VoiceSupervisor Quick Start Guide

(App version 033)

VoiceSupervisor is a mobile application developed by Mountain Leverage that uses your existing VoiceConsole to allow you to manage operators and devices directly from your phone or tablet. This document describes how to install and set up VoiceSupervisor on your iOS or Android device.

Before starting, you will need:
1. Access to your organization's network.
2. The URL to your VoiceConsole.
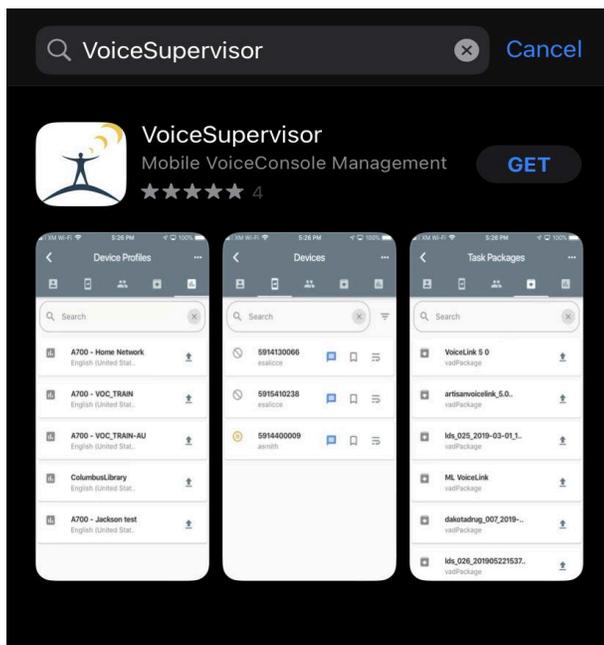3. Your VoiceConsole username and password.

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Download VoiceSupervisor App to your device

VoiceSupervisor can be found on the Google Play Store for Android or the Apple App Store for iOS. Search for "VoiceSupervisor" (without the quotes - all one word) in the store and download the app.

Initial Setup

Note about access to the network: Many companies tightly restrict who is able to access computers from an external network. In order to use VoiceSupervisor, your mobile device must be able to communicate with VoiceConsole, and that may require you to be on the company's WiFi network or VPN.

Configure VoiceSupervisor

1. Register the app by filling in your name and email address.

2. On the login screen, click settings.

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Username
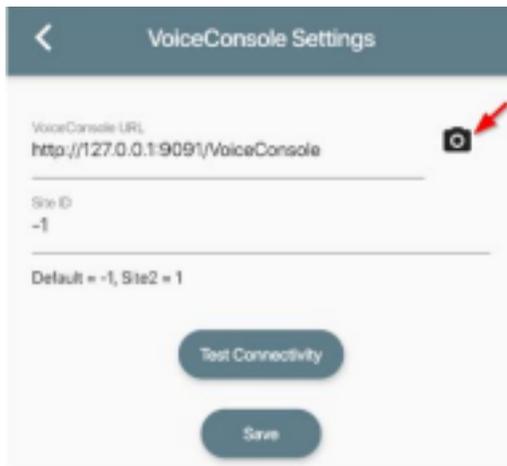
Password   👁

Login

Settings

3. Enter the URL for VoiceConsole. The format of the URL should be:
   http://<hostname or IP address>:<port>/VoiceConsole
   Example: http://198.168.1.195:9090/VoiceConsole
      a. To scan a barcode to fill in the link, tap the camera icon.

4. Set Site ID as: -1
      a. This will point to the default site. More on multiple sites in VoiceConsole below. 5. Tap Test Connectivity. If successful, save the settings and go back to the login screen. 6. Enter the username and password that you use to login to VoiceConsole, then click Login

Multiple sites in VoiceConsole

If your VoiceConsole has multiple sites configured, the Default site is -1. After logging in , tap the 3 dots at the top right and tap settings. On the connection screen there will be a list of the other sites and their corresponding site ID. Change the site ID connection setting to connect to another site.
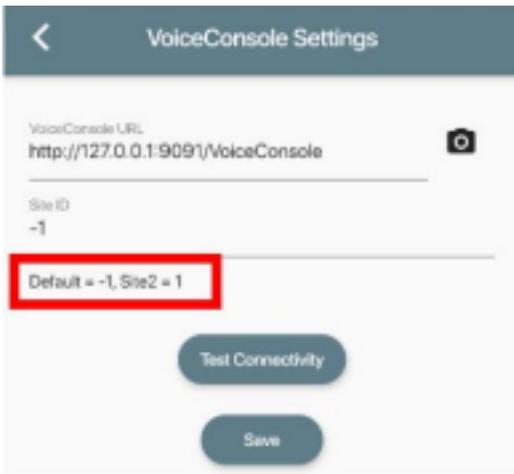
Known Issues

1. There is an issue with VC5.2+ where the operator service returns the same operator multiple times. This is fixed in an ECS release from Honeywell. If you are experiencing this issue and running VoiceConsole 5.2, you can contact Mountain Leverage or your local voice supplier to discuss an upgrade.

For More Help

Tap the 3 dots at the top right corner, then tap Help.
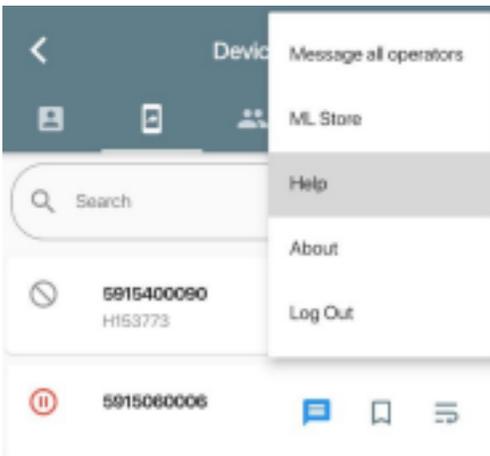
For other questions, please reach out to support@mountainleverage.com