

This is the status line.

If an error happens, the status line turns red and shows the error.

When there is no error, it shows the status of the operator (online/offline).

When you are talking to a caller, it shows the caller's phone number and name.

It also shows the status of the Teo UCM registration through the small icon at the right end.

If the Teo UCM registration fails, the icon turns red and shows disconnected.

You can double click on the status line to pick up the first ringing call or hang up the current call, and to call or disconnect the slave phone.

You can double click on the Teo UCM registration icon to register or unregister from the Teo UCM.



TeleWidgets
Chief Executive Officer

When you are talking to a caller, it shows the caller's picture, company, and title.

The picture is retrieved from directories, from Outlook, or from an LDAP server.

When no picture is available, nothing is shown.



This is the status bar.

From left to right the status bar shows:

Status

Click on this icon to switch between Available and Do Not Disturb.

Hover the cursor over the icon to show the time when the status was last changed.

Latency

This icon shows the packet latency between the VOP application and the Teo UCM server.

The icon has three levels of latency: **green**, **orange**, and **red**.

Hover the cursor over the icon to show the time when each of the three levels were last reached.

Voicemail

This icon shows the number of unread messages in your voice mailbox.

You can click (or double right click) on this icon to call your voicemail account.

Hover the cursor over the icon to show the time when this number last changed.

Missed

This shows the number of missed incoming calls.

Click on this icon to show the list of missed calls, to call back, or to clear the list.

Double right click on this icon to quickly clear the list.

Hover the cursor over the icon to show the time when the list was last cleared.

Record

The icon shows the recording status with the total recording time.

Click on this icon to start/stop recording or to browse the list of recordings.

Double right click on this icon to quickly start/stop recording.

Hover the cursor over the icon to show the time when the recording was started.

This icon is only shown in softphone mode.

Input

Click on this icon to open a window that will show the sound input volume in real-time, and let you amplify it or add sound effects.

Double right click on this icon to quickly mute the sound input.

Hover the cursor over the icon to show the gain value in decibels.

This icon is only shown in softphone mode.

Output

Click on this icon to open a window that will show the sound output volume in real-time, and let you amplify it or switch to speaker.

Double right click on this icon to quickly switch to speaker.

Hover the cursor over the icon to show the gain value in decibels.

This icon is only shown in softphone mode.

Keypad

Click on this icon to open a keypad window.

The keypad is used to send DTMF tones.

Click on the keys or use the keyboard to send digits. If you press alphabetic keys, they are converted to their corresponding digits.

Press and hold the control key on the keyboard to show the alphabetic keypad instead of the digit keypad.

This icon is only shown in softphone mode.

Incoming

This shows the current number of incoming calls.

Hover the cursor over the icon to show the time and value of the peak number of incoming calls.

Outgoing

This shows the current number of outgoing calls.

Hover the cursor over the icon to show the time and value of the peak number of outgoing calls.

On Hold (not shown on the screenshot)

This shows the current number of calls on hold.



Hover the cursor over the icon to show the time and value of the peak number of calls on hold.

Transferred (not shown on the screenshot)

This shows the current number of transferred calls.

Hover the cursor over the icon to show the time and value of the peak number of transferred calls.

This icon is only shown in non release-transfer mode.

From	To	On Hold	Time
 902 Random, Tom	911	0:00:09	0:00:19
 901 Bloggs, Fred	911		0:00:05

This is the incoming call list.

This list can be resized using the horizontal and vertical dividers.

There are 4 columns:

From

This is the caller's phone number and name.

The text is in **bold** when the caller is an identified user from a local directory.

To

This is the called party's phone number and name.

On Hold

This is the elapsed time since the call has been put on hold.

If this time is greater than the visual warning time, the text turns to **bold red**.

The visual warning time is configurable through the configuration file or the Global Call section in Settings; the default value is 2 minutes.

Time

This is the elapsed time since the call has been answered (or since the call started ringing).

The From/To columns can be resized proportionally.

There are 4 colors that show the priority of the call:

Green

The call priority is low, the user is talking on this call.

Orange

The call priority is medium, the call is on hold, and the user should process it when he is ready.

Red

The call priority is high, the call is ringing, and the user must process it as soon as possible.

Blue

The call has been processed, the call has been transferred.

This color is only shown in non release-transfer mode.

Double click on a ringing call to answer it.

Double click on an answered call to put it on hold or to talk on this call.

Drag and drop an answered call to transfer it. You can drop it within the same list, to the outgoing call list, or to a directory.

Right click on a call to show a menu with all the available actions.

Press **F1** to edit the caller's name for the selected call.



Press **F2** to edit the called party's name for the selected call.

Press **Insert** on a selected ringing call to answer it.

Press **Insert** on a selected answered call to put it on hold or to talk on this call.

Press **Delete** to hang up a call.

Press **Add** on a selected answered call to transfer it to the selected outgoing call.

To	From	On Hold	Time
 600 Doe, John	911		0:00:31
 601 Roe, Jane	911	0:00:19	0:00:30

This is the outgoing call list.

This list can be resized using the horizontal and vertical dividers.

There are 4 columns:

To

This is the called party's phone number and name.
The text is in **bold** when the called party is an identified user from a local directory.

From

This is the caller's phone number and name.

On Hold

This is the elapsed time since the call has been put on hold.
If this time is greater than the visual warning time, the text turns to **bold red**.
The visual warning time is configurable through the configuration file or the Global Call section in Settings; the default value is 2 minutes.

Time

This is the elapsed time since the call has been answered (or since the call started ringing).

The To/From columns can be resized proportionally.

There are 4 colors that show the priority of the call:

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The call priority is medium, the call is on hold and the user should process it when he is ready.

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The call priority is high, the call is ringing and the user must process it as soon as possible.

Blue

The call has been processed, the call has been transferred.
This color is only shown in non release-transfer mode.

Double click on an answered call to put it on hold or to talk on this call.

Drag and drop an answered call to transfer it. You can drop it within the same list, to the incoming call list, or to a directory.

Right click on a call to show a menu with all the available actions.

Press **Insert** on a selected answered call to put it on hold or to talk on this call.

Press **Delete** to hang up a call.

Press **Add** on a selected answered call to transfer it to the selected incoming call.



This is the outgoing call bar.

Click on the phone icon to show the last phone numbers called.

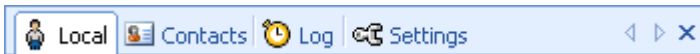
Enter any phone number and press **Enter** or click on the phone icon to start dialing.

Use the up/down keys to recall the last dialed phone numbers.

The input box supports an auto completion list filled with the last dialed phone numbers.

Press **F4** anywhere to jump directly to this input box.

Move the bar within its window by dragging it.



These are the different tabs you can switch to.

You can reorder the tabs by dragging them.

When there are many tabs, you can scroll through them using the left/right arrows.

Close a tab by clicking on the **X**.

Move the tab to another window by dragging and dropping.

Right click on the tabs to pop up a tab menu.

Through the tab menu:

You can add new or closed tabs.

You can maximize/restore the current tab.

You can change the tabs' design and location.

You can balance the size of every window.

You can reset the windows layout.

You can lock/unlock the windows layout.

The default tabs are:

Local

This is the directory of the local users.

This local directory is managed by you, or built from the configuration file or/and from an LDAP server.

Contacts

This is the directory of the external contacts.

This contacts directory is built from the Outlook contacts or/and from an LDAP server.

Log

This is the daily call log.

Settings

This is the settings window.

This settings window is built from the user settings permitted in the configuration file.

Extra tabs can be added through the tab menu:

Directory

This is a directory window.

You can add new directories, and then add users and contacts.

E-mail

This is the e-mail window.

You can send e-mails.

Web

This is the web window.

You can browse to any web site.

Note

This is the note window.

You can type text which is automatically saved on exit.

Extra tabs are available through the settings or configuration file:

CRM

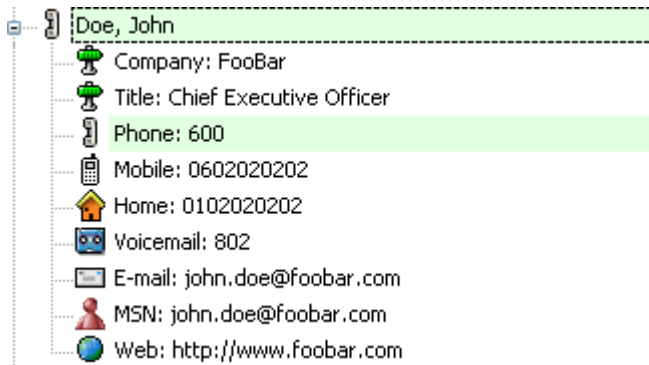
This is the CRM window.

This CRM window is a web browser that can be connected to your CRM application from where you can view/modify callers' records.

Online

This is the online web settings window.

This window is a web browser that can be configured to connect to your Teo UCM User Portal.



This is a directory of users.

Each user can have the following information: Company, Office, Department, Title and custom information.

Each user can have the following multiple contacts: Phone, Mobile, Home, Voicemail, E-mail, XMPP, MSN, and Web.

The Phone contact icon changes to match the presence status of the phone when available.

The XMPP or MSN contact icon changes to match the status of the user. The user name is in **bold** when online.

Double click on a callable contact (Phone, Mobile, Home, Voicemail) to call it.

Double click on an e-mail contact to send an e-mail within the e-mail window; the subject is filled using the current call information.

Double click on a XMPP or MSN contact to write a message.

Double click on a web contact to view the website within the web window.

Drag and drop an incoming or outgoing call on a callable contact to initiate a transfer.

Right click on a contact to show a menu with all the available actions.

Press **Insert** on a callable contact to call it.

Press **Insert** on a called contact to put it on hold or to talk on this call.

Press **Delete** to hang up a called contact.

Press **Add** on a contact to transfer the selected incoming call on this call.



This is the search bar.

Click on the icon to select the search type: Name, First name, Company, Office, Department, Title, Phone, Mobile, Home, E-mail, or MSN.

The input box supports an auto completion list with all the matches.

The user list jumps to the closest match each time the user enter a new character.

Press **F3** anywhere to jump directly to this input box.

You can move the bar within its window by dragging it.



This is the filter bar.

Click on the first icon to select the default contact for every user: Phone, Mobile, Home, Voicemail, E-mail, XMPP, MSN, and Web.

This default contact will be used when you click directly on a user rather than on a contact.

Click on the other icons to filter the information and contacts shown for every user.

You can move the bar within its window by dragging it.