

Cox IP Centrex Web-Based Receptionist Console

Quick Reference Guide

This guide serves as a reference tool for accessing and using the Cox IP Centrex Receptionist Console. It includes instructions for logging in to the console, as well as a list of console buttons with a description of the features and functions of each.

Overview

The Cox IP Centrex Receptionist Console is the incoming call routing tool you can use with your Cox IP Centrex service. It is compatible with:

Operating System	Web Browser
Windows XP	Internet Explorer 7 and up
Windows Vista	Firefox 24
Windows 7 or 8	Chrome 29
Mac OS X 10.5 or 10.6	Safari 4 or 5

Accessing the Receptionist Console

Using your Internet browser, enter the URL:
<https://console.coxbusiness.com/receptionist>

User ID 1

Password

Stay signed in 2

3

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Logging In








- 1 Enter your MyAccount user ID and password
- 2 Click the "Stay signed in" option
- 3 Click the "Sign In" icon
- 4 You are now logged in to the Receptionist Console and are ready for calls

IP Centrex

Contact Icons

These icons will indicate the status of the contact's telephone or offer a desired action with a telephone call.

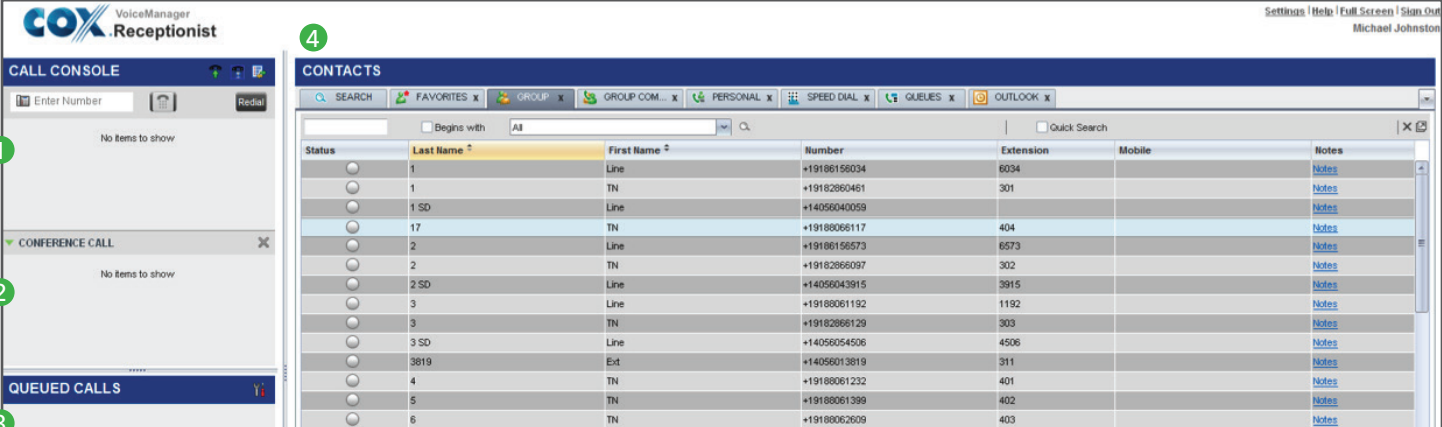
Icon	Status in Receptionist Console
	Available with no active calls
	On a call
	Telephone ringing
	Call forwarding - Hovering over icon will reveal forward to number
	Do not disturb
	Unknown

Icon	Action Delivered by Receptionist Console
	Dial - Dials the number entered in the dialer
	Places caller on hold
	Parks a call on a specified contact
	Terminates the current call
	Blind-transfers call to selected number or contact
	Calls or initiates a warm transfer to selected number or contact
	Voice mail transfer

Console Configuration

The console is configured into four (4) basic panels. The panels include:

- 1 Call Console - The panel where calls are presented and dispositioned
- 2 Conference Call - The panel that shows participants in a conference call
- 3 Queued Calls (Optional) - The panel that shows calls waiting in queue
- 4 Contacts - The panel with the various contact directories, including:
 - Search - Sets search criteria for locating contacts within the system
 - Favorites - Also known as Monitored Contacts, adjusted by the system administrator
 - Group - Displays every number associated with the account(s)
 - Group Common - Displays numbers associated with common phone list, adjusted by system administrator
 - Personal - Displays receptionist's personal phone list
 - Speed Dial - Displays receptionist's speed dial list
 - Queues (Optional) - Displays the list of queued telephone numbers
 - Outlook - Displays receptionist's local Outlook contacts



Status	Last Name	First Name	Number	Extension	Mobile	Notes
○	1	Line	+19186156034	6034		Notes
○	1	TN	+19182860461	301		Notes
○	1 SD	Line	+14056040059			Notes
○	17	TN	+19188066117	404		Notes
○	2	Line	+19186156573	6573		Notes
○	2	TN	+19182866097	302		Notes
○	2 SD	Line	+14056043915	3915		Notes
○	3	Line	+19188061192	1192		Notes
○	3	TN	+19182866129	303		Notes
○	3 SD	Line	+14056054506	4506		Notes
○	3819	Ext	+14056013819	311		Notes
○	4	TN	+19188061232	401		Notes
○	5	TN	+19188061389	402		Notes
○	6	TN	+19188062609	403		Notes

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