



On-Site Resilience

As your telephone system is an essential tool in the efficient running of your surgery, the Surgery Connect solution has a number of built in features to enable you to still take calls should there be any power, internet or network problems at your premises.



Firstly, the VoIP devices we supply you are configured with dual registration details, should the primary registration fail, the telephone will automatically switch to the secondary registration.



Alternate Devices

Should neither of the registrations configured on the VoIP devices complete, all of the Reception Extensions we supply come with a pre-configured backup mobile phone. It is just a case of taking the backup mobiles out and switching them on and all of the calls that would have reached the desk telephones will target the backup mobiles instead. Any calls answered on the backup mobiles will retain the same call functionality as if answered on the desk telephone.

Surgery Connect also offers you the ability to quickly log into any other telephone you may have via the Configuration Console. Simply adding a temporary number to the users and making that number active will cause all calls to go to that telephone.

Resilience Element	Description
Dual Registrations	Every VoIP device we supply will have one primary registration and one secondary registration, should the primary encounter problems the telephone will attempt the secondary registration details.
Backup Mobile	Reception Extensions each have a corresponding backup mobile supplied, turning the mobiles on will activate them to take the calls that should be targeting the desk devices.
Other Phones	As part of the Surgery Connect Solution you are able to quickly log in any other phone you wish to take calls on, whether landline or mobile.
X-on resilience	X-on operates a dual site data centre for resilience purposes, the service can switch between the two seamlessly with no impact on your solution.