How To Gather Basic VoiceConsole Information



This document describes how to gather basic information from VoiceConsole. This includes Device Serial Numbers, Device Model, Last Message Timestamp, etc.

Prerequisites: Access to log in to VoiceConsole

Retrieving the Data

Log into the Production version of your organization's VoiceConsole.

Navigate to the **Device Management** tab (located under the VoiceConsole tab).

Under View Devices, click Add or Remove Columns.

Home	A	dministr	ation	VoiceConsole					
Operator M	lanage	ement	Device	Management					
Device Management >> Devices									
View De	View Devices								
Manage Filter Add or Remove Columns Copy Selection Printable Version									
Device Name	е	Task Cor	npatib	Туре	IP	Address	Sta		

5. Check all boxes except "Operator ID" or "Operator Name" and click close.

ew Devices			
anage Filter Add or Remove Columns	Copy Selection Printable Version		
Action Items	Active Voice	Credential State	✓ Default Voice
🗸 Device Group	Device Name	Device Profile	Honeywell International, Inc. VoiceClient
			Version
IP Address	🔽 Last Message	Zast Message Timestamp	Logging State
MAC Address	Votes	On External Power	Operator ID
Operator Name	Power Adapter Version	🔽 Radio Type	Resident Voices
Serial Number	✓ Site	✓ State	Supported VoiceArtisan Task
Task Compatibility	Task Package	🗸 Туре	

Save a Printable Version

Click Printable Version.

Home	Administration		VoiceConso	le			
Operator Management Device Management							
Device Management >> Devices							
View De	View Devices						
Manage Filt	Manage Filter Add or Remove Columns Copy Selection Printable Version						
Device Name	e	Task Compatib	Туре	IP Address	State		

There are two ways to save the printable version.

1. Right-click on the Printable Version Window and click **Save As**. Then, attach the file to an email.

Device Name	Task Compatibility		IP Address		Hone	gravel	II International, Inc.	
5916416745	Unknown	Unknown	undefined	In Charger				
5915280022	Unknown	Unknown	undefined	In Charger				
5915490006	Unknown	Unknown	undefined	In Charger				_
5917510020	TaskBuilder, VoiceArtisan	A730	151.150.62.87	In Charger	VCY-	2018	0419163008-004-EC:	Honeywell Int
5915130086	TaskBuilder, VoiceArtisan	A730	151.150.62.148	On	VCY	2020	1007171446-010-EC:	
5915040034	TaskBuilder, VoiceArtisan	A730	151.150.62.13	On	VCY	2020	1007171446-010-EC:	Alt+Left Arro
5918500071	TaskBuilder, VoiceArtisan	A730	151.150.62.135	011	VCI		Forward Reload	Alt+Right Arro Ctrl+
5918450159	TaskBuilder, VoiceArtisan	A730	151.150.62.69	in Charger	VCI		Save as Print Cast Search images with Google	Ctri- Ctri-
vice Action	5					га 312	Send to your devices Create QR Code for this pa	94
THE PREDOR								

2. Select All, Copy and Paste.

- i. Left click in the Printable Version Window and press and hold the CTRL key on your keyboard and press the A key (Ctrl+A). This will select all the content in the window.
- ii. Once the content is highlighted, right click and left click Copy.
- iii. Paste the contents into an email.

Data from the Accessories Page

1. Go to the **Device Management** tab (located under the VoiceConsole tab). Click **Accessories.**

	Operator Manag	gement Devid	e Manager			
	Device Management >> Accessories					
Site Information	View Accessories					
Default 🗸	Manage Filter Add or Remove Columns Cop					
	Туре	Model	Serial No			
Navigation	Battery	Talkman	1360909			
Device Groups	Battery	Talkman	1360920			
Devices	Battery	Talkman	1361000			
Accessories	Battery	Talkman	1372504			
Device Profiles	Battery	Talkman	1391910			
Device Fromes	Battery	Talkman	1391910			
Device Logs	Battery	Talkman	<u>1431500</u>			
VoiceClient	Battery	Talkman	1431501			
Voices	Battery	SRX2/SRX3	<u>3513081</u>			
Task Packages	Battery	Talkman	<u>3513320</u>			
Idan Fachages	Battery	Talkman	<u>3513320</u>			
<u>Tasks</u>	Battery	SRX2/SRX3	3514110			

2. Under View Devices click Add or Remove Columns. Check all boxes except "Last Operator ID" or "Last Operator Name" and click close.

iew Accessories			
lanage Filter Add or Remove Column	Copy Selection Printable Version		
🗸 Approximate Age	Battery Health	Charge Cycles	First Communication
Full Capacity	Last Communication	Last Device	Last Headset
Last Operator ID	Last Operator Name	🗸 Last Task Package	Manufactured Date
🗸 Model	🗹 Repair Count	Serial Number	Software Version
🗸 Status	🗸 Type		

3. Click Export All Accessory Data. Attach the .csv file that VoiceConsole generated to the email.

Site Information	View Ac	cessories		
Default 🗸	Manage Filte	er Add or Remove Co	lumns Copy Selection	Printable Ve
	Туре	Model	Serial Number -	Firs
Navigation	Battery	Talkman	136090911B	12/2
Device Groups	Battery	Talkman	136092095B	12/
Devices	Battery	Talkman	136100041B	12/
	Battery	Talkman	137250450B	9/2
Accessories	Battery	Talkman	139191064F	11/1
Device Profiles	Battery	Talkman	139191067F	11/
Device Logs	Battery	Talkman	1431500135	10/
VoiceClient	Battery	Talkman	143150193E	9/2
Voices	Battery	SRX2/SRX3	351308129600	12/
	Battery	Talkman	351332007401	6/6
Task Packages	Battery	Talkman	351332007601	10/
Tasks	Battery	SRX2/SRX3	351411008106	11/
	Battery	SRX2/SRX3	351416073906	4/1
	Battery	SRX2/SRX3	351452093306	10/
Accessory Actions	Battery	Talkman	351526022903	3/3
Remove selected	Battery	Talkman	351526025003	9/2
accessories	Battery	Talkman	351528024203	1/2
Export selected	Battery	SRX2/SRX3	351533008307	9/3
accessory data	Battery	SRX2/SRX3	351533013907	7/1
Export all accessory	Battery	SRX2/SRX3	351535043407	1/2
<u>data</u>	Battery	Talkman	351605001804	9/2
Export headset report	Battery	SRX2/SRX3	351611031611	9/2
Update status	Battery	SRX2/SRX3	351627001211	4/1

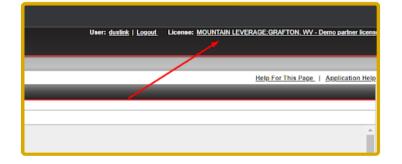
Data from Multiple Sites/Locations

If you have multiple sites, please repeat this process per site by using the **Site Information** drop down.

Honeywell	Home	Administration		VoiceConsole			
Operator Management Device Management							
Operator Team Management >> Operators							
Site Information	View O	perators	-	_	_		
Default	Manage Filt	er Add or Remov	/e Columr	ns Copy Selecti	on Printab		
Pauline Test	Operator Na	Operator Name		Operator ID			
Ryan Test	Mike		Mike				

VoiceConsole License Information

When logged into VoiceConsole, Click on the License link displayed in the top right corner of VoiceConsole. Please provide the **License Number** and **License Revision**.



For more voice system support and training documentation, visit the Mountain Leverage Support Portal.



support.mountainleverage.com



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