

# Hosted Voice Operator Panel Set-up and User Guide

# 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

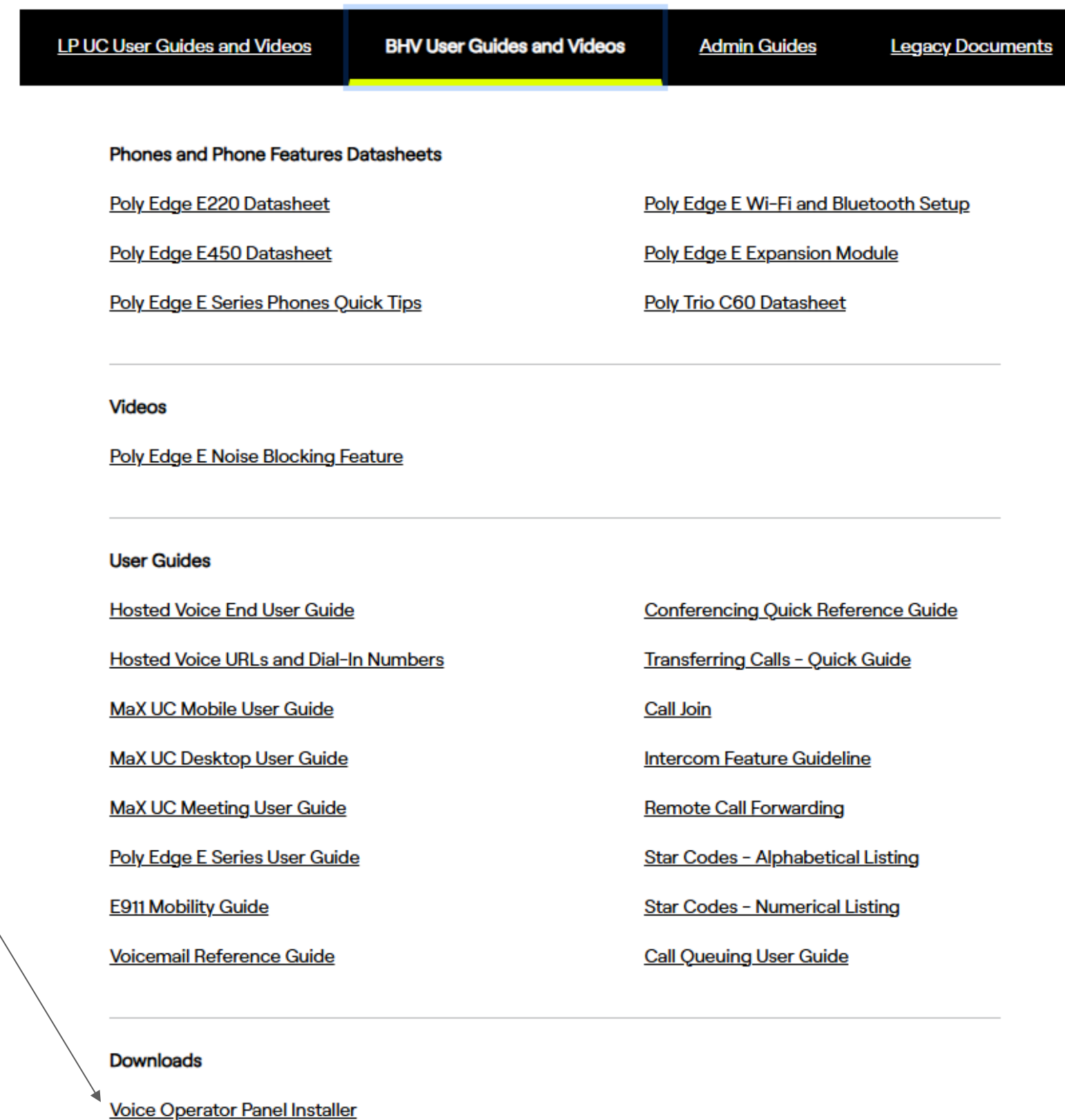
- The Voice Operator Panel (VOP) application will be able to answer calls made to the company's main phone number as well as those numbers configured to be monitored the VOP application.

# 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



# 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)

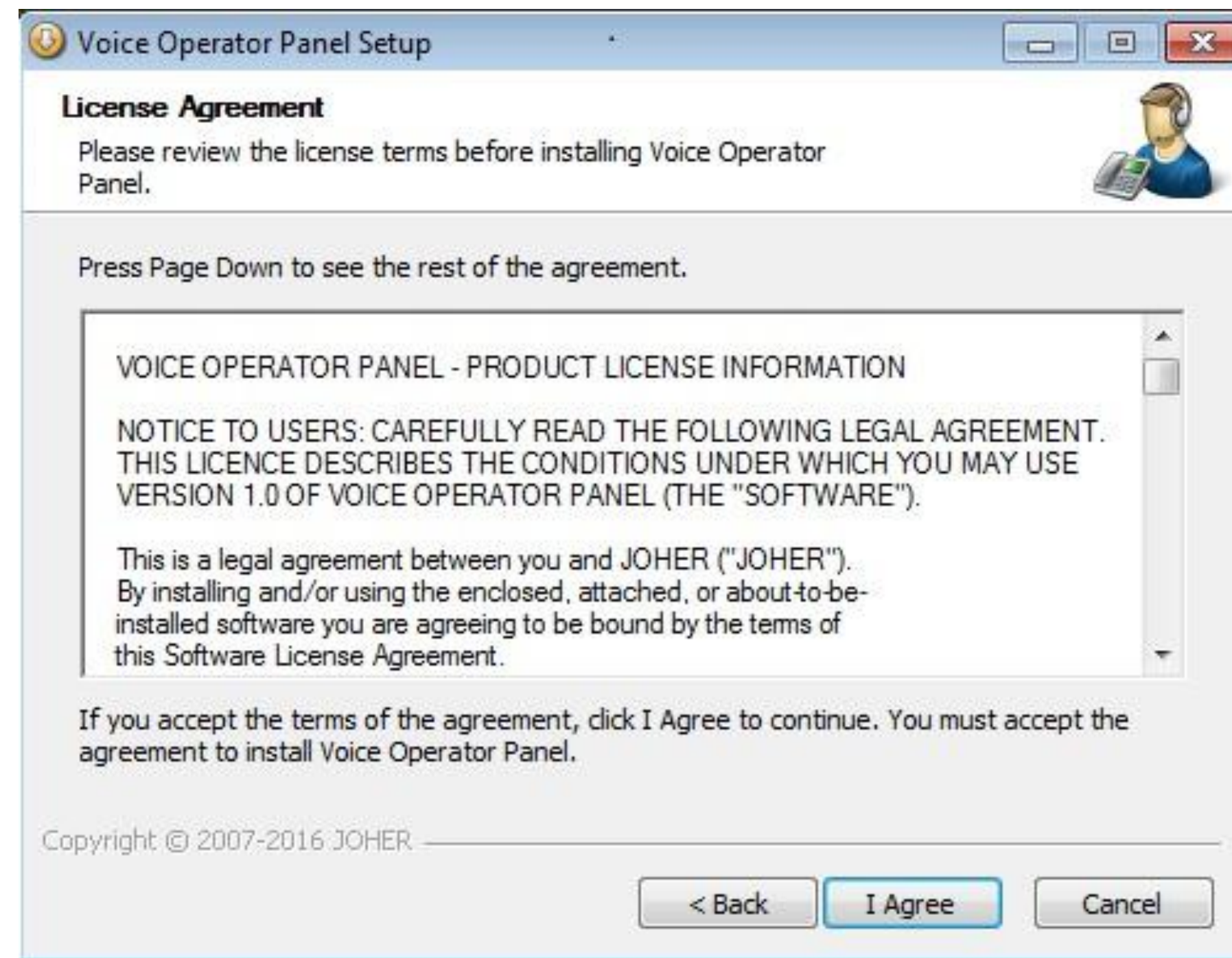


Figure 1

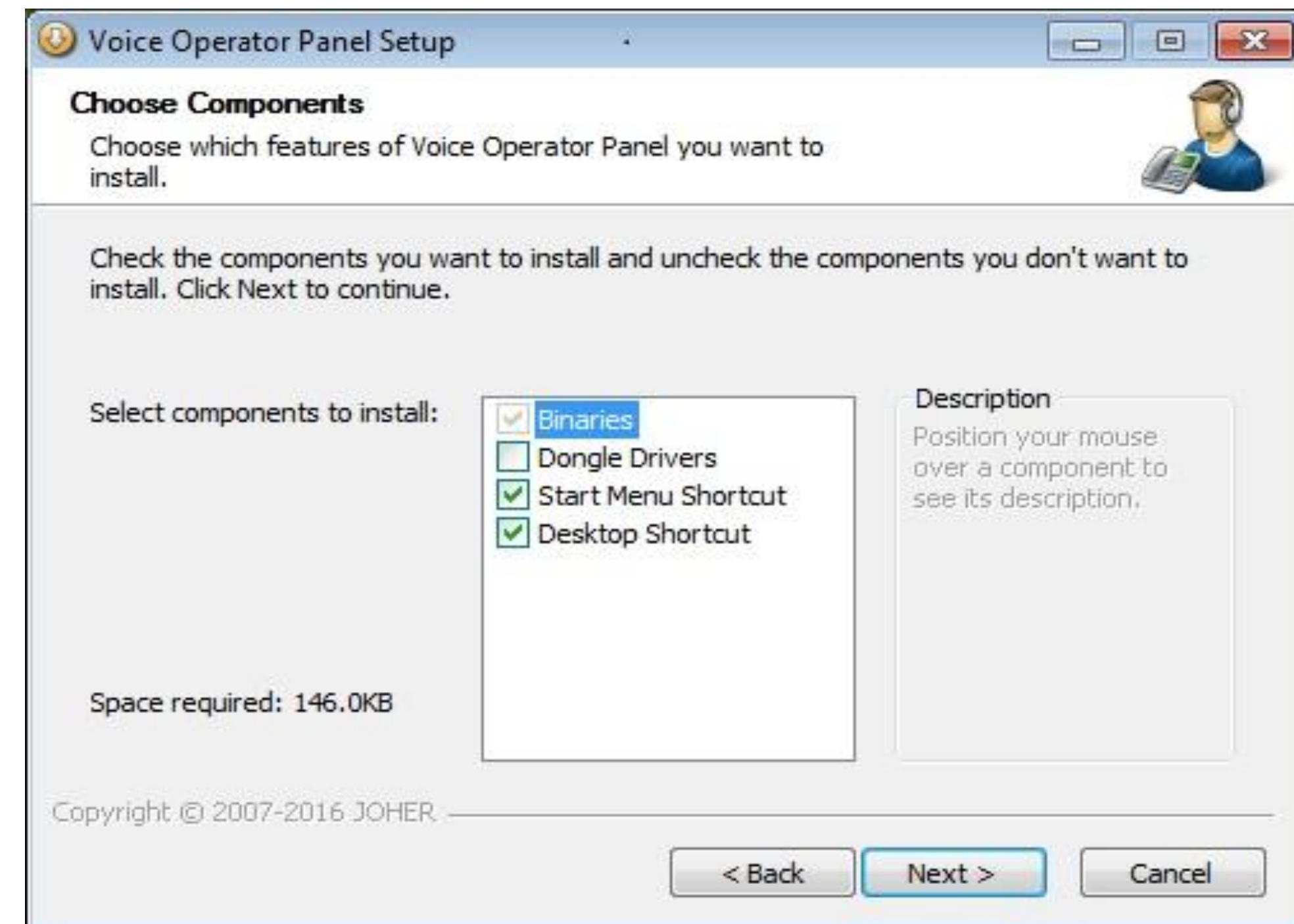
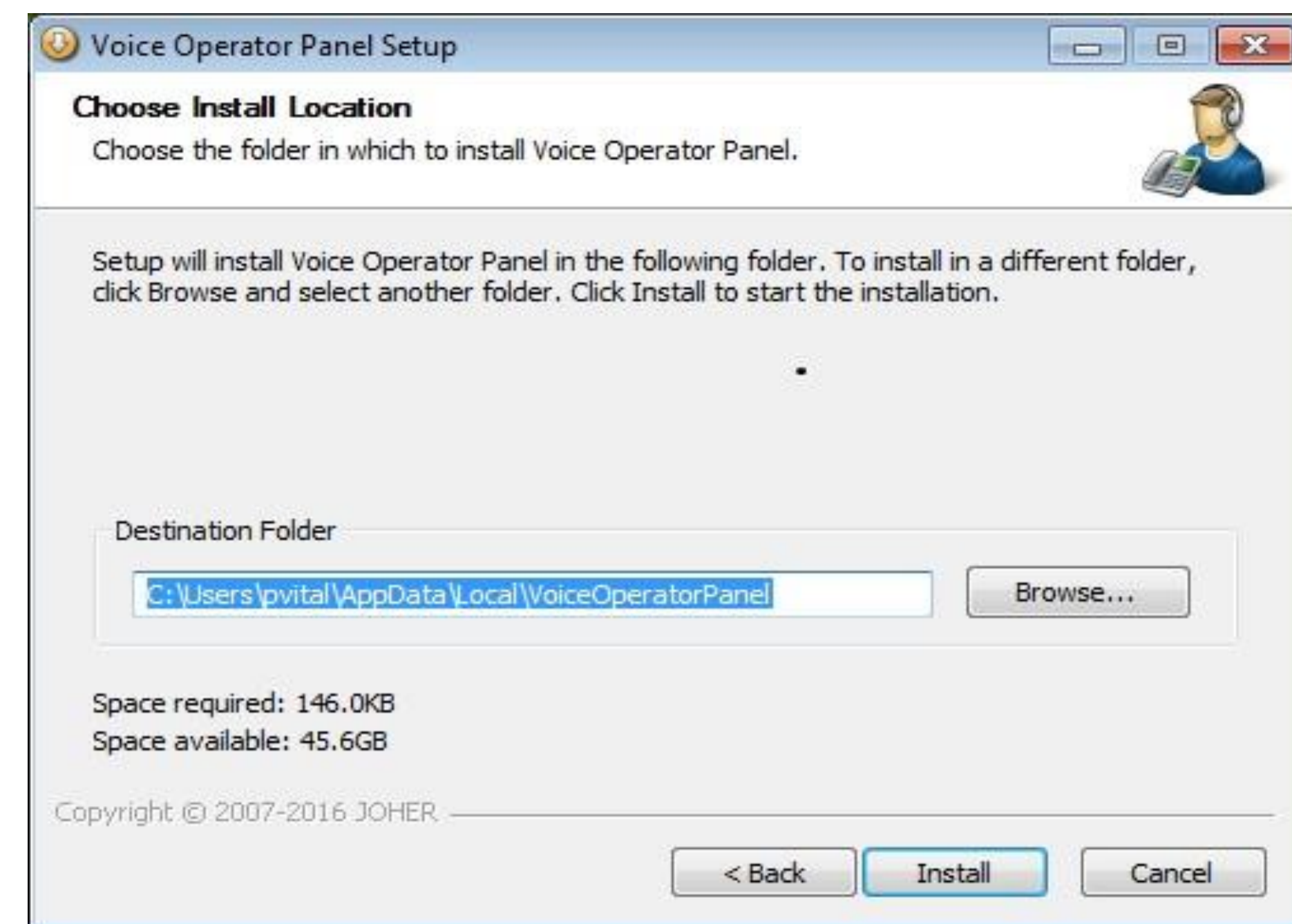
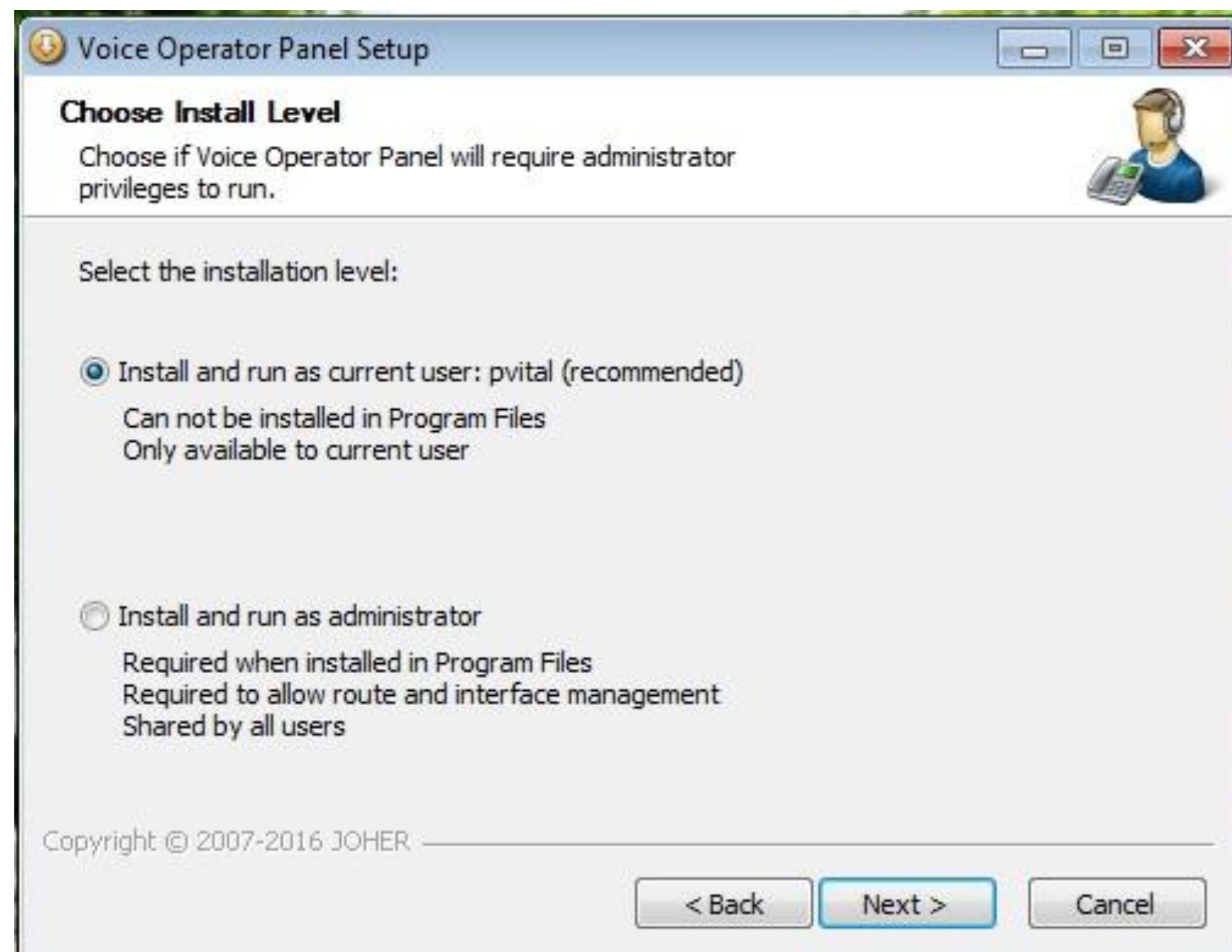


Figure 2



# Installation

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

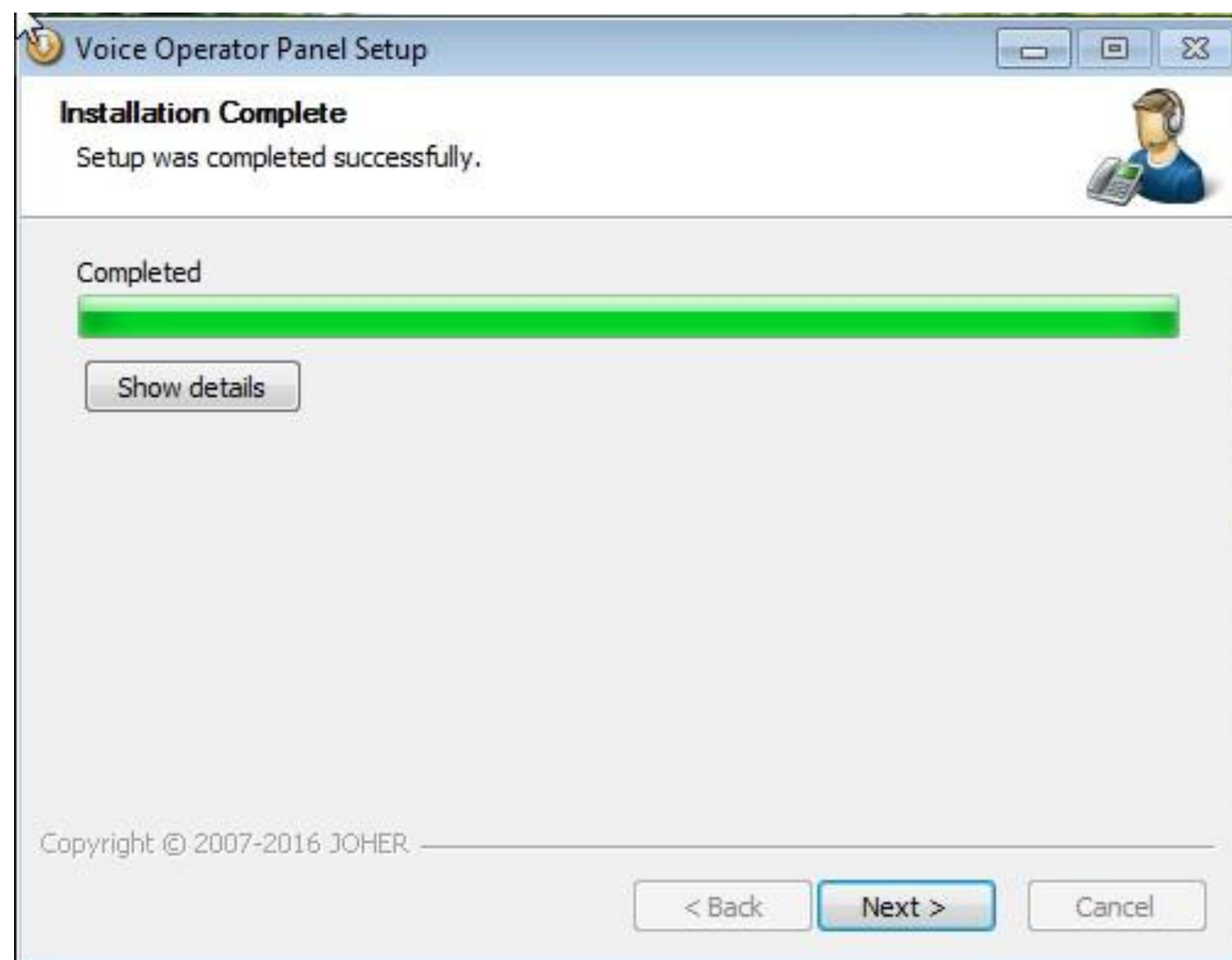


signpath



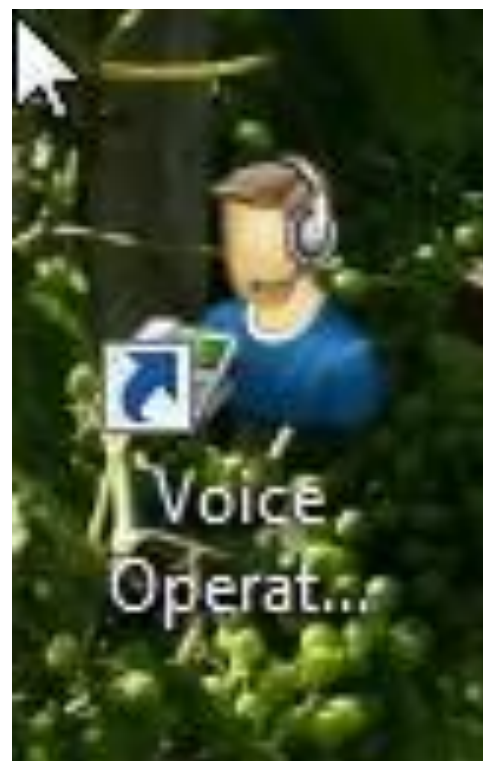
# Installation

- 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



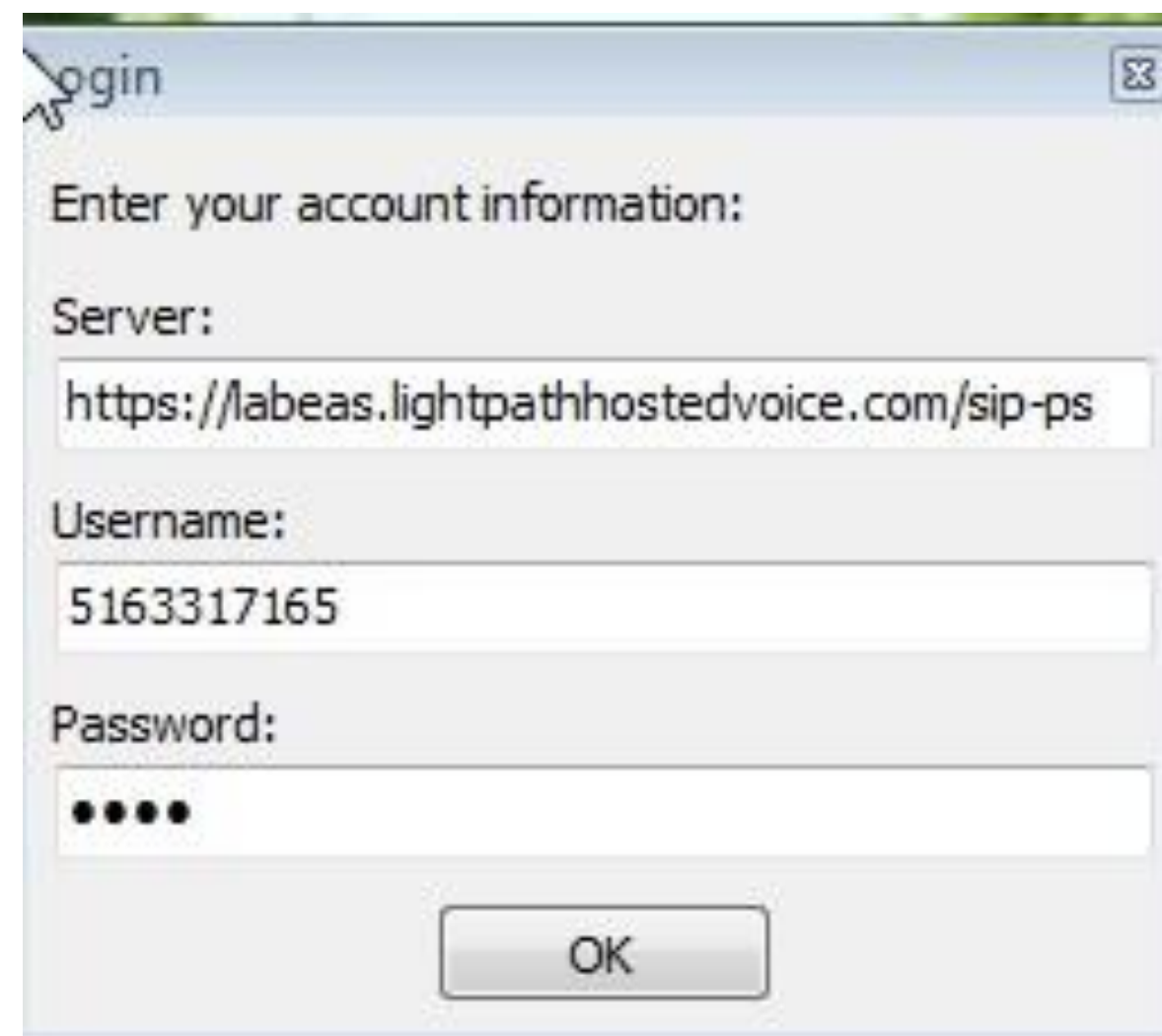
New VOP Icon on Desktop

A login dialog box titled 'Login' with a close button (X) in the top right corner. It contains the text 'Enter your account information:' followed by three input fields labeled 'Server:', 'Username:', and 'Password:'. An 'OK' button is located at the bottom right of the dialog.

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



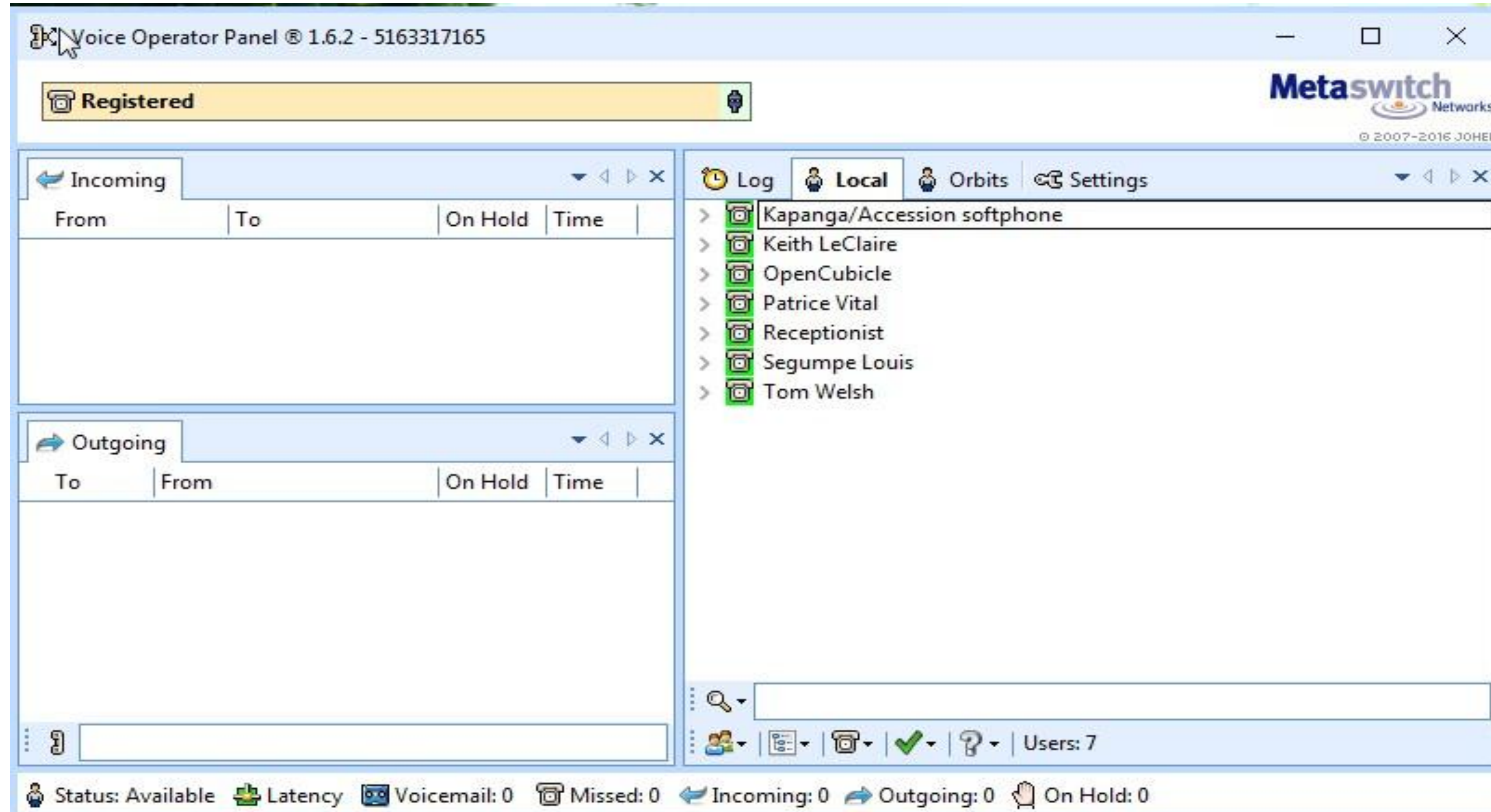
A screenshot of a Windows-style login dialog box. The title bar says 'login'. Inside, it says 'Enter your account information:'. There are three input fields: 'Server:' with the text 'https://labeas.lightpathhostedvoice.com/sip-ps', 'Username:' with the text '5163317165', and 'Password:' with four dots. At the bottom is an 'OK' button.

**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 )**



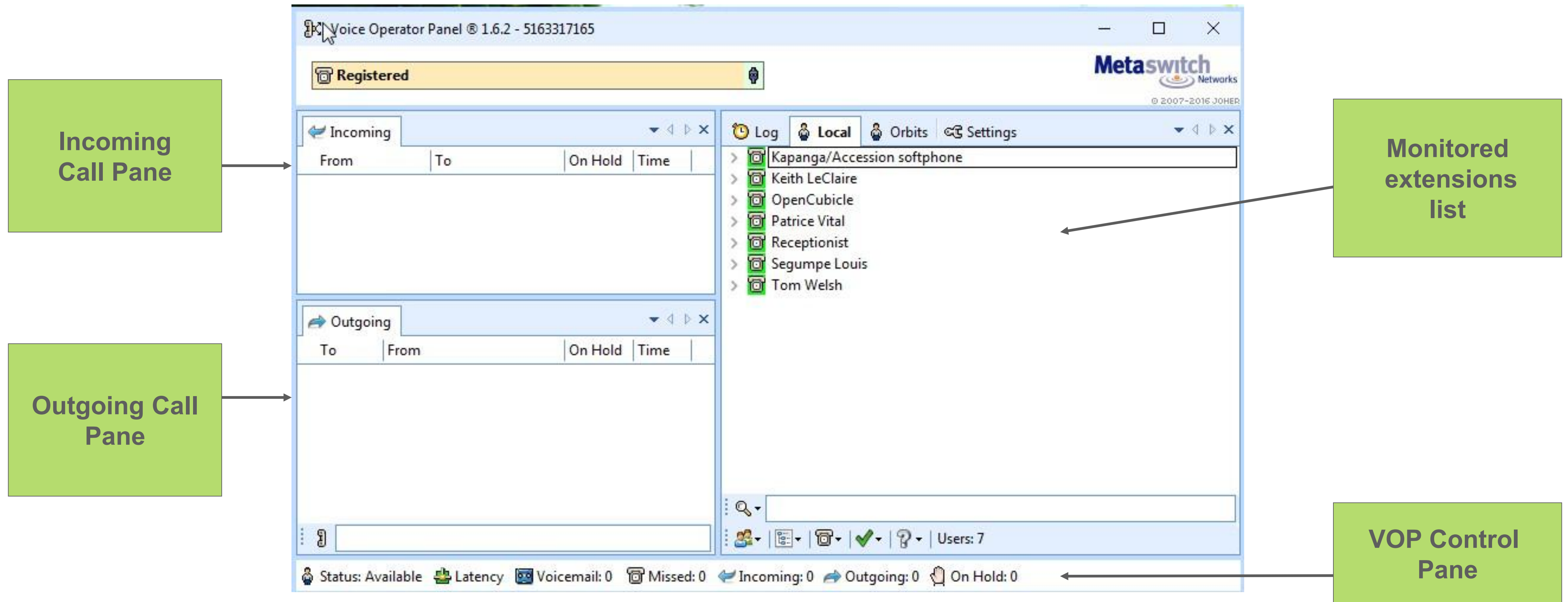
# Launch the Application

- VOP Application is then started on desktop.





# Voice Operator Panel Look & Feel



Lightpath

# Reference Document

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