

HOW TO USE YOUR NEW PHONE AND PHONE SERVICE

Welcome to the Convergent Communications family of clients. We are thrilled to be working with you and we sincerely hope that your experience in working with us is positive. We are a technology-based company and technology never seems to work 100%. We are committed to keeping the number as close to 100% as possible, however. Our job is to make your work life a little easier, more efficient, and, this may be a stretch, more fun!

We've prepared this document to help you know how to use your phone and phone system. We know that new things can be confusing and frustrating, so we hope that this document can help make sense of it all. We've tried to design a system that is very intuitive, but documentation is always a good thing. We suggest looking over this document at the beginning of your experience with us to get into the habit of doing things the way they were designed to be done. That will increase your level of satisfaction with the system. If something is still confusing after looking over this document, give us a call at 863.229.3099, or email us at support@convergentcommunications.com. We will do our best to help. You are also welcome to let us know if you find any errors or discrepancies here.

We have also put an instructional YouTube video together that demonstrates real world usage of the phone system viewable at <https://www.youtube.com/watch?v=OwixKDkh9qc> or ask us to email it.

Keep in mind that this document is designed to accommodate multiple offices. Features, phone buttons and so on can change from office to office, depending on the way you operate. This document will therefore almost certainly not exactly match your situation. The hope is that will be able to adapt it to the actual conditions in your office. Feel free to contact us to explain any variances between what you see on paper vs what you see on the phone in front of you.

Sincerely,

The Convergent Communications Team

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OVERVIEW

Your phone has a touch screen. You can use this in conjunction with the physical buttons on your phone to take advantage of the different features. This is what your main display will usually look like:

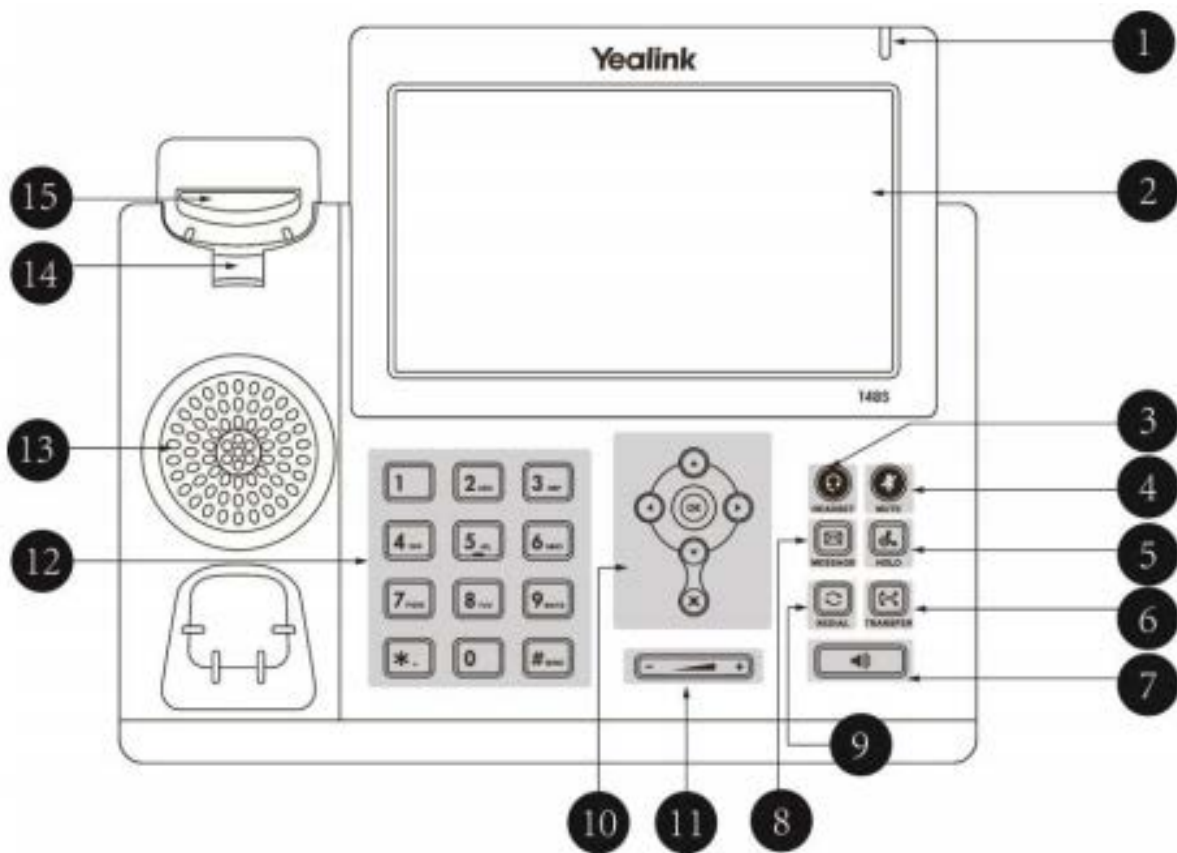


- The upper left shows that this phone is set up as extension 207.
- The two top left buttons that appear to be highlighted are the two phone lines, so you can be on two calls simultaneously and toggle between them.
- The other buttons that have other people's names are links to other people in your office. Tapping on one of these will ring that person.

If you hit the more button, you will see more names and a few other buttons. Your phone will change to look more like this:



These are the physical buttons mapped to the button names:



1	LED call indicator
2	7" touchscreen
3	Headset key
4	Mute key
5	Hold key
6	Transfer key

7	Speaker key
8	Voice mail key
9	Redialing key
10	Navigation keys
11	Volume key
12	Alphanumeric key pad

TRANSFER

There are two types of transfers. Depending on the workflow in your office, you can decide which to use.

Attended Transfer

When you make an attended transfer, you are connected with the person you are transferring to. You can then fill in your coworker on the details of the call and choose to either end the call,

which will connect the remote party with your coworker, or, if your coworker isn't available to talk, you can bring the original caller back into a conversation with yourself.

The easiest way to do an attended transfer to someone in your office is to press their button on your phone. This will start the attended transfer process.

To retrieve an attended transfer if the other party does not pick up, or declines to talk, simply press the on-screen cancel button. The original call will be on hold, and you can take them off of hold by hitting "resume" button on screen.

Blind Transfer

A blind transfer directly connects the external caller with the person to whom you are transferring. If your coworker doesn't answer, the external caller will reach their voicemail. There is no way to retrieve a blind transfer.

PLACE CALLS


When dialing a number, your screen will look like this:



Using the handset

1. Pick up the handset.
2. Enter the number, and then tap **Send**.

Using the speakerphone

1. With the handset on-hook, press .
2. Enter the number, and then tap **Send**.

Using the headset

1. With the headset connected, press  to activate the headset mode.

2. Enter the number, and then tap **Send**.

Note: During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **Headset** key, the **Speakerphone** key, or by picking up the handset. Headset mode requires a connected headset.

ANSWER CALLS

When your phone is ringing, it looks like this:



Using the Handset

Pick up the handset.

Using the speakerphone

Press .

Using the headset

Press .

Don't forget to greet the caller by name as follows:

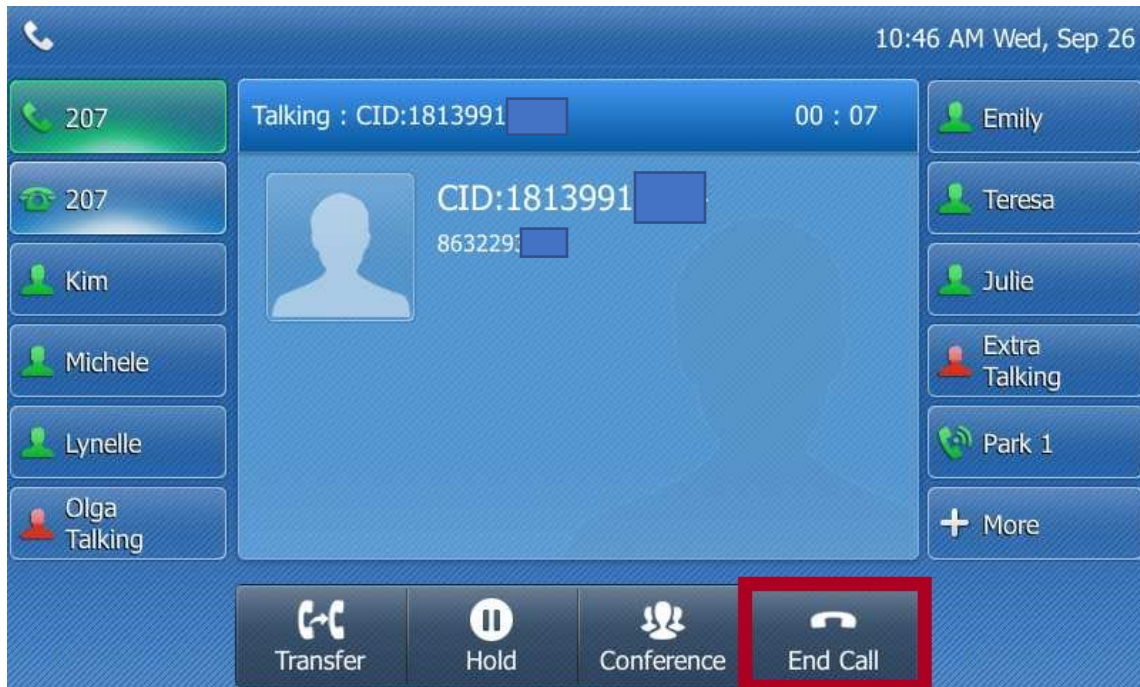
(As appropriate)
“Hi (caller’s name)! This is (your name) [with Home Instead Senior Care]. How may I help you today?”

Some offices prefer:

“Good [morning/afternoon] [caller’s name]. Thank you for calling Home Instead Senior Care. This is [your name].”

END CALLS


When in a call, your phone screen will look like this. The end call button is highlighted.



Using the handset

Hang up the handset or tap the **End Call** soft key.

Using the speakerphone

Press  or tap the **End Call** soft key.

Using the headset

Tap the **End Call** soft key.

Note: You can reject an incoming call by pressing the **Reject** soft key. And you can end any call by pressing the physical button marked at “X” just above the volume toggle.



MOVING PHONES BETWEEN OFFICES

If an employee has moved desks, it’s easiest to simply move the physical phone to the new office. When doing this, make sure to carefully examine the back of the phone and plug the same plugs into the new phones going to that location. If you do this, and the phone won’t boot up, then your phone was likely being powered through one of the other Ethernet cables (called

Power over Ethernet), and the new cable isn't set up to do that. In this case, contact us and we will help you get everything sorted out.

If there is a new employee replacing another, then you need to contact us to change the name associated with that phone. If you are adding someone to the team, you need to contact us to order a new phone.

ADJUST RINGER AND CALL VOLUME


- Press  during an active call to adjust call volume.
- Press  while the phone is idle or ringing to adjust ringer volume.

VOICEMAIL

How to know if you have voicemail

You will know if you have voice mail in several ways. You should see a prominent blinking red light above the display in the top right corner of your phone. If no one has used your phone since the message came in, you should see a notice on the screen alerting you to the voice message. If you are using the FOP2 browser application, you will see an envelope symbol in the top right corner of any extension that has voice mail. Hovering over the envelope should show the count of new voice mail and old voicemails (previously listened to but not yet deleted).

Checking Voicemail

Voicemail can be accessed by pressing the envelope looking button  on your phone. If checking from another phone, you will need to dial *98. You will then be prompted for the number of the extension you want to check and your voicemail password, if you are checking the voicemail of your own extension, you will not be required to type your password. You will then be given more options to listen to voice messages. Default password is your extensions number preceded and followed by a 9. So, if you are extension 220, your voicemail password is 92209.

Once you have accessed your mailbox a recording will announce whether you have any new messages.

If you have new messages, you will be prompted to push '1' to hear them.

Once you have listened to all the new messages you can hang up. Your messages will be automatically moved to the 'Old messages' folder.

During the playback of messages, it is possible to skip forward to the next message by dialing '6' or back to the previous message by dialling '4'.

Once you have heard each message you can select one of the following options or dial '6' to skip to the next message:

'3' Advanced Options - this includes the option to hear the time the message was left and the caller's number

'5' Repeat message

'7' Delete message

'8' Forward message to another user - you will be asked for the extension number to send the message to

'9' Save message

Replaying old messages

To hear messages that you have already listened to, first access your mailbox. If you have new messages the system will announce this. At the prompt select '2' to change folders then select '1' for old messages.

Note: If you have no new messages, the system may prompt you to push '1' for old message. This is quicker than changing folders using the method above.

Where do general voicemail messages go?

Most offices are set up to have the phone ring to everyone in the office. If no one answers, the caller will have the option to leave a message in the *general* mailbox which is most commonly extension 200. This means that the only way that a voice mail will get to a mailbox other than the general mailbox is if a call is transferred directly to you from someone in the office and you do not answer or if your phone is in do-not-disturb mode. It is also possible for callers to be transferred directly to someone's personal voicemail.


Transferring a call directly to someone's voicemail.

If you answer a call for someone who is not available to take the call, you can transfer the caller directly to their voice mail by dialing "*" followed by their extension number. If you are using FOP2, you can also select the extension of the person whose voicemail you are transferring to (which should create a blue border around that extension) and then clicking the 'Transfer to mailbox' button. Make sure to only transfer to extensions that have voicemail set up on their extension. If they are not used to checking voicemail, you may want to alert them to an important message by sending them an email or other message.

Checking Voicemail Remotely

If you have the Bria softphone app, you can follow the directions above. You can also call in and, if you reach your voicemail, you can dial *, enter your password, and then check your voicemail like normal.

Setting up voicemail

Press the physical envelope looking button  on your phone then dial '0' at the prompt for mailbox options.

You can then choose to record greetings as follows:

'1' Unavailable message (used when the extension is not answered)

'2' Busy message (used when the extension is on another call)

'3' To record your name (used within pre-recorded greetings)

'4' Temporary greeting – You can override the other greetings with a temporary option. This might be useful if you are on holiday or away for an extended period. Don't forget to return to this menu to disable it after use though!

Sample voicemail scripts

Unavailable:

You have reached the voicemail box of _____. I'm sorry I'm not available to talk right now, but if you leave a message, I'll get back to you as soon as possible.

You've reached _____ at Home Instead Senior Care. I'm unavailable to take your call now. Please leave a message at the tone. Thanks.

This is _____ and you've reached my voice mail since I am presently unavailable. Sorry about that. Please leave a message at the tone and I'll get back with you.

Hi. This is _____. I'm unavailable to take your call at the moment. Please leave me a message at the tone so I can get back with you.

Busy:

"You have reached the voicemail box of _____. I'm sorry I'm on the phone right now, but if you leave a message, I'll get back to you as soon as possible.

You've reached _____ at Home Instead Senior Care. I'm on the phone and can't take your call now. Please leave a message at the tone. Thanks.

This is _____ and you've reached my voice mail since I on the phone at the moment. Sorry about that. Please leave a message at the tone and I'll get back with you.

Name:

"[Your name]"

Temporary Greeting – This will override the other voicemail messages until it is erased

Thank you for calling _____, I'm currently on vacation until _____, please leave your message and I will get back with you as soon as possible. If your message cannot wait until my return, please call back and explain your situation to the person that answers, and they will be able to help you.

HOLD VS PARK

Both Hold and Park put a caller in a held state. They can hear your on-hold music, and you can make another call while they wait. However, while Hold will only allow you to pick that call up from your specific phone, Park allows anyone to pick up the waiting call.


To park a call, hit the park button on your phone. If a person is already in that lot (indicated by a red park button), you can put them in one of the other two lots you can find in your "more" page. Hitting an occupied park button will pick up the call in that lot.



In the screenshot above, Michele and Lynelle are both on the phone, and there is also a call on park.

If a call is left in Park for an extended time period (typically 3 minutes), the call will ring back to the person that put them in Park so that the caller doesn't feel abandoned and forgotten. The idea is that you will answer that call back and apologize for the extended wait time. You can give them the option of taking a message, putting them back in Park, or having them call back later.

MUTING A CALL

To mute or unmute a call, press the mute button. It is number four in the physical button diagram. It also looks like: 

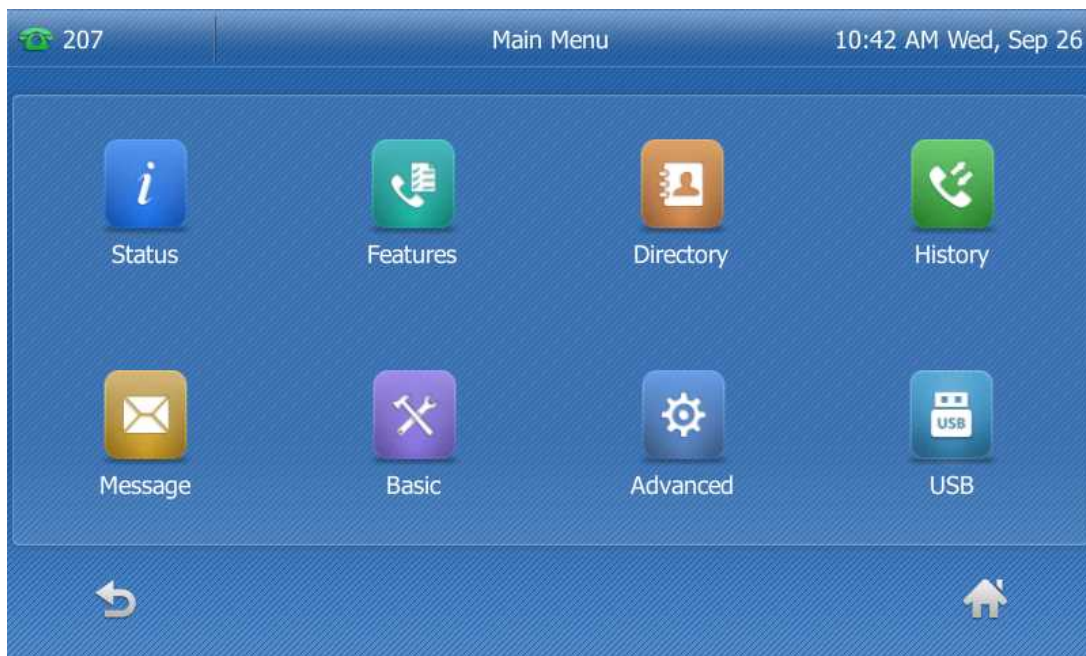
DND

This puts your phone in Do Not Disturb mode. You won't receive calls while in this mode, they will be sent directly to your voicemail. You will also appear as talking (in red) on your BLF button on the other phones and a symbol indicating that you are in DND mode appears at the top of your screen. Make sure you don't forget to turn it off when you are again willing to be "disturbed"!



MENU OPTIONS

To access menu options, press the bottom right button in the tray labeled "Menu." There isn't very much you might need to do from here. Most of the day-to-day functions are all on your home screen.



PAGE ALL

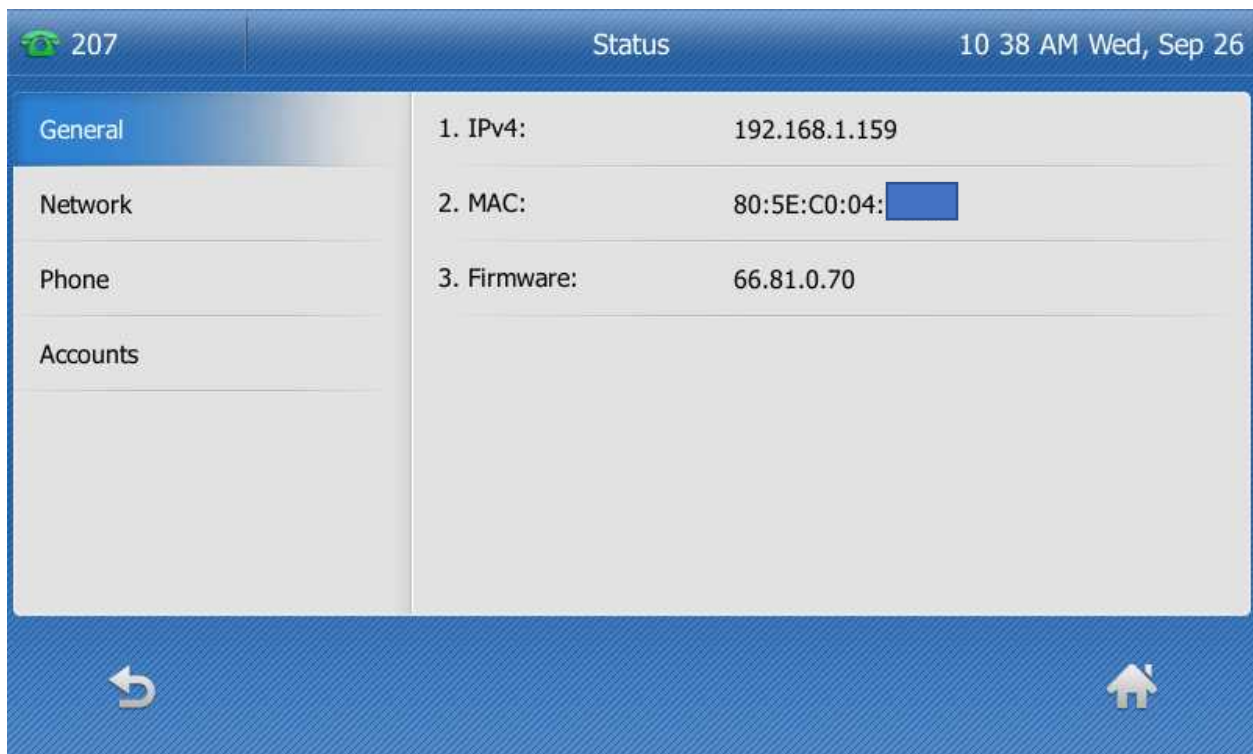
The Page All button will start a one-way announcement to all of the phones in the office. The audio will be heard over the speakerphone of all the other phones. They won't be able to talk back to you, though. After hitting the Page All button, it is generally best to grab the handset to make your announcement in order to avoid feedback from the nearby phones rebroadcasting your voice. Example scenarios would be, "We have birthday cake in the kitchen!" or "It looks like the AHCA surveyor is in the parking lot!" or "Hey everyone; I quit!" We're just kidding on that last one to see if anyone actually reads this. Let us know if you do.

INTERCOM (aka Barging)

Barging an extension will start an auto-answered call between you and the other person. To accomplish this, prefix the extension you want to intercom with *80. For example, to intercom extension 200, you would dial *80200. They will hear a tone indicating that they are being barged in on but their phone will not ring and they don't have to answer. If they don't want to talk with you, they will have to end the call. They will hear your voice as soon as you start talking and they can talk back to you. If they don't touch the phone, they will be conversing over the speaker phone. They can grab the handset if they prefer to continue talking that way. A

HOW TO CHECK THE DEVICE INFORMATION

If we ask for some information about your phone, you will likely find that information by pressing the "Status" button on your phone's touchscreen, or by pressing the center navigation key labeled "ok". You can then read us the information we request.



CALL FLOW CONTROL

These are accessed from the “+More” page screen button on the bottom right of your phones.



Day/Night mode

When your system is in **day mode**, your phones will ring like normal.

In **night mode**, your office phones will still ring, but the on-call phone will also ring.

To toggle Day/Night mode, press the Day/Night button on your desk phone. You will hear a prompt indicating whether you are entering day mode or night mode.

Some offices are set up to automatically enter night mode at a set time in the evening and automatically enter day mode in the morning. Those offices will typically not be using the day/night button except to override the automatic night/day mode.

If you have the Bria phone app which acts as an extension, you can also toggle day/night mode by dialing *280. This is handy if you forgot to put the phones in night mode – you can do it remotely without having to go back to the office.

Phones Down / Internet Down Procedure

In most cases, you are unable to make or receive calls from your desk phone it is because you've temporarily lost Internet at the office. If that happens, the phone system monitoring system should recognize the outage within a minute or two and automatically reroute calls to the designated cell phones and Bria app extensions if they are active. If this does not happen automatically and the Internet is clearly down (you can't browse to anything from your PC), the first thing you should do is find someone in the office with the Bria softphone app on their

phone. This is likely the office owner and office manager and perhaps a staff member that is on the road frequently. Have them disconnect from the office Wi-Fi, open the Bria app, make sure that it is enabled, dial *281 Send, and listen on the call for confirmation that the system has entered Phones Down mode. The system should now ring the cell phones of the office staff that have been configured in the system to ring, in addition to trying to ring the office phones (which will not work until the Internet is back up). When the internet comes back up, the monitoring system should automatically recognize that and put the phones back into normal mode. Putting it back into normal mode means that the system will not continue to ring the designated mobile phones and Bria app extensions at the same time as ringing the office phones. If this does not happen within, say, three or four minutes, you can hit the “Phones Down” button (after verifying that the ‘Phones Down’ button is still activated - colored red) on your desk phone to take it out of this Phones Down mode manually. The ‘phones down’ button should then turn green. Note that if the automated system subsequently recognizes that the Internet is back up, it may toggle the phones down mode which would then put them back into phones down mode (the ‘phones down’ button would again be read) and start ringing the cell phones with incoming calls. If that happens, just toggle the ‘phones down’ button on the phone again. The ‘phones down’ button should again be green after doing this.

If this doesn't work, contact us as soon as possible for help at 863.229.3099.

Even though the phone calls may be ringing to your personal cell phone, you don't need to be concerned about that caller learning your mobile number when you answer. They can only learn that if you *call* them from your mobile phone. We suggest that you take incoming calls on your personal mobile phones but try to only make outgoing calls on the on-call mobile phone or using the mobile phone Bria softphone app of anyone that has that installed on their mobile. If it is necessary to call a client or caregiver from your personal mobile phone, you should be able to block the caller ID of your call by dialing *67 and then the number and then send such as *678638675309 Send. Keep in mind that callers will be less likely to answer an anonymous call but you should be able to leave them a message.

In the event of a long-term outage such as after a hurricane, you should be able to plug the phones into an Internet-accessible network at another location (perhaps at the owner's home) that does have Internet and the phones should work. One caveat here is that some offices have phones that receive their power from the Ethernet cable itself (called Power over Ethernet or PoE). You will know that this is the situation in your office if there is not a power supply plugged into your phone. In this case it will either be necessary to use a network that has a switch that also supplies Power over Ethernet or you will need to obtain power adapters for each phone. Of course, in the event of some catastrophic event, we would do everything we could to help you get up and operational again by getting any necessary equipment to you and helping you set it up.

Meeting Mode

This mode allows you a chance to have a meeting as an office without constant interruption. Callers reach an IVR with the option to leave a voicemail if their call isn't urgent, or to ring through anyway.

To toggle into this mode, press the “Meeting Mode” button on your phone. You will hear a prompt saying whether you are entering or exiting this function.

If you have the Bria phone app which acts as an extension, you can also toggle this by dialing *282

BLF (Busy Lamp Field)

You can see the phone status of your coworkers by glancing at their button on your phone screen. If it is green, they are not currently in a call. If it is red, they are in a call or in Do Not Disturb mode. This is an easy way to see if you should transfer a call to someone or take a message instead. Another option would be to put the caller in Park, give the person being called a chance to get off the phone, and then let them know that they have a call in Park. If they remain on the phone for an extended time, you can offer to take a message for the caller.

HISTORY

This is what the call history page looks like.



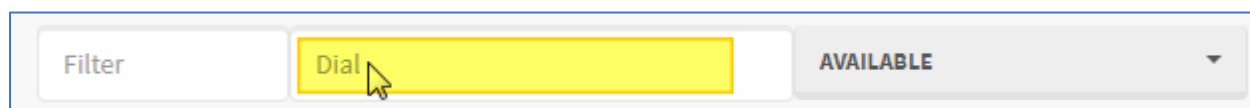
If you have unchecked missed calls, they will appear at the top of the phone like this:



If the office receives a call that gets answered somewhere other than your phone, it shouldn't register as a missed call on your phone. The history page should be specific to your phone. Let us know if this isn't the behavior you experience.

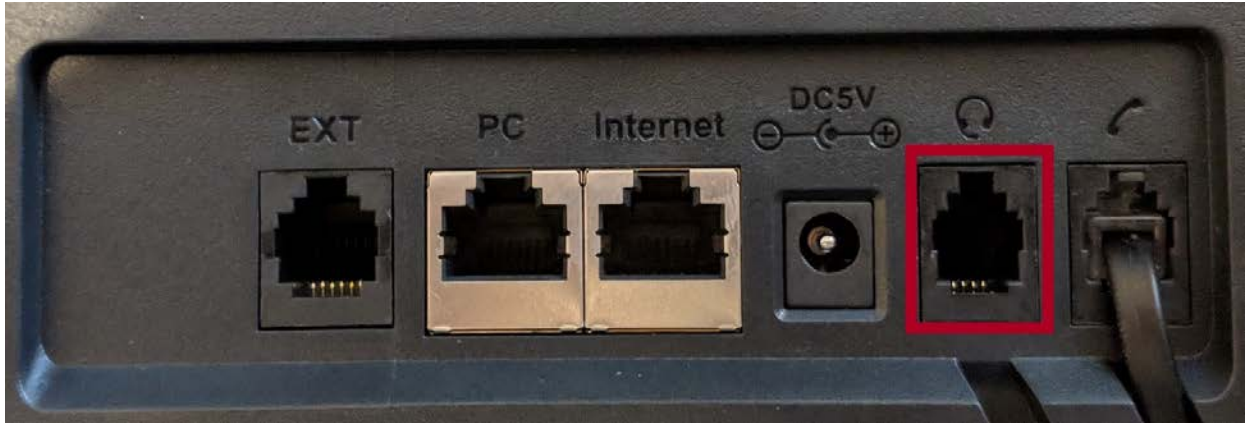
LOOKUP CONTACTS

You don't have a local directory on your phone. The best way to lookup a contact is to go to FOP2 and type the name of the person you wish to call. If that person is in your company directory you will see their names below along with their numbers. You will see either their mobile (M) or home (H) numbers. For example, to look up CAREGiver Susie Smith, just start typing Smith until you see her, possibly among several other Smiths. Use your down arrow key to select the right one and hit Enter. Your phone should start to ring. When you pick up the handset or hit the speakerphone button, the system will automatically start calling Susie. This is a huge time saver and it also prevents you from misdialing a number.



HEADSET

If you have a wired headset the setup is very simple. Plug the headset into the headset port on the phone.



However, if you have a Plantronics wireless headset, things are a little more complicated. Plug in the various devices in the indicated manner:



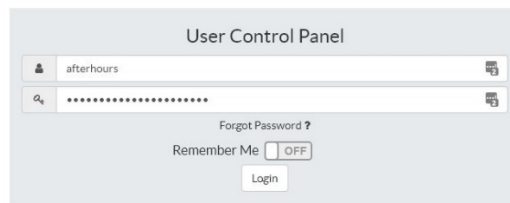
The box-of-matches-sized-device labeled EHS plugs into the EXT port on the phone, and the AUX port on the Headset. The cable with one phone cord end plugs into the headset port on the phone and it's other Ethernet-type end plugs into the physical headset base. It can get even more complicated than this if your phone also has a busy indicator light (shown at left) that lights to alert others whenever you are on the phone - this is useful because it is often not obvious to

others if you are on the phone when you are wearing a headset. We have left that device out of the picture above, for clarity.

CHANGE AFTER HOURS ROUTING aka Night Mode routing

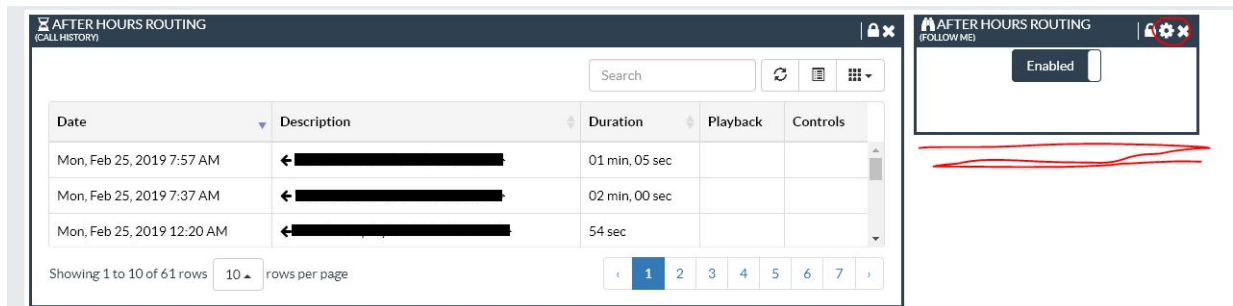
This section is undergoing change. Please check with us about changing the mobile number that should ring in night mode.

To change where the system sends the after-hours calls, you will need to log in to the User Control Panel. Go to the URL `convergent<cityname>.ddns.net/ucp`. For example, the Winter Haven office would go to `convergentwinterhaven.ddns.net/ucp`. The user name is 'afterhours'. Call us for the password.



The image shows a login form titled "User Control Panel". It has a username field with "afterhours" entered, a password field with masked characters, a "Forgot Password" link, a "Remember Me" checkbox (currently OFF), and a "Login" button.

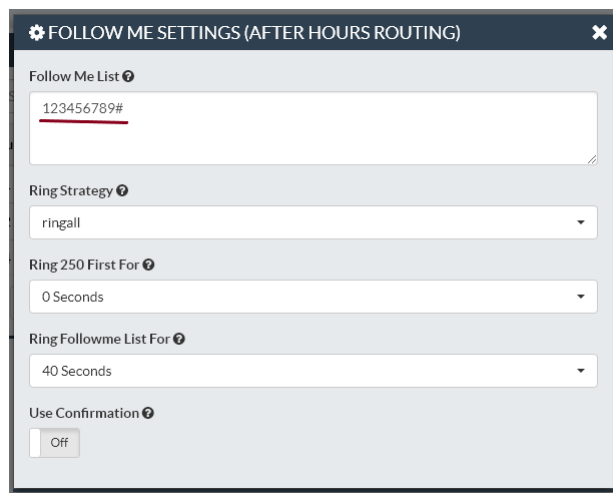
Once you log in, you will see a couple of boxes with different information. One of them has after hours call history. That is nice for seeing who called in after hours. But what you want to look at is the box labeled "After Hours Routing (Follow Me)"



The screenshot shows two panels. The left panel is titled "AFTER HOURS ROUTING (CALL HISTORY)" and contains a table with columns: Date, Description, Duration, Playback, and Controls. The right panel is titled "AFTER HOURS ROUTING (FOLLOW ME)" and contains a toggle switch labeled "Enabled".

Date	Description	Duration	Playback	Controls
Mon, Feb 25, 2019 7:57 AM	← [REDACTED]	01 min, 05 sec		
Mon, Feb 25, 2019 7:37 AM	← [REDACTED]	02 min, 00 sec		
Mon, Feb 25, 2019 12:20 AM	← [REDACTED]	54 sec		

Click the gear on the box. You will see this screen:



The image shows the "FOLLOW ME SETTINGS (AFTER HOURS ROUTING)" configuration screen. It includes the following fields:

- Follow Me List: 123456789#
- Ring Strategy: ringall
- Ring 250 First For: 0 Seconds
- Ring Followme List For: 40 Seconds
- Use Confirmation: Off

To change where the system rings after hours, change the number in the top text-box called "Follow Me List". Note the way the previous setting was before changing it and do it the same way. Make sure you keep the trailing # symbol. It is necessary for routing calls to external cell numbers. You can even have multiple phones ring at the same time by hitting enter and then adding another number (and another trailing # sign). If you add more than 1 number, we recommend switching on "Use Confirmation". This will require those who answer the call to hit the number 1 to pick up. This prevents calls from going to a phone's voicemail if it is off. Once you have replaced the number with the new after-hours number, you click the "X" in the top right corner. There is no save button. After this, calls should be routing to the correct places.

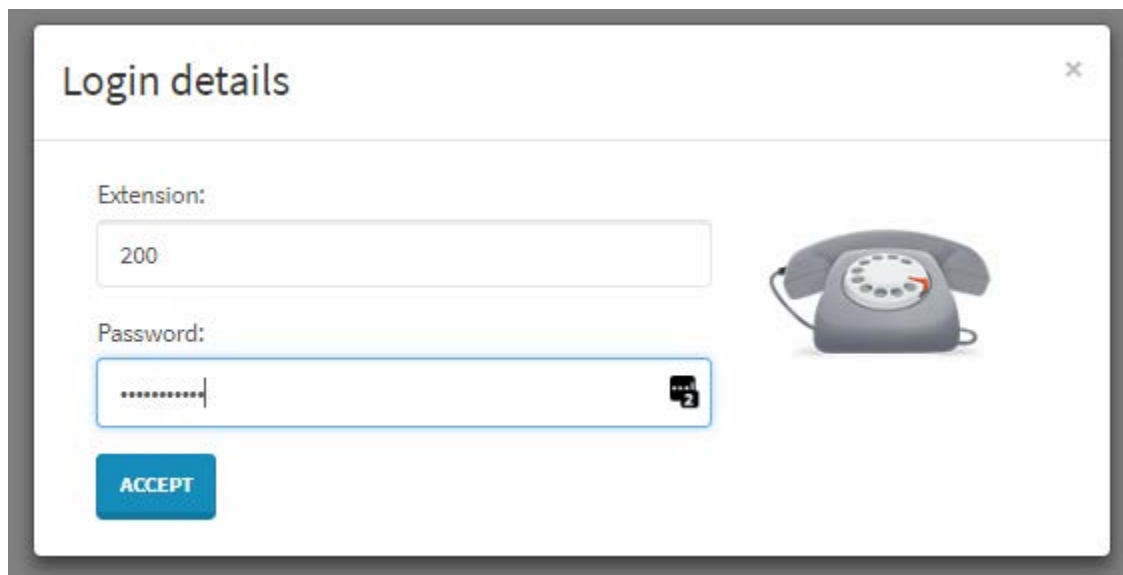
EMERGENCY DIALING

Dialing 911 on your new phone is accomplished the same as any normal call. However, if you are calling from a desk phone located at home, or if you are calling through the Bria app, emergency services will still see the office address, not your current location. It is thus best to not use a home-based desk phone or a Bria app for dialing 911. Of course, if you are in an emergency and have no option to use another phone, you can still direct emergency services to your physical location.

HOW TO INSTALL FOP2 – ask us for the web address.

Login

Your user is your extension. Contact us for your password.

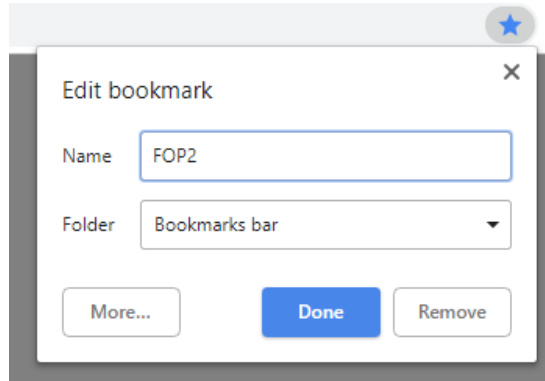


The image shows a web browser window titled "Login details" with a close button (X) in the top right corner. The form contains two input fields: "Extension:" with the value "200" and "Password:" with a masked password ".....". To the right of the password field is a small icon of a rotary telephone. Below the password field is a blue button labeled "ACCEPT".

Create the Bookmark

Within Chrome:

- Navigate to convergent<cityname>.ddns.net/fop (ie. ConvergentMiami.ddns.net/fop2)
- If it loads, click the star in the right of the address bar, name it "FOP2", and save it to the "Bookmarks Bar" folder.



Add Click-to-Dial

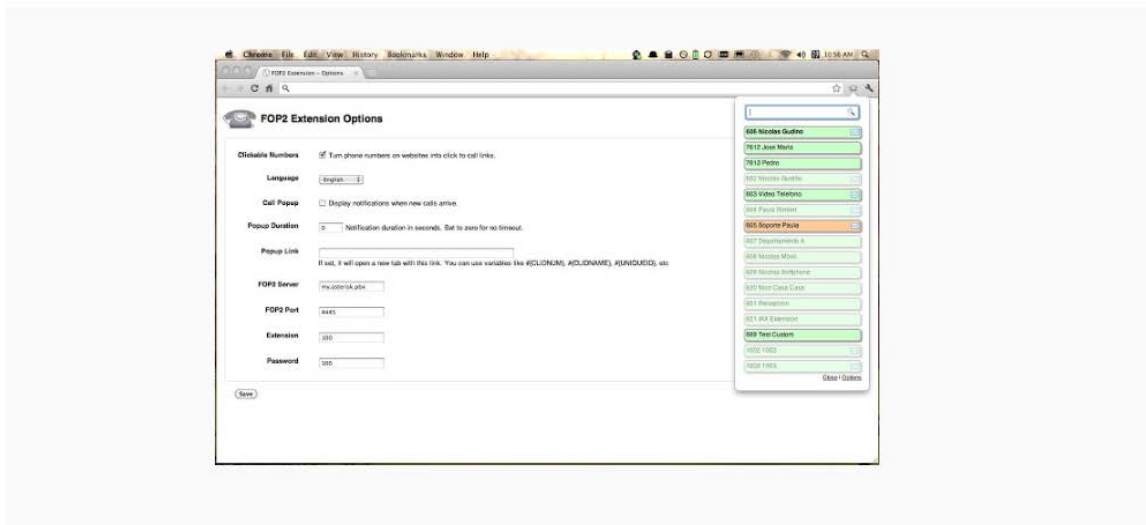
1. Make sure you are logged into Google within Google Chrome.
2. Go to this link:

<https://chrome.google.com/webstore/detail/fop2-extension/noeilkljmfabfbcdoieialchglebbcea>

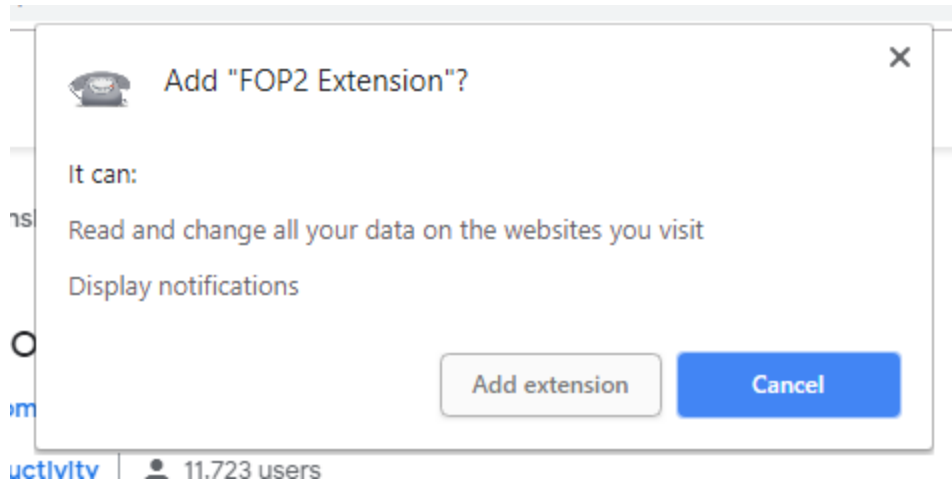
3. Click “Add to Chrome”



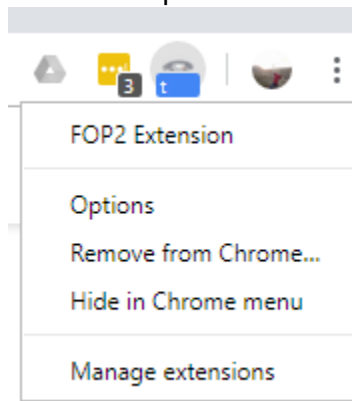
Overview Reviews Support Related



4. Click “Add extension” in the next pop-up



5. Right click the new extension, and select options



6. Under General settings, set clickable numbers to yes.
7. Under Connection Settings "FOP2 Server," type: convergent<cityname>.ddns.net (ie. convergentTampa.ddns.net
8. Under Connection Settings "Extension," type your extension number. (ie. 200)
9. Under Connection Settings "Password," type your password (ask us for that)
10. Hit "Save"
11. If the settings are right, your icon should appear like this, to the right of the web address bar in your browser:

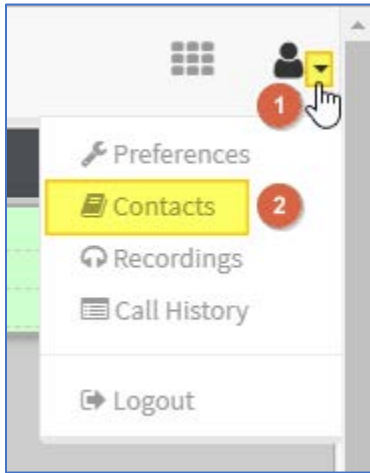


Otherwise, like this:

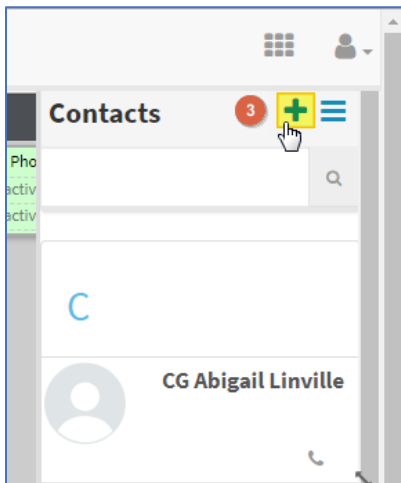


12. If you can't get it to work, contact us.

UPDATING CONTACTS IN FOP2 FOR CALLER ID AND SPEED DIALING



1In the top right corner of FOP2, click on the down arrow next to the person figure as shown, and then ***2*** click on Contacts.



3 Click on the Plus symbol to add a new record (contact entry). Continued on following page. . .

Fill in the desired fields as seen in this example on the left. ***4*** For the beginning of the first name, start with a two or three letter prefix indicating the type of contact, followed by a space, as shown on the left, using the following prefixes, as appropriate:

The screenshot shows a contact form with the following fields and callouts:

- First Name:** Contains "CLR Agnes" with a red circle containing the number 4.
- Last Name:** Contains "Robins (M)" with a red circle containing the number 5.
- Company:** Contains "Sister of Geraldine Smith" with a red circle containing the number 6.
- Address:** Contains "Address".
- Phone 1:** Contains "5618675309".
- Phone 2:** Contains "Phone2" with a large red X over it.
- Email:** Contains "Email".
- Buttons:** "DELETE", "CANCEL", and "SAVE" (with a red circle containing the number 7).

- CG – Caregiver
- CGR – Caregiver related (spouse, parents, children etc.)
- CL – Client
- CLR – Client Related (such as family, POAs etc.)
- RPN – Referral Provider Network
- Ins – Insurance Company (Long Term Care Insurance, or other payors)
- Ven – Vendor (businesses that provide service to your office)
- VIP – Very Important Person (Think Mayor, Police Chief etc.)

For someone with more than one phone number, we recommend creating a separate contact for each number, using only the “Phone 1” field. This will help with the transition to future software enhancements that we have planned. ***5*** At the end of the last name, you will need to designate in parenthesis

Enter phone number with no spaces or other characters

whether a number is mobile (M), home (H) or office (O) as seen in the example on the left. ***6*** In the “Company” field, add any information that will help identify this person. You might indicate a title, such as “Administrator at Life Care” or a relationship to a client

such as “Sister of Geraldine Smith”. You could also write things like “Direct all calls from this person to HISC Owner” or “Estranged stepson of CL George Williams - DO NOT PROVIDE ANY CLIENT INFORMATION”. Presently, this additional information in the “Company” field will only display with a popup window in FOP2 for incoming calls. ***7*** Be sure and save the record when you are done. Note: Please try to follow this guide consistently and enter in new clients and

caregivers promptly to maintain the best possible user experience.

Remember that these contacts are searchable by clicking in the Dial section of FOP2, as seen below, by typing part of the name and selecting it. This will ring your phone and, when you answer it, the system will ring the desired party. This is a very quick way to look up and dial a number. Call David or Matthew Jensen at 863.229.3099 for further help.

The screenshot shows a search bar with three buttons: "Filter", "Dial" (highlighted in yellow with a mouse cursor), and "AVAILABLE".