


MAXcoreplatform

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:

- 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:

Password:

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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 |

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

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



Welcome John Smith
December 17, 2013 - 5:28 PM

Edit Speed Dials for Phone 'John Smith' [0004.f281.283e]

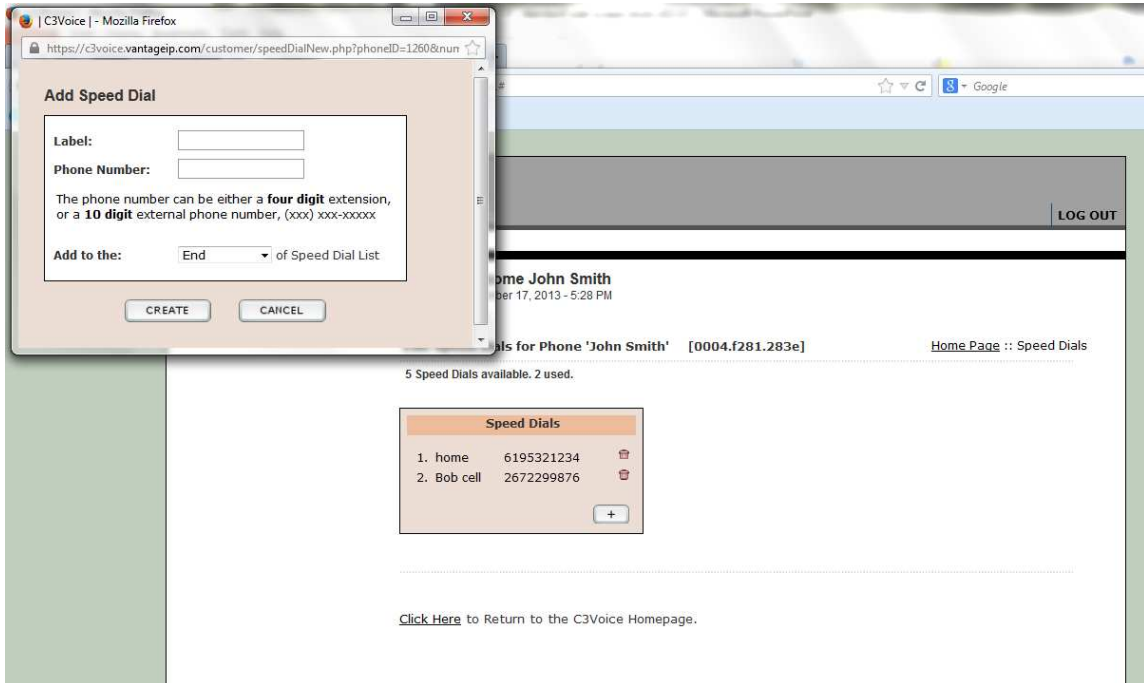
[Home Page](#) :: Speed Dials

5 Speed Dials available. 2 used.

| Speed Dials | | |
|----------------------------------|------------|--|
| 1. home | 6195321234 | |
| 2. Bob cell | 2672299876 | |
| <input type="button" value="+"/> | | |

- Label = Name
- Phone Number = 10 digit phone number or 4 digit extension

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- Select positioning of the newly added as you want it to appear

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The screenshot shows a web browser window with the URL `https://c3voice.vantageip.com/customer/speedDialNew.php?phoneID=1260&run`. A modal dialog box titled "Add Speed Dial" is open, containing the following fields and options:

- Label:**
- Phone Number:**
- Instructions:** The phone number can be either a **four digit** extension, or a **10 digit** external phone number, (xxx) xxx-xxxx
- Add to the:** A dropdown menu with options: End, Beginning, 2nd Position, End. The "End" option is selected.
- Buttons:** CREATE and CANCEL

The background page shows a user profile for "John Smith" with a "LOG OUT" button. Below the profile, there is a section titled "Speed Dials" for phone number [0004.f281.283e]. It indicates "5 Speed Dials available. 2 used." and displays a list:

| Speed Dials | | |
|-------------|------------|--|
| 1. home | 6195321234 | |
| 2. Bob cell | 2672299876 | |

Below the list is a "+" button. A link "[Click Here](#) to Return to the C3Voice Homepage." is also visible.

The lower part of the screenshot shows a "Welcome John Smith" message and another "Speed Dials" section for the same phone number, indicating "5 Speed Dials available. 3 used." and displaying a list with three items:

| Speed Dials | | |
|------------------|------------|--|
| 1. home | 6195321234 | |
| 2. Bob cell | 2672299876 | |
| 3. best customer | 2129876543 | |


- To delete: click on trash can

[Change Your Voicemail Password](#)

- Click Change Your Voicemail Password

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- 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:

- 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

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

The screenshot displays the MAXcoreplatform voicemail interface for user John Smith. At the top, it says "Welcome John Smith" with a timestamp of "December 17, 2013 - 12:36 PM". Below this is a phone number dropdown menu showing "John Smith [0004.f281.283e]".

The "User Options:" section lists several configuration links:

- 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


The main action area shows "Delete All Unheard Voicemail Message for x1011" with a breadcrumb "Home Page :: Delete Unheard Voicemails". Below this, it states "You have 3 unheard voicemail for this voicemail box." and provides "DELETE" and "CANCEL" buttons.

A modal dialog box is open in the foreground, asking "Are you sure you want to DELETE all Unheard messages?". It has "OK" and "Cancel" buttons.

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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

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

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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

The image shows two screenshots of the MAXcoreplatform user interface. The top screenshot displays the 'User Options' menu for John Smith, with 'Configure 0-escape target for x1011' highlighted. The bottom screenshot shows the configuration page for the 'Zero Target for 1011'. It features a text input field with the value '1022' and 'UPDATE' and 'CANCEL' buttons. A sidebar on the right lists 'Standard Extensions', 'Broadcast Extensions', 'Queue Extensions', and 'Hunt Groups'.

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").

Welcome John Smith
December 17, 2013 - 12:41 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").

Home Page :: Zero Target

Standard Extensions

- 1020 Kurt Schneider
- 1022 Brittney Rousso
- 1023 Pat Murphy

Broadcast Extensions

- 1005 Katherine Sassc
- 1010 Bob Phelan
- 1011 Doug Fagan

Queue Extensions

- 1598 McCann
- 5143 VL Campaigns
- 7240 McCann Sales

Hunt Groups

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

- Click on Forward Calls



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

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

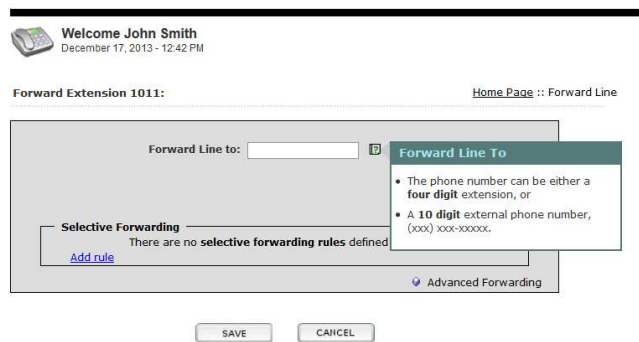
User Options:

- 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

C3Voice Applications

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

- Click on ? for details (more info)



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

Forward Extension 1011: [Home Page](#) :: Forward Line

Forward Line to:

Selective Forwarding
There are no selective forwarding rules defined.
[Add rule](#)

Forward Line To

- The phone number can be either a **four digit** extension, or
- A **10 digit** external phone number, (xxx) xxx-xxxxxx.

Advanced Forwarding


SAVE CANCEL

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

MAXcoreplatform

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

Forward Extension 1011: [Home Page](#) :: Forward Line


Forward Line to: 

Selective Forwarding
There are no **selective forwarding rules** defined currently.
[Add rule](#)









[Advanced Forwarding](#)

- 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

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

Welcome John Smith
December 17, 2013 - 12:45 PM

Forward Extension 1011: [Home Page :: Forward Line](#)

Forward Line to: 16103577300

Selective Forwarding

Caller Id Filter: 6105554646 [Delete](#)

Forward To: 1015 [Delete](#)

[Add rule](#)

[Advanced Forwarding](#)

- 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 [Delete](#)

Caller Id Filter: [Delete](#)

Forward To: [Delete](#)

[Add rule](#)

[Advanced Forwarding](#)

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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: | 610554646 | <input type="button" value="ID"/> | Delete |
| Forward To: | 1015 | <input type="button" value="ID"/> | |
| Caller Id Filter: | 2028521234 | <input type="button" value="ID"/> | Delete |
| Forward To: | 6105327788 | <input type="button" value="ID"/> | |

[Add rule](#) Advanced Forwarding

- Click on Advanced Forwarding

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

Forward Extension 1011: [Home Page :: Forward Line](#)

Forward Line to: 16103577300

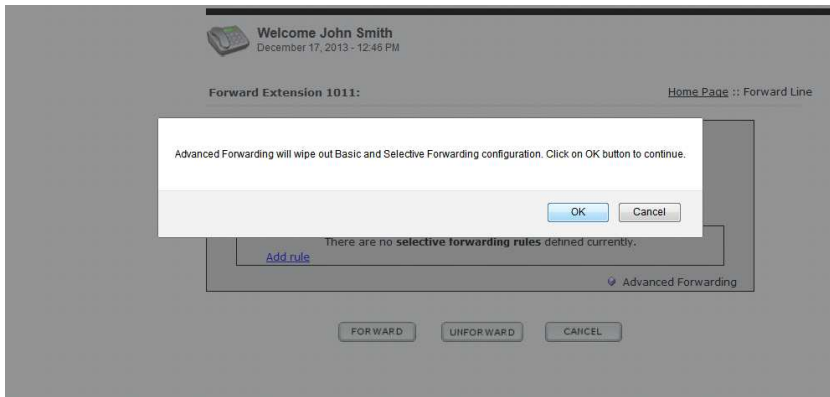
Selective Forwarding

There are no selective forwarding rules defined currently.

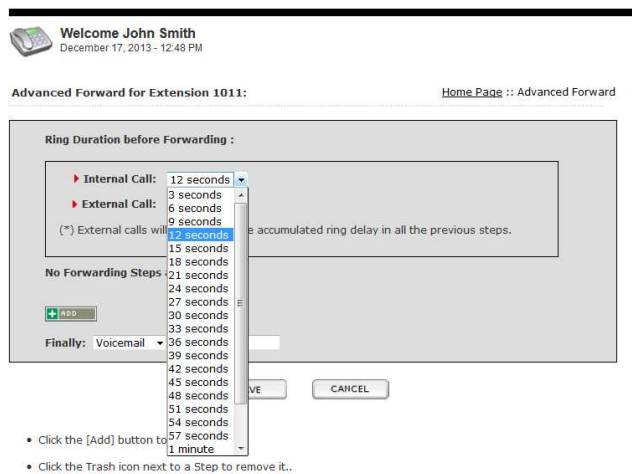
[Add rule](#) Advanced Forwarding

- 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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Advanced Forward: x1011
Add Step

▶ Add this as the: 1st Step ▼

▶ Ring:

▶ Duration:

CREATE CANCEL

▶ 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 |

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

Advanced Forward: x1011
Add Step

▶ Add this as the: 1st Step ▼

▶ Ring: 1016

▶ Duration: 9 seconds ▼

CREATE CANCEL

▶ 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 |

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

Advanced Forward: x1011
Add Step

▶ Add this as the: 2nd Step ▼

▶ Ring: 1010

▶ Duration: 15 seconds ▼

CREATE CANCEL

▶ 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.

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 **Welcome John Smith**
December 17, 2013 - 12:44 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

Change Web Portal Password

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

 **Welcome John Smith**
December 17, 2013 - 12:51 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 - 12:52 PM

Change Your C3Voice Web Password: [Home Page :: Web Password](#)

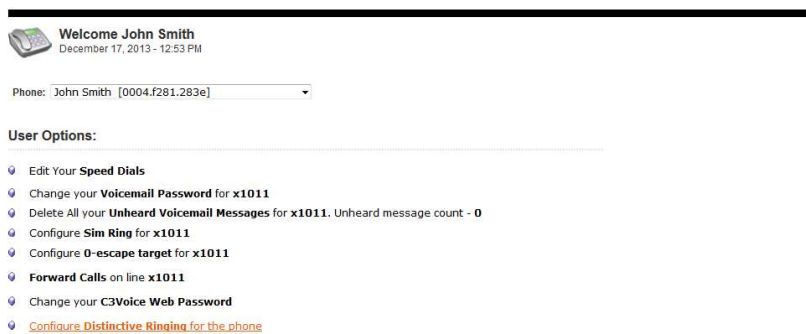
| | |
|--------------------|--------------------------|
| New Password: | <input type="password"/> |
| Re-Enter Password: | <input type="password"/> |

- 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.

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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 display
- Phone will shut down and restart
- Add additional Numbers as desired



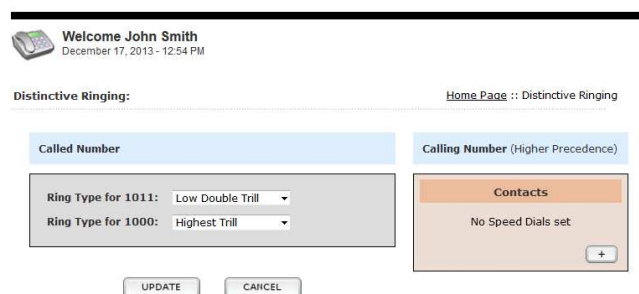
Welcome John Smith
December 17, 2013 - 12:53 PM

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](#)

- 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



Welcome John Smith
December 17, 2013 - 12:54 PM

Distinctive Ringing: [Home Page :: Distinctive Ringing](#)

| Called Number | Calling Number (Higher Precedence) |
|---|-------------------------------------|
| Ring Type for 1011: Low Double Trill Ring Type for 1000: Highest Trill | Contacts No Speed Dials set + |

UPDATE CANCEL

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

The screenshot shows two instances of the 'Add Contact' form. The left form has empty input fields for First Name, Last Name, and Phone Number, and a 'Ring Types' dropdown set to 'Silent Ring'. The right form has 'Jane Smith' as the name and '6094612233' as the phone number. A dropdown menu is open for the 'Ring Types' field, listing options: High Double Trill, Silent Ring, Low Trill, Low Double Trill, Medium Trill, Medium Double Trill, High Trill, Highest Double Trill, Highest Trill, Beeble, Triplet, and Ringback-style. The 'Highest Double Trill' option is highlighted in blue.

- Continue the same steps to add additional Contacts

The screenshot shows the 'Distinctive Ringing' configuration page. It has a breadcrumb trail 'Home Page :: Distinctive Ringing'. There are two main sections: 'Called Number' and 'Calling Number (Higher Precedence)'. Under 'Called Number', there are two dropdowns: 'Ring Type for 1011:' set to 'Low Double Trill' and 'Ring Type for 1000:' set to 'Highest Trill'. Under 'Calling Number', there is a 'Contacts' table with one entry: '1. Jane Smith 6094612233'. There are 'UPDATE' and 'CANCEL' buttons at the bottom.

The screenshot shows the 'Add Contact' form with 'Best Customer' as the name and '2125557878' as the phone number. A dropdown menu is open for the 'Ring Types' field, listing options: Highest Double Trill, Silent Ring, Low Trill, Low Double Trill, Medium Trill, Medium Double Trill, High Trill, High Double Trill, Highest Trill, Highest Double Trill, Beeble, Triplet, and Ringback-style. The 'Highest Double Trill' option is highlighted in blue.

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

Distinctive Ringing: [Home Page :: Distinctive Ringing](#)

| Called Number | Calling Number (Higher Precedence) | | | | | | |
|---|---|----------|--|------------------|------------|---------------|------------|
| Ring Type for 1011: <input type="text" value="Low Double Trill"/> | <table border="1"><thead><tr><th colspan="2">Contacts</th></tr></thead><tbody><tr><td>1. Best Customer</td><td>2125557878</td></tr><tr><td>2. Jane Smith</td><td>6094612233</td></tr></tbody></table> | Contacts | | 1. Best Customer | 2125557878 | 2. Jane Smith | 6094612233 |
| Contacts | | | | | | | |
| 1. Best Customer | 2125557878 | | | | | | |
| 2. Jane Smith | 6094612233 | | | | | | |
| Ring Type for 1000: <input type="text" value="Highest Trill"/> | | | | | | | |

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:

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 |
|------------|------|----|----------|-----------------|----------|----------|-----------|
|------------|------|----|----------|-----------------|----------|----------|-----------|

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**

.....

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- Select Conference Manager

User Options:

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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:

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

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

New Conference Call

▶ Conference Type:

▶ Conference Title:

▶ Record Call:

Project Code:

Leader Required

Drop All Participants on Leader Exit

Announce Callers

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

- Enter Conference Title
- Checkbox any particulars you require

New Conference Call

▶ Conference Type:

▶ Conference Title:

▶ Record Call:

Project Code:

Leader Required

Drop All Participants on Leader Exit

Announce Callers

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

▶ Start Date:

▶ Start Time: :

▶ Duration:

- Click on Start Date to access Calendar

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▶ Conference Type: Standard
▶ Conference Title: discuss new customer install
▶ Record Call: No
Project Code:

| December 2013 | | | | | | |
|---------------|----|----|----|----|----|----|
| Su | Mo | Tu | We | Th | Fr | Sa |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

Leader Code:
Participant Code:
Listen-Only Code:

▶ Start Date:
▶ Start Time: 10 : 00 AM
▶ Duration:

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

Edit Conference Call: "discuss new customer install"

▶ Conference Type: Standard
▶ Conference Title: discuss new customer install
▶ 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

▶ Start Date: 12/19/2013
▶ Start Time: 11 : 00 AM
▶ Duration: 1 hour

SAVE CANCEL

Conference Invitation/Appointment

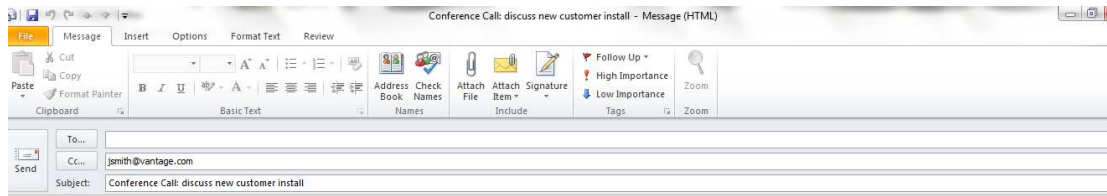
Leader
 Participant
 Participant & Listen-Only

EMAIL CALENDAR

```
Conference Type: Standard
Conference Title: discuss new
customer install
Start: 2013-12-19 11:00 AM
Duration: 1 hour
Dial-In Number: 2157013233
Leader: 937271
Participant: 807817
Listen-Only: 080880
```

- The Email Invite will need the recipients email address
- The body of the email shows the details of the invite
- Hit Send

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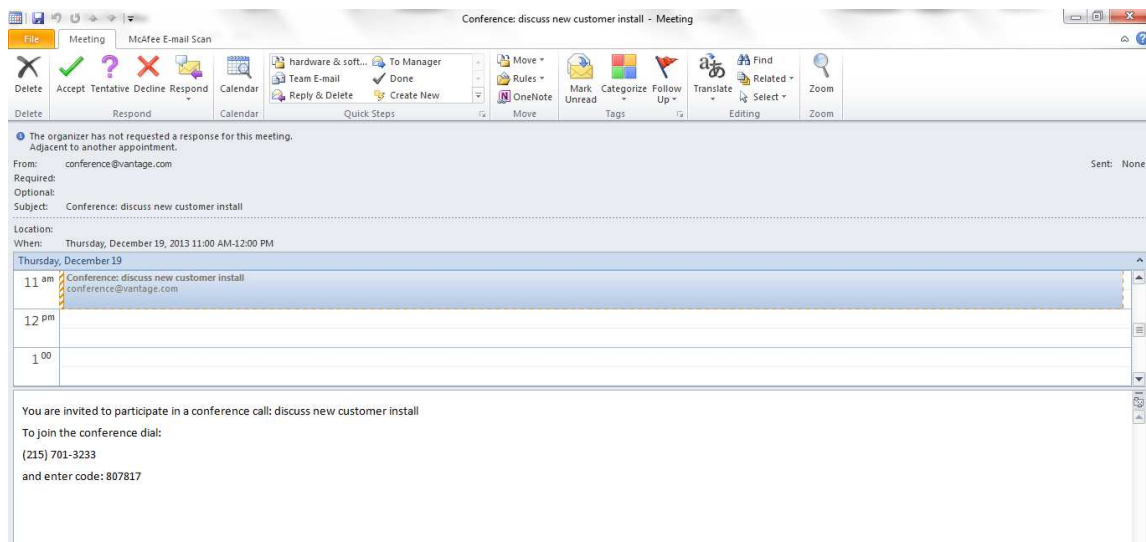
You are invited to participate in a conference call:

discuss new customer install
Thursday, December 19, 2013
11:00 AM -- 1 hr

To join the conference dial:
2157013233

and enter code: 807817

- By clicking on the **Calendar** you can verify scheduled calls on your calendar



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BACK TO HOME PAGE

- Home Page shows Conference Calls Created

John Smith:

Dial-In Numbers: (215) 701-3233

Scheduled Conference Calls 2 Conferences

| Start | Duration | Title | Leader | Participant | Listen | Project |
|-------------------|----------|-----------------------------|--------|-------------|--------|---------|
| Dec 19 - 10:00 AM | 1 hr | Ops/Eng bi-weekly review | 608271 | 443088 | 907685 | |
| Dec 19 - 11:00 AM | 1 hr | discuss new customer ins... | 937271 | 807817 | 080880 | |

- After Selecting NEW...Select Recurring for Conference Type

New Conference Call

Conference Type: Recurring

Conference Title: Standard

Record Call: Recurring

Project Code: Reservationless

Leader Required

Drop All Participants on Leader Exit

Announce Callers

Leader Code: 461776

Participant Code: 716189

Listen-Only Code: 495239

Start Date:

Start Time: 10 : 00 AM

- 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

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Conference Type: Recurring
Conference Title: weekly sales review
Record Call: Yes
Project Code:
 Leader Required
 Drop All Participants on Leader Exit
 Announce Callers
Leader Code: 461776
Participant Code: 716189
Listen-Only Code: 495239
Start Date: 12/23/2013
Start Time: 1:00 PM
Duration: 1 hour
Recurs: Daily Weekly Monthly
Every: 1 Week(s)
On: Mon Tues Wed Thur
 Fri Sat Sun
CREATE CANCEL

BACK TO HOME PAGE

- Home Page shows Conference Calls Created

John Smith: NEW REPORTS EXIT

Dial-In Numbers: (215) 701-3233

Scheduled Conference Calls 3 Conferences

| Start | Duration | Title | Leader | Participant | Listen | Project |
|-------------------|----------|-----------------------------|--------|-------------|--------|---------|
| Dec 19 - 10:00 AM | 1 hr | Ops/Eng bi-weekly review | 608271 | 443088 | 907685 | |
| Dec 19 - 11:00 AM | 1 hr | discuss new customer ins... | 937271 | 807817 | 080880 | |
| Dec 23 - 01:00 PM | 1 hr | weekly sales review | 461776 | 716189 | 495239 | |

- After Selecting NEW...Select Reservationless for Conference Type

New Conference Call

Conference Type: Reservationless
Conference Title: John Smith's reservationless
Record Call: No
Project Code:
 Leader Required
 Drop All Participants on Leader Exit
 Announce Callers
Leader Code: 179947
Participant Code: 239600
Listen-Only Code: 583062
CREATE CANCEL

- Home Page shows Conference Calls Created

MAXcoreplatform

John Smith:

Dial-In Numbers: (215) 701-3233

Scheduled Conference Calls 3 Conferences

| Start | Duration | Title | Leader | Participant | Listen | Project |
|-------------------|----------|-----------------------------|--------|-------------|--------|---------|
| Dec 19 - 10:00 AM | 1 hr | Ops/Eng bi-weekly review | 608271 | 443088 | 907685 | |
| Dec 19 - 11:00 AM | 1 hr | discuss new customer ins... | 937271 | 807817 | 080880 | |
| Dec 23 - 01:00 PM | 1 hr | weekly sales review | 461776 | 716189 | 495239 | |

Reservationless Conferences 1 Conference

| Title | Leader | Participant | Project |
|-----------------------------|--------|-------------|---------|
| John Smith's reservation... | 179947 | 239600 | |

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

AddVANTAGE Home Page :: C3Voice Conference Manager

John Smith:

Dial-In Numbers: (215) 701-3233

Scheduled Conference Calls 3 C

Delete Conference

Are you sure you want to Delete this Conference?

| Start | Duration | Title | Leader | Participant | Listen | Project |
|-------------------|----------|-----------------------------|--------|-------------|--------|---------|
| Dec 19 - 10:00 AM | 1 hr | Ops/Eng bi-weekly review | 608271 | 443088 | 907685 | |
| Dec 19 - 11:00 AM | 1 hr | discuss new customer ins... | 937271 | 807817 | 080880 | |
| Dec 23 - 01:00 PM | 1 hr | weekly sales review | 461776 | 716189 | 495239 | |

- Home Page shows Conference Calls minus the deletions

John Smith:

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 | |

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: Project Code:

9 Conferences

| 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 | Date: 11/14/2013 |
| Type: Recurring | Time: 10:00 AM |
| Project: | Duration: 1 hr |
| Record? No | # of Legs: 8 |
| Leader Required? No | Record Time: --- |
| End/Leader Exit? No | Total Time: 70:57 |
| Announce? No | 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 |

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

| 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.](#)

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



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The screenshot shows the C3Voice Conference Manager interface. A dialog box titled "Opening 7150_vantag_sep-26_opseng-bi-we_1380204013.WAV" is open, asking the user to choose how to open the file. The file is identified as "7150_vantag_sep-26_opseng-bi-we_1380204013.WAV" (Wave Sound, 2.1 MB) from "https://c3voice.vantageip.com". The "Open with" dropdown is set to "Windows Media Player (default)". Other options include "Save File" and "Do this automatically for files like this from now on." The background shows a conference details page for "Ops/Eng bi-weekly review" with fields for Owner, Type, Project, Start Date, Start Time, Duration, Record?, Leader Required?, End/Leader Exit?, Announce?, # of Legs, Record Time, Total Time, and Conference ID.

The screenshot shows the same C3Voice Conference Manager interface. A music player window titled "7150_vantag_sep-26_opseng-bi-w..." is overlaid on the conference details page. The music player shows a blue musical note icon and playback controls. The background conference details page is the same as in the previous screenshot.

[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

MAXcoreplatform

- 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

Distribution Lists

NEW

| | ID | Name | Note | VM Accounts | |
|--------------------------|----|--------------------|------|---|--|
| <input type="checkbox"/> | 3 | customer care team | | Susan Graham - 1015 Doug Fagan - 1011 Kathy Sasson - 1016 | |

Phone Lines: Doug Fagan [1011] ▾

Send Voicemail:

File: 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.
- Preferred 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.