**teleVoIPs®**
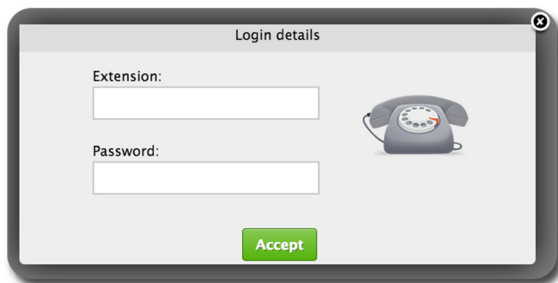Business Phone Solutions

# Fop2 User Panel Guide

## Logging In

1.  Open your internet browser.

2.  In the address bar type:  ***http//
    phoneserver.televoips.com/fop2***
    [**IMPORTANT:**  Where "*phoneserver*"
    is shown, type the address of your
    phone server. If you do not know
    your phone server, please contact us
    at the number above.]  The *Login
    Details* screen displays:

### Login details

Extension:

Password:

Accept

3.  Enter your **Extension** and voicemail
    **Password**.  If you do not know your
    voicemail password, feel free to
    contact us and we will help you.

4.  Click **Accept**.

5.  After logging in, the following screen
    displays.  [**NOTE:** *You may not have
    all of the features shown.*]
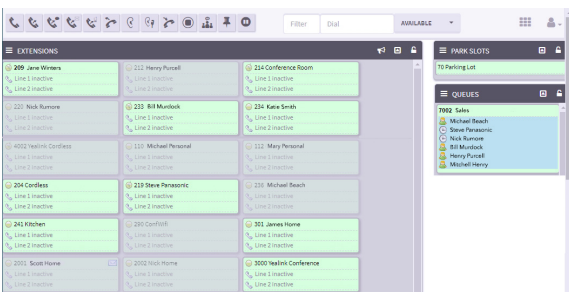
## The Action Bar

The action bar consists of a row of buttons that represent actions
taken on active calls. Depending on the permissions the user has, the
buttons may or may not display. For the action to work, first select
the destination or target button with a click of the mouse. When you
do that, the target button borders turn blue. After selecting a target
extension, perform your command by clicking the appropriate
button.

**Dial:**  Originates a call to the button previously
selected on the extension list. Your phone will ring and
when you pickup it will dial the destination extension.

**Blind Transfer:**  Initiates a call transfer to the button
previously selected on the extension list

**Supervised Transfer:**  Initiates a supervised call
transfer to the button previously selected on the extension
list, or the number typed in the dial box, if any.

**Transfer to Mobile:**  Initiates a transfer to the external
number defined in the button configuration.

**Transfer to Voicemail:**  Initiates a transfer directly into
the voicemail box for the extension.

**Pickup:**  Picks-up the ringing channel on the previously
selected button.

**Listen:**  Starts a call spying session. Your phone will
ring first and when you pick up, it will start spying on the
previously selected button.

**Whisper:**  Starts a call spying session with whisper
enabled. It will first ring your phone and when picked-up,
it will start spying on the previously selected button. You
can then talk to the target extension without the other
party hearing you.

**Hangup:**  Hangs-up the first active call on the target
button.

**Record:**  Initiates or stops recording on target button.
A call that is being recorded will display a cassette icon.

**Conference Barge:**  A 3-way call

**Park:**  Puts current call into a parking lot.

**Pause Recording:**  Pauses the **Record** feature.

# Extension Buttons

Extension buttons show a lot of information packed in a small rectangle. There are two colors for the button—green when the extension is not engaged in a call, or red when it is. When the phone is ringing it will remain green, but the line icon will indicate the ringing state. Since version 2.1 there is a third (yellowish) color for when you have **User&Device** mode enabled in FreePBX and the device is in *ad hoc* mode. Below is a sample button that is ringing:
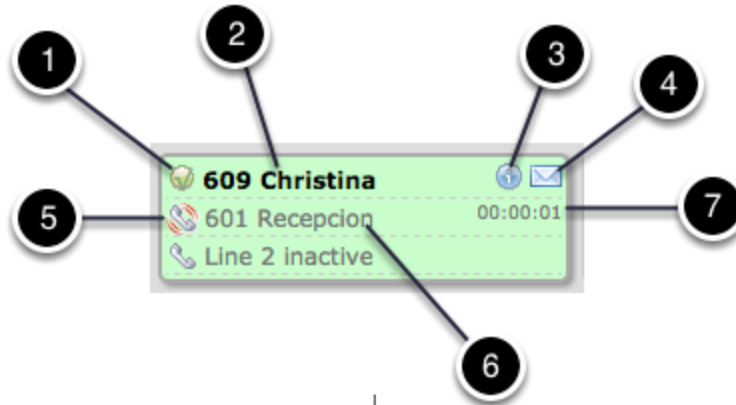


## 1 Presence Icon

Indicates the presence state for the extension.

- A **green** circle = the extension is not in a call.
- A **red** circle = that the extension is busy or in a call.
- A little **card icon** = a special presence that was set by the user.

The color for the custom presence is configurable. If you mouse-over the icon, a tooltip with the custom presence text displays; that text is also configurable via the *presence.js* file. Lastly, if a call recording is initiated from within FOP2, a tape icon indicates the call is being recorded.

Since Version 2.10, clicking this icon displays an action menu. If you have the proper permissions you will be able to add, remove, or pause the member from a queue, or send an email to that user if the email setting is defined in the button configuration. You might also see other options in this submenu that can be added via plugins, like setting call forward, etc.

## 2 Button Label

The text label for the extension. The extension number is shown first, followed by the text label that was configured in the button definition inside the button config file.

## 3 Information Icon

If the extension is paused a clock icon displays (for queue members). If the extension is engaged in a call that came from a queue, an info icon displays (when you mouse over it), showing the queue from where the call came from.

## 4 Voicemail Icon

If there is voicemail waiting or stored for the extension, an envelope icon displays. The number of messages can be read in the tooltip when you mouse over it.

## 5 Line Activity Icon

The handset icon indicates that if the line is ringing, it is engaged in:

- An outgoing call (right arrow);
- An incoming call (left arrow); or
- On hold (hourglass).

## 6 Line Callerid

If available, this shows the callerid name and number.

## 7 Line Timer

The timer for the current call.