

SURGERY CONNECT

Understanding the VoIP System Webinar - Questions & Answers

Q1. When phones intermittently cut off, why is this? Is it the internet connection?

It could be, or it could be the wiring within the practice itself. We may need to look into this further for you. If you make sure your backup mobiles are on, calls will automatically swap over to the backup mobiles, as we saw in the Backup Mobiles Webinar.

Q2. The times on the phones randomly go back an hour on some phones and on and off, they rectify themselves but not always. Is there any reason for this?

The times are picked up via the connection from the internet directly. If it is a frequent problem please raise a ticket through the Support Portal with as much detail as possible and we can look into that 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.