



SURGERY CONNECT

Webinar - Questions & Answers

Q1. What do we do when no one was logged into a handset before the system interruption?

If a fault occurs and there is nobody logged into that handset, make sure that the associated mobile is switched on and dial 3999, that will log in the last user of that deskphone.

Q2. Are there any plans to upgrade the mobiles?

There are currently no plans to upgrade the mobiles.

Q3. What happens if the last person logged in to the phone is not here on the day of the problem?

They will be logged in and active during the fault period, so that you can receive calls to the backup mobile.

Q4. Our mobiles run out of charge quite quickly, would you advise that they are kept plugged in charging all of the time?

The backup mobiles have a limited charge period of up to one hour. So please keep them plugged in while you are using them.

Q5. We were advised to keep the backup mobiles switched off and left on charge, is this correct?

If you leave them switched on, if there is an intermittent fault, the call will go through to the backup mobile and the calls won't be lost. This also means you will be made aware of a fault earlier, as the call would go through to the mobile as soon as the fault is recognised.

Or you can leave them switched off and only turn them on when you are aware of a fault.

Q6. Can personal mobiles be used as a further back up?

You can add personal mobiles as a backup via the business continuity section. This was covered in detail in our Business Continuity Webinar, which can be found on the webinars page.

Q7. If one of our phones is not working and is not a reception phone, will the mobile work with it for outgoing calls, or is the mobiles synced to a particular phone?

The backup mobiles are paired to your reception phones only.

If only one of your handsets is not working, it will not be an external emergency fault situation, as all of the handsets in the surgery would stop working. This is more likely to be a hardware problem. We will be looking at Understanding your VoIP system, and hardware checks you can make in our next webinar.

You can also call the support team on 0333 332 6633 or raise a ticket through the Support Portal to help you investigate why a single phone is not working.

Q8. Is there an upgrade to the mobiles, as you can't speak to a patient when the mobile is on charge?

We are looking into this and will update you as soon as possible.

[Q9. I was advised we could only use other mobiles if using the softphone facility?](#)

The diversion to a personal mobile is slightly different to using your personal mobile in an emergency/fault situation. You can add your personal mobile to your User Profile so you can forward your calls to your personal mobile through Surgery Connect, through the User Console options.

To use your personal mobile as the backup for your reception phone in a fault situation, it needs to be registered through the Support Portal.

[Q10. If using our own mobiles, will the patients see our number?](#)

If you are using your own mobile through Surgery Connect, all outbound calls will show the surgery number, not a personal number. Please make sure you are dialling through the on screen dialer or using click to call or the keyboard shortcuts.

[Q11. Is there a way of changing from your desktop phone to your mobile phone if the network is down and you can not log in to Surgery Connect?](#)

If the system goes down the desk phones should switch automatically to the backup mobiles (or dial 3999 from the backup mobile to force this switch). Unless you have set your personal mobile as a backup via the business continuity section. This was covered in detail in our Business Continuity Webinar.

The only way to change from your handset to your mobile phone (in a non emergency situation) is through your User ID, in the User Console. You need to be logged in to do this, but it can be done anywhere with internet access, so not necessarily your surgery's internet, for example, using your smartphone.

[Q12. When it happened to us, we found it easier to call Surgery Connect?](#)

You can always give the support team a call and they will be able to help you if you are in the throws of a fault.

[Q13. Is there a way to test that it works if there is a network issue? There is a simulate button on the Support Portal, is this the same?](#)

There is information in the Business Continuity Webinar to help you create a fault for testing your backup system. I would recommend you don't do it over busy periods, and keep an eye on your User Console so that you can see the calls coming through to the backup mobiles.

The simulate button will also simulate a network fault. Please contact the Support Team to let them know you are about to simulate an emergency situation, so they can be on hand to make sure everything goes smoothly once the simulation is finished.

[Q14. We have found it difficult to use our own phones \(mobiles\) as the voicemail is on and then patients leave messages.](#)

You can turn off your voicemail on your mobile phone,

Or,

You can change the Action settings in your User profile via the Configuration Console. Reducing the time from the default 60 seconds means calls will not ring for as long and are less likely to be offered Voicemail.

Contact Information

For information, the main contact details which you may wish to note, for use after the 'Go Live' to your new Surgery Connect service are:

- **Training** requests should be emailed to training@x-on.co.uk
- For **technical assistance**, contact our Service Desk by ringing tel. 0333 332 6633 or by using the Support Portal option <https://support.x-onweb.com/>

If you need to download any additional copies of user guides, quick reference information or phone prompt cards, these are available from the online Help Centre <https://training.x-on.co.uk/instruction-guides.html>

Training Webinars for Manager Users of Surgery Connect

<https://www.x-on.co.uk/surgery-connect-training-webinar.htm>

These videos will give you detailed instructions and advice on key areas of your Surgery Connect system.

This area is aimed at Practice Managers, but everyone can benefit from learning more about the flexibility that Surgery Connect has to offer and what steps can be taken to maximise the system for the benefit of your staff and patients.

The webinars are run every two weeks, and the page is updated regularly.

If you would like to be invited to the live webinars, please email: training@x-on.co.uk

If you have any problems viewing the videos, please make sure you open the links in Google Chrome.