

# Product Brochure: Operator Panel & User Heads-Up Display



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## Operator Panel and User HUD extends a full featured, real-time screen based console for the Com.X IP PBX

**Screen based console:** Enhanced switchboard phone functionality, hands free call control

**Integrated:** Well known, FOP2 pre-integrated for ultimate flexibility and ease of use

**Customer Service:** Personalise customer interactions via a screen pop-up referenced from the company's phone book

**Web based:** Login via a web-based browser

**Expandable:** Integrate hundreds of extensions, across multiple PBX sites into a single view

**Affordable:** Available via once off, license purchase for unlimited users and services

## Highlights

**PBX Status:** Graphical view of all PBX extensions & services

**Call Action Buttons:** Dial, Transfer, Pick-up, Hang-up

**Call notification:** Inbound call lookup to company address book

**Listen-in & Whisper** to calls in progress

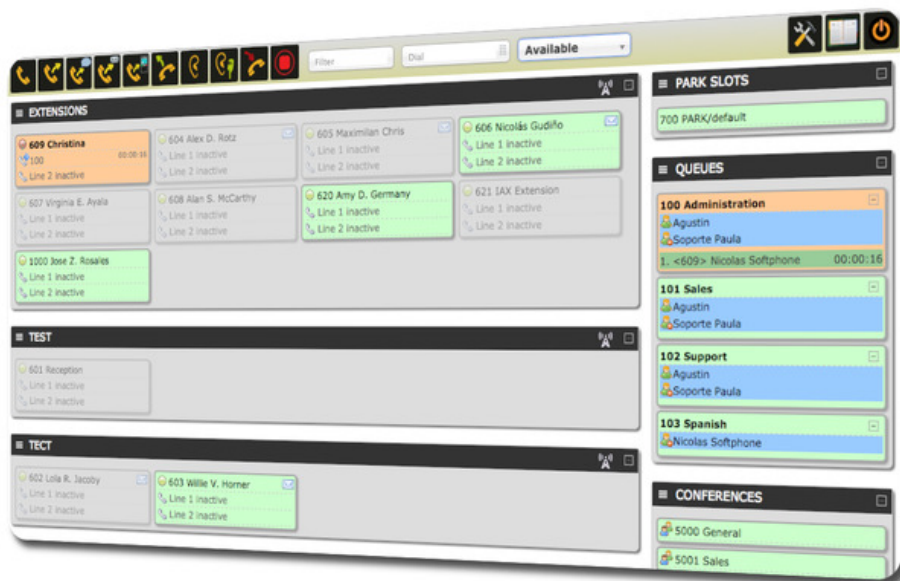
**Presence:** per user indication

**Voice mail indication & playback**

**Text or Instant Messaging**

## Main features

- **View:**
  - Extensions: Presence, VM, Line status indication
  - PBX services: Queues, Conference slots, Trunks, Parking lots
- **Dialler action buttons:**
  - Dial: via phonebook or soft-keypad
  - Transfer: to extension, mail box or mobile number
  - Pick-up: from extension or queue
  - Hang-up
  - Call Recording activation
  - Listen & Whisper (Operator only)
- **Screen Pop-up's:**
  - Inbound call CLI lookup to phone directory (company or private)
- **User Indications:**
  - Presence: Available, DND, Break, Meeting, "Out to lunch"
  - Voicemail
  - Incoming Call CLI notification
  - Actions: Pause/Un-pause, Add/Remove from Queue
- **Phone Book support**
  - PBX extensions
  - Spreadsheet import



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## Feature list summary:

<b>Default</b>	<b>Basic</b>	<b>Full</b>
15 "PBX status" buttons only	Unlimited "PBX status" buttons	Unlimited "PBX status" buttons
"Call Action" buttons	"Call Action" buttons	"Call Action" buttons
Presence	Presence	Presence
-	Phone book support	Phone book support
-	-	Text (IM)
-	-	Voicemail integration
-	-	Call recording access