MAXcore Web Portal User Guide

- **Login to the MAXcore web portal – https://c3voice.vantageip.com**

LOG IN
Enter your Username and Password below
to manage your phone settings.

✅ You have successfully logged out.

Username: [   ]
Password: [   ]

[LOGIN]

- **Enter Username: email address**
- **Enter Password:** [   ]

LOG IN
Enter your Username and Password below
to manage your phone settings.

✅ You have successfully logged out.

Username: jsmith@vantage.com
Password: ••••••••••

[LOGIN]

MAXcoreplatform

Categories for your selection:

User Options
Applications
Phone Usage

Welcome John Smith
December 17, 2013 - 12:25 PM

Phone: John Smith [0004.f281.283e] ▾

User Options:

- Edit Your **Speed Dials**
- Change your **Voicemail Password** for **x1011**
- Delete All your **Unheard Voicemail Messages** for **x1011**. Unheard message count - **0**
- Configure **Sim Ring** for **x1011**
- Configure **0-escape target** for **x1011**
- **Forward Calls** on line **x1011**
- Change your **C3Voice Web Password**
- Configure **Distinctive Ringing** for the phone
- Change your **C3Voice Web Password**
- Configure **Distinctive Ringing** for the phone

C3Voice Applications

- Ad-hoc Call Recording Download
- C3Voice Conference Manager (with Listen-Only)
- Distribution List Manager

Phone Usage: 12/16/13 ▾

6 Calls

Call Date	From	To	Status	Duration
Dec 16, 2013 - 4:49:08 PM	3106471676	1011	ANSWERED	2:14
Dec 16, 2013 - 4:31:28 PM	2677561011	12679496559	ANSWERED	1:06
Dec 16, 2013 - 4:30:47 PM	2677561011	12679796559	ANSWERED	0:11
Dec 16, 2013 - 4:26:58 PM	2677561011	*29	ANSWERED	3:21
Dec 15, 2013 - 7:57:10 PM	6103570606	1011	ANSWERED	0:14
Dec 15, 2013 - 7:28:16 PM	6103570606	1011	ANSWERED	0:55

VANTAGE UNIFIED COMMUNICATIONS

Edit your Speed Dials (allows you to add one touch speed dials)

- **Click Edit Your Speed Dials**
- **Click the plus (+) sign**

- **Label = Name**
- **Phone Number = 10 digit phone number or 4 digit extension**
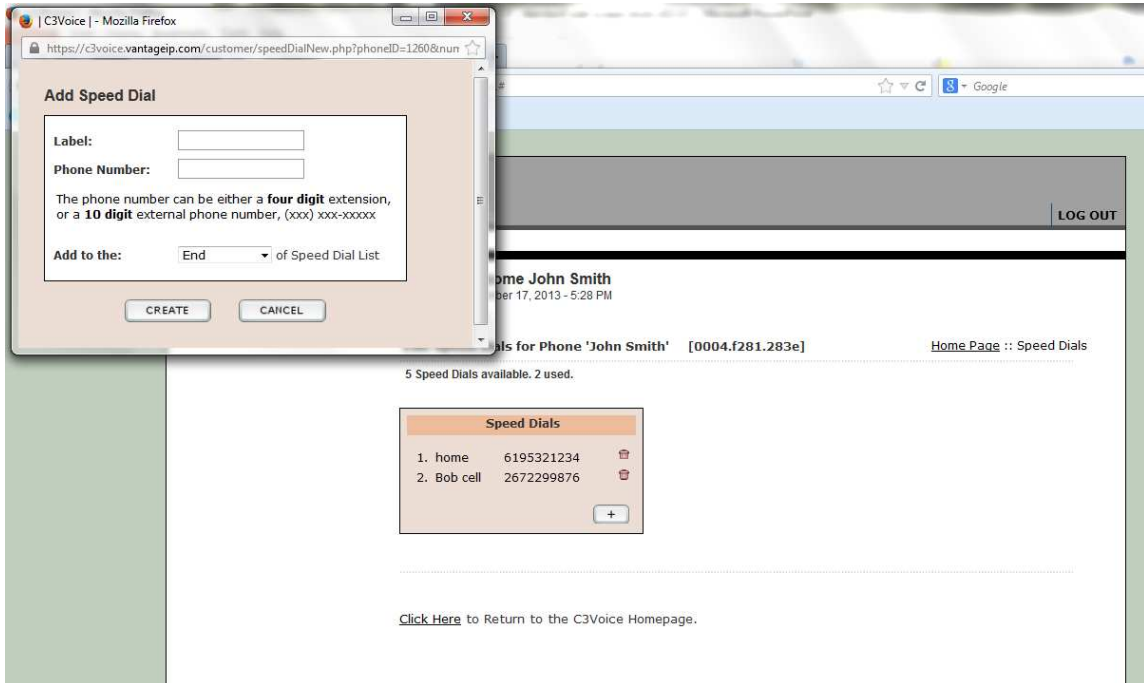
- **Select positioning of the newly added as you want it to appear**

- **To delete: click on trash can**

Change Your Voicemail Password

- Click Change Your Voicemail Password

- Enter New Password
- Click Update

Welcome John Smith
December 17, 2013 - 12:31 PM

Phone: John Smith [0004.f281.283e]

User Options:

- Edit Your **Speed Dials**
- Change your **Voicemail Password** for **x1011**
- Delete All your **Unheard Voicemail Messages** for **x1011**. Unheard message count - **0**
- Configure **Sim Ring** for **x1011**
- Configure **0-escape target** for **x1011**
- **Forward Calls** on line **x1011**
- Change your **C3Voice Web Password**
- Configure **Distinctive Ringing** for the phone

Welcome John Smith
December 17, 2013 - 12:32 PM

Change the Voicemail Password for 1011:   Home Page :: Voicemail Password

New VM Password: ••••••
Re-Enter Password: ••••••

[UPDATE]   [CANCEL]

- Passwords must be at least five and at most ten digits long.
- Passwords may consist of digits 0-9.

Welcome John Smith
December 17, 2013 - 12:32 PM

Phone: John Smith [0004.f281.283e]

✅ You have successfully changed your Voicemail password.

User Options:

- Edit Your **Speed Dials**
- Change your **Voicemail Password** for **x1011**
- Delete All your **Unheard Voicemail Messages** for **x1011**. Unheard message count - **0**
- Configure **Sim Ring** for **x1011**
- Configure **0-escape target** for **x1011**
- **Forward Calls** on line **x1011**
- Change your **C3Voice Web Password**
- Configure **Distinctive Ringing** for the phone

Delete all Unheard Voicemails

- Click on Delete All Unheard Voicemail Messages
- Click on OK to confirm delete ALL

Welcome John Smith
December 17, 2013 - 12:36 PM

Phone: John Smith [0004.f281.283e]

User Options:

- Edit Your **Speed Dials**
- Change your **Voicemail Password** for **x1011**
- Delete All your **Unheard Voicemail Messages** for **x1011**. Unheard message count - **3**
- Configure **Sim Ring** for **x1011**
- Configure **0-escape target** for **x1011**
- **Forward Calls** on line **x1011**
- Change your **C3Voice Web Password**
- Configure **Distinctive Ringing** for the phone

Welcome John Smith
December 17, 2013 - 5:37 PM

Delete All **Unheard Voicemail Message** for **x1011**   Home Page :: Delete Unheard Voicemails

You have 3 unheard voicemail for this voicemail box.

[DELETE]   [CANCEL]

Are you sure you want to DELETE all Unheard messages?

[OK]   [Cancel]

Delete All **U**

You have 3 u

Home Page :: Delete Unheard Voicemails

Configure SIM Ring

- Click on Configure Sim Ring to have additional phone ring simultaneously with desk phone
- Enter phone number
- Click Update to Save

Welcome John Smith
December 17, 2013 - 12:38 PM

Phone: John Smith [0004.f281.283e]

User Options:

- Edit Your **Speed Dials**
- Change your **Voicemail Password** for **x1011**
- Delete All your **Unheard Voicemail Messages** for **x1011**. Unheard message count - **0**
- Configure **Sim Ring** for **x1011**
- Configure **0-escape target** for **x1011**
- **Forward Calls** on line **x1011**
- Change your **C3Voice Web Password**
- Configure **Distinctive Ringing** for the phone

Sim Ring for 1011:   Home Page :: Sim Ring

Ring these numbers simultaneously with 1011

6103577300

Please enter a comma-separated list of 4-digit extensions or 10-digit
phone numbers (e.g. "5002,5003,2677441234").

UPDATE   CANCEL

Configure 0-Escape Target – allows you to designate the person that answers your calls if a client presses 0 after listening to your no answer greeting

- Click on Configure 0-escape target
- Enter phone number or extension of your "personal" operator
- Click Update to Save

Welcome John Smith
December 17, 2013 - 12:37 PM
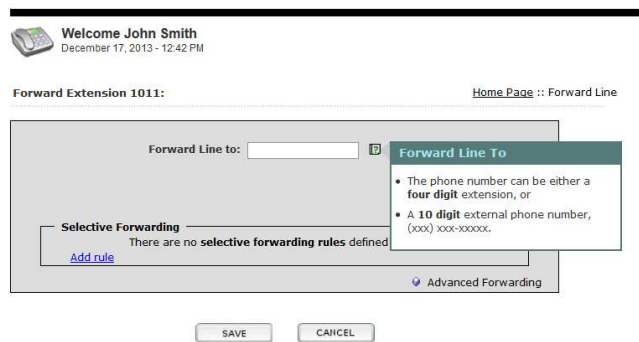
Phone: John Smith [0004.f281.283e]

User Options:

- Edit Your **Speed Dials**
- Change your **Voicemail Password** for **x1011**
- Delete All your **Unheard Voicemail Messages** for **x1011**. Unheard message count - **0**
- Configure **Sim Ring** for **x1011**
- Configure **0-escape target** for **x1011**
- **Forward Calls** on line **x1011**
- Change your **C3Voice Web Password**
- Configure **Distinctive Ringing** for the phone

Welcome John Smith
December 17, 2013 - 12:39 PM

Zero Target for 1011:

The target extension when zero is pressed during voice mail.

Please enter a single 4-digit extensions (e.g. "1000,1001").

[UPDATE]   [CANCEL]

Welcome John Smith
December 17, 2013 - 12:41 PM

Zero Target for 1011:   Home Page :: Zero Target

The target extension when zero is pressed during voice mail.

1022

Please enter a single 4-digit extensions (e.g. "1000,1001").

[UPDATE]   [CANCEL]

Standard Extensions
1020 Kurt Schneider
1022 Brittney Rousso
1023 Pat Murphy

Broadcast Extensions
1005 Katherine Sasso
1010 Bob Phelan
1011 Doug Fagan

Queue Extensions
1598 McCann
5143 VL Campaigns
7240 McCann Sales

Hunt Groups

Forward Calls – allows you to forward calls to any other phone number

- Click on Forward Calls

- Click on **?** for details (more info)

- Enter phone number or extension number to forward calls to:

Doc Form 1.26.15

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Welcome John Smith
December 17, 2013 - 12:42 PM

Forward Extension 1011:   Home Page :: Forward Line

Forward Line to: 6103574444

Selective Forwarding
There are no **selective forwarding rules** defined currently.
Add rule

Advanced Forwarding

SAVE   CANCEL

- Note that Forward is turned on
- Click Unforward or Edit Forward

Welcome John Smith
December 17, 2013 - 12:43 PM

Phone: John Smith [0004.f281.283e]

User Options:

- Edit Your **Speed Dials**
- Change your **Voicemail Password** for **x1011**
- Delete All your **Unheard Voicemail Messages** for **x1011**. Unheard message count - **0**
- Configure **Sim Ring** for **x1011**
- Configure **0-escape target** for **x1011**
- **x1011** is Forwarded. **Edit forward** or **Unforward** this line.
- Change your **C3Voice Web Password**
- Configure **Distinctive Ringing** for the phone

- If you choose to Click on Edit Forward…..to designate particular settings…

Welcome John Smith
December 17, 2013 - 12:43 PM

Phone: John Smith [0004.f281.283e]

User Options:

- Edit Your **Speed Dials**
- Change your **Voicemail Password** for **x1011**
- Delete All your **Unheard Voicemail Messages** for **x1011**. Unheard message count - **0**
- Configure **Sim Ring** for **x1011**
- Configure **0-escape target** for **x1011**
- **x1011** is Forwarded. **Edit forward** or **Unforward** this line.
- Change your **C3Voice Web Password**
- Configure **Distinctive Ringing** for the phone

- Click "Add Rule" to modify call forward settings

VANTAGE
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COMMUNICATIONS

- Enter specific callers phone number in Caller ID Filter area
- Enter extension in the Forward to field

- Continue to click Add Rule for each particular number
- Add as many as needed
- Click forward to Save each entry

Welcome John Smith
December 17, 2013 - 12:46 PM

Forward Extension 1011:

Home Page :: Forward Line

Forward Line to: 16103577300

Selective Forwarding
Caller Id Filter: 6105554646   Delete
Forward To: 1015
Caller Id Filter: 2028521234   Delete
Forward To: 6105327788
Add rule

○ Advanced Forwarding

FORWARD   UNFORWARD   CANCEL

- Click on Advanced Forwarding

Welcome John Smith
December 17, 2013 - 12:46 PM

Forward Extension 1011:

Home Page :: Forward Line
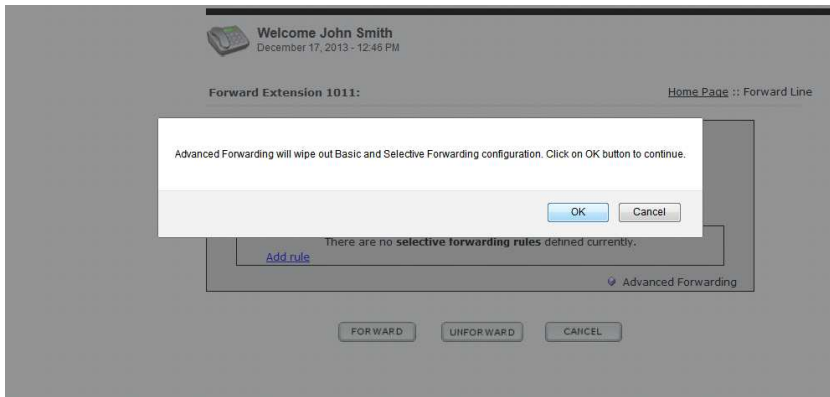
Forward Line to: 16103577300

Selective Forwarding
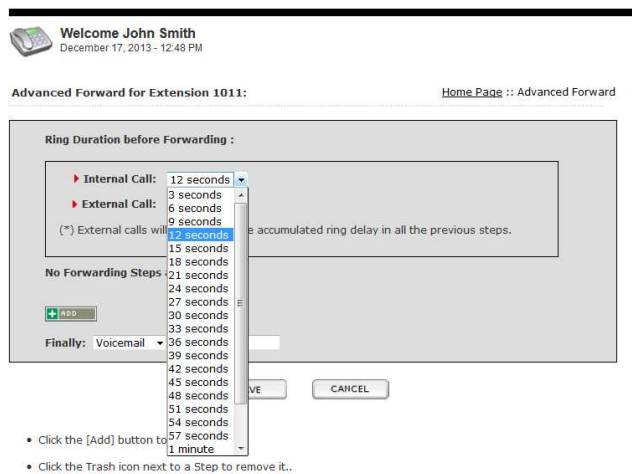There are no **selective forwarding rules** defined currently.
Add rule

○ Advanced Forwarding

FORWARD   UNFORWARD   CANCEL

- Note: You will LOSE settings previously scheduled

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- Internal Call: defines how many seconds an internal call rings before forwarding
- External Call: defines how many seconds an external call rings before forwarding

- Click Add for further options/steps

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Doc Form 1.26.15

![MAXcoreplatform logo]

Advanced Forward: x1011
Add Step

▸ Add this as the: 1st Step ▾
   ▸ Ring:
   [   ]
   ▸ Duration: [▾]

        CREATE   CANCEL

Standard Extensions
0011 Donald Hicks
0013 Marlane Pinkowi
0603 Jeff E Thomas
0872 VCRM general m
1000 General Mailbox
1006 Susan Graham
1015 Susan Graham

Broadcast Extensions
1005 Katherine Sassc
1010 Bob Phelan
1019 Kathy McVeigh
1021 Sean Gallagher

▸ indicates a Required Field.

Field	Notes	Legal Characters
Add this as	What order to add this step. By default this is the last step in the list, but steps can be inserted at any	N/A

Advanced Forward: x1011
Add Step

▸ Add this as the: 1st Step ▾
   ▸ Ring:
   [1016   ]
   ▸ Duration: [9 seconds ▾]

        CREATE   CANCEL

Standard Extensions
0011 Donald Hicks
0013 Marlane Pinkowi
0603 Jeff E Thomas
0872 VCRM general m
1000 General Mailbox
1006 Susan Graham
1015 Susan Graham

Broadcast Extensions
1005 Katherine Sassc
1010 Bob Phelan
1019 Kathy McVeigh
1021 Sean Gallagher

▸ indicates a Required Field.

Field	Notes	Legal Characters
Add this as	What order to add this step. By default this is the last step in the list, but steps can be inserted at any	N/A

Advanced Forward: x1011
Add Step

▸ Add this as the: 2nd Step ▾
   ▸ Ring: [1010   ]
   ▸ Duration: [15 seconds ▾]

        CREATE   CANCEL

Standard Extensions
0011 Donald Hicks
0013 Marlane Pinkowi
0603 Jeff E Thomas
0872 VCRM general m
1000 General Mailbox
1006 Susan Graham
1015 Susan Graham

Broadcast Extensions
1005 Katherine Sassc
1010 Bob Phelan
1019 Kathy McVeigh
1021 Sean Gallagher

▸ indicates a Required Field.

Field	Notes	Legal Characters
Add this as	What order to add this step. By default this is the last step in the list, but steps can be inserted at any point. If there are no existing steps, the only option will be '1st Step'.	N/A
Ring	Which phones to Ring in this step. Can be a four digit	Numbers.

- Click Save

Advanced Forward for Extension 1011:   Home Page :: Advanced Forward

Ring Duration before Forwarding :

▸ Internal Call: [3 seconds ▾]
▸ External Call: [3 seconds ▾]

(*) External calls will also experience accumulated ring delay in all the previous steps.

🗑 Step **1**: Dial - **1016** for **9** seconds
🗑 Step **2**: Dial - **1010** for **15** seconds

[+ ADD]

Finally: [Voicemail ▾] [1011   ]

        SAVE   CANCEL

- Click the [Add] button to Add a Step.
- Click the Trash icon next to a Step to remove it..
- When you are finished, click [Save] to confirm the forwarding.

VANTAGE UNIFIED COMMUNICATIONS

Change Web Portal Password

- Choose Change Your Web Portal Password
- Enter new password (make note of the specifications)

Change Your C3Voice Web Password:

Home Page :: Web Password
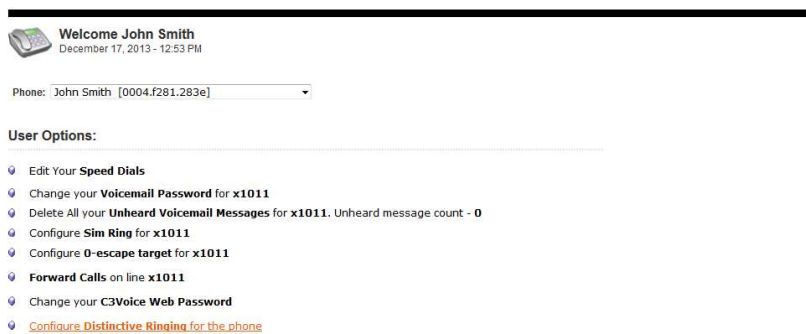
New Password: ••••••••••

Re-Enter Password: ••••••••••

UPDATE   CANCEL

- Passwords must be at least eight and at most ten characters long.
- Passwords must consist of at least one numeric and at least one non-numeric character.

Configure Distinctive Ringing (designate ring tone for Internal calls vs Outside calls)

- Click on Configure Distinctive Ring
- Home Page will prompt you to "restart" your phone
- Click Restart button on dissplay
- Phone will shut down and restart
- Add additional Numbers as desired
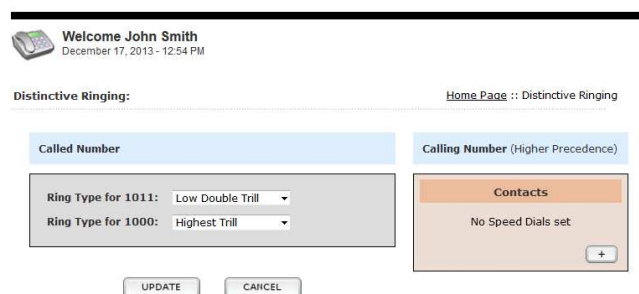
- Select Ring Type for your default ring tone
- Click Update to Save
- To Add a Specific Contact and designate a ring type Click the plus (+) button

- Enter First, Last and phone number
- Select Ring Type to differentiate calls
- Click Save

- Continue the same steps to add additional Contacts

Welcome John Smith
December 17, 2013 - 12:57 PM

Distinctive Ringing: Home Page :: Distinctive Ringing

Called Number		Calling Number (Higher Precedence)
		Contacts
Ring Type for 1011: Low Double Trill		1. Best Customer 2125557878
Ring Type for 1000: Highest Trill		2. Jane Smith 6094612233
		+

UPDATE   CANCEL

Ad Hoc Call Recording Download (allows you to review the log of recorded calls)

- Click Ad Hoc Recording Download
- The list will show any recorded call you have in your personal database.

- Edit Your **Speed Dials**
- Change your **Voicemail Password** for **x1011**
- Delete All your **Unheard Voicemail Messages** for **x1011**. Unheard message count - 0
- Configure **Sim Ring** for **x1011**
- Configure **0-escape target** for **x1011**
- **Forward Calls** on line **x1011**
- Change your **C3Voice Web Password**
- Configure **Distinctive Ringing** for the phone

C3Voice Applications

- Ad-hoc Call Recording Download
- C3Voice Conference Manager (with Listen-Only)
- Distribution List Manager

Phone Usage: Today

0 Calls

Ad-hoc Call Recording Download   Home Page :: Ad-hoc Call Recording Download

↑ Call Start	From	To	Duration	Recording Start	Duration	Filename	File Size

EXIT

Conference Manager (allows you to set up conference bridge calls)
- **3 Types of Conference Call: Standard (One Time Only)**

  Recurring (Routine Daily, weekly etc)
  Reservationless (24/7 accessible)
- **REPORTS**

Doc Form 1.26.15

MAXcoreplatform

- Select Conference Manager

User Options:

- Edit Your **Speed Dials**
- Change your **Voicemail Password** for **x1011**
- Delete All your **Unheard Voicemail Messages** for **x1011**. Unheard message count - **0**
- Configure **Sim Ring** for **x1011**
- Configure **0-escape target** for **x1011**
- **Forward Calls** on line **x1011**
- Change your **C3Voice Web Password**
- Configure **Distinctive Ringing** for the phone

C3Voice Applications

- Ad-hoc Call Recording Download
- C3Voice Conference Manager (with Listen-Only)
- Distribution List Manager

Phone Usage: Today ▾

0 Calls

- Click on NEW

AddVANTAGE   Home Page :: C3Voice Conference Manager
John Smith: [NEW] [REPORTS] [EXIT]

Dial-In Numbers: **(215) 701-3233**

Scheduled Conference Calls   1 Conference

Start	Duration	Title	Leader	Participant	Listen	Project
Dec 19 - 10:00 AM ↻	1 hr	Ops/Eng bi-weekly review	608271	443088	907685	🗑

Reservationless Conferences   1 Conference

Title	Leader	Participant	Project
Doug's reservationless b...	001763	011900	🗑

- You will need to decide on type of conference : Standard, Recurring or Reservationless

New Conference Call

▸ Conference Type: [▾]
▸ Conference Title: [ ]
▸ Record Call: [No ▾]
Project Code: [ ]

☐ Leader Required
☐ Drop All Participants on Leader Exit
☐ Announce Callers

Leader Code: 937271
Participant Code: 807817
Listen-Only Code: 080880

[CREATE] [CANCEL]

VANTAGE UNIFIED COMMUNICATIONS

Doc Form 1.26.15

- Select the drop down box for Conference Type
- Select Standard for One Time Conference Call

- Enter Conference Title
- Checkbox any particulars you require

- Click on Start Date to access Calendar

- Enter Time
- Enter Duration
- Select EMAIL on the righe side of the screen to send Invitation

- The Email Invite will need the recipients email address
- The body of the email shows the details of the invite
- Hit Send
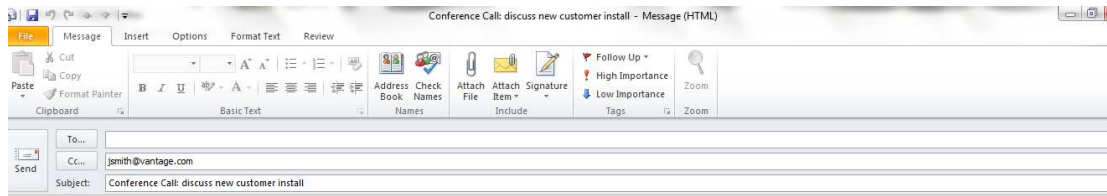
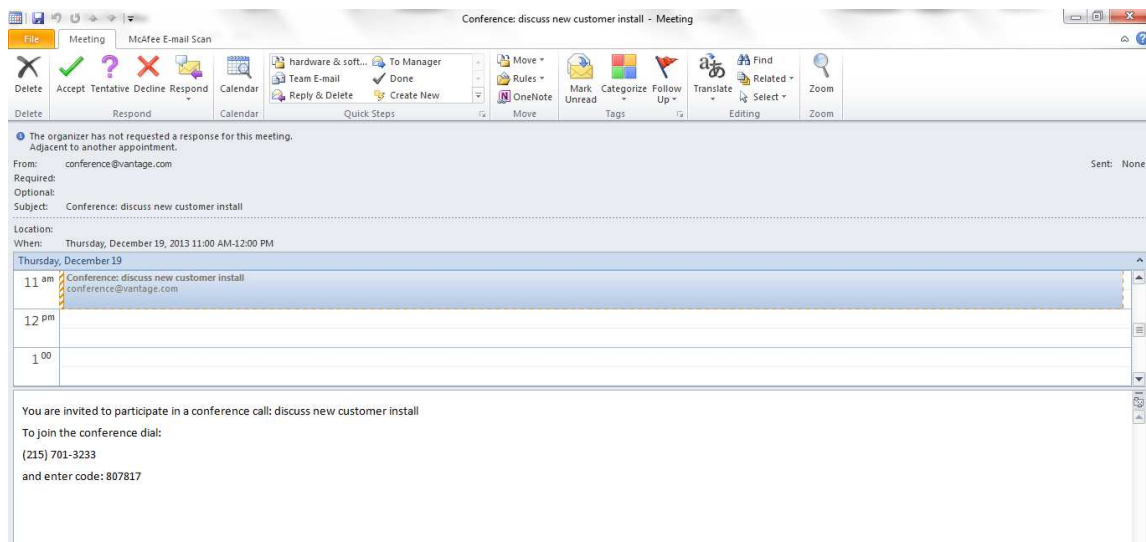- By clicking on the Calendar you can verify scheduled calls on your calendar

Doc Form 1.26.15

BACK TO HOME PAGE

- Home Page shows Conference Calls Created

- After Selecting NEW…Select Recurring for Conference Type

- Enter Time
- Enter Duration
- Enter Recurs: Daily, Weekly or Monthly
- Enter Every: Day, Week or Month
- Enter On: Specific Day
- Click on CREATE to save

BACK TO HOME PAGE

- Home Page shows Conference Calls Created

- After Selecting NEW…Select Reservationless for Conference Type

- Home Page shows Conference Calls Created

- To DELETE a specific Conference Call Scheduled: Click on the red trashcan and Click OK

- Home Page shows Conference Calls minus the deletions

REPORTS

- Select REPORTS
- You will have a few selections to filter your report including EXPORT
- Once your list appears, Click on the Select Call

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| | | | Conference List | Dates: Nov 2013 ▾ | Project Code: All Projects ▾ | EXIT | | |

9 Conferences   EXPORT

ID	Date	Time	Conference Title	Project	Legs	Record	Total
6715	11/01/2013	11:00 AM	Avenel - calls -- answering s...		1	---	9:09
7702	11/05/2013	10:00 AM	Ops/Eng bi-weekly review ↻		4	17:16	48:00
7752	11/07/2013	10:00 AM	Ops/Eng bi-weekly review ↻		3	20:52	58:21
7792	11/07/2013	11:21 AM	Doug's reservationless bridge		2	---	6:40
7790	11/12/2013	10:00 AM	Ops/Eng bi-weekly review ↻		8	---	74:01
7851	11/14/2013	10:00 AM	Ops/Eng bi-weekly review ↻		8	---	70:57
7884	11/19/2013	10:00 AM	Ops/Eng bi-weekly review ↻		8	---	70:46
7946	11/21/2013	10:00 AM	Ops/Eng bi-weekly review ↻		7	---	71:46
7980	11/26/2013	10:00 AM	Ops/Eng bi-weekly review ↻		4	---	70:43

- The report will show you the details
- EXIT will return you to the HOME page

C3Voice Conference Manager   Home Page :: C3Voice Conference Manager :: Reports :: Ops/Eng bi-weekly review

Conference: Ops/Eng bi-weekly review

Owner:	John Smith
Type:	Recurring ↻
Project:	
Start Date:	11/14/2013
Start Time:	10:00 AM
Duration:	1 hr
Record?	No
Leader Required?	No
End/Leader Exit?	No
Announce?	No
# of Legs:	8
Record Time:	---
Total Time:	70:57
Conference ID:	7851

Date	Time	Caller	Dur
11/14/13	09:59 am	(267) 756-1016 (Kathy Sasson)	9:46
11/14/13	10:00 am	(267) 756-1011 (Doug Fagan) 👍	9:27
11/14/13	10:00 am	(267) 756-1025 (Vantage)	9:27
11/14/13	10:00 am	(267) 756-1001 (Vantage)	8:49
11/14/13	10:01 am	(267) 756-1026 (Vantage)	8:38
11/14/13	10:01 am	(267) 756-1009 (Vantage)	8:28
11/14/13	10:01 am	(+16) 109-9026 (CHESTER PA)	8:16
11/14/13	10:01 am	(267) 756-1015 (Susan Graham)	8:06

EXIT

- You can download the recording of the conference call

C3Voice Conference Manager   Home Page :: C3Voice Conference Manager :: Reports :: Ops/Eng bi-weekly review

Conference: Ops/Eng bi-weekly review

Owner:	John Smith
Type:	Recurring ↻
Project:	
Start Date:	09/26/2013
Start Time:	10:00 AM
Duration:	1 hr
Record?	Yes
Leader Required?	No
End/Leader Exit?	No
Announce?	No
# of Legs:	6
Record Time:	22:25
Total Time:	87:27

Date	Time	Caller	Dur
09/26/13	10:00 am	(267) 756-1026 (Vantage)	22:25
09/26/13	10:00 am	(267) 756-1011 (Doug Fagan) 👍	22:19
09/26/13	10:00 am	(267) 756-1015 (Susan Graham)	0:42
09/26/13	10:01 am	(267) 756-1001 (Vantage)	0:47
09/26/13	10:01 am	(267) 756-1018 (Frank Coppola)	21:13
09/26/13	10:02 am	(267) 756-1019 (Kathy McVeigh)	20:01

Click here to download the recording for this conference. 🗑

EXIT

- You will need to choose to either Open or Save file

VANTAGE
UNIFIED
COMMUNICATIONS

Distribution List Manager (allows you to create a voicemail distribution list)

- Click on Distribution List Manager
- Click on New to set up a Distribution Group
- Label Group List name : example Sales Mgmt
- To Select Users in Each Account… Press Ctrl key, Click and Point to Select Users for the group
- Click Save
- To Delete the Entire Group: Click on the trash can next to the group name
- To send a group voicemail: Click the Group/ Click Browse/Attach File/Click Send

- Edit Your **Speed Dials**
- Change your **Voicemail Password** for **x1011**
- Delete All your **Unheard Voicemail Messages** for **x1011**. Unheard message count - **0**
- Configure **Sim Ring** for **x1011**
- Configure **0-escape target** for **x1011**
- **Forward Calls** on line **x1011**
- Change your **C3Voice Web Password**
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C3Voice Applications

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Phone Usage: Today ▾

0 Calls

Distribution Lists   [NEW]

	ID	Name	Note	VM Accounts	
☐	3	customer care team		Susan Graham - 1015 Doug Fagan - 1011 Kathy Sasson - 1016	🗑

Phone Lines: Doug Fagan [1011] ▾

┌─ **Send Voicemail:** ──┐

   File: [Browse..] No file selected.

   Steps to Send Voicemails:

   - Select one/more distribution lists. (Create one if required.)
   - Click on the button to the right of the **File:** label.
     It should say 'Browse' or 'Choose File'.
   - A file dialog box will appear. Navigate to the sound file you want to upload. This must be a **.wav** file and it must be < 5M.
   - Prefered configuration for wav - **audio format PCM/GSM, with 8kHz sampling rate, 16 bit sample size, 1 channel(mono).**
   - Use the default windows sound recorder or use the voicemail sent to your email.
   - Click on the [Send] button to send the specified file.

└──┘