

SURGERY CONNECT

Remote Working Webinar - Questions & Answers

Q1. I can dial from my deskphone even when it is logged out. The problem is that no recording happens from a logged out phone. Can we prevent users from using logged out phones?

The ability to dial out, without logging in is a safety feature - so you can always use the phones in an emergency. The call recordings do happen and are captured under an outbound call user. You can still search for these call recordings using date and time, but it will not show the user name - just an outbound call user.

Q2. Sometimes people working remotely have a log in status that says suspect. Does this mean that they have a bad wifi signal?

A suspect status (red initials in the call list) may mean that calls are not going through to the softphone. This can happen when someone is logged in remotely, but their screen has timed out/become inactive, so the system goes dormant. If this is something that happens regularly, please contact our support team so that they can investigate the issue 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/>

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.