

# Business Continuity

## Be Prepared

### ✓ Can you use softphones on your practice network?

Ignore this if you are already a softphone user. Otherwise, check that you have the Surgery Connect Phonebar installed on PCs that may be useful as a backup, that you have suitable headsets and you can make a test call using the softphone setting.

If you cannot use a softphone on your network, you will need to use one of the mobile options below as backup.

[How to install the Phonebar](#)

### ✓ Are your backup mobiles charged and easily accessible?



You will need backup mobiles if there is a problem with the local network that supports the deskphones and you cannot use softphones on the practice network, or prefer not to.

You need to ensure the mobiles are available and charged by plugging in the charger for an hour or so every month.

*Appearance of the handset and charger may vary.*

### ✓ Are other staff mobile numbers set up in Surgery Connect?

Practice or personal mobiles can supplement the backup mobiles supplied in an emergency. Users who have mobiles for this purpose should register their mobile numbers in their User Settings (or ask an Administrator to do this for them). This will mean they can switch to mobile quickly. [View our help guide](#)

### ✓ Are key staff registered for Status Notifications?

Log in to the [Surgery Connect Support Portal](#). Click on the Status Notifications Icon and add staff members who need to be sent updates by email and/or SMS.

### ✓ Do key staff have access to this document?

An online version of this document is available [here](#)

### ● Help!

Our support desk is available from 8am until 5.30pm Monday-Friday to help you,

# Action

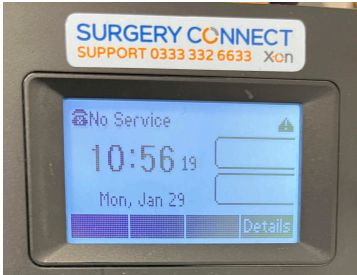
## Is this a local network issue?

If all, or a large number of handsets are showing “No Service”, and calls are building up in the queue (visible from the User Console), it is a local network issue.

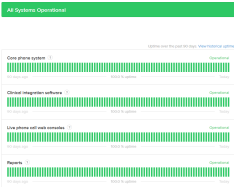
Turn on backup mobiles, or get users to log into Softphones or other mobile phones (see below).

Calls should come through to backup mobiles automatically, but if the problem is intermittent, dial **3999** on the backup mobile to force calls through.

If calls are building up in the queue, but the handsets are **not** showing “No Service”, this is likely to be a configuration issue. Call **0333 332 6633** or [raise a support ticket](#).



## Is this a wider issue?



Check [our system status page](#) at or from the **help icon on the User Console**. A wider issue with Surgery Connect will appear here and users registered for notifications will receive updates and advice. Also check the [Surgery Connect Support Portal](#) for issues that are **not** related to Surgery Connect, such as local network problems.

## Logging In Summary

### Backup mobile

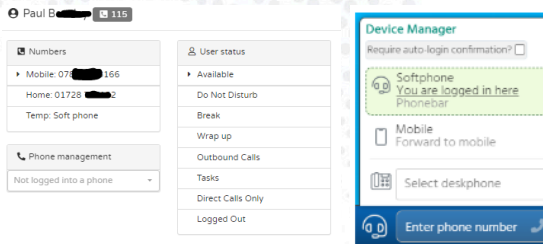
Associated with a handset (see sticker on back)

- Just turn it on
- Dial **3999** if intermittent problem or calls don't come through
- Dial **4999** when the problem is fixed and turn the mobile off



### Other Mobile Associated with a User

Click your User Initials on User Console and select Numbers **or** Select device from Phonebar



### Softphone Associated with a User

Select Softphone as above and use headset on PC.

For issues with web pages, problems with a small number of calls or help with configuration, please raise a ticket at the web address below.