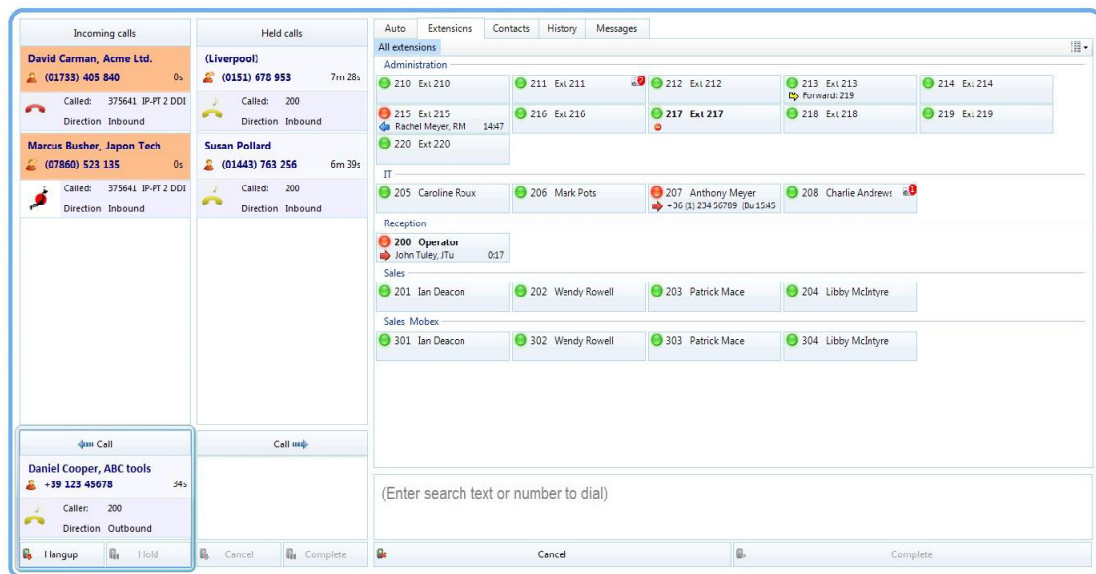




## UC Pro Operator

A separate UC Pro client application for “Operator” call control.


- When telephone system is configured appropriately, calls to the handset can be answered in any order.
- Other extensions can be monitored and controlled allowing ‘Boss / Secretary’ type features.




### Dialed Number Scripting

- Automatically pop a script and associated notes on incoming call to a DDI/DID number.
- The script/notes appear in the Operator’s auto tab.
- Great for operator users in multitenant environments or using customer-dedicated DDI/DIDs.

Auto	Extensions	Contacts	History	Messages
111 <b>Greg Stevens</b>		302 Johnny Dean Tom Kitchen		
304 <b>Claire Chambers</b>		303 Fred Rainier		
301 Kevin Fredericks		603 <b>Ryan Eaves</b>		
101 Peter Griffiths Tom Kitchen		102 Ted North		
607 <b>Dave Matthews</b>		601 <b>Pete Shaw</b> 3233029912 (Unknown)		
401 Deborah Smith		406 <b>Desmond Palmer</b>		
405 Phillipa Phorbes		402 Tim Smith-Hyde		
203 Erica Tadulu		202 <b>Jasmine Dugard</b> Joe Cartwright, Acme Ltd.		

**Chris Huffman, ACE Customer Corp**  
 **(01234) 567 890**  
 Notes: Please transfer straight to Ian


**Details** | Call History

 **Shared address book**

Display name: Chris Huffman, ACE Customer Corp  
 Contact: Chris Huffman  
 Company: ACE Customer Corp  
 Phone: 01234567890  
 Notes: Please transfer straight to Ian

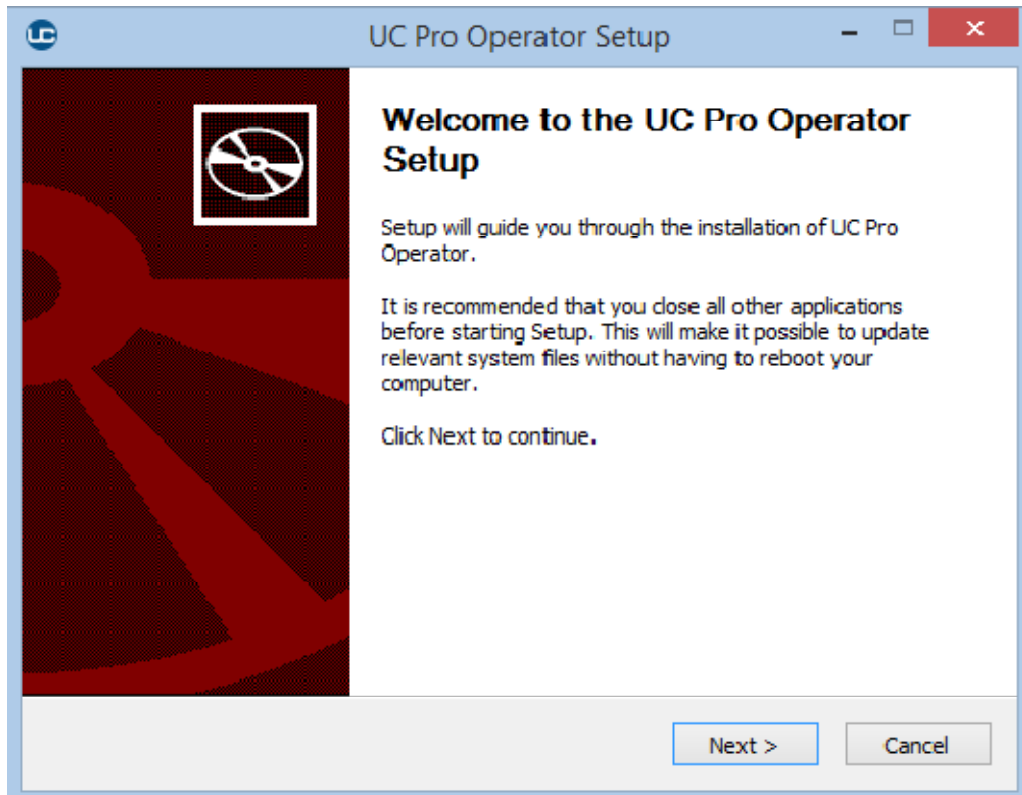
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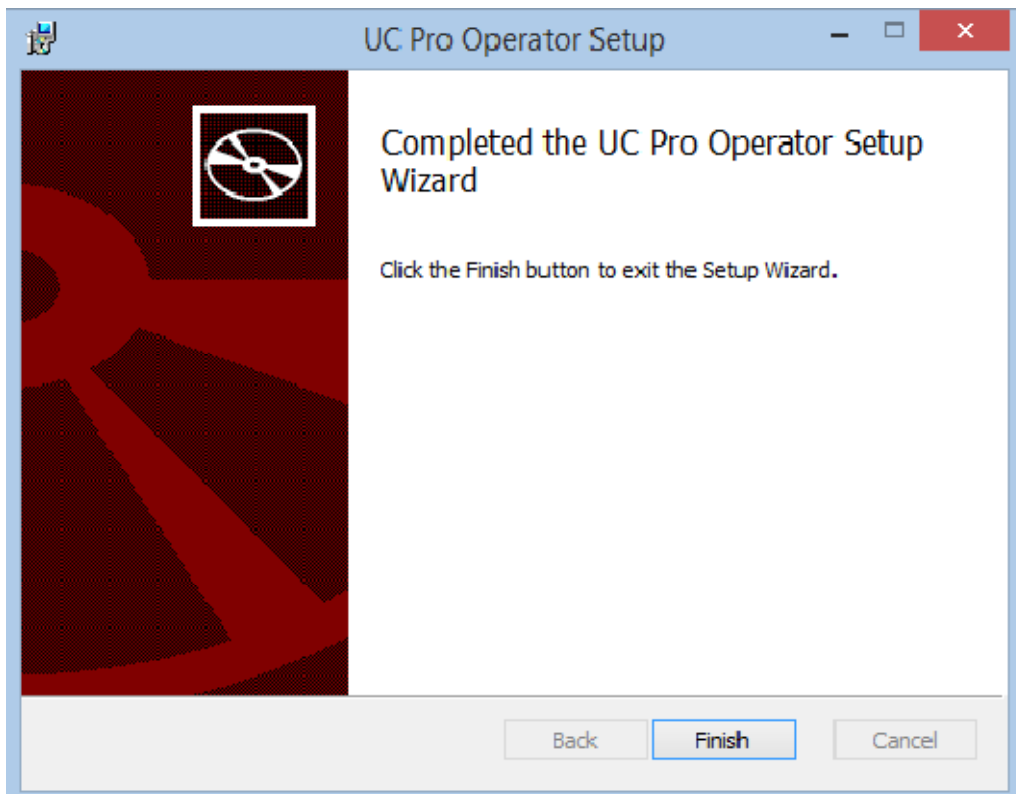
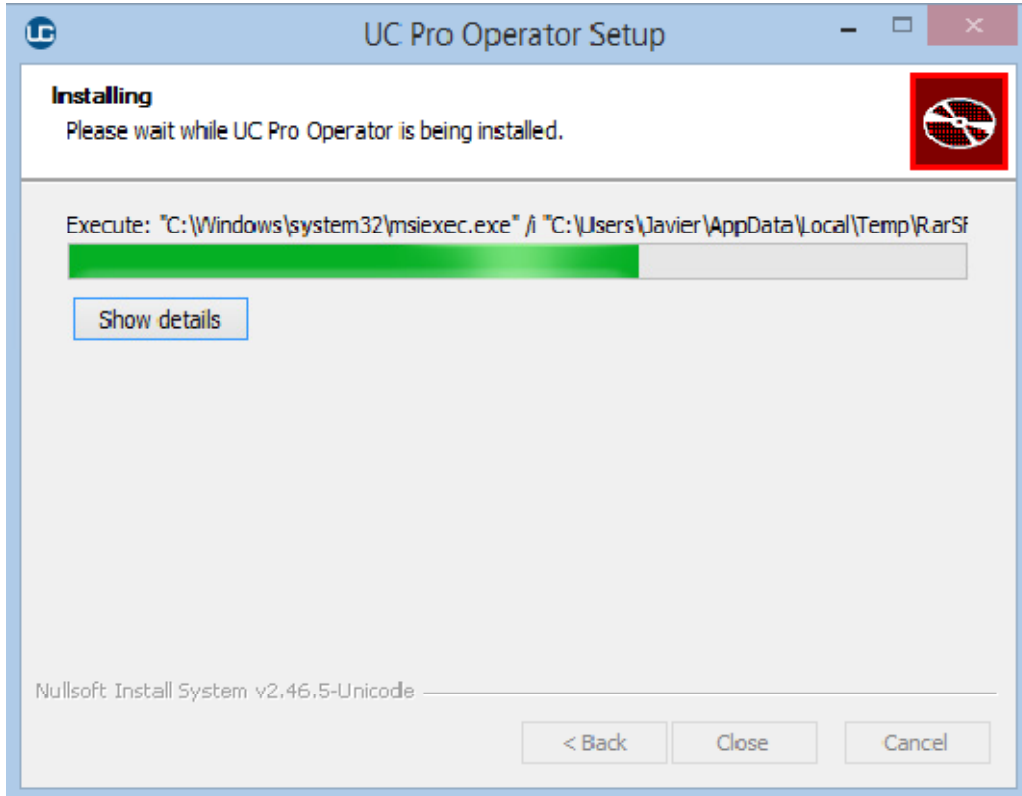
Location: Bedford

**2345678 ACME Corporation**  
 **"Thank you for calling ACME Corp, how may I help"**  
 Notes: CFO: Buzz Lightyear

(Enter search text or number to dial)

## Installation Program

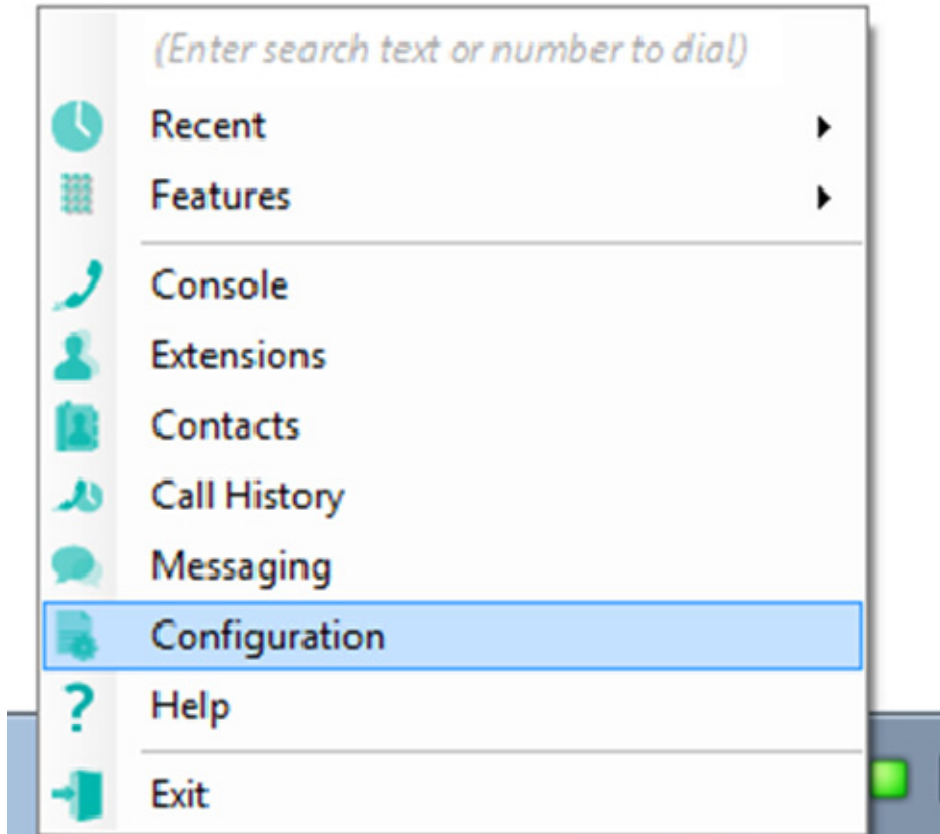




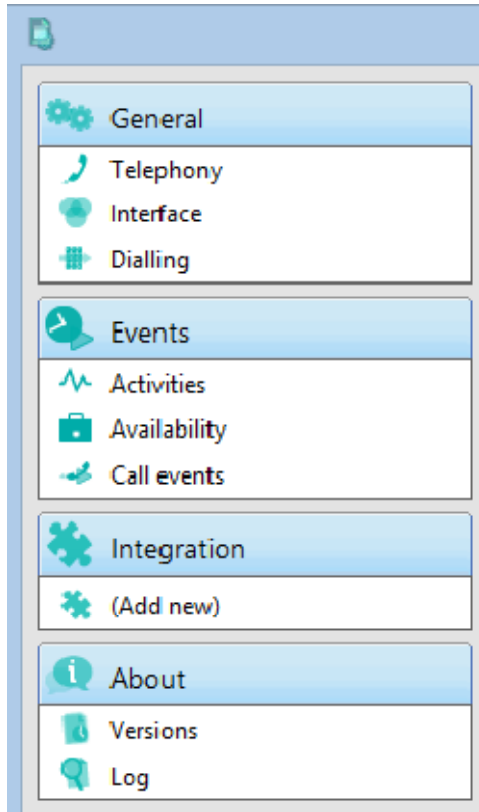
## Configuration

Starting the Configurator

- When the installation completes, the Operator client will be started automatically.
- Right-click on the system tray icon.
- Select ' Configuration '.



Similar configuration options as the PC client.




## Telephony

- Almost the same as the PC, just a few extras.
- Active – controls the numeric keypad.
  - ‘ Always ‘ – a dedicated telephone keypad for Operator, even when software is running in the background.
  - ‘ Application only ‘ – dedicated keypad only when Operator is actively in use.
- Extensions – Monitor ringing calls on other extensions (add numbers separated by commas).



### Telephony

Server:   Detect  
Enter the machine name or IP address

Extension:

---

Login:  Windows login  
 Specified username and password  
Username:   
Password:   
 Do not login

---

Select the method of operation of the numeric keypad

Active:

Enter any additional extensions to monitor for ringing calls, separated by commas (,)

Extensions:

#### Interface

- The Operator client is licensed separately from the PC client.
- Includes all the same functionality as the 'Integrator' version of the PC Client.
- All other settings are the same as the PC Client.

**Interface**

License type:

Application load:  Start automatically with Windows

Language:

Main window:

Preview window:  Show preview for call notification  
 Show preview for message notification

---

Hot keys

Make call:     Answer:     Hangup:

---

Clear the following cached histories:

## Other Configuration

Most of the other configuration sections are the same as with the PC client.

- ✓ Dialing
- ✓ Activities
- ✓ Availability
- ✓ Call events
- ✓ Integration
- ✓ Versions / Log

