



SURGERY CONNECT

Business Continuity Webinar - Questions & Answers

Q1. We have back up mobile and have never had to dial a number to activate the diversion . Is this what we have to do now ?

There will be instances where the backup mobiles will instantly receive calls once switched on, however there will be instances where you will need to dial the 3999 number to activate them. In general, if there is a local fault (such as a power cut or local network outage) you will always have to dial 3999 on the backup mobiles to activate them.

Q2. If the system goes down from your side, is there any point diverting to mobile as the system is down?

The webinar section on the Business Continuity part of the Support Portal which showed configuring “Destinations” and pointing “Numbers” at those destinations would circumvent any serious issues X-on may be having. The routing here would completely bypass X-on’s platform and route the numbers directly to the specified destinations. This would mean the loss of Surgery Connect features such as audio announcements, queueing, call recording, visibility via the User Console etc. but it would mean that calls will still target the configured destinations.

Q3. We had an issue with the mobiles where the calls wouldn't route, could this be with the config is that best place to start?

also our phones the date and time was 3 years out of date would that be an issue? Devices were set to 2018.

Each backup mobile is linked to one of the Reception handsets, the linked handset should be clearly identified on a sticker on the back of the mobile. If, when you switch on or activate a mobile, it does not mirror the Reception extension it is supposed to, it would be best to ask our Support team about this. The webinar described routine testing of each of the mobiles so it would be best advised to test regularly to ensure optimum operation at the time of a problem.

The dates on the desk phones would not have any impact on the operation of the backup mobiles, however it would be nice to correct the date that is shown and our Support team can rectify this for you.

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/>
- Online **Help Centre** (providing video tutorials) accessible from the drop down menu in the User Console or web address <https://training.x-on.co.uk/>

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>