

# **Hosted Voice Operator Panel Set-up and User Guide**

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# System Requirements

This application will run on any PC with the following configuration:

- Windows 7, 8, 10, 11. (with .NET 4.0 or later framework installed)
- Pentium 4 processor or better
- 256 MB of RAM minimum requirement

Disk space required:

- 50 MB for Voice Operator Panel.

Firewall Ports to open:

- 5060
- 80
- 443

# General Information

- The Voice Operator Panel (VOP) application will be able to answer calls made to the company's main phone number as well as those numbers configured to be monitored by the VOP application.

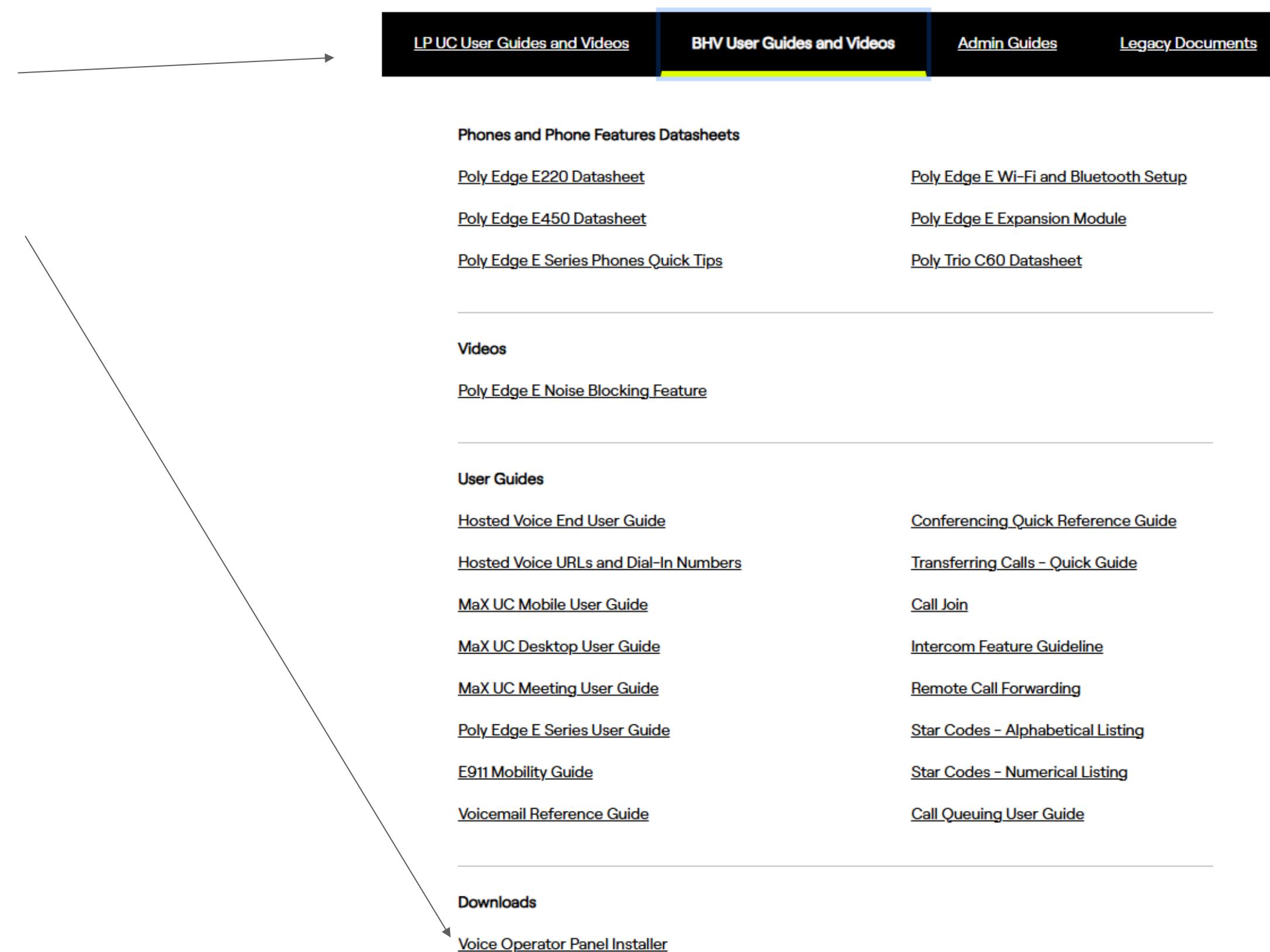
# Download

- Open a browser window and enter the following web address:

<https://portal.lightpathfiber.com/hosted-resources>

Choose BHV User Guides

Scroll down to Downloads



The screenshot shows a navigation bar with four items: 'LP UC User Guides and Videos' (disabled), 'BHV User Guides and Videos' (selected), 'Admin Guides', and 'Legacy Documents'. Below the navigation bar, there are three main sections: 'Phones and Phone Features Datasheets', 'Videos', and 'User Guides'. The 'Downloads' section is at the bottom. Arrows from the 'Choose BHV User Guides' and 'Scroll down to Downloads' text blocks point to the 'BHV User Guides and Videos' section and the 'Downloads' section respectively.

**Phones and Phone Features Datasheets**

- [Poly Edge E220 Datasheet](#)
- [Poly Edge E450 Datasheet](#)
- [Poly Edge E Series Phones Quick Tips](#)
- [Poly Edge E Wi-Fi and Bluetooth Setup](#)
- [Poly Edge E Expansion Module](#)
- [Poly Trio C60 Datasheet](#)

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**Videos**

- [Poly Edge E Noise Blocking Feature](#)

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**User Guides**

- [Hosted Voice End User Guide](#)
- [Hosted Voice URLs and Dial-In Numbers](#)
- [MaX UC Mobile User Guide](#)
- [MaX UC Desktop User Guide](#)
- [MaX UC Meeting User Guide](#)
- [Poly Edge E Series User Guide](#)
- [E911 Mobility Guide](#)
- [Voicemail Reference Guide](#)
- [Conferencing Quick Reference Guide](#)
- [Transferring Calls - Quick Guide](#)
- [Call Join](#)
- [Intercom Feature Guideline](#)
- [Remote Call Forwarding](#)
- [Star Codes - Alphabetical Listing](#)
- [Star Codes - Numerical Listing](#)
- [Call Queuing User Guide](#)

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**Downloads**

- [Voice Operator Panel Installer](#)

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# Installation

- Click Save to save the application to your desktop.
- Locate and click on the VoiceOperator zip from your *Desktop* link to open folder with setup executable.
- Double click on the [VoiceOperatorPanel-Metaswitch-PS-setup.exe](#) to install.

# Installation

- Follow instructions from Setup application.



Figure 1

# Installation

- ▶ Click on “I Agree” to accept the license agreement to continue on the next the steps ( Figure 1 )
- ▶ Click Next to Accept the default Components (Figure 2)

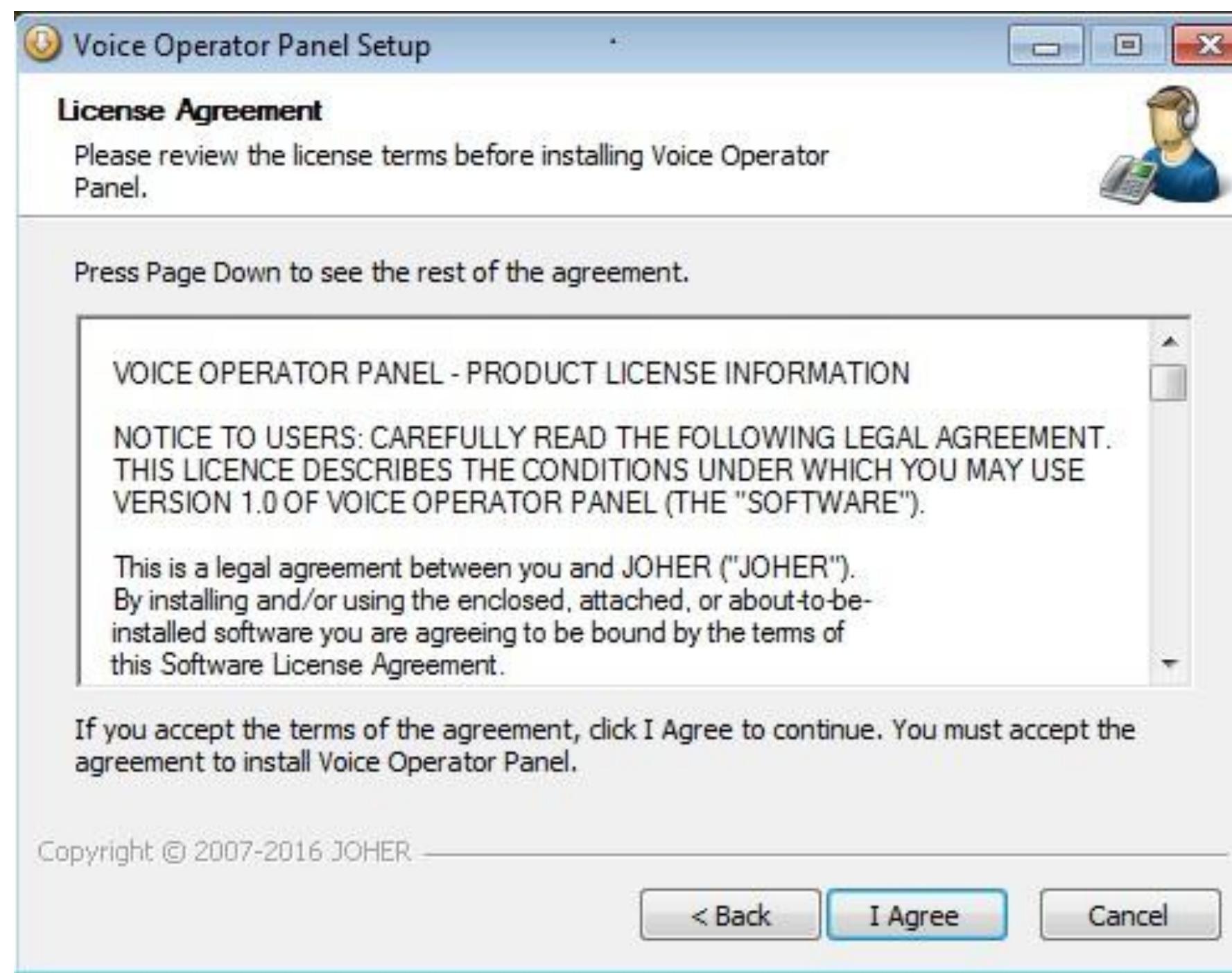


Figure 1

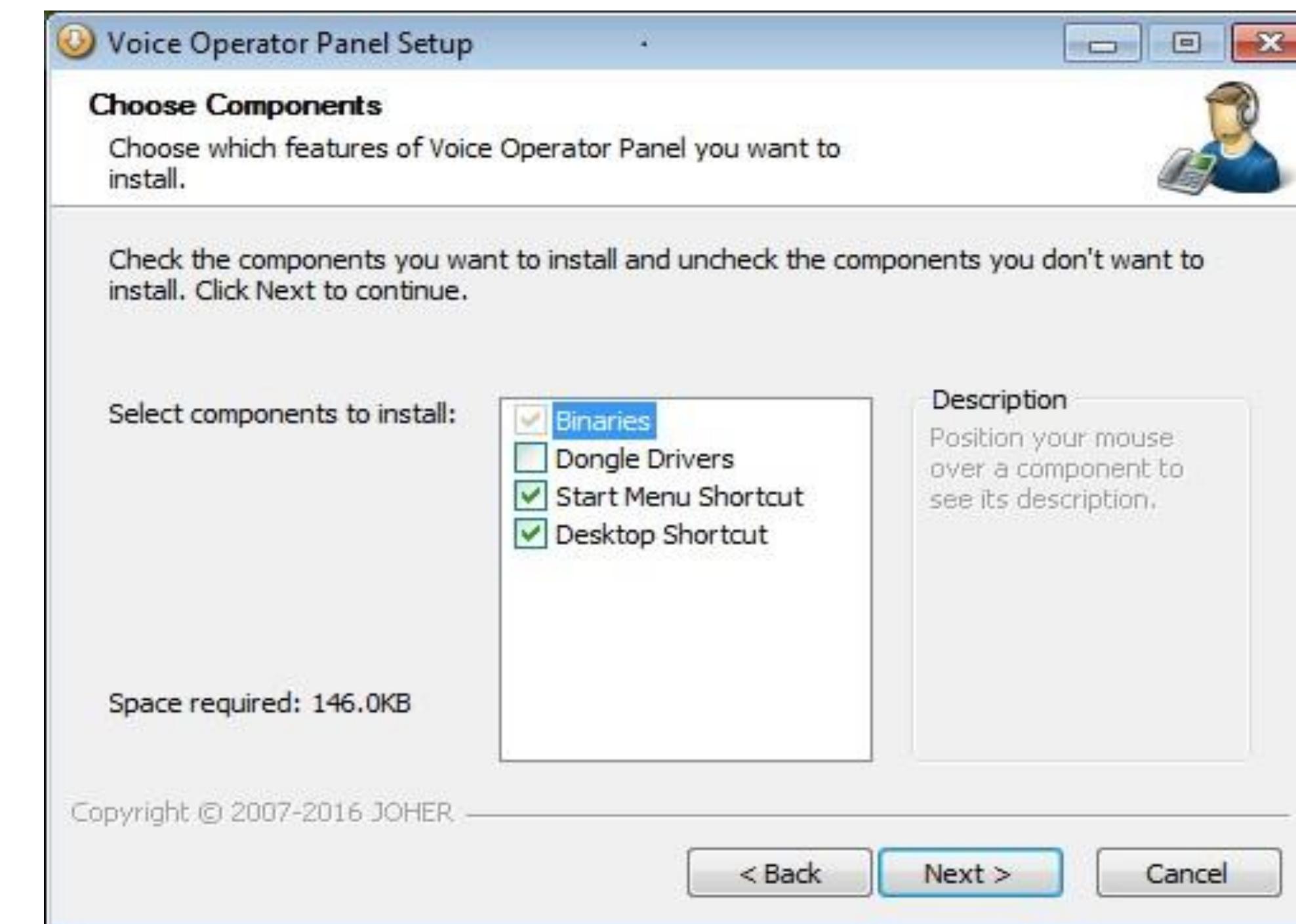
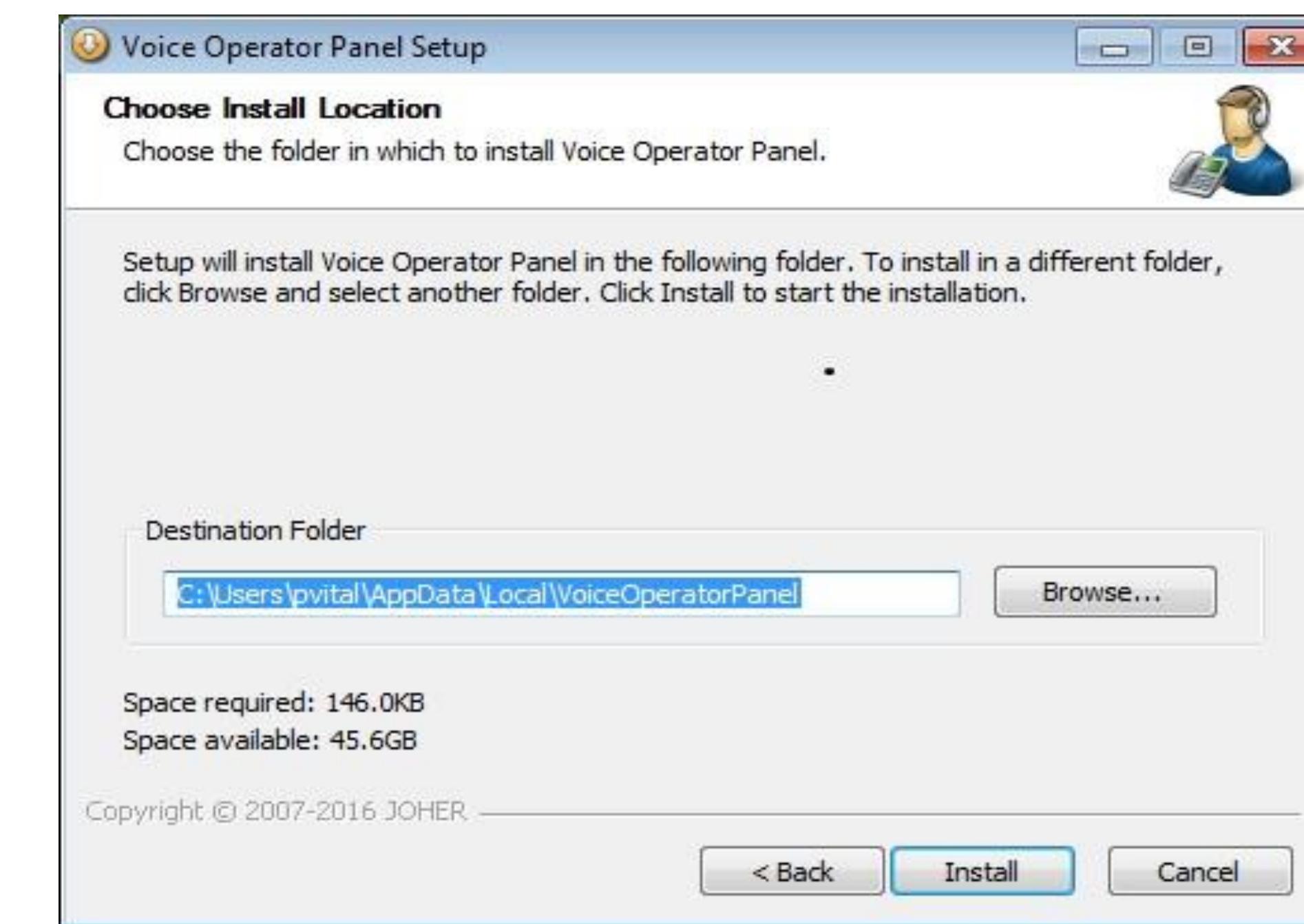


Figure 2

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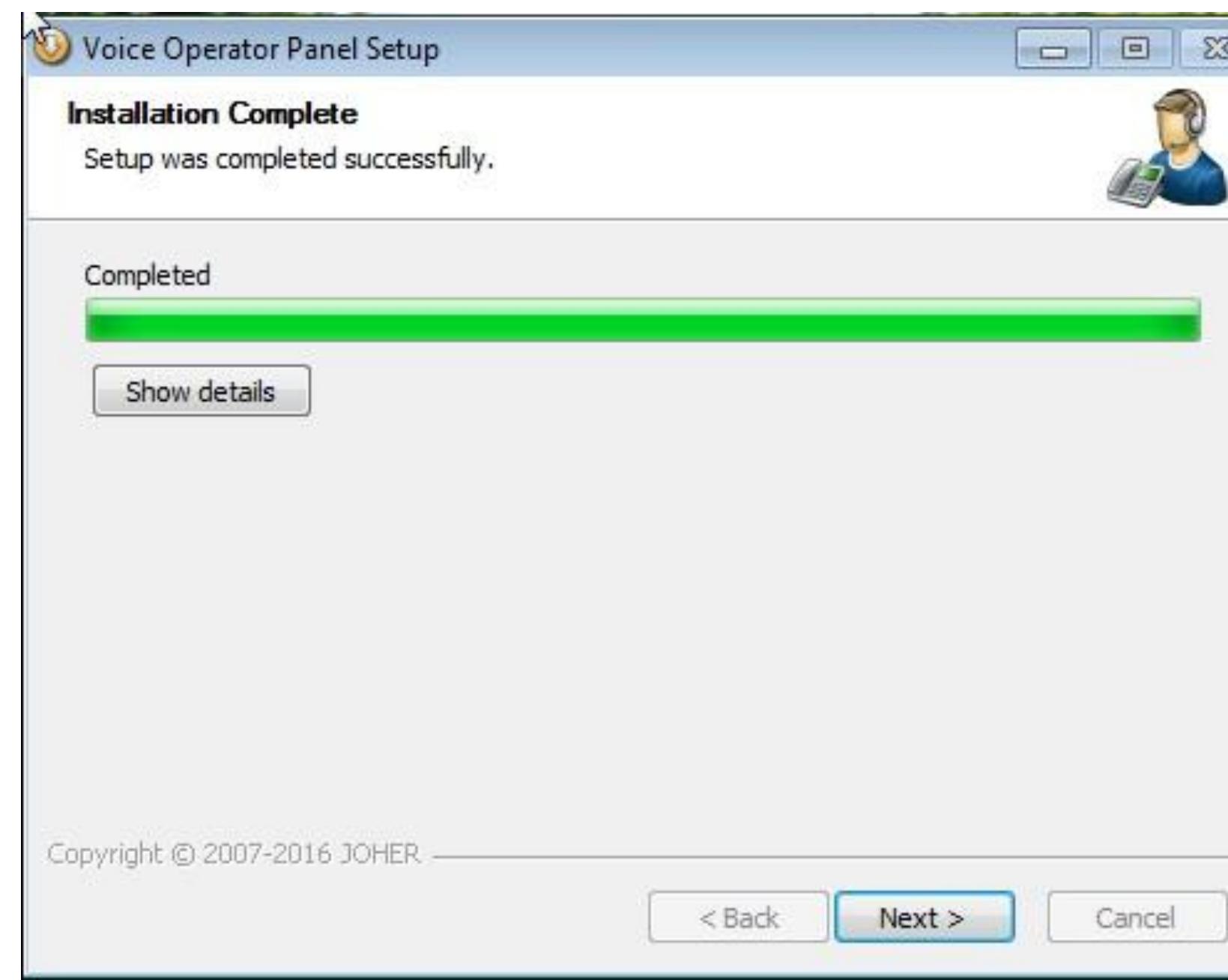
# Installation

- Click *Next* to accept installation of current user
- Click on *Install* to accept standard folder location and start the installation process



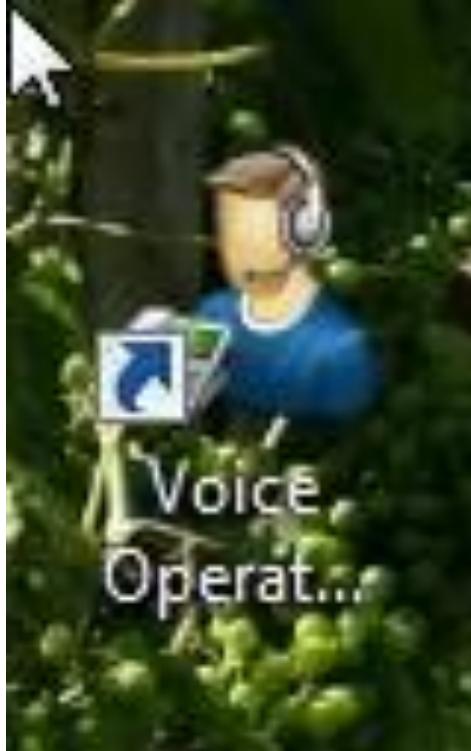
# Installation

- Click on Next to confirm completion of the installation.
- Click on Finish Exit the installation Wizard.

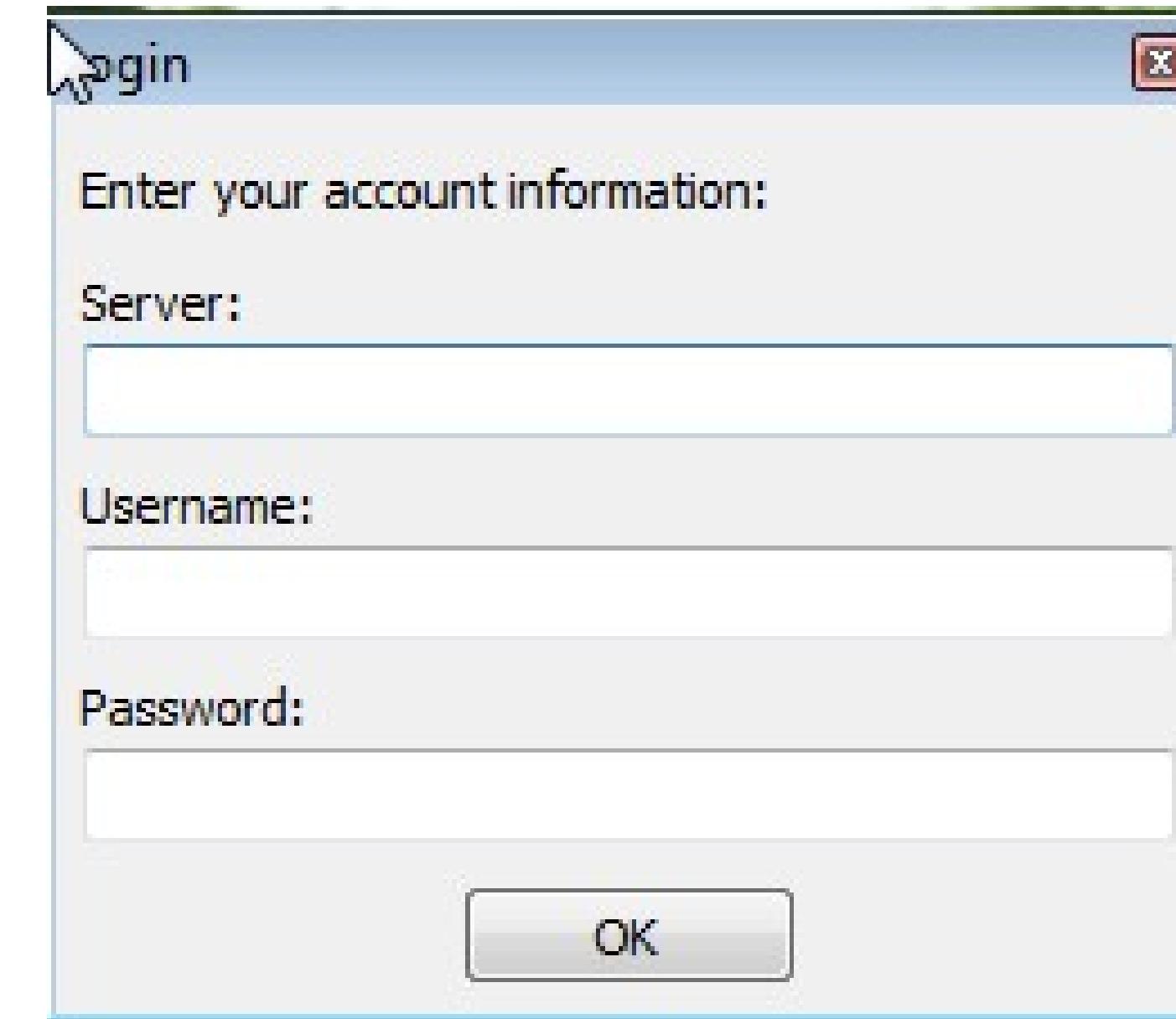


# Launch the Application / Login

- At this point a new Icon should be installed on your desktop.
- Double click the VOP icon to start the application for the first which will prompt you for your subscriber credentials



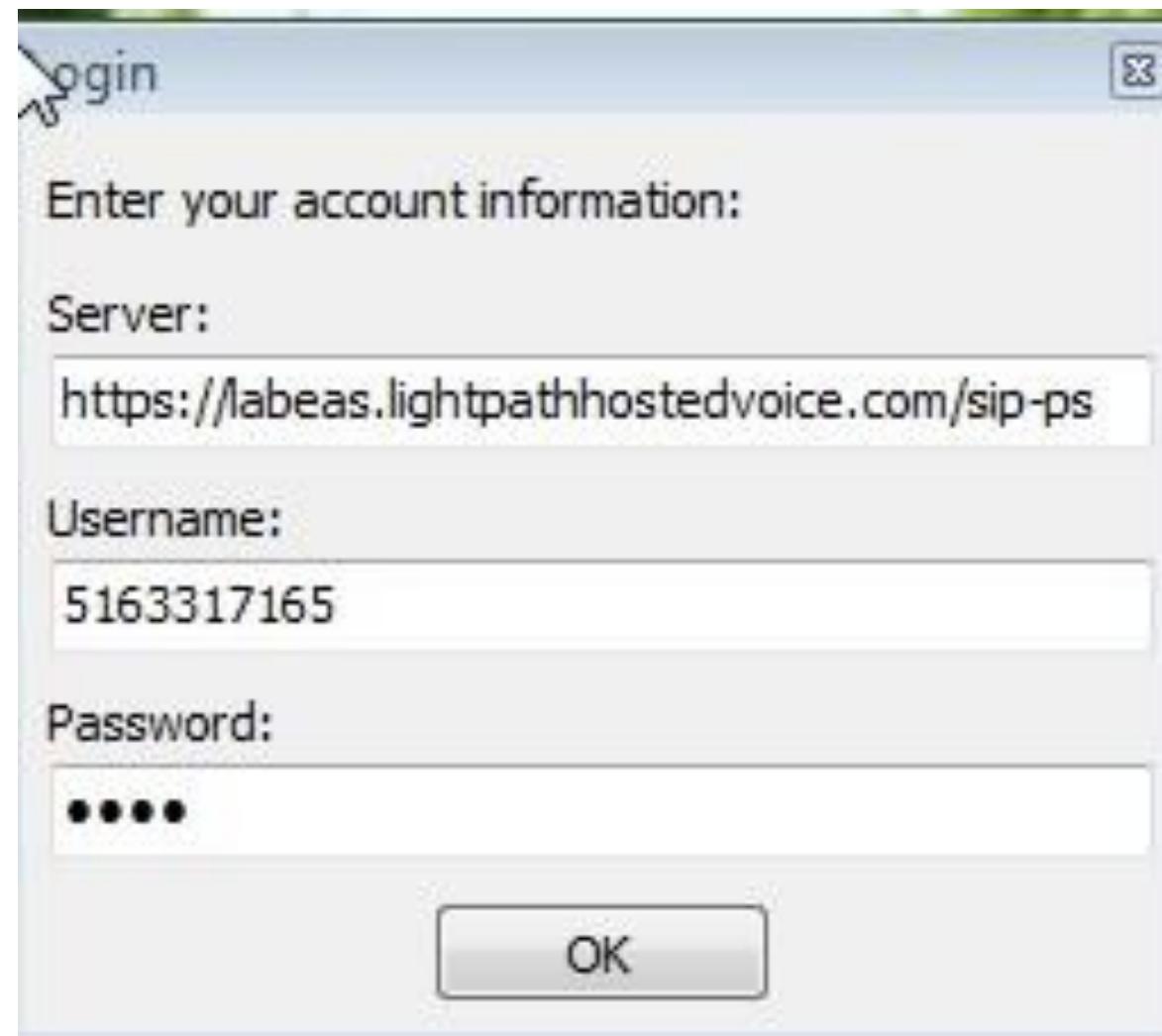
New VOP Icon on Desktop



First time run with subscriber input needed

# Application Initialization

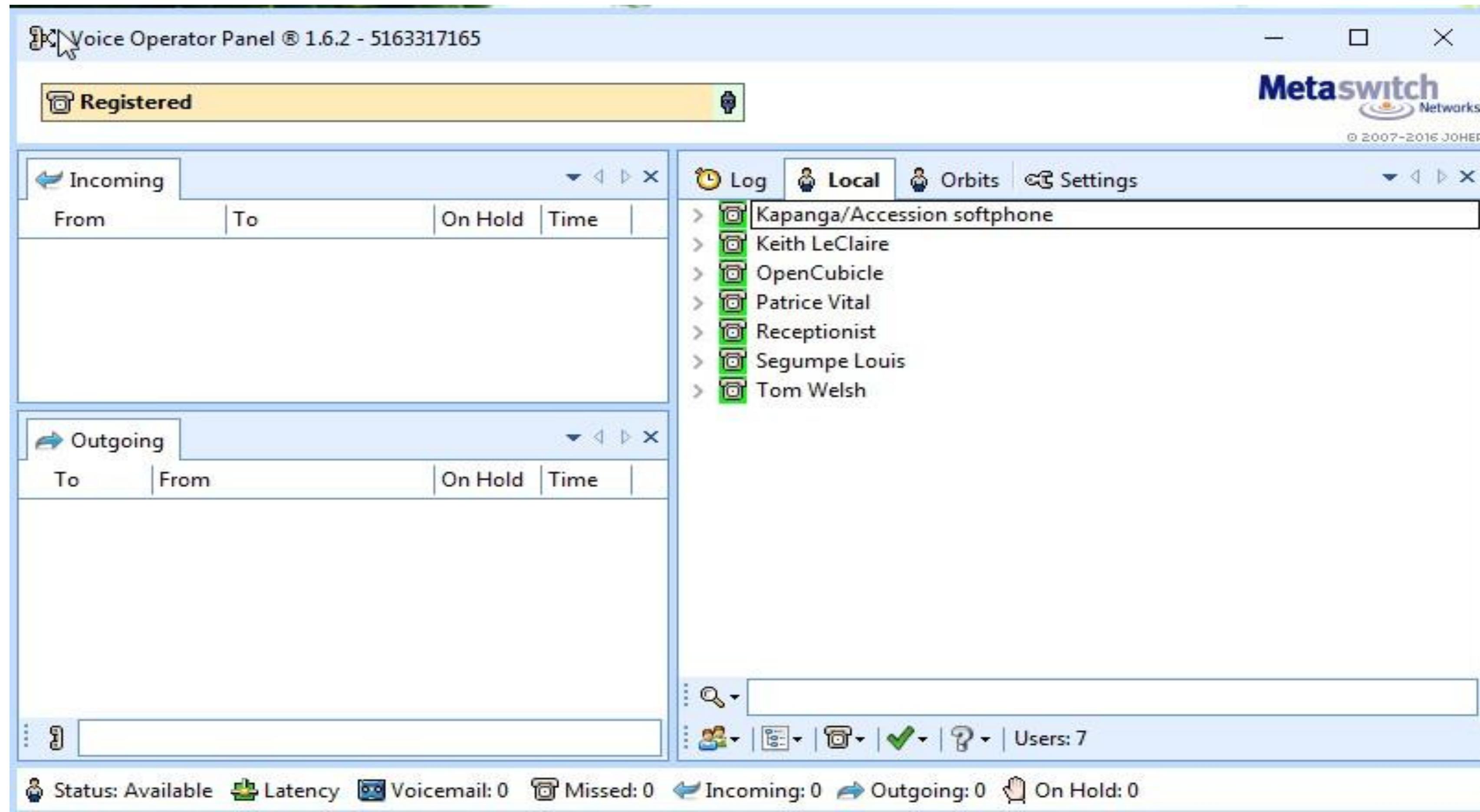
- Contact Advanced Support to create VOP license against hosted voice line
- Provisioning to assign newly created VOP key to End Point Pack provided
- Enter your account credentials ( see example below )
- Click OK to proceed



**Server URL: <https://lightpathhostedvoice.com/sip-ps>**  
**Username is the subscriber Tel Number ( same as hosted voice )**  
**Password is the EAS generated PIN ( same as hosted voice )**

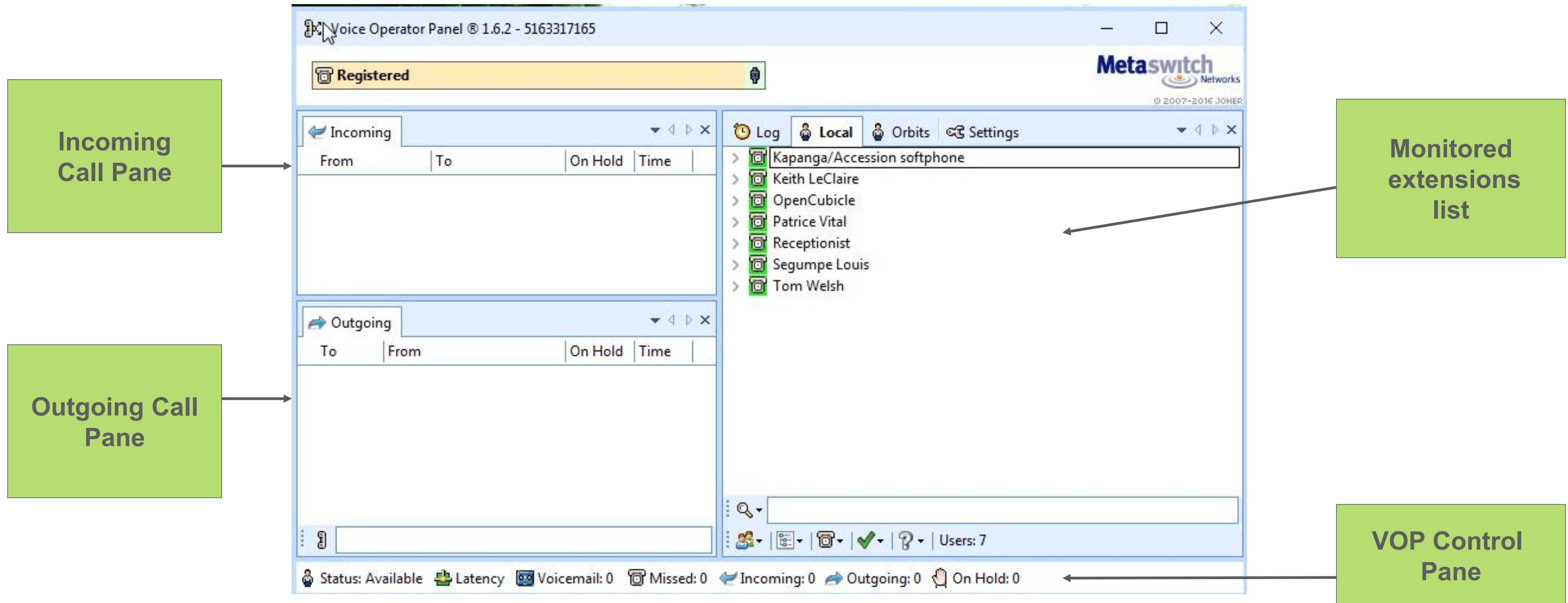
# Launch the Application

- VOP Application is then started on desktop.



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# Voice Operator Panel Look & Feel



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# Reference Document

- Main Website:
  - <http://www.voiceoperatorpanel.com/>
- Video Tutorials:
  - <http://www.voiceoperatorpanel.com/media/metawatch/>
- License Manager:
  - <http://www.voiceoperatorpanel.com/lm/>
- How To's and FAQs:
  - <http://www.voiceoperatorpanel.com/faq/>