

For a better experience, we suggest you to set up VOP and its optional hard phone like this:

The SIP account associated with VOP should have these settings:

- . Ringback tone.
This delivers a better experience for the caller while waiting for pick up
- . Music on hold, different than the ringback tone.
This delivers a better experience for the caller while being put on hold.
This should be a different one than the ringback tone to avoid any confusion for the caller.
- . Redirect to voicemail if no answer.
In case the operator is away or too busy, the caller can leave a message.
The timeout before redirecting to voicemail should be long enough to let the operator handle current calls before answering the new one.
- . Redirect to voicemail if busy.
In case the operator has switched to DND, the caller can leave a message.

In Hardphone Mode or Hardphone Bridge Mode (see Operating Mode section)

- . Redirect to the hard phone if unreachable.
In case the computer running VOP is switched off or if VOP is not running, incoming calls can be processed using the hard phone.

In Softphone Mode (see Operating Mode section)

- . Redirect to voicemail if unreachable.
In case the computer running VOP is switched off or if VOP is not running, the caller can leave a message.

The hard phone (used in Hardphone Mode or Hardphone Bridge Mode) should have these settings:

- . No ringback tone.
If you set up a ringback tone, when VOP calls the hard phone the ringback tone will lead VOP to think that the operator picked up.
This will result in the incoming call being answered and put through the ringback tone.
- . No music on hold.
In case the operator erroneously put the caller on hold using the hard phone (instead of using the application) it will not confuse the caller.
- . No redirection.
If there is any redirection, when VOP calls the hard phone the redirection will lead VOP to think that the operator picked up.
This will result in the incoming call being answered and put through the hard phone voicemail or another person.

Here is the default behavior of VOP when used with a hard phone:

- . When VOP receives an incoming call:
If the hard phone is connected the call can be answered by double clicking on it.
If the operator was connected to another call, the call is put on hold before answering the incoming call.
If the hard phone is disconnected, VOP calls the hard phone, waits for the operator to pick up, then answers the incoming call and puts it through.
If you don't want VOP to call the disconnected hard phone, you can change it using the <autocalloperator> parameter or within the application in:
Settings > Operator > Auto call operator on incoming calls.
- . When the operator places an outgoing call:
If the hard phone is connected, VOP places the outgoing call, waits for an answer, and puts it through.
If the operator was connected to another call, the call is put on hold before placing the outgoing call.
If the hard phone is disconnected, VOP calls the hard phone and waits for the operator to pick up before placing the outgoing call.
- . When the hard phone is hung up:
If the operator was connected to a call, the call is disconnected.
If you prefer the call to be put on hold, you can change it using the <hangupoperatorcall> parameter or within the application in:
Settings > Operator > Hang up current call when operator hangs up.
- . When the operator double clicks on a call previously put on hold:
If the hard phone is connected, VOP puts the selected call through it.
If the operator was connected to another call, the call is put on hold before switching to the selected call.
If the hard phone is disconnected, VOP calls the hard phone, waits for the operator to pick up, then puts the selected call through it.
- . If not hung up, the hard phone remains connected with VOP even if there are no more calls to process.
This allows the operator to quickly answer new incoming calls rather than having to wait for VOP to call his hard phone, and pick it up.
If you want VOP to hang up the hard phone when there are no more calls, use the <autohangupoperator> parameter or within the application in:
Settings > Operator > Time in seconds to auto hang up operator if no active calls.