# IP Centrex Receptionist Console Change

IP Centrex receptionist console change

On 21st of November the standalone application (thick client) for Receptionist Console will be retired. Accessing Receptionist Console will be web based via a URL.

The web based receptionist console is available to use now and can be accessed via your web browser using the URL http://ews.telecom.co.nz/receptionist

The below Receptionist Sign-in page appears.
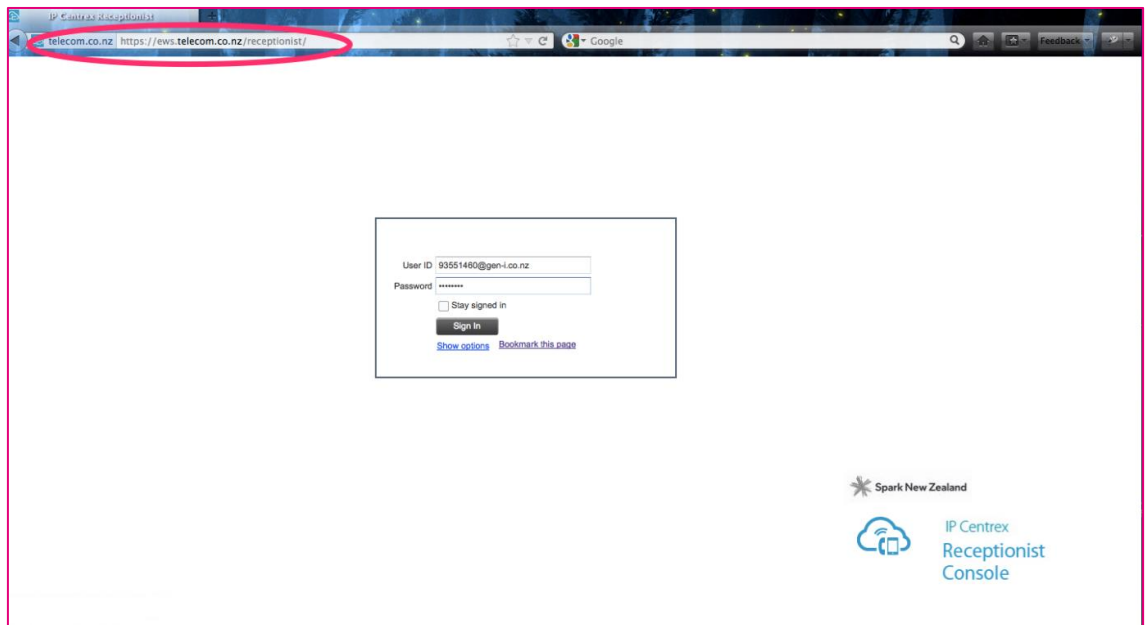

1) Enter your IP Centrex user ID and your password.

2) Check Stay signed in to instruct the client to automatically connect and sign in to the server when it detects a network connection.

3) To add a bookmark to the Receptionist Sign-in page in your browser, click Bookmark this page and follow the instructions of your browser.

4) Click Sign In.

Receptionist starts and you are signed in.

You can also access the receptionist console from the IP Centrex web portal:

1) Log in to the IP Centrex web portal.

2) From the Launch drop-down list at the top right-hand side of the Spark Digital Logo panel, select the link for your Receptionist service.
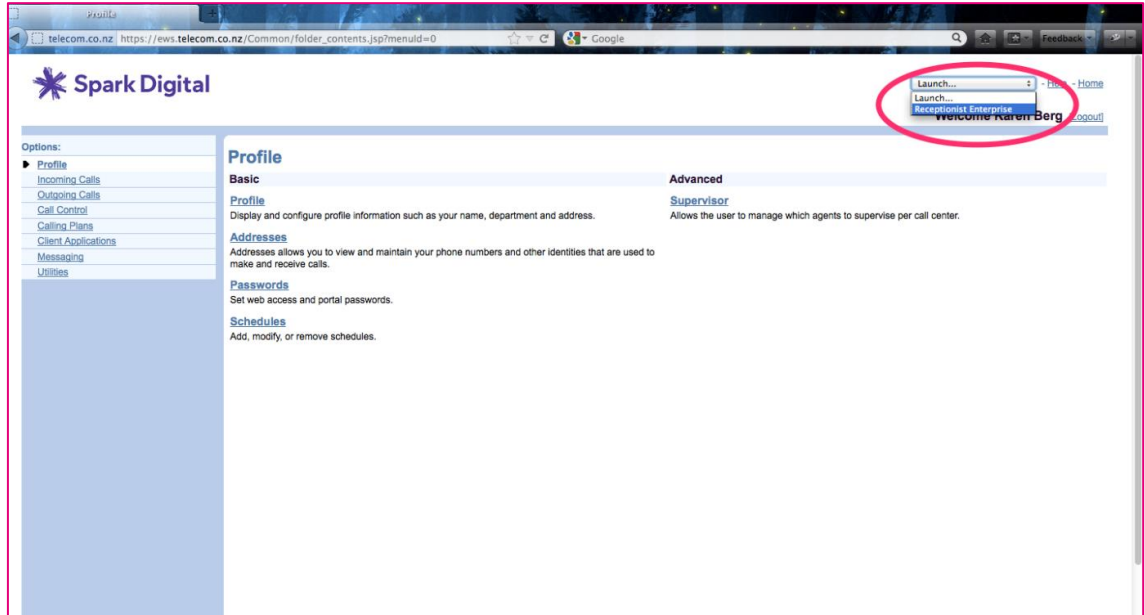
IP Centrex Web Portal Logo Panel– Launching Receptionist

Receptionist starts and you are automatically signed in.

There are some minor differences between the standalone Receptionist Console application and the web based version. Please refer to the IP Centrex Receptionist Console User Guide

http://www.sparkdigital.co.nz/solutions/collaboration/ip-centrex/ip-centrex-user-information/

Once you stop using the standalone application you can uninstall it from your computer. Please refer to the following guide

http://www.sparkdigital.co.nz/assets/IPCFiles/Spark-IP-Centrex-Software-Installation-User-Guide-v2-final.docx

Current Receptionist Console thin client (web based) limitations that will be fixed on 21st November.

If the IPC Receptionist is also an IPC Call Center Agent, be aware that once you close the web browser with Receptionist Console your Call Center Agent status will automatically change to "Signed-out". If this happened, you need to put the call center status back to "Available" via the IP Centrex administrator web portal.

To change the call agent status to "Available", login to the web portal with the same user credentials as Receptionist Console and select "Call Control" which is on the left hand menu, then click on the Call Control on the right hand menu and select "Available" from the drop down menu in the ACD status field.