

SCOPSERV
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ScopTEL Voice Operator Panel Provisioning



Purpose

- Mass provisioning of Voice Operator Panel Desktop SIP Clients



Pre-Requisites

- Minimum version scopserv-telephony25-6.9.8.0.20200422
- A valid Voice Operator Panel License number for each user.
 - <http://www.voiceoperatorpanel.com/pricing/>
- You must first configure the ScopTEL Extension and Automatic Provisioning System for the user prior to running the provisioning file or installing the desktop software.
- A working copy of the Voice Operator Panel software available from <http://www.voiceoperatorpanel.com/trial/VoiceOperatorPanel-setup.exe>
- A copy of the generic Provisioning software from <http://www.voiceoperatorpanel.com/priv/VoiceOperatorPanel-Generic-setup.exe>
 - This 'Generic' software is used to provision the Desktop software after the user is provisioned in the APS and after the Desktop software is installed on the user's PC.
- Documentation for Voice Operator Panel is available here <http://www.voiceoperatorpanel.com/priv/VOP-documentation.zip>
- For the documentation it is assumed that you already know how to create an Extension <https://blog.scopserv.com/2019/02/how-to-use-the-extensions-manager-to-add-new-users-and-extensions/> and have some experience using the ScopTEL Automated Provisioning System <https://blog.scopserv.com/2013/07/how-to-use-the-scopTEL-automatic-provisioning-system/>





Recommendations

- Voice Operator Panel is a very feature rich SIP softphone and works extremely well as a stand alone SIP Client with a USB headset on a PC.
- If you have a Desk Phone and wish to share your extension number with your Deskphone and Voice Operator Panel and possibly a iOS or Android Mobile Client you may wish to consider purchasing Shared Device Licenses for you ScopTEL installation. See: <https://blog.scopserv.com/2016/03/how-to-share-one-extension-with-multiple-sip-devices/>



Automatic Provisioning System | Add a new Provisioning System

- Once you Add a new Provisioning System use the Drop List Selector to choose Voice Operator Panel (VOP)
- After you choose Voice Operator Panel (VOP) you also have the option to Create Template. Creating a Template is recommended to simplify the addition of many VOP clients but isn't mandatory. This documentation will focus only on creating a single Provisioning object so Create Template will not be enabled.
- The mandatory fields Username, Password are used when the VOP provisioning is executed by the end user. The License number is added by Admin and is not known to the end user. The Provisioning URL must be supplied to whoever is deploying the VOP End User Client using the Provisioning executable.
- Click on the Account tab when done

The screenshot displays the 'Phone Provisioning' configuration page. The 'General' tab is active, showing fields for Tenant (default), Phone Model (Voice Operator Panel (VOP)), and Phone Template (No Template). The Provisioning URL is set to `http://192.168.192.88:5555/telephony/services/vop.php`. Mandatory fields for Username (david.brillert) and Password (hardtoguess) are filled. A License field contains the text 'admin enter the serial number here'. A 'Use Trial version?' checkbox is unchecked. A 'Create Template?' checkbox is checked and highlighted with a red box. A 'Login' dialog box is overlaid on the right, with red arrows pointing from the Provisioning URL, Username, Password, and the dialog box to the main form. The dialog box contains fields for Server, Username, and Password, with an 'OK' button. A text box at the bottom right explains the dialog box.

This is the dialog box first opened by the Generic executable when provisioning the User's PC. Enter each field and proceed with each step until the software is provisioned.

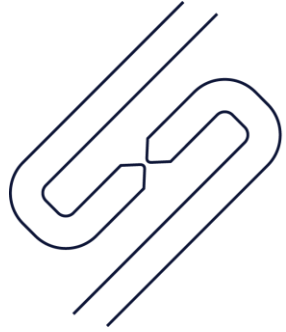
Automatic Provisioning System | Add a new Provisioning System

- Use the Account Drop List Selector to choose an Extension Number to assign to this account.
- Enter the IP address or FQDN of the ScopTEL server in the SIP Server Address field.
- All other tabs are optional and may vary per user. Additional information can be found at <http://www.voiceoperatorpanel.com/faq/>
- Technical documentation can be found in C:\Users\- Click Add when done
- Commit
- Run the VOP-xxx-generic.exe file from the user's PC to complete the Installation. Once the process is complete Voice Operator Panel will automatically start.

The screenshot displays the 'Phone Provisioning' web interface. The 'Account' tab is selected, showing the following configuration:

- Account:** 225: David Brillert (SIP)
- Display Name:** 225
- SIP Server:**
 - SIP Server Address:** 192.168.192.254
 - SIP Server Port:** 5060 (Default: 5060)
 - Use DNS SRV to get SIP server address / port ?**
 - SIP Transport Protocol:** UDP
 - Use DNS NAPTR to get SIP transport ?**
 - Force SIP server transport protocol ?**
 - SIP TLS Version:** All (Default: All)
 - SIP Registration Expiration (in seconds):** (To let SIP server decides, set value to 0)
 - Pings interval to track latency (in seconds):** 10 (Set value to 0 for disabled)

At the bottom of the form, there are 'Add' and 'Cancel' buttons.



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Congratulations