

GP Practice Q&A Guide

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Section 1: Broadband and Connection Issues

Q: How do I know if my phone issues are related to the internet?

A: Internet connection issues can affect your phones in several ways, including:

- Calls breaking up or crackling
- Delayed audio during calls
- Phones showing as disconnected or offline
- Phones unable to make or receive calls
- Multiple phones failing at the same time

If your internet connection is unstable or unavailable, your babblevoice phone system may not work correctly.

Q: How can I identify babblevoice equipment in my comms room?

A: All babblevoice equipment is clearly labelled to make identification easier.

- Routers will have a sticker saying:
“I am your babblevoice router”
- Switches will have a sticker saying:
“I am your babblevoice switch”
- Power plugs are also labelled so you can match each power supply to the correct device. This helps ensure the correct equipment is checked or rebooted during troubleshooting.

Q: What do the lights on my router mean?

A: Please note that lights and symbols can vary depending on your router model, but the most common indicators are explained below.

Standard Router Lights

Power (ACT)

- Solid On – Router is powered correctly
- Off – No power to the router

DSL / WAN (Internet Line)

- Solid On – Connected to the broadband line
- Flashing – Attempting to establish a connection
- Off – No broadband connection detected

Internet Activity

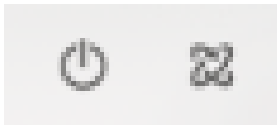
- Flashing – Data is actively passing through the router
- Solid or Off – No traffic detected, which may indicate no internet access

Light Colours

- Green – Normal operation
- Orange or Red – Indicates a fault or connection issue

Routers with Symbol Icons Instead of Labels

Some routers use symbols instead of text labels, such as these below – where the first indicates power and the second indicates status.



Power Symbol

- Solid On – Router powered correctly
- Off – No power

Status Symbol

- Flashing Green – Connected to broadband line
- Slow Flashing Orange – Router is ready to connect
- Solid Orange – Router is attempting to establish a connection

Q: How do I reboot my broadband equipment?

A: Rebooting the Router

You can restart the router by using any of the following methods:

- Use the power switch on the back of the router
- Unplug the small circular power cable from the router
- Unplug the router power supply from the wall socket

Wait 10 seconds before turning the router back on.

Rebooting the Switch

To restart the network switch:

- Unplug the power cable (usually located on the back left of the device)
- Wait 10 seconds
- Plug the power cable back in

Please allow a few minutes for devices and phones to reconnect fully.

If none of the above resolves the issue

If the issue continues after completing the checks above:

- A babblevoice engineer will guide you through further troubleshooting
- We may need to contact your broadband provider to perform a line test
- Please be ready to describe:
 - What issue you are experiencing
 - Whether all phones are affected
 - What the router lights are showing
 - Any recent power or internet outages

This information helps us resolve issues more quickly.



Section 2: Desk Phone Troubleshooting

Q: What should I do if my phone screen is blank or showing a red triangle?

A: A blank screen or red triangle usually means the phone has lost power or network connection.

Try rebooting the phone:

1. Remove the internet (Ethernet) cable from the back of the phone.
2. If your phone also has a separate power cable, unplug this as well
3. Wait 10 seconds
4. Plug the cables back in securely

Allow the phone a few minutes to restart and reconnect.

Q: What if rebooting the phone doesn't work?

A: Please check the following:

Ensure the Ethernet cable is firmly connected to both:

- The back of the phone
- The wall network port

These cables can sometimes become loose if knocked accidentally.

- Confirm the Ethernet cable is plugged into the **Network** port on the back of the phone and not the PC passthrough port.
- Check nearby desks or wall ports in case cables have accidentally been swapped around.

Q: Why is my handset crackling?

A: Crackling audio is usually caused by:

- A worn or damaged curly handset cable
- A faulty handset earpiece
- Less commonly, network connection issues

Q: How do I fix a crackling handset?

A: You can test the handset components individually:

1. Swap the curly handset cable with one from a working phone
2. Test the call again
3. If the crackling continues, swap the handset itself

This helps identify which part is causing the issue.

If none of the above resolves the issue

Your phone or handset may still be under warranty.

Please contact babblevoice support and we can:

- Check warranty status
- Help with further troubleshooting
- Arrange a replacement handset if required



Section 3: Callback Features

Q: What is the difference between manual and automated callbacks?

A: Manual Callback

Patients are added to a callback list for staff to return the call later manually.

Automated Callback

The patient remains in the queue and the system automatically calls them back when they reach the front of the queue.

This allows patients to avoid waiting on hold.

Q: Why didn't my automated callback mark as "successful"?

A: For an automated callback to register as successful:

- The receptionist must press **"1"** on their phone
- This should only be done once they have successfully connected and spoken with the patient

If this confirmation is not completed, the system may still show the callback as unsuccessful.

Q: What happens if an automated callback fails?

A: If the system cannot connect to the patient:

- The callback may automatically be added to a manual callback list
- This acts as a safety net to help ensure the patient is still contacted

Reasons for failure can include:

- No answer
- Invalid number
- Poor signal
- The patient declining the call

Section 4: Vibes and NHS Statistics

Q: What statistics are commonly required for NHS reporting?

A: Commonly requested NHS call statistics include:

- Calls Back Made
- Callbacks Requested
- Average Call Length
- Calls Abandoned
- Inbound Calls
- Missed Calls
- Wait Time
- Time to Answer Calls

These statistics can help surgeries monitor performance and patient access.

Q: How do I view historic data in Vibes?

A: When configuring a Vibe:

- Use the **Period** setting to choose the timeframe you want to review (for example, the last 30 days)
- Use the **Offset** setting to select a specific starting point, such as from the 1st January

This allows you to review both recent and historic performance data.

Q: Can I compare different statistics side-by-side?

A: Yes.

You can create boards with:

- One column
- Two columns
- Three columns

This allows you to place multiple Vibes next to each other so statistics can be easily compared on the same screen.

To watch our seminar on these FAQs where you can hear directly from our expert engineers how to fix these types of issues, please click on the link below.

[Watch our seminar](#)

