

# SURGERY CONNECT

## T31P Extension

### User Guide



# 1. Introduction

The Surgery Connect T31P Extension offers all of the functionality essential to all staff but can also be user configured to best suit any role in your surgery.

This guide takes you through all of the standard and configurable features available on the extension.

# 2. The Telephone Extension

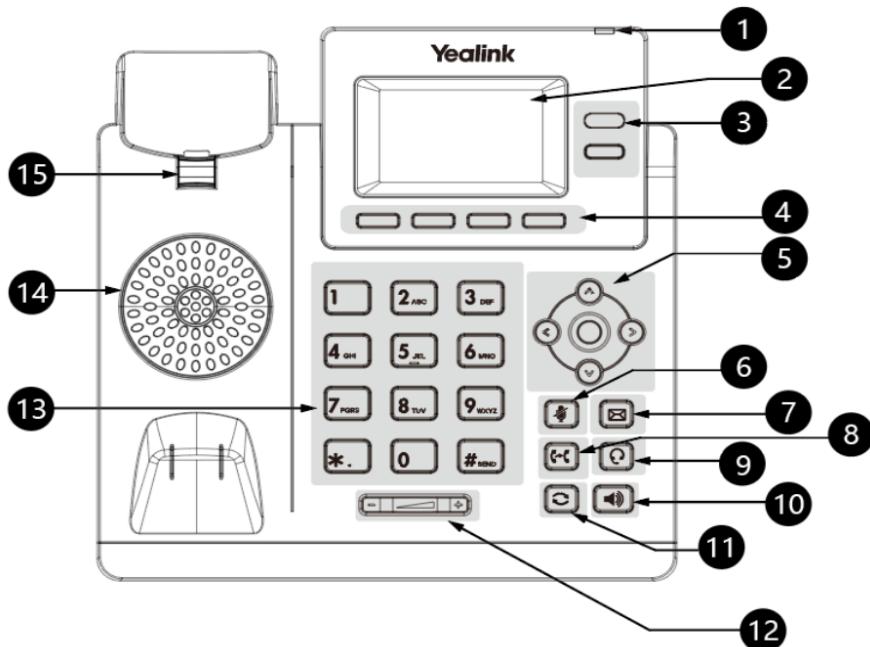


Fig 1. The main components of the T31P Extension are individually numbered, there is more detail in the following table.

No	Item	Description
1	Activity Indicator	Flashes when - <ul style="list-style-type: none"><li>• The phone is ringing.</li><li>• Calls have been missed.</li><li>• The phone is rebooted and is starting up.</li></ul>
2	Phone Screen	Shows - <ul style="list-style-type: none"><li>• Information about calls, including missed.</li><li>• Feature information and button labels.</li><li>• The user associated with the extension and their current status.</li><li>• The Date &amp; Time.</li><li>• General information messages.</li></ul>
3	Feature Line Keys	Log In/Out

No	Item	Description
4	Context Sensitive Softkeys	Linked to various features and functionality, some of which are configurable.  These keys can change function depending on the current user activity (such as in call or transferring a call).
5		Arrows navigate through displayed information.  “OK” confirms actions or answers incoming calls.
6		Mute or unmute an active call.
7		Calls the Surgery Connect access system for personal or group voicemails.
8		Transfers a call.
9		Toggles the headset mode ON/OFF.
10		Toggles the handsfree speakerphone mode.
11		Brings up a recently dialled numbers list and initiates redial of selected number.
12		Adjusts the volume of the handset, headset and speaker.  The handset and speaker volume is changed whilst at the dial tone or in a call. The ringer volume is changed whilst the extension is idle.
13		Allows you to enter numbers, letters and special characters.  If a menu item has an index number, you can use the keypad to select the item.
14	Speaker	Provides ringer and hands-free (speakerphone) audio output.
15	Hookswitch	Secures the handset in the handset cradle when the phone is mounted vertically.  Connects and disconnects the phone to the line when the handset is placed and lifted from the hookswitch.

### 3. Feature Keys

The current feature is described below -

Feature	Description	Usage and Comments
Login/Logout	Toggle between logging in and logging out the extension from the service entirely.	When logged in the associated button light will be green and the button label will show "Logout". When logged out the associated button light will be red and the button label will show "Login" When logged out no calls will target the extension at all and the extension will not appear on views and consoles.
Magic Button	To Follow	To Follow

### 4. Context Sensitive Softkeys

The context sensitive softkeys are the 4 below the phone screen. As the name suggests, the functionality of these changes depending on the the current activity, this next table describes what the buttons allow when the phone has no call activity on it -

Key	Description & Comments
Go DND	Toggles the user between Available and DND ( Do Not Disturb).
GPickup	The Group Pickup key can be pressed in order to answer a call that is ringing on another extension that is part of the same distribution group. For example, a telephone that's part of the Appointments Group can be answered by any other extension in the Appointments Group by using the GPickup button.
Cen Dir	The key to access the Central Directory which is centrally managed via the Configuration Console. It can be used from and added to via the Surgery Connect User Console. The contacts can then be accessed through all extension handsets through the Cen Dir button, once the handset has updated overnight.
History	Shows in and outbound call history on the extension. You can scroll down the list with the arrow keys. You have the option to call back or delete the call record from your extension's records.
Details	Important information about the extension - this will be mainly used for identification purposes when contacting the Support Department - they will talk you through the information they need.

Next, here is an overview of the functionality when the extension is in dial mode - this is when the handset has been lifted or the speakerphone or headset keys have been pressed but no number has been dialled.

Key	Description & Comments
GPickup	The Group Pickup key can be pressed in order to answer a call that is ringing on another extension that is part of the same distribution group. For example, a telephone that's part of the Appointments Group can be answered by any other extension in the Appointments Group by using the GPickup button.
Cen Dir	The key to access the Central Directory which is centrally managed via the Configuration Console. It can be used from and added to via the Surgery Connect Console. The contacts can then be accessed through all extension handsets through the Cen Dir button.
History	Shows in and outbound call history on the extension. You can scroll down the list with the arrow keys. You have the option to call back or delete the call record from your extension's records.
Delete	Deletes one or more part dialed numbers.
Cancel/End Call	Ceases the current call whether it has been dialled or not and returns to the idle screen.

Finally, here is an overview of the softkey buttons whilst a call is active.

Key	Description & Comments
P.Rec	Pause Recording button which toggles whether the call is being recorded or not - an audible announcement is played to the extension when this is toggled.
Hold	A traditional hold key, pressing this will put the caller on hold, the key will then turn to Resume which will retrieve the caller.
Conf	Use this softkey to add a third party to the current call.

## 5. Hard Keys

The hard keys are the 6 keys to the right of the main keypad area, these have static functionality that you would expect on most telephone extensions, a brief overview of these is below.

Key	Description & Comments
Mute 	Mutes or unmute an active call
Message 	Calls the Surgery Connect voicemail access service where you can login to manage your voicemail with your individual user pin. (if applicable to your service)

Key	Description & Comments
Headset 	Toggles between using a connected headset and not.
Transfer 	Initiates and finalises the transfer process.
Redial 	Redial - brings up a list of the most recent dialled calls
Speakerphone 	Causes the other parties in the conversation to be played through the telephone speaker.

## 6. Hold & Transfer

As described in the button descriptions section, the Hold softkey will put the caller on hold (both inbound and outbound calls) in the expected manner, pressing the Resume softkey will bring the call back.

If you decide that you would like to transfer the call you can press the transfer key  which automatically holds the caller. You will hear a dial tone where you are able to enter either a short dial of a colleague or, if you would prefer, dial a full external number to transfer the call out of your organisation. Note if you know straight away you want to transfer the call, you can skip the hold stage and just press the transfer key straight away.

Once you have dialled the desired transfer number, you can speak to the recipient before finalising the transfer with the transfer key. Should, at any point during the transfer process, you wish to resume the call with the original caller you may press the Cancel button to cancel the transfer process and then press the Resume key to get the caller back from hold.

## 7. Conference

The Conf softkey allows you to join three participants together in a conference call by following the steps below:

- Whilst in a call with a second party press the Conf softkey.
- This puts the second party on hold and presents you with a dial tone
- Enter a short dial of a colleague or a full external number to dial out to the third party.
- When they answer you have the chance to talk to them.
- Pressing the Cancel softkey will release the third party if they are not able to join the call.
- Pressing the Conf softkey will confirm the conference and join all three parties together.

# 8. Central Directory

The CenDir softkey gives you access to your organisation's Central Directory of contacts which is managed by the Administrators of the service but can be populated through the Surgery Connect User Console.

Upon pressing the CenDir softkey you will be presented by the latest 50 entries in alphabetical order, as it is likely your Central Directory has more than this number your most effective method of finding the contact number you want is to use the search facility.

You may search on either name or number, the search is reactive so as you enter characters into the search box the contacts list is updated to show the entries matching the current search criteria. To alter the search entry method you can press the central softkey, this will either display -

- abc/ABC/Abc - Letters only, (case is not important in the search)
- 2aB - Combination of numbers and letters
- 123 - Numbers only

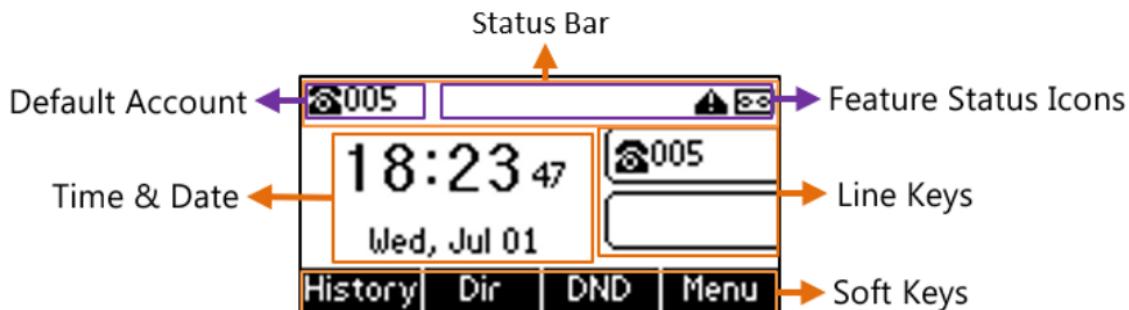
Depending on your selection each key will have numbers and letters associated with it, cycle through the numbers and letters by pressing the keys multiple times and pausing when you get to the desired character.

Once the contacts list is filtered down as per your search you can use the arrow keys and the ok button to select and call the chosen contact.

# 9. Screen and Icons

## Idle Screen

The idle screen is made up of the status bar, line keys and softkeys. The time and date is displayed in the middle of the screen.



Key	Description & Comments
Status Bar	Displays the default account (number), feature status icons and the time. The Status icons are displayed when features are activated.
Line Keys (Configured)	Displays the information associated with the line keys and feature keys on the phone.

Key	Description & Comments
Page Icons	The page icons appear only when you assign functionality to line key 5 - 12.
Softkeys	Each softkey label indicates the action for the softkey below the screen.

## Status Bar Icons

Key	Description	Key	Description
	Wired network is unavailable		Phone Lock
	Wired network is unreachable		Do Not Disturb (DND)
	Speakerphone (hands-free) mode		Keep Mute
	Handset mode		Silent mode
	Headset mode		Voice Mail

## Icons Indicators

Associated with the line.

Key	Description	Key	Description
	Line successfully registered		DND enabled
	Registering		Register Failed