

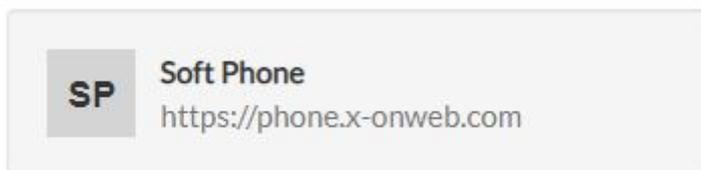
User Guide

User Console Softphone

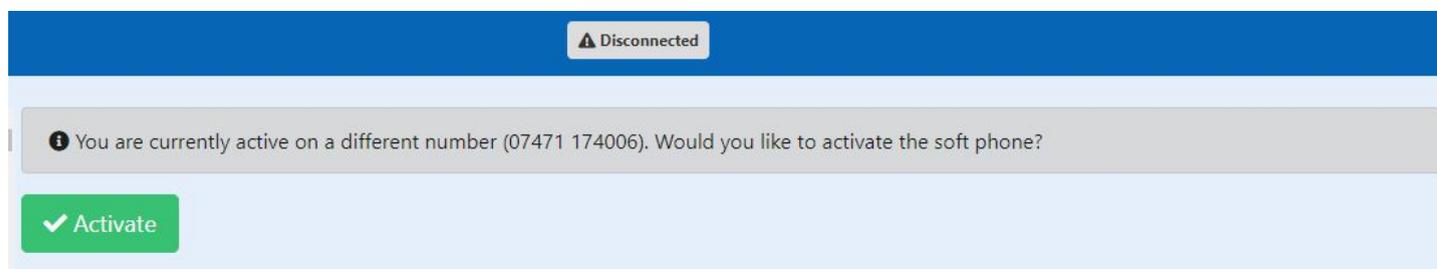
1. Introduction and Activation

The User Console Softphone removes the need for a physical handset. As well as the usual telephony functions it can also be used for video calls with the ability for an audio call to be switched to a video call halfway through. This guide describes the key functions for users.

To activate the Softphone firstly login to the SSO. From there select the **Softphone** option.



A full screen will appear with the directory on your left hand side and call history on the right. In the centre is the activation section. You must click Activate to switch on your Softphone.



Once you have completed this process you can use the Softphone from your **User Console**.

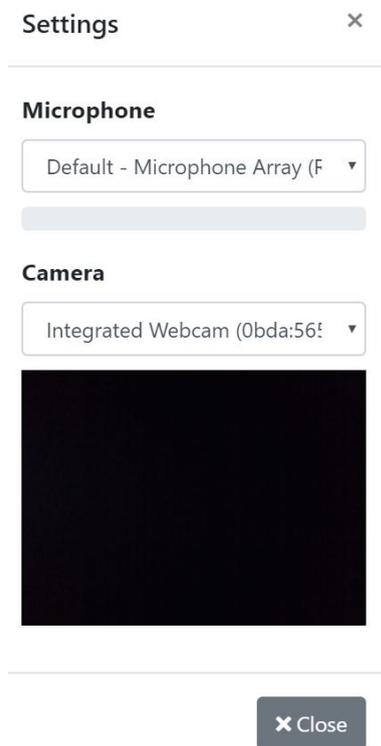
For further information please contact the Support team calling **0333 332 6633** between the hours of 8am and 5:30pm.

2. Settings

The settings for your microphone and camera can be found by clicking on the wheel shaped icon located on the top right hand side of the softphone opposite your status.



Where you are using multiple devices you can select which microphone and which camera you would prefer to use by clicking on the lists from the downward arrows.



Once you have made your selection simply close the window to save your preferences.

Next to the setting icon you will see a latency bar. This indicates the quality of the signal strength.



3. Making Calls - Softphone

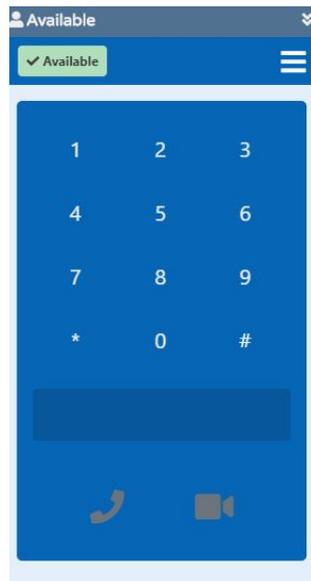
Once logged into the SSO, select the **User Console** option.



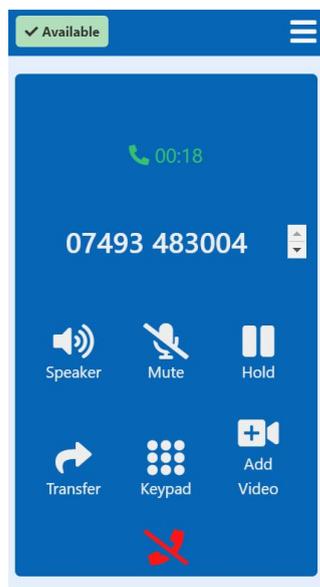
At the start of each session the first thing users should do is login to the phone. To do this you will need to click on the softphone itself. If the dialler keypad is not immediately visible it will be minimised in the bottom right hand corner of the screen (see picture below):



The keypad will be displayed in full and it is just a case of either clicking the numbers on the keypad, using the numbers on your PC keyboard or clicking on an existing contact in the User Console to dial out.

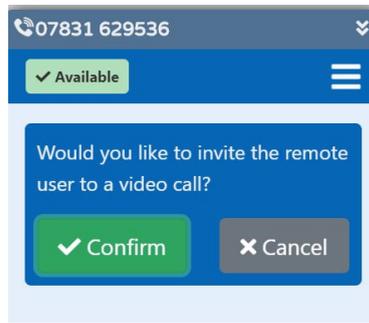


Once the call has been answered the keypad view will change to the image shown below as there are more functions available in an active call, for example hold or transfer:



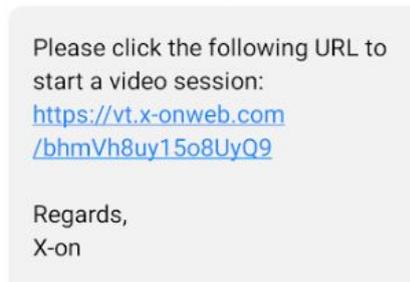
Should you wish to make a video call dial the mobile number and click on the video icon. A message will sent to the recipient and once they click on the link in the message your video call can begin.

Should you wish to change the telephone call to a video call you would need to click on the **Add Video** icon and then click to confirm that you would like to send an invitation:

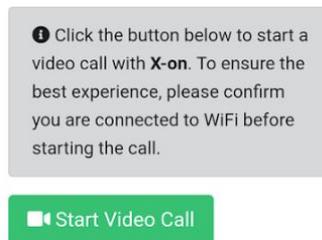


Remember the recipient must be on a compatible mobile to take part in a video call and this will only be an option if you are calling a mobile phone. In addition, in order to be successful, the patient needs a minimum bandwidth in order to participate in the video call.

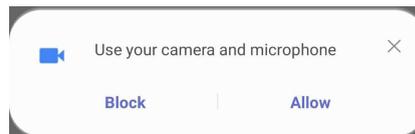
The patient will receive an SMS like the message shown below and they need to be instructed to open the SMS and click the link :



Once they have accessed the link in the SMS they need to click on the **Start Video Call** button :



The patient will also need to allow access to the camera and microphone on their device :



Note: The text message invitation times out after 10 minutes so patients cannot reuse it to call back later.

Once the call is completed, a call recording will be visible in the User Console.

When the call has ended both the caller has the opportunity to leave feedback, should they so wish. To do so they click on the number of stars they feel rates the experience and click send.

Feedback ×

Please rate your experience below.



Comments (optional)

4. Softphone Compatibility

Surgery Connect recommends using Chrome as your browser, however, Edge, Firefox and Safari also work. The Softphone will not currently work on Internet Explorer.

Browser	Version	Comment
Chrome	56-79	Recommended
Microsoft Edge	79	Supported
Firefox	44-73	Supported
Safari	11-12.1	Supported
Internet Explorer	-	Currently Not Supported