

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.

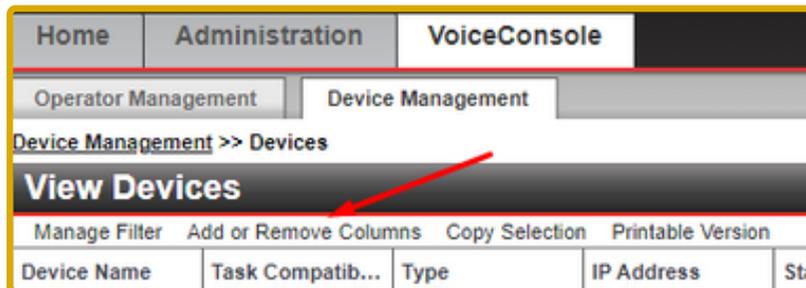
Prerequisites: Access to log in to VoiceConsole

Retrieving the Data

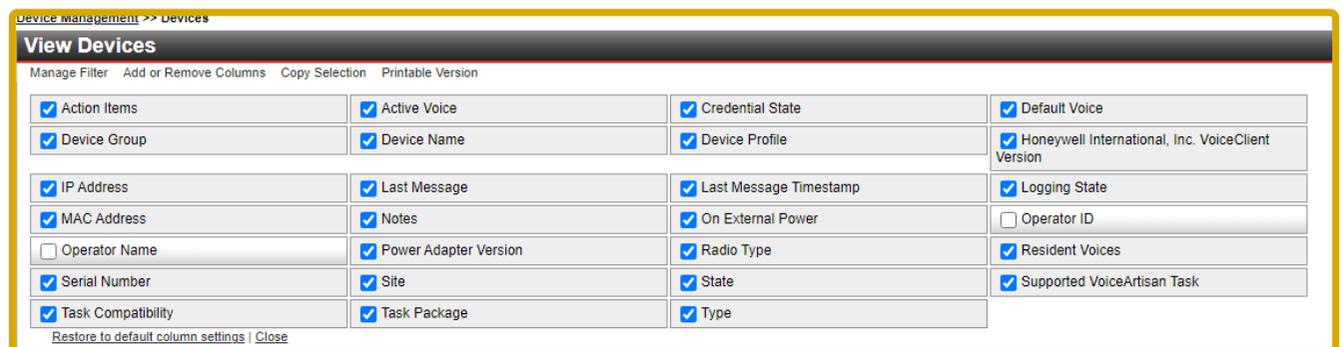
Log into the Production version of your organization's VoiceConsole.

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

Under **View Devices**, click **Add or Remove Columns**.

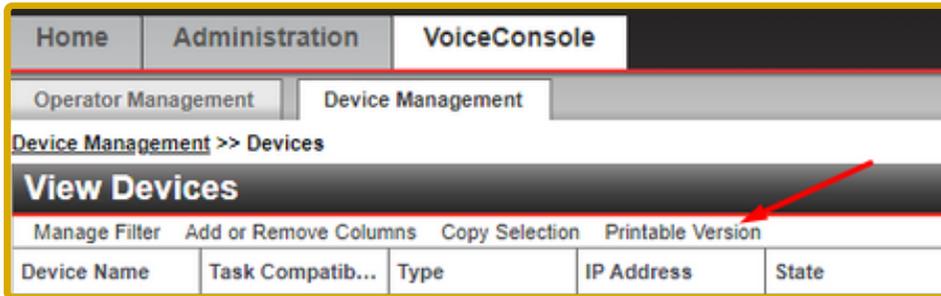


5. Check **all boxes except "Operator ID" or "Operator Name"** and click close.



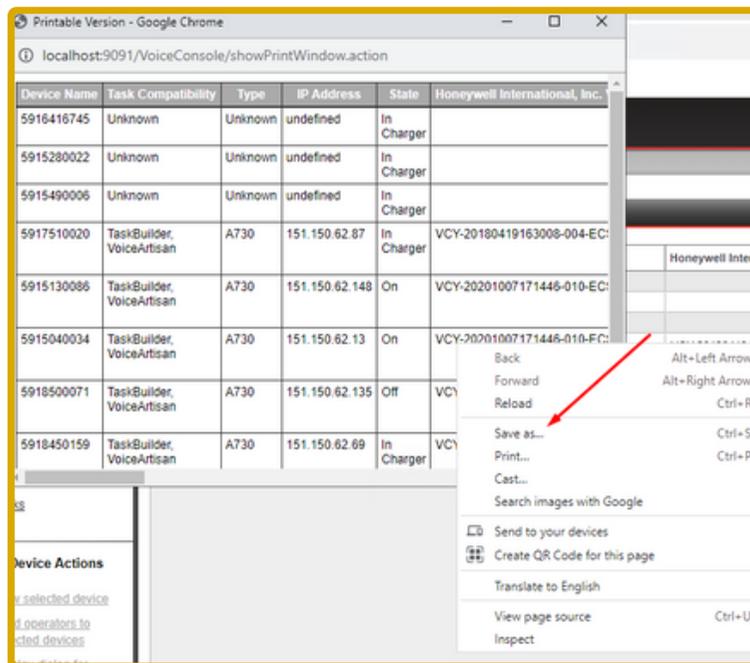
Save a Printable Version

Click **Printable Version**.



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.



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**.

The screenshot shows the 'Device Management' tab with the 'Accessories' sub-tab selected. The 'View Accessories' table is visible, showing columns for Type, Model, and Serial Number. The table contains 15 rows of data for various batteries.

Type	Model	Serial No
Battery	Talkman	1360909
Battery	Talkman	1360920
Battery	Talkman	1361000
Battery	Talkman	1372504
Battery	Talkman	1391910
Battery	Talkman	1391910
Battery	Talkman	1431500
Battery	Talkman	1431501
Battery	SRX2/SRX3	3513081
Battery	Talkman	3513320
Battery	Talkman	3513320
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.

The 'Add or Remove Columns' dialog box is shown with the following checked items: Approximate Age, Full Capacity, Model, Status, Type, Battery Health, Last Communication, Repair Count, Charge Cycles, Last Device, Last Task Package, Serial Number, First Communication, Last Headset, and Manufactured Date. 'Last Operator ID' and 'Last Operator Name' are unchecked.

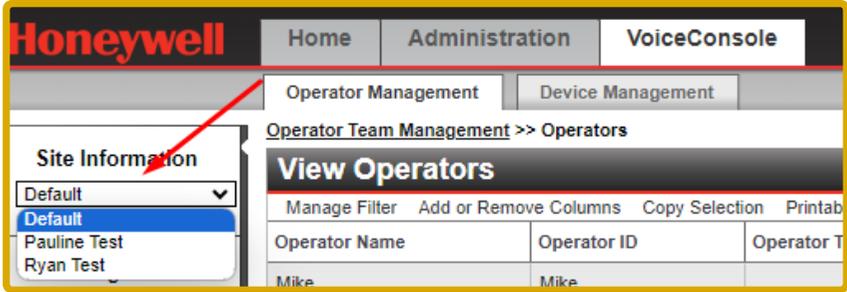
3. Click **Export All Accessory Data**. Attach the .csv file that VoiceConsole generated to the email.

The screenshot shows the 'Device Management' tab with the 'Accessories' sub-tab selected. The 'View Accessories' table is visible, showing columns for Type, Model, Serial Number, and First Communication. The table contains 15 rows of data for various batteries. The 'Accessory Actions' section on the left has 'Export all accessory data' highlighted in red.

Type	Model	Serial Number	First
Battery	Talkman	136090911B	12/2
Battery	Talkman	136092095B	12/2
Battery	Talkman	136100041B	12/2
Battery	Talkman	137250450B	9/25
Battery	Talkman	139191064F	11/1
Battery	Talkman	139191067F	11/1
Battery	Talkman	1431500135	10/1
Battery	Talkman	143150193E	9/25
Battery	SRX2/SRX3	351308129600	12/2
Battery	Talkman	351332007401	6/8
Battery	Talkman	351332007601	10/3
Battery	SRX2/SRX3	351411008106	11/1
Battery	SRX2/SRX3	351416073906	4/15
Battery	SRX2/SRX3	351452093306	10/1
Battery	Talkman	351526022903	3/3
Battery	Talkman	351526025003	9/2
Battery	Talkman	351528024203	1/28
Battery	SRX2/SRX3	351533008307	9/30
Battery	SRX2/SRX3	351533013907	7/16
Battery	SRX2/SRX3	351535043407	1/28
Battery	Talkman	351605001804	9/2
Battery	SRX2/SRX3	351611031611	9/2
Battery	SRX2/SRX3	351627001211	4/13

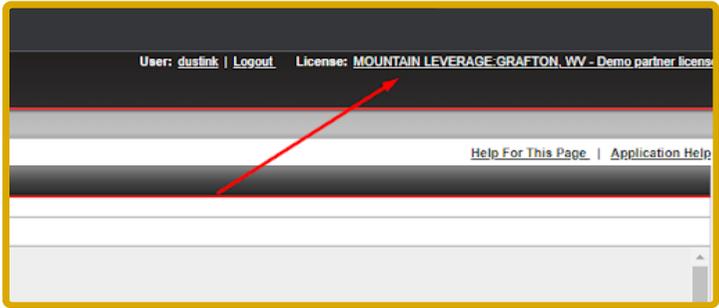
Data from Multiple Sites/Locations

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



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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