

How do I Activate Adobe Flash Player for Vantage Contact Center (VCC)?

14 Fri, Jul 31, 2020 MAXcallcommand

Question

How do I Activate Adobe Flash Player for Vantage Contact Center (VCC)?

Answer

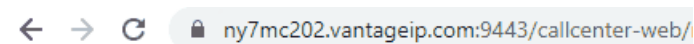
If signing into VCC and you are prompted with a warning similar to *"This content requires the Adobe Flash Player,"* the following steps can be done to enable Adobe Flash Player in your browser.

Google Chrome

Click the **padlock** icon in the HTML bar

On the dropdown next to **Flash**, click this and select *Allow*

Refresh the web browser page and sign into VCC

A screenshot of the Google Chrome address bar showing the URL 'ny7mc202.vantageip.com:9443/callcenter-web/'. The address bar includes navigation icons (back, forward, refresh) and a lock icon.

Alternate HTML content should be placed here. This content is

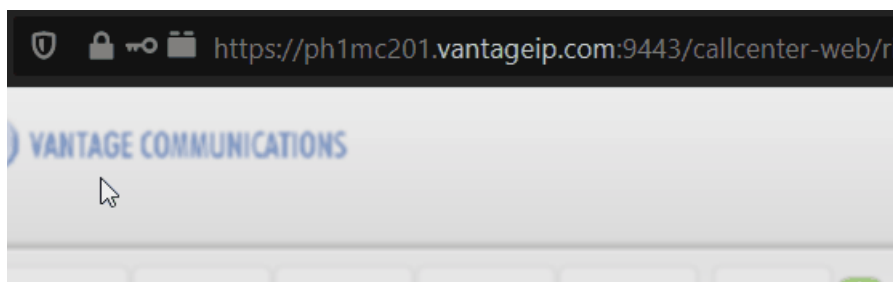


Mozilla Firefox

Click the **plug-in** icon in the HTML bar

On the window that appears right underneath, click **Activate**

Refresh the web browser page and sign into VCC



Microsoft Edge

Sign into VCC with your credentials

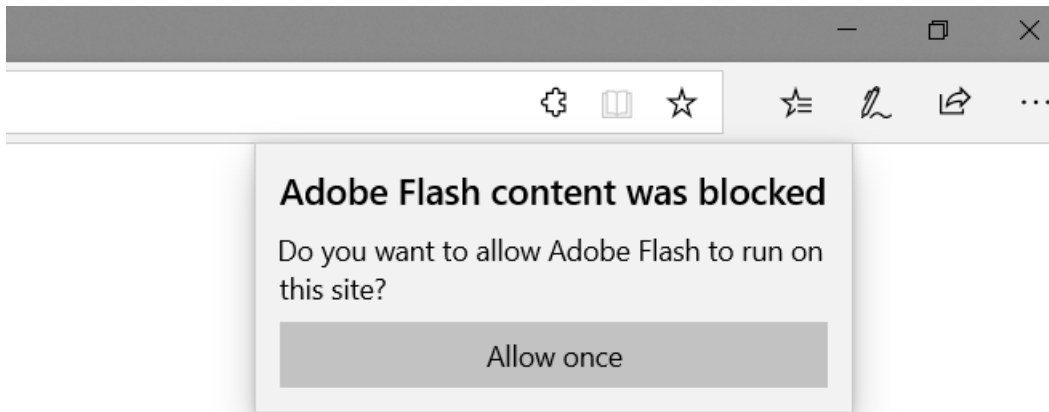
When prompted that the content requires Adobe Flash, click the blue text stating **Get Flash**

 <https://ny7mc202.vantageip.com:9443/callcenter-web/richui.do>

ould be placed here. This content requires the Adobe Flash Player. [Get Flash](#)



To the right, a window will appear. Click **Allow once** to enable flash



Applies To

MAXcallcommand

Online URL: <https://help.maxcore.io/article-14.html>