

# VoiceMaxx CE Administration Portal

COMPLETE MANAGEMENT FOR VOICEMAXX CE



Designated Admins receive access to a portal that provides administrative management for VoiceMaxx CE. With an assigned login, you can enter the secure Admin Portal in MaxxPoint within the Apps section.



## MAKING MODIFICATIONS WITHIN THE ADMIN PORTAL

FEATURE	DESCRIPTION
<b>END USER MANAGEMENT</b> – Add, Modify and Delete features (if feature group allows)	
Voicemail	Allows caller to leave a message when diverted to a user's voicemail. Only users with a phone number can have a voicemail account.
Add Alternate Extensions/ SNR (up to 10 destinations)	The Single Number Reach option allows you to create a remote destination number and associate one or more internal extensions to this number. Update the Remote name, enable/disable single number reach or change the remote number.
Change PIN/Password	Change your Password and PIN. Your Password is used in conjunction with your Username to log onto the system. Your PIN is the code you enter to log in to Mobility and other services on your phone.
Presence	Displays user status (available, busy, away, etc.).
Associate Devices to End User	Associating a device (phone or analog line) with an end user account configures the device and links it to the end user. It allows the users to customize the device settings and personalize the device. After association, the device operates as the device for the associated user until it is unassociated-associated.
Extension Mobility	This option allows you to temporarily configure a phone with your preferences by simply logging in to the phone. Once you log in, the phone adopts your mobility profile, including lines (phone numbers) and features (such as speed dials).
Reset Voicemail PINs	You can reset the voicemail PIN in case a user forgets their PIN. Once done, the voicemail box requires the user to change their PIN similar to the first time they used their voicemail box
Enable CTI	Computer telephony integration, also called computer-telephone integration or CTI, is technology that allows interactions on a telephone and a computer to be integrated or coordinated. This feature gives an end user access to phone features from CTI.
Voicemail - Set Self Enrollment	This option should be enabled for new voicemail users. The subscriber will be asked at the next login to record a name and standard greeting, to set a password, This setting will change to "ignore" after enrollment process completed.
Speed Dials	Assign or update a number on the phone to dial a pre-set phone number.
<b>PHONE MANAGEMENT</b> – Add, Modify and Delete the following	
INVENTORY	Add and delete a device.
REGISTRATION	Register a device.
Descriptions	The phone location (position) as defined in the description field (optional field) populated by the admin at the time of registering the phone (e.g. Room 302).
Ring Settings	Enable ring settings when phone is active or idle.
Display	Display name for caller line ID.

Music on Hold (MOH)	Enables the administrator of the phone to define a per-line MoH track. Default is "Not selected". Track must be sent to West Unified Communications Services to enable track as a selection.
Line Text	A text description for the line button which will be displayed on the phone.
Locale	Controls the language displayed on the phone LCD.
Extension Mask	Phone extension viewable on the phone.
Templates	Select softkey template.
Line Numbers	Number associated with speed dial.
Call Waiting	Select call waiting settings.
Call Forward Settings	Common Line settings (Call Forward) - These are call forward settings that can be defined on the device.
<b>CLASS OF SERVICE - (In, Out, Partial)</b>	
In Service	Phone available for service. Selecting the active text link takes the phone out of service.
Out of Service	Phone not available for service. Selecting the active text link places the phone In service.
Partially Out of Service	(limited calling options) - If the first line of the phone is suspended (using Operations Tools/"Suspend All Phones At Location Out of Service/First Phone Line Only" checkbox), then the first line of the device is not available for service and cannot be used currently. Selecting the active text link puts the phone back into In Service mode.

### Change Client Administrator Password

To ensure that your password is secure, the system requires an alphanumeric password that contains at least 6 characters.

### Modify/Add Hunt Groups

A hunt group is a set of phones to which rules can be applied so that calls can be answered more efficiently. Depending on the rules, a call to any phone in the group causes all the phones to ring at the same time, or each phone rings in turn and the call is forwarded to the next phone in the group until it is answered.

### Modify/Add/Delete Number Groups

A Number Group is a set or group of phones that can be used by one or multiple Hunt Groups in a Hunt Group List. Organizations utilize Number Groups to ensure that calls to their employees can be answered promptly with minimal effort. Admin can make various changes including, adding lines, change distribution method, and reorder.

## VIEWING INFORMATION WITHIN THE ADMIN PORTAL

Within the Admin Portal, you can also view various pieces of information.

### Transactions per Customer Only

Transaction statuses summarize the state of a requested action (transaction). Transactions often consist of multiple sub-transactions; the status of these sub-transactions is also reported by the system.

### Location Information

A Location is the location/site within an organization/company that actually receives the telephony service. Locations can be viewed.

## HELP WITH THE ADMIN PORTAL

For assistance while logged into the Admin site, access the **Help Tool** at the bottom of the left menu for quick reference information and instructions.