

Your Prospect **Video Call Guide**

With the latest developments with Covid-19, we are looking for new ways to interact with our clients. For that reason we have introduced a new video calling feature. From now on you will be able to call our members of staff and offices.



Follow the simple steps below...

To access the video call with one of our agents, please click on one of the following:

The link in your agent's email signature

OR

The link on the contact page

OR

The video link included on any HTMLs

If accessing the call via your mobile phone, you will need to download the 3CX web meeting app, if you are accessing the call through your computer it should open up in a new window.

Android users can download the app here:



<https://play.google.com/store/apps/details?id=org.tcx.webmeeting>

OR

iOS and Apple users can download the app here:



<https://apps.apple.com/gb/app/3cx-webmeeting/id1039756959>

Once you have selected the link, one of our team members will be notified that you are waiting for them.



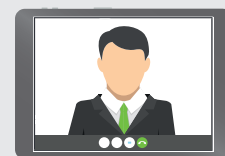
Please allow a few minutes for one of our team members to enter the video.

2 or 3 minutes

It is important that you stay in the waiting room and do not leave as our agents may join one of your previous waiting rooms if you leave.

Please be patient

Once one of our agents have entered the chat you will be able to discuss any questions you may have regarding our properties.



If you have any further questions or encounter any issues, please email: videosupport@prospect.co.uk.

We look forward to seeing you and helping you with your property needs.

If for any reason you are disconnected, wait in the chat and the agent will reconnect.

If you leave the chat or disconnect from your end, you will need to re-click the original link.