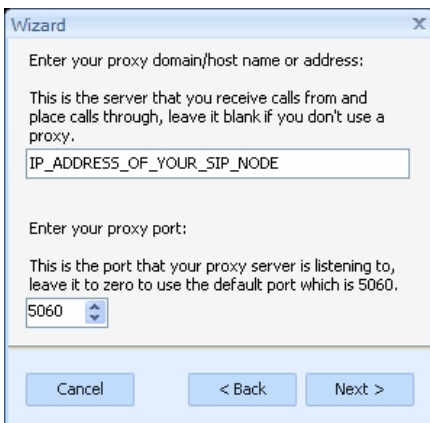


Figure 2 – SIP proxy configuration

Step 3: Enter your SIP Account ID and Service password.

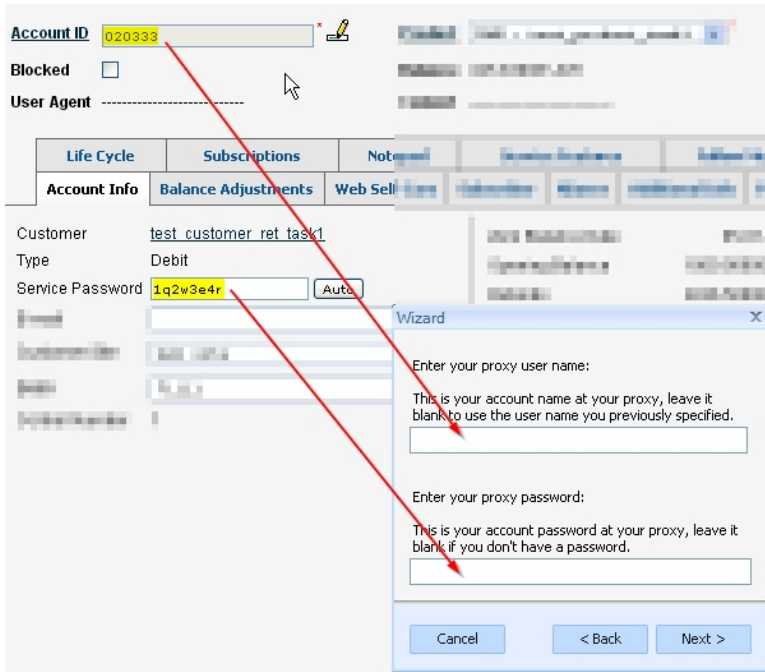


Figure 3 – Defining Username and Password

Step 4: At this step configure Voice Mail options. *98 is the default Voice Mail access number.



Figure 4 – Configuring Voice Mail

NOTE

An account should have the **UM Enabled** checkbox marked to use the Voice Mail service.

Step 5: This step deals with email related configuration. If the operator account has the **UM Enabled** checkbox marked, it is possible to use <Account_ID>@<UM_domain_name> as the email address.

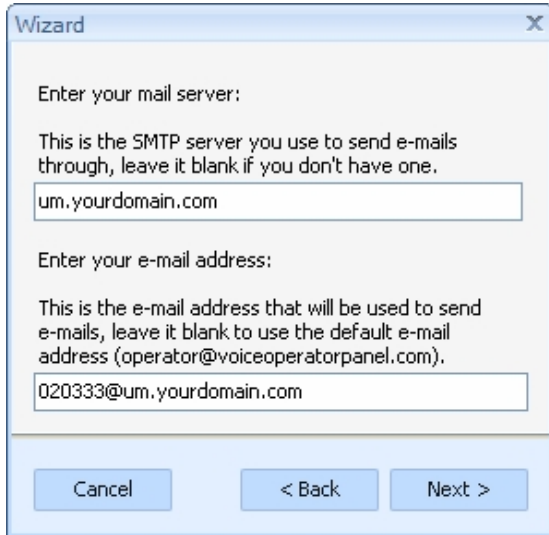


Figure 5 – Configuring email account

Step 6: At the final step it is possible to adjust audio settings.



Figure 6 – Audio settings

Manual configuration

An operator account can be configured manually. Account-related settings are available under the **Settings** menu entry in the main application screen.

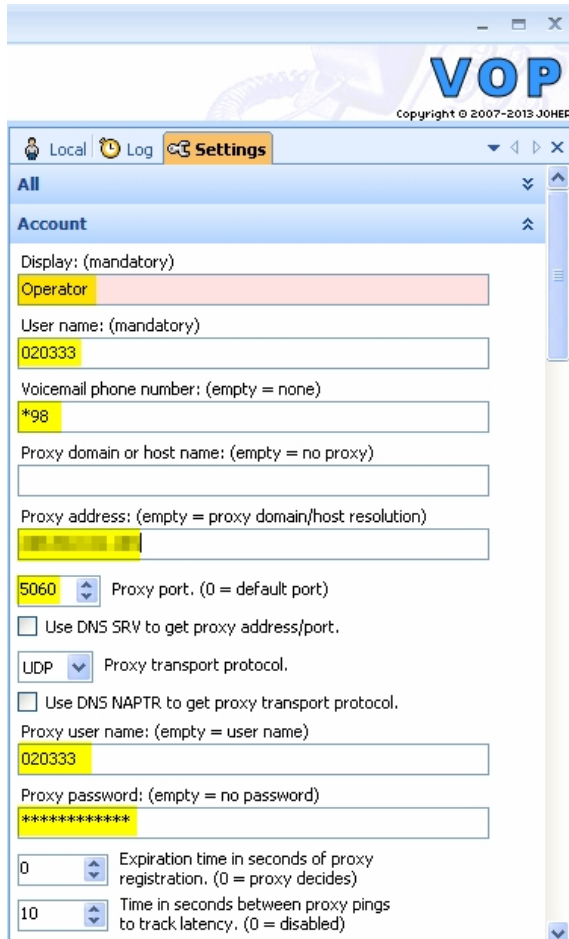


Figure 7 – Manual configuration

Adding a new contact

Step 1: Select the **Local** tab in VOP main screen.

Step 2: Right click on a free space under the tab, choose **User** -> **Add** from the context menu.

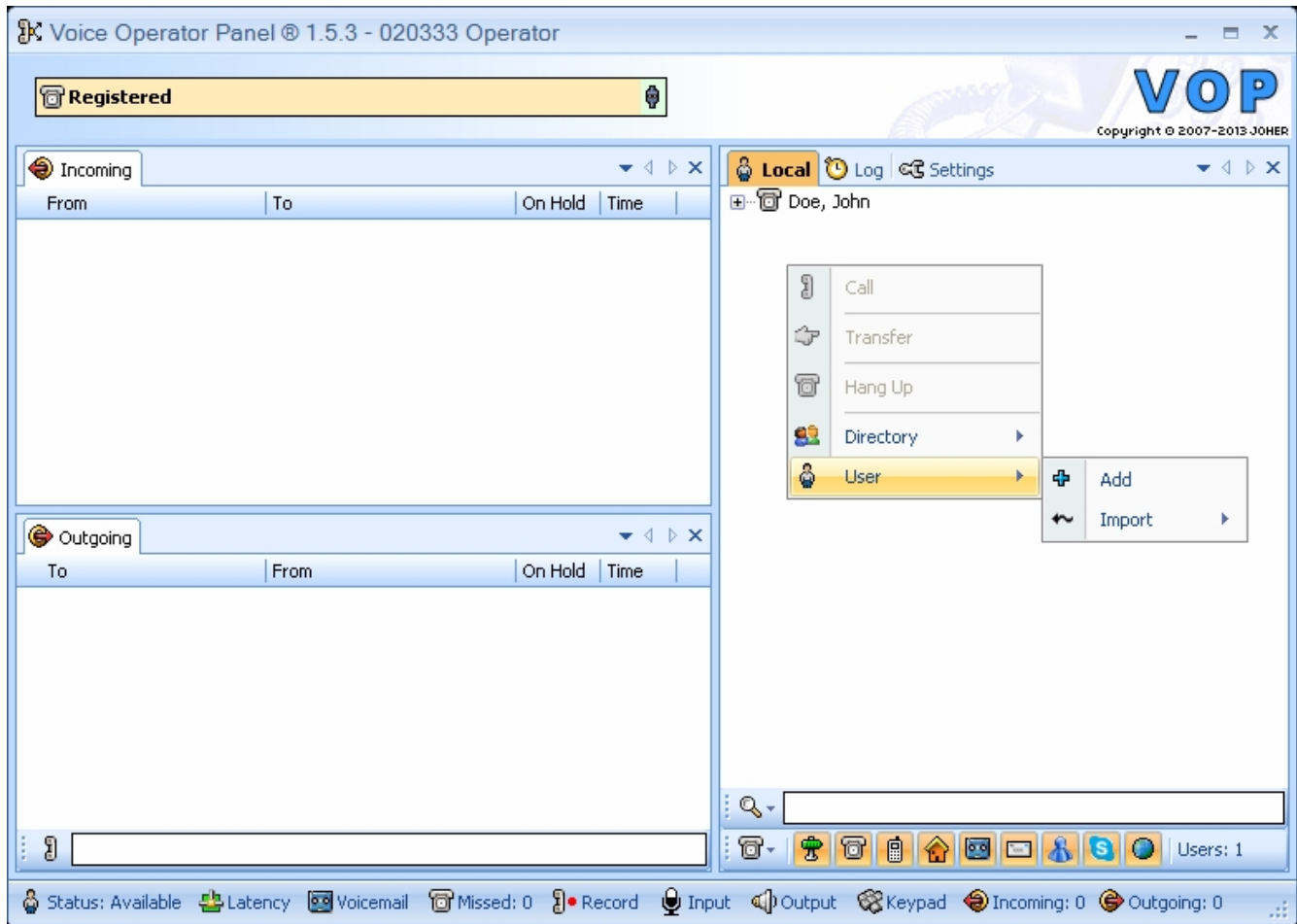


Figure 8 – Adding a new contact

Step 3: Define name and phone numbers in the pop-up window and press **Add**.

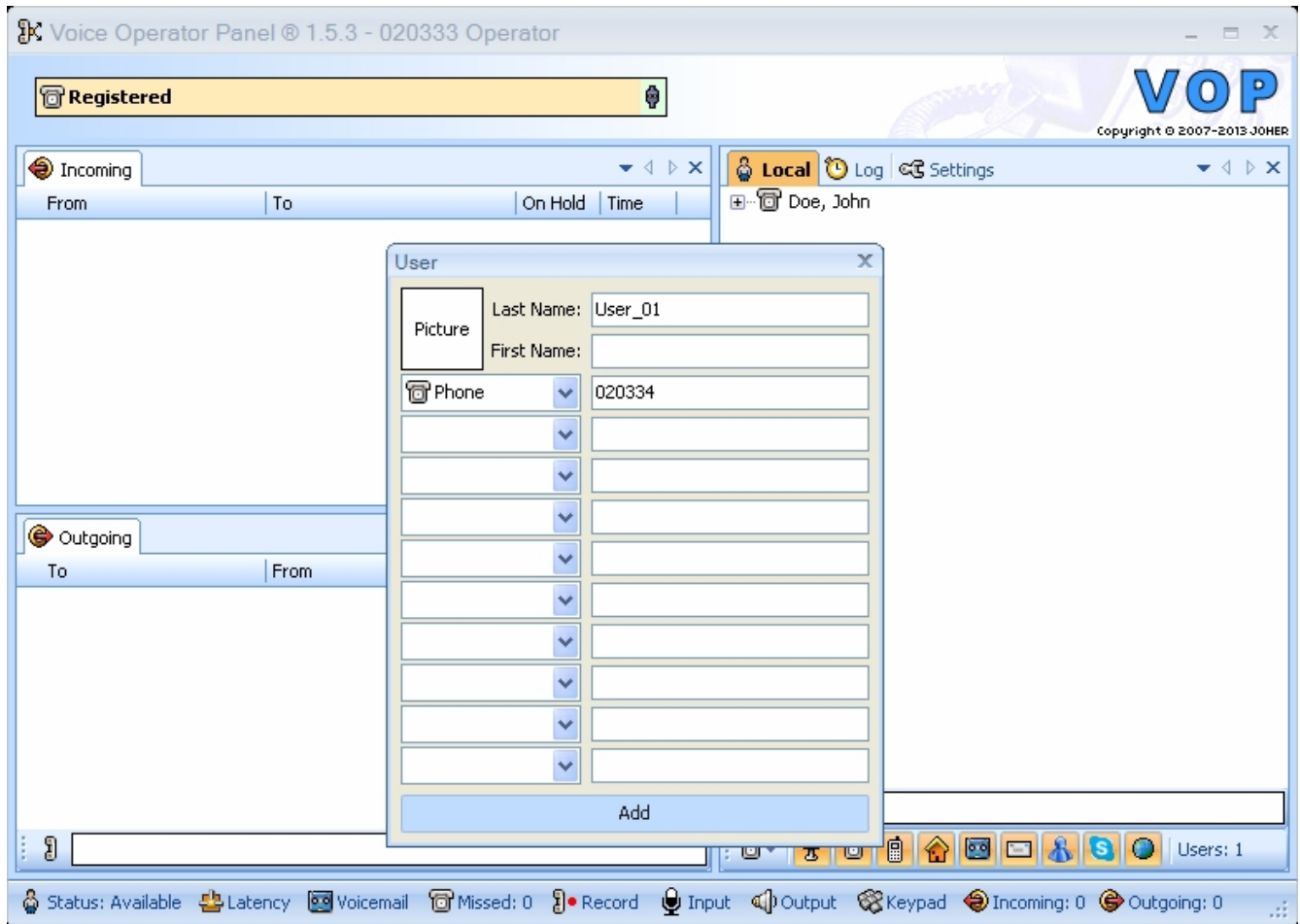


Figure 9 – Defining new contact information

Step 4: Right click on the newly created number and choose **Contact** -> **Presence** -> **Enable**.

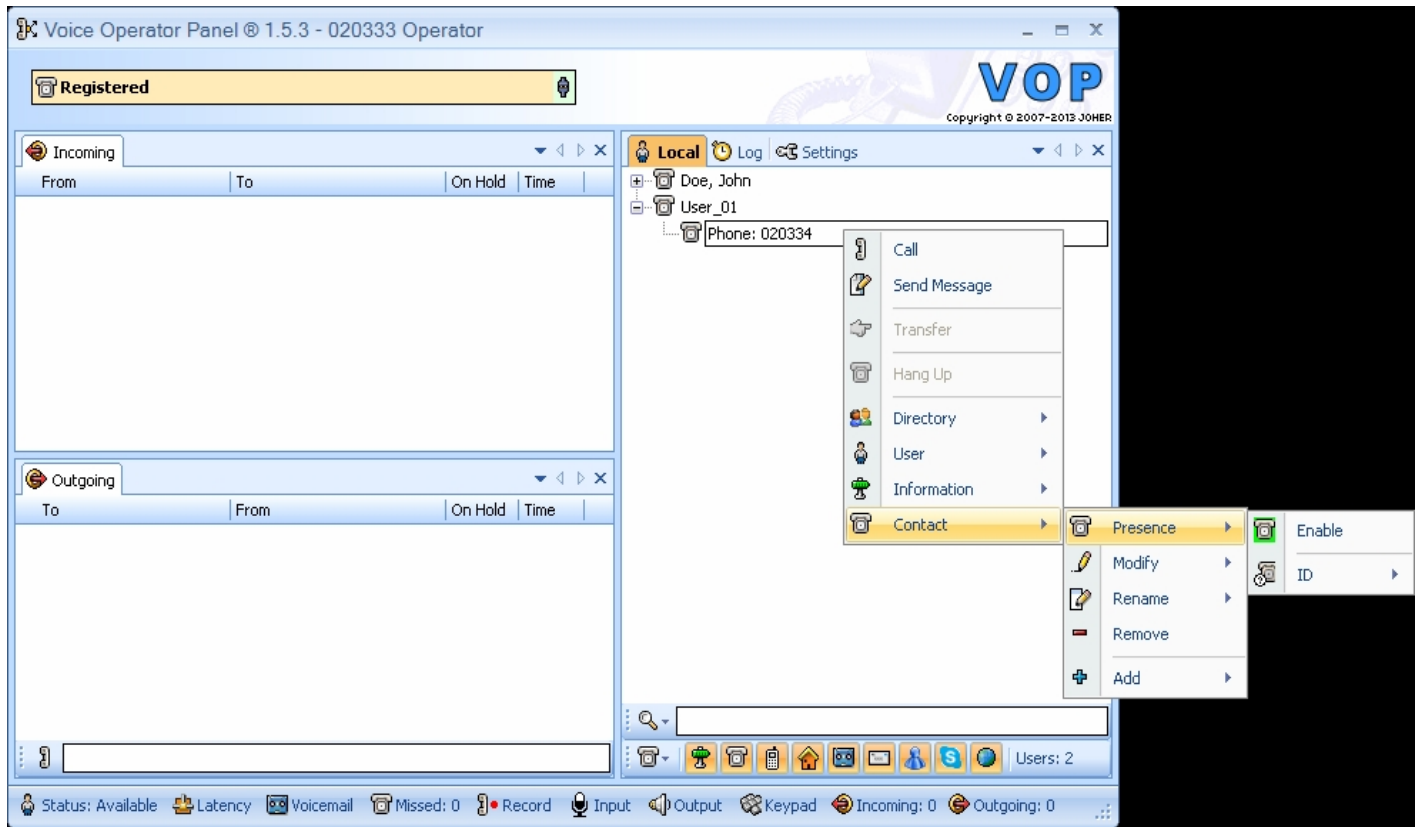


Figure 10 – Enabling presence

Additional Telinta Solutions for ITSPs

In addition to Hosted IP PBX, Telinta offers a full range of solutions for Internet Telephony Service Providers. For more information, please contact us at: info@telinta.com

Solutions for your Business Customers:

SIP Trunking

Telinta offers white label SIP Trunking solutions for either IP PBXs or legacy PBXs, enabling you to successfully transform your enterprise customer's operations into a streamlined all-IP network.

Call Centers

Telinta offers hosted white label solutions for VoIP Call Center providers. With Telinta, you can provide highly flexible and scalable physical Call Centers with on-site agents, as well as virtual Call Centers where agents can log in from anywhere in the world with a SIP phone and web browser.

Audio Conferencing

TeliCon™ is our feature-rich audio-conferencing solution for VoIP providers. TeliCon is fully integrated into our world-class hosted VoIP Softswitch and Billing platform. Our solution includes brandable web portals, customizable multi-language IVR, virtually unlimited participants and conference rooms, with all the features and controls your users can rely on.

Click-to-Call

TeliClick™ is our unique white label Click-to-Call voice solution, connecting your website visitors with a live agent. Callers click on a website icon embedded into your website and are immediately connected with your sales or service agents, without leaving your webpage.

Solutions for your Residential Customers and Consumers:

Residential IP Telephony

With Telinta, you can provide highly reliable residential telephony services that your customers and resellers can rely on. This includes Class 5 features, voice mail and streamlined provisioning of popular ATAs and IP phones.

Calling Card and Pinless

Telinta offers a highly customizable white label softswitch platform for Prepaid Calling Card and Pinless solutions. Our flexible routing, rating and recharge options can help your business grow.

Callback

Customers can trigger a Callback session via a variety of methods or devices, quickly receiving a call back prompting them to dial an economical long distance call using your VoIP services.

Virtual Phone Number Solutions

A Virtual Phone Number is a real telephone number that is not associated to a physical phone line. These numbers are programmed to be forwarded to either a VoIP service or to a different phone line.