



SURGERY CONNECT

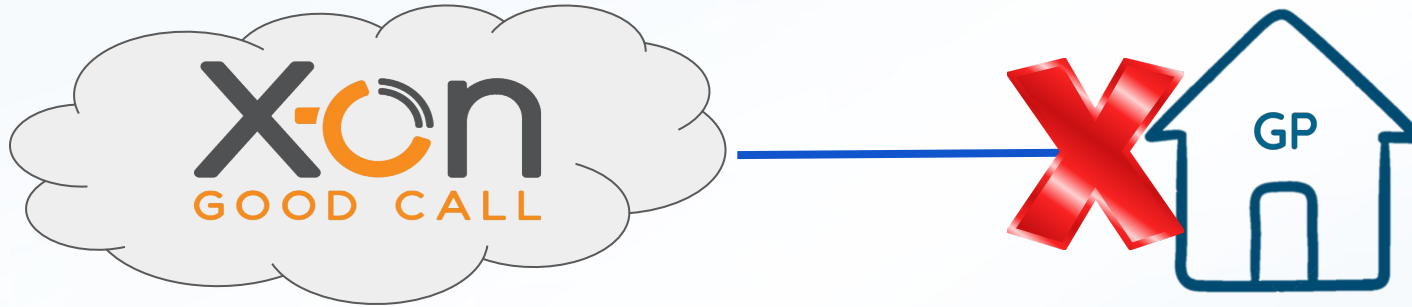
Backup Mobiles Webinar

Presented by James Delves

Session Agenda

- When should the mobiles be used
- How do we use them
- Where are they?
- Testing

Local Issue



- Inbound calls received
- Welcome message, calendar, audio greetings and menus are all in place
- Calls are queued for the practice
- Local internet issue
- Local power-cut
- Human error - eg. local cables cut with machinery

Identifying a Local Issue



The screenshot shows the SURGERY CONNECT interface. At the top, it says "SURGERY CONNECT" and "Main Calendar" with an "Open" button. Below that is a search bar and a filter icon. The main area is a table of call logs with the following columns: Started, Caller, Dialed, Queue, Answered by, and Duration. The table contains 14 rows of data, all showing calls to "Main Number" in the "Reception" queue, with durations ranging from 19s to 30s. The background of the table is a light red color.

Started	Caller	Dialed	Queue	Answered by	Duration
12:22	00 351 800 123 456	Main Number	Reception		Queuing: 19s
12:22	00 62 800 1234567	Main Number	Reception		Queuing: 20s
12:22	00 31 10 123 4567	Main Number	Reception		Queuing: 14s
12:22	00 1 345-849-1234	Main Number	Reception		Queuing: 19s
12:22	00 58 800-1234567	Main Number	Reception		Queuing: 20s
12:22	00 691 350 1234	Main Number	Reception		Queuing: 21s
12:22	00 358 13 1234567	Main Number	Reception		Queuing: 21s
12:22	00 686 31234	Main Number	Reception		Queuing: 22s
12:21	00 992 372 12 3456	Main Number	Reception		Queuing: 26s
12:21	00 593 99 123 4567	Main Number	Reception		Queuing: 26s
12:21	00 56 600 123 4567	Main Number	Reception		Queuing: 28s
12:21	00 212 5924-01234	Main Number	Reception		Queuing: 30s

- Phone display shows "No Service"
- Or phone display totally blank
- No dial tone when picked up
- A build up of red queuing calls
- No green (inbound) or blue (outbound) calls
- Phones not ringing despite queuing calls

When should the mobiles be used?

Back up mobiles can be used if calls are not getting through to the practice from X-on's servers



Each mobile is paired with one of the Reception handsets, and the sticker on the back of the mobile will advise which handset it is paired with

How do we use them?

If a fault occurs, the system will automatically switch calls to the mobile associated with that Reception handset



Whichever User was logged in to the Reception handset will now receive their calls through the Backup mobile

How do we use them?

It is important to keep the Backup mobiles charged, switched on, and near to the associated handset



If there wasn't a User logged in to the Reception handset when the fault occurred, dialling 3999 on the mobile will log in the last User from the phone and force calls through the mobile

How do we use them?

If a fault is intermittent, both the Reception handset and the Backup mobile may receive calls



Dialling 3999 on the mobile will force calls through to the mobile so that both phones aren't ringing at the same time

How do we use them?

Once the fault is resolved, dial 4999 on the Backup mobile to cancel the call diversion and send calls to the Reception handset again.



Where are they?

The Backup mobile should be kept charged, switched on, and near to the handset it is paired with



Make sure your Reception Team know where the mobiles are, and what to do in the event of a fault

Testing

The Backup mobiles can be tested regularly and the tests recorded in the Business Continuity section of the Support Portal



To test the mobiles, log in to the Single Sign On (sso.x-onweb.com) or directly in to the Support Portal (<https://support.x-onweb.com/>)

Testing

SURGERYCONNECT

Inbound Numbers

Destinations

Then select Destinations

Select Business Continuity



Business Continuity

Show

10

entries

Search:

Number ⓘ	Inbound Numbers ⓘ	Is Enabled ⓘ	Is Available ⓘ	Last Targeted ⓘ	Last Tested ⓘ	
Reception Extension 1 (07430 606369) backup mobile	2	✓	✓	Never	23/06/2020 10:25	00 🔌
Reception Extension 2 (07430 606370) backup mobile	2	✓	✓	Never	23/06/2020 15:40	00 🔌

Record testing of Backup mobiles for audit purposes

Last Tested ⓘ

10:25

Mark as tested (charged and powered on)

Never

00



Summary & Questions

- When should the mobiles be used
- How do we use them
- Where are they?
- Testing

Questions?