



ORTHO2

# Edge Pop

**E**dge Pop, a new, free feature available soon for Edge and a future version of ViewPoint, shows which patients and responsible parties are calling into your office with a pop-up notification. With just a few simple clicks, you can quickly access a patient's or responsible party's folder.

In order for Edge Pop to work, your phone system needs a VoIP network that supports SIP capability. In addition, the account you wish to use needs to be in the ring group for the phone number used for Edge Pop. Once logged in to Edge, click the Services drop down menu from the Tasks tab of the Home Ribbon Bar and select Pop. The Edge Pop icon  will now appear in your system tray. Right click the icon to bring up the Settings window.

Call your phone company or IT provider to fill in the required settings. You have the ability to select if you want Edge Pop to open with Edge on this screen. These

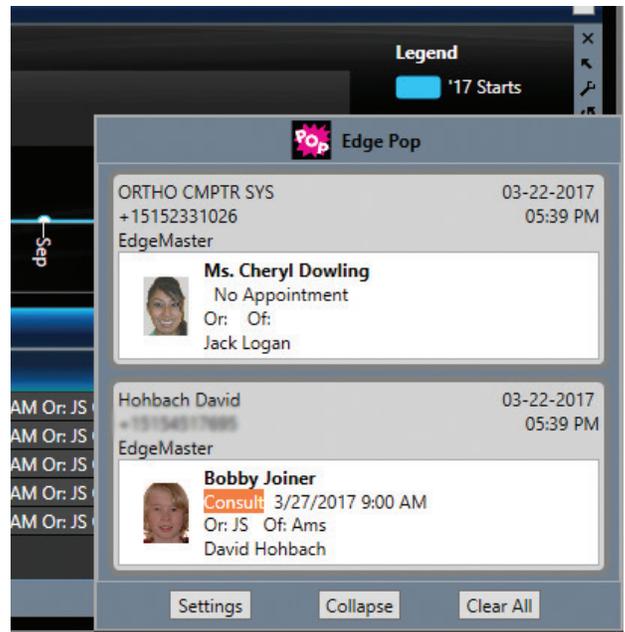
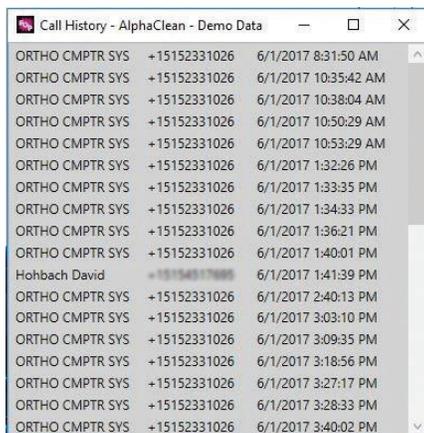
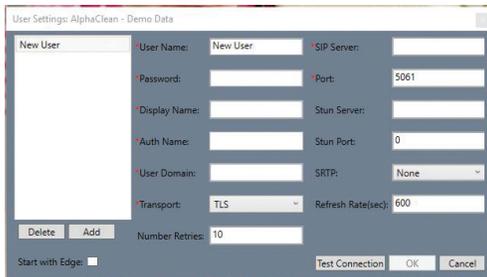
settings are machine specific.

When a patient or responsible party calls in, and the number they are calling from is in the contact information section of either the patient or responsible party folder, a notification will pop-up to alert you who is calling.

Right click the notification to open either the patient's or responsible party's folder, or directly to the financial or insurance tab of the folder.

If a call comes in and the number is not associated with a particular patient or responsible party, right click the notification to either create a new patient or responsible party or associate the number with an existing patient or responsible party.

When you are finished with a notification, right click it and select clear. To view a history of all calls, right click the Edge Pop icon and select Call History. This history will be cleared each time Edge or Edge Pop is closed. 



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