Vocera Collaboration Suite Apple iOS User Guide

Version 3.5.0

Notice

Contents

About Vocera Collaboration Suite

Vocera Collaboration Suite is a healthcare mobile application that provides real-time situational awareness and actionable patient data to inform clinical decisions so that care team members can easily communicate and collaborate, improving the experience of the patient and the caregiver.

Getting Started with VCS

Learn how to install and set up Vocera Collaboration Suite for Apple iOS.

To get started with VCS, you need to:

- Ensure that the necessary requirements are in place.
- Install the application.
- Configure your device as either a personal device or a shared device. A personal device is used by one person only, and a shared device is used by a number of people, such as nurses on shift.
- Log into the application. Supply a Personal Identification Number (PIN) if required.
- Customize your application by editing the profile options.

Use the on-screen tutorial, the context-sensitive help, and the supplied online copy of this guide to enable yourself to get started quickly.

Requirements

Before downloading Vocera Collaboration Suite, ensure that your organization has the correct versions of Vocera Voice Server and Vocera Messaging Platform, and has an appropriate network installed.

> **Note:** For device model and operating system requirements, refer to the VCS release notes.

System	Requirements
Vocera	• Vocera Voice Server 5.3.2 or later and Vocera Messaging Platform 5.3.2 or later recommended. Compatible with Vocera Voice Server 4.4.3 and later and Vocera Messaging Platform 5.1 and later. • SIP Telephony Gateway installed and configured • Vocera Client Gateway installed and configured
Network	• 802.11 a/b/g/n/ac wireless network (wireless standards support varies, based on the device) • Reverse proxy server or similar technology to enable connectivity when outside Wi-Fi
Cellular Network	• GSM • CDMA • LTE
Security	Your app's HTTP connections must use HTTPS to use Apple's App Transport Security (ATS) mechanism.

Contact your system administrator for more information on these requirements.

VCS Installation

There are two methods you can use to install Vocera Collaboration Suite for Apple iOS: by email, or from the App Store.

To install VCS by email, open an email sent to you from the Vocera administrator, and click the link to install the app.

To install VCS from the App Store, go to the VCS page in the store to install the app.

Installing by Email

If your Vocera administrator has sent you an email message containing installation instructions, you can use these instructions to install the Vocera Collaboration Suite.

1. On your device, open the email sent to you from the Vocera administrator.
2. Click the link for the Vocera Collaboration Suite app on the App Store.
3. Tap Free.
4. Tap Install.
5. Enter your password, and then tap OK.

Installing from the App Store

If your Vocera administrator has not sent you an email message with installation instructions, you can download the Vocera Collaboration Suite from the App Store and install it.

1. On your device, tap the App Store.
2. Search for "Vocera".
3. Choose the Vocera Collaboration Suite application.
4. Tap Free.
5. Tap Install.
6. Enter your password, and then tap OK.

Reinstalling VCS

If you are reinstalling Vocera Collaboration Suite, you must first ensure that all notification permissions are set.

1. Tap Settings.
2. Tap Notification Center.
3. Locate and tap Vocera.
4. Enable the Show in Notification Center permission. This moves the Vocera Collaboration Suite from the Don't Include listing to the Include listing.
5. Enable all other permissions.
6. Follow the steps in VCS Installation on page 7 to install Vocera Collaboration Suite.

The Status Banner

In the Vocera Collaboration Suite application, a status banner notifies you of any important status information.
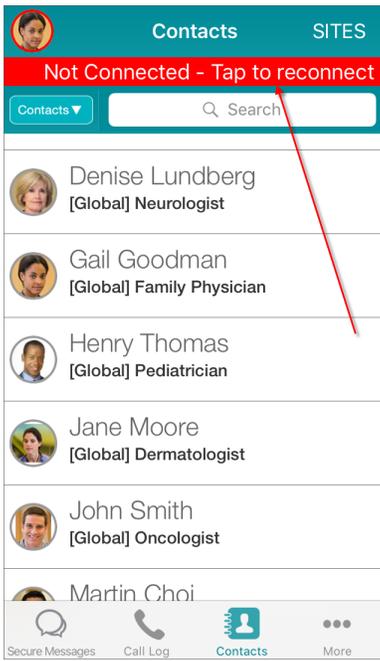
The banner appears under any of the following circumstances, in the priority order shown below:

- When connectivity has been lost, a red banner appears. Tap the banner to attempt to reconnect.
- When you are in a Call and are viewing another screen, a green banner appears. Tap the banner to return to the Call.
- When you are in Do Not Disturb mode, an orange banner appears. Tap the banner to display your user profile, which is where you can set or unset Do Not Disturb.

Launching the App

After you have installed your Vocera Collaboration Suite, you can launch it.

1. Locate the icon for Vocera Collaboration Suite on your iPhone home screen.
2. Tap the Vocera icon to launch the application.

   When you start Vocera Collaboration Suite for the first time, you must configure your device as either a shared device or a personal device. A shared device is used by more than one person, such as a nurse on shift. A personal device is used by one person only.
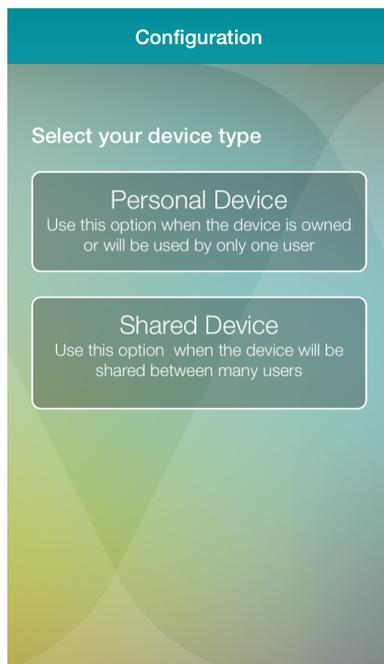
Note: You may be required to supply a four-digit personal identification number (PIN) when registering. For details on the PIN, see **Setting Your PIN** on page 13.

Setting Startup Permissions

When you start the VCS app for the first time, you see popup dialog boxes that request permission to access the microphone and send notifications. Vocera recommends that you grant both of these permissions.

To grant these permissions:

1. Start the VCS app for the first time.
2. When the system dialog box appears that asks you whether you want Vocera to access the microphone, tap OK.
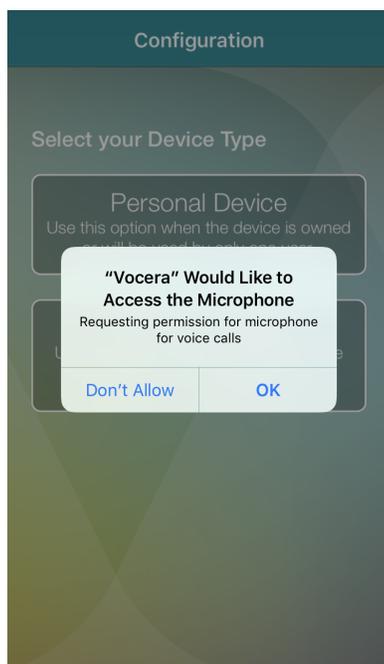
3. When the system dialog box appears that asks you whether you want Vocera to send you notifications, tap Allow.
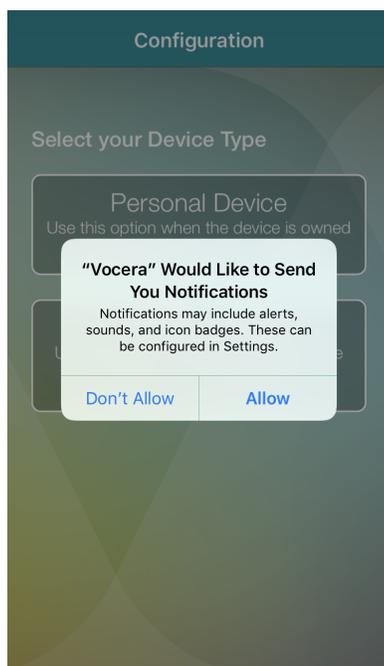
Configuring a Shared Device

If the device on which the Vocera Collaboration Suite is installed is to be used by more than one person, you must configure it as a shared device.

1. Start the Vocera Collaboration Suite.
2. In the Configuration screen, select Shared Device.
3. If your Vocera system is set up for autoconfiguration, the VMP Server domain name or IP address appears in the Server Name or IP field. If this field is blank or you want to use a different server, enter the domain name or the IP address of the VMP Server and tap Register.
4. In the Enter your credentials screen, in the Username field, enter the username that you use to access the VMP Server. If you do not have a username, contact your Vocera administrator to obtain one.
5. In the Password field, enter the password for your username.
6. Tap Login.

Configuring a Personal Device

If you are the only person who will be using your device, you can configure the Vocera Collaboration Suite for personal use.

1. Start the Vocera Collaboration Suite.
2. In the Configuration screen, select Personal Device.
3. From the Select registration type screen, select one of the following:
   - I have an email with the installation instructions
   - I have a registration key
   - I have a Username and Password
4. If you have selected I have an email with the installation instructions, click the registration link in the email provided by the Vocera administrator.
5. If you have selected I have a registration key:
   a. If your Vocera system is set up for autoconfiguration, the VMP Server domain name or IP address appears in the Server Name or IP field. If this field is blank or you want to use a different server, enter the domain name or the IP address of the VMP Server.
   b. Enter the registration key that you have been given.
6. If you have selected I have a Username and Password:
   a. If your Vocera system is set up for autoconfiguration, the VMP Server IP address appears in the Server Name or IP field. Otherwise, enter the name or the IP address of the VMP Server.

b. In the Username field, enter the username that you use to access the VMP Server. If you do not have a username, contact your Vocera administrator to obtain one.

c. In the Password field, enter the password for your username.

When the App is Stopped

Stopping the Vocera Collaboration Suite app is not recommended, as unexpected behavior may result.

When the app is stopped:

• Incoming Vocera calls, broadcasts, panic calls, and conferences are not received. The device is not participating in any Voice workflows.

• When off the network, the VCS app relies solely on the Apple Push Notification Service (APNS) to receive notifications for Secure Messages. The polling mechanism that ensures reliable message delivery is disabled by stopping the application. Once the app is stopped, there is a delay of between 30 seconds and five minutes in delivering notifications to the device.

• Tone and alert overrides no longer work. Even when a VCS text communication is received, you may miss urgent notifications.

Note:
If your device is running iOS 10.3.3 or 11.1 with VCS in the background and you turn the device off, the notification that VCS has been terminated appears very briefly, and also appears when you restart your device.

Log In and Log Out

If your device is a shared device, you must log in to access the Vocera Collaboration Suite. You can log out when you are no longer using it.

If your device has been configured as a personal device, you do not need to log in to access the Vocera Collaboration Suite unless you have logged out. If you have logged out, you can log back in using the instructions provided here.

Note: If your account has been linked to the Vocera Secure Texting application, you cannot use the Vocera Collaboration Suite application. Contact your Vocera administrator if you require additional information.

When you log in, the Secure Messaging screen is displayed. This enables you to quickly access messages in case of emergency. For more details on the Secure Messaging screen, see Secure Messages on page 19.

If you exit from the Vocera Collaboration Suite, you remain logged in when you launch the Vocera Collaboration Suite again. You can log into the system on only one Vocera device at a time. If you log into a second device, the first device provides an audio notification that warns you that you have been logged out of that device.

Note: If you turn off a shared device, your Vocera administrator may have configured your system to automatically log you off after a specified period of time.

Logging In

Before you can use the Vocera Collaboration Suite on a shared device, you must log in. You also must log into Vocera Collaboration Suite on a personal device if you have logged out from it.

1. Start your Vocera Collaboration Suite application. The Enter your credentials to login screen appears.
2. In the Username field, type your user name.

Note: If you have logged out from a personal device, and you are logging back in, the Username field displays your username.

3. In the Password field, type your password.
4. Tap Login.

You are now logged in to Vocera Collaboration Suite, and can use all of the features that have been made available to you.

Note: If you are unable to log in, and you see the message Invalid or missing device certificate, contact your Vocera administrator to obtain the necessary certificate for your device.

Logging Out

When you are no longer using a device, you can log out from it.

1. In the navigation bar at the bottom of the screen, tap Secure Messages, Call Log, or Contacts to display the link to the user profile. This is either your user photo or your initials.
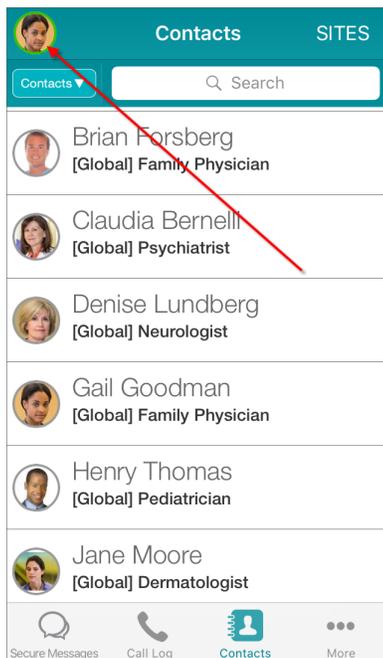
2. Tap the link to display the user profile.
3. Tap Log Out to log out of Vocera Collaboration Suite.

Additional Device Login

If you log in to Vocera Collaboration Suite when you are already logged in on another device, you are automatically logged out from the other device.

User PIN Requirements

Depending on your environment, you may be required to supply a four-digit personal identification number (PIN) to access the Vocera Collaboration Suite. This ensures that your account is not accessed by an unauthorized user.

A PIN is required if:

*   Your system administrator is enforcing the use of a PIN.
*   In the Profile Options, you have set the App Level PIN option. See **About Profile Options** on page 14 for more information on the Profile Options.

If your system requires you to have a four-digit application PIN, you will need to set it when you access the Vocera Collaboration Suite for the first time. You will also need to enter your PIN when you have not accessed the application for a period of time specified by the system administrator.

> **Note:** If you have enabled Touch ID on your device, you can use it instead of a PIN.

Setting Your PIN

If your system requires all users to supply a four-digit PIN to access the Vocera Collaboration Suite, you must set this PIN when you register.

You must also set a PIN if you set the App Level PIN option in the Profile Options.

Note: After you have registered, you do not need to supply this PIN when you log in.

1. In the Enter your PIN screen, enter your new four-digit PIN. This PIN cannot be four identical digits. For example, 1111 and 2222 are not allowed.
2. Confirm your new four-digit PIN.
3. Continue using the Vocera Collaboration Suite.

Entering Your PIN

If a PIN is required to access the Vocera Collaboration Suite, you must supply the PIN if you have not accessed the application for a period of time specified by the system administrator.

Note: If you are attempting to use a shared device when another user has logged in, and a screen is being displayed that is asking that user to supply a PIN, tap Logout to log out the previous user. You can then log in yourself.

1. In the Enter your PIN screen, type your four-digit PIN.
2. If you do not type the correct PIN, you can do any of the following:
    - Attempt to type the PIN again.
    - Log out from the Vocera Collaboration Suite (if the device is a shared device).
    - Reset your PIN. See **Resetting Your PIN** on page 14 for more information on resetting your PIN.

    If you do not type your PIN correctly in five attempts, you must log out or reset your PIN.

Resetting Your PIN

If you have typed your PIN incorrectly when asked for it, you can choose to reset your PIN. To do this, you will need to resupply your login credentials.

1. In the Enter your PIN screen, tap Reset my PIN. This button appears only after you have typed your PIN incorrectly.
2. In the login screen, type your username and password.
3. Enter your new four-digit PIN. This PIN cannot be four identical digits. For example, 1111 and 2222 are not allowed.
4. Confirm your new four-digit PIN.
5. Continue using the Vocera Collaboration Suite.

Note: You will not be able to reset your PIN if you have installed Vocera Collaboration Suite by email or using a registration key and your administrator has not set up valid credentials for you. Valid credentials are either a username and password on the VMP Server or an Active Directory username and password.

VCS Tutorial

When you start the Vocera Collaboration Suite for the first time, a brief tutorial appears that describes how to interact with its interface.

Swipe each screen of the tutorial to view the next screen. To view the tutorial again, tap your profile photo or initials to display your profile, and then tap Settings and Launch Tutorial.

About Profile Options

Use the Profile Options to customize the Vocera Collaboration Suite.

To access the Options, tap your profile photo or initials to display your profile, and tap Settings.

The following table lists the options and settings for this device:

Option	Description
General	

Option	Description
Display Names	The order in which names of contacts are to be displayed. Choose one of: 1. First Middle Last 2. Last, First Middle 3. First Last 4. Last, First
App Level PIN	Whether a four-digit PIN must be supplied to access this device. If the system administrator has specified that a four-digit PIN is required, this option is ignored.
Sort Favorites Alphabetically	Whether Favorites are to be displayed in alphabetical order in the Contacts screen.
Launch Tutorial	Launch a brief tutorial describing the features of the Vocera Collaboration Suite. This tutorial appears when you are new to the Vocera Collaboration Suite.
Notifications	**Note:** If your administrator has specified that all users are to use system-wide notification settings, the options in this section are not available.
Secure Messages	The tones and optional vibrations to use when receiving Secure Messages notifications. You can define a separate tone and vibration for each message priority.
Calls	The tone and optional vibration to use when receiving Call notifications.
Notify Me	The tone to use when receiving notifications of responses to Secure Messages. The vibration pattern cannot be changed, so you can only turn vibration on or off.
Other	The tone to use when receiving notifications for: • Forwarded messages • Changes in On-Call status • New Content • New voicemail, voice reminders, and missed calls This tone length is only one second, so the vibration pattern cannot be changed, but you can turn the vibration on or off.
Secure Messages	
Remind Me Later	When you do not respond to a Secure Message notification popup, the number of minutes to wait before reminding you of the message. If this option does not appear, your administrator has disabled it on the server. This reminder option is provided for Urgent and High priority messages only, unless the Remind Me Later For Normal Messages option is set. **Note:** Remind Me Later notifications are cleared if you are in the VCS app and you are viewing the Secure Messages screen.
Remind Me Later For Normal Messages	Set this if you want Remind Me Later for messages of Normal priority. If this option does not appear, your administrator has disabled it on the server.
Network	
Server	The IP address of the VMP Server.
SSL	Whether or not to use SSL to ensure secure connectivity. Your system administrator may not have enabled SSL, or may be forcing all Vocera Collaboration Suite users to use SSL when accessing the VMP Server.
Info	
User Name	The name of the user using the Vocera Collaboration Suite.
Application Version	The Vocera Collaboration Suite version installed on this device.
iOS Version	The version of the iOS operating system that is installed on this device.
Upload Log Files	Upload Vocera Collaboration Suite log files. When uploading logs, it is recommended that you provide additional details to help with troubleshooting. Log files can be uploaded to the server or sent by email to the Vocera support team. An administrator must then retrieve these logs from the server.

Updating Your Profile Picture

If your administrator has enabled this privilege, you can update your profile picture, which is the picture that other users see when they view your contact information.

1. Tap your profile picture to display the user profile. If you do not have a profile picture, tap your initials.
2. Tap Edit Profile Picture. This displays a larger-sized version of your profile picture, if it exists.

> **Note:** If the Edit Profile Picture option is not available in your user profile, your administrator has not granted you the ability to update your profile picture.

3. Tap Edit to edit the photo. A popup menu appears, listing the editing choices that are available to you.
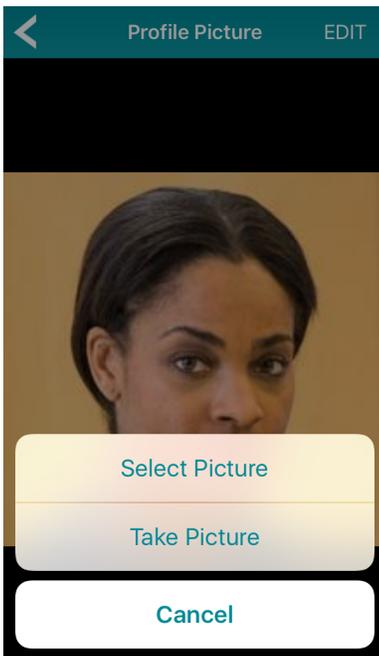
4. Select one of the following options:
    - Select Picture: Select an existing picture to use as your profile picture.
    - Take Picture: Take a new profile picture.
    - Cancel: Cancel editing.
5. Tap the Back button to return to the Secure Messages screen.
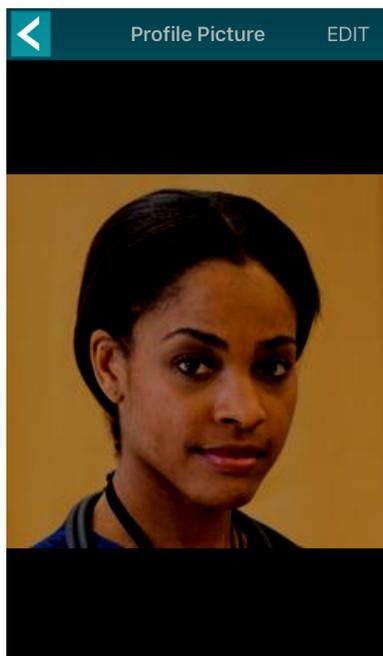
Accessibility Capabilities

The Vocera Collaboration Suite app supports the speech-to-text dictation capabilities provided by your device's keyboard to permit greater accessibility for people who have a disability.

Important: Because Apple sends the audio to cloud services outside our secure texting applications, make sure you use this feature as prescribed by your organization's HIPAA guidelines.

Locking Your Device

Vocera recommends that you lock your device when not in use. This ensures that you do not accidentally perform an unwanted task while the device is in your pocket or stored elsewhere.

Contact your device's manufacturer for details on how to lock your device.

The VCS Modules

Vocera Collaboration Suite is organized into modules. Each module provides a useful communication capability.

The following modules are defined:

- Secure Messages
- Call
- Contacts
- Patients
- Schedule
- On-Call
- Content
- Help

The Patients module is accessible if your system administrator has linked your VCS environment to an Engage environment. See Real-time Situational Awareness on page 58 for more information.

Accessing Modules

To access a module, tap its icon at the bottom of the screen. (To access the Call module, tap Call Log.)
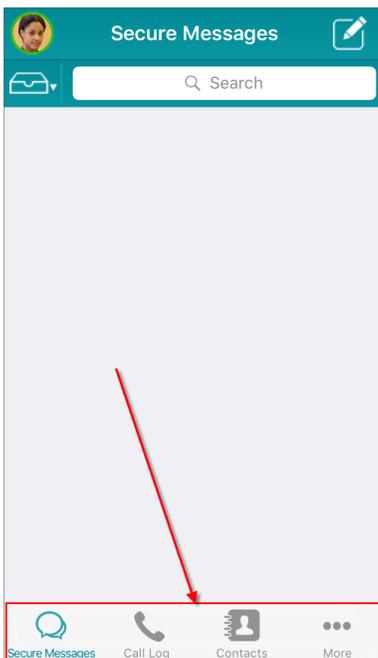
If the icon for the module is not visible, tap More.
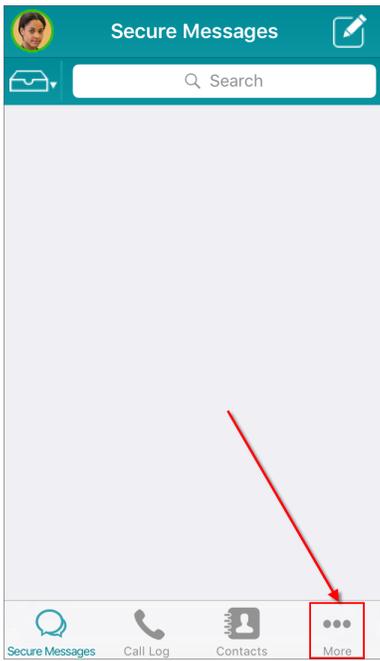
This displays a menu that lists the additional modules. Tap on a menu item to open its module.
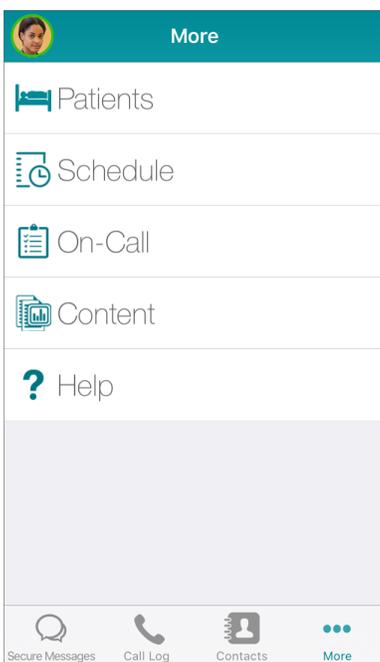
Secure Messages

The Secure Messages module allows you to use messaging and chat-style conversations to communicate with VCS users or groups in your on-premises network. The security capabilities built into VCS ensure that sensitive data, such as patient medical information, is transmitted securely.

From the Secure Messages module, you can:

• Send a secure message to any user or group. You can be notified if any or all recipients have read your message.

• Send a notification to an Escalation Distribution List. If it is not read by its initial recipients, it will be escalated to other recipients who can then respond to it.

• Start a conversation with one or more users or members of groups.

- Send messages to VMP Web Console users and start conversations with them.
- Receive alerts from third-party systems and other applications that are integrated with VCS in your environment.
- Forward messages to other users to ensure that important issues are dealt with while you are away or busy.

The Secure Messages Screen

The Secure Messages screen lists all of the notifications sent to you and all of the conversations that you have participated in.

This screen appears when you log into or start up the Vocera Collaboration Suite. From this screen, you can access your user profile, compose a new message, search your messages, or use the navigation bar to access other Vocera Collaboration Suite screens.

To access the Secure Messages screen from another screen, tap Secure Messages in the navigation bar at the bottom of the screen.

Here is the layout of the Secure Messages screen:
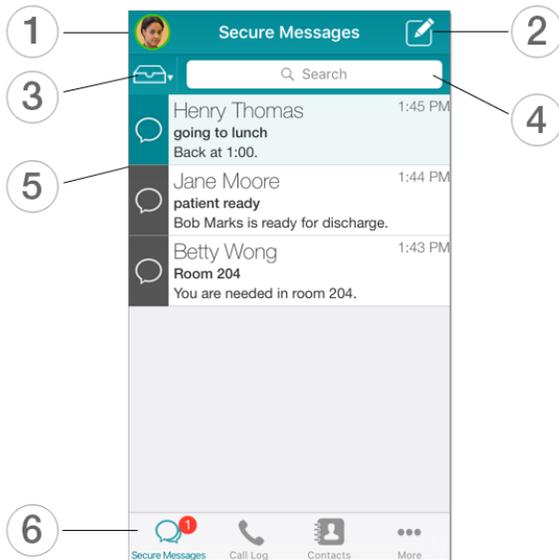
The following list describes the layout of the Secure Messages screen:

1	Your profile picture. Tap this photo to display your user profile. From the user profile, you can set Do Not Disturb settings, edit your profile picture, change your profile options, or log out from a shared device.
	The colored ring around your photo indicates your current status. Green indicates that you are available, and orange indicates that you have set Do Not Disturb.
	If you do not have a profile picture, your initials are displayed.
2	Tap this icon to compose a new message.
3	Tap this icon to display the Filters dropdown list. From this dropdown list, you can specify that notifications, conversations, or both are to be displayed in this screen. You can also specify that only unread messages or messages to which you have not responded are to be displayed.
4	Use the search field to display only notifications and conversations that match the specified search criterion.

5 Tap a message to display its details. The icon or icons at the left of the message indicate the type of the message and provide information about it:

        This message is a notification.

        This message is a conversation.

        This message is a group conversation.

!   This message is of High or Urgent priority.

        The Notify Me option has been set for this message, and a response has not been received. See **Requesting a Response** on page 33 for more details.

A message with a green background is not yet read.

Each message link consists of three lines of text:

- The message recipients, in larger size text.
- The message subject, in smaller size text and bold face. (If there is no message subject, and patient information has been added to the message, the patient name is included in the subject location in place of the subject.)
- The most recent conversation text, in smaller size text.

6 From the navigation bar, you can access other Vocera Collaboration Suite screens. If you have received unread messages while in another Call or conversation, a count of the unread messages is displayed in the Secure Messages icon:

Note: If you have reached the Vocera Collaboration Suite from another application, a banner is displayed above the navigation bar. Tap this banner to return to that application.

Sending a Message

From the Secure Messages screen, you can send a new message.

1. In the Secure Messages screen, tap the Compose icon at the top right of the screen.
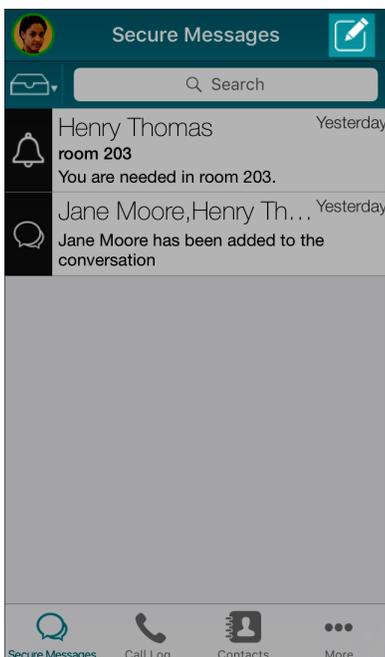
If message templates have been created for your environment, the New Text screen appears.
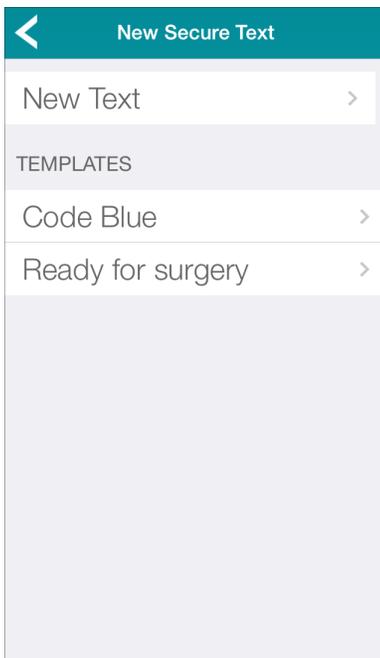
Note: To skip this screen, tap and hold the Compose icon.

For details on creating a message using a message template, see Using a Template on page 27.

2. Tap New Text to create a new message without a template. The Select User / Group screen appears.

Note: This is the screen that appears if no message templates have been created for your environment.

3. Filter the recipient list using one of the following options, available at the top left of the screen:
   - Favorites: Show favorites only.
   - Contacts: Show all contacts.

4. In the Search field, type the first few characters of the name of the contact to which you want to send a message. Each character you type performs an incremental search displaying a list of closest matching contacts.

   Details on the contact's current status are provided below the contact's name and title. These include the following:

   - The contact's availability status, corresponding to the colored ring around the user's photo or initials. This is one of Available, Do Not Disturb, or Not Available. For Do Not Disturb, the current status indicates whether calls, messages, or both or are not being let through.

   - Messages Forwarding indicates that messages to this contact are being forwarded to another contact.

   - Off Campus indicates that the contact is available but is not on the corporate network. An example of this is when the contact is logged into the VMP Web Console.

   Note: If a message recipient is having messages forwarded to another contact, that contact is automatically added to the list of recipients when the message is sent.

   If you are in the Favorites screen and the contact is an individual user, the color of the ring around the contact's photo or initials indicates the contact's availability:

   - Green: The contact is available.

   - Yellow: The contact is in Do Not Disturb mode for voice, text, or both.

   - Red: The contact is unavailable.

   Groups and distribution lists have a gray ring.

5. Tap on a contact name to include the contact in the message. If the contact is an individual user, the colored dot next to the contact indicates whether the contact is available. The colors are identical to those used in the Favorites screen:

   - Green: The contact is available.

   - Yellow: The contact is in Do Not Disturb mode for voice, text, or both.

   - Red: The contact is unavailable.

   For groups and distribution lists, the dot next to the contact is gray.

   To remove a contact from the message, tap the contact name in the To field to select it and tap the backspace key. Tap a selected contact name again to cancel the remove operation and continue with the message.

6. To add additional contacts, from the New Secure Message screen, tap Add Contact.
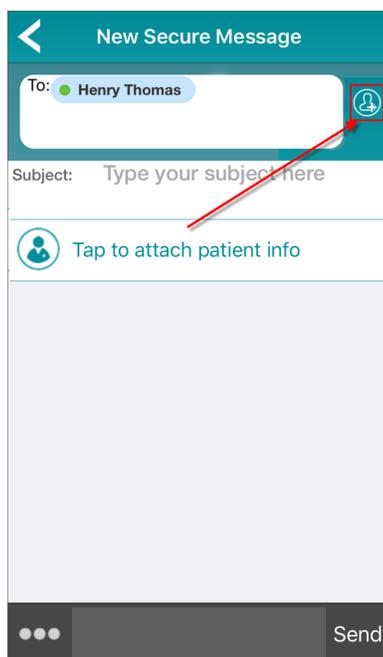
   You can also type the start of a contact name. A list of matching contents then appears. From this list, you can select the contact that you want to add.

7. In the Subject field, type the subject of the message.

8. If your system administrator has implemented the Engage patient context adapter, you can add a link to information on a specific patient to the message. See **Real-time Situational Awareness** on page 58 for details. To add patient information:

   a. Tap the Tap to attach patient info link. The Select Patient screen appears.

   > **Select Patient**
   >
   > All Patients ▼   Search by name, room or MRN
   >
   > **Abel, Ismael Q.**
   > Room: 7063   09/Jan/1954 (63y)
   > Unit: HATH 07PP
   > MRN: IsmaelAbel19540109
   >
   > **ACUNA, GABRIEL**
   > Room: CC473   14/Jun/1984 (33y)
   > Unit: FACILITY CARDIO
   > MRN: 12345640202275565
   >
   > **Adair, Eugene Y.**
   > Room: 12030   14/Mar/1973 (44y)
   > Unit: HATH 12Med
   > MRN: EugeneAdair19730314
   >
   > **ADAMS, BARBARA S**
   > Room: CC593   27/Dec/1945 (68y)
   > Unit: FACILITY CARDIO
   > MRN: 1234564020180919
   >
   > **ADAMS, BARBARA S**
   > Room: N593   27/Dec/1945 (68y)
   > Unit: FACILITY NICU
   > MRN: 909090180919
   >
   > **Adams, Janae V.**

   If no patient information is available, this link does not appear.

   b. Tap My Patients to see a list of patients assigned to you, or tap All Patients to view a list of all patients for which information is available.

   c. Type text in the search field to limit the patient list to patients whose name matches your search text.

   d. Tap on the patient whose information you want to add.

   A link to the patient information is now displayed in the message.

   > **New Secure Message**
   >
   > To: ● Henry Thomas
   >
   > Subject: Type your subject here
   >
   > **ADAMS, BARBARA S**   X
   > Room: CC5... DoB: 27/Dec/1945 (68y)
   >
   > ●●●   Send

   Note: If you have attached patient information to your message, and there is no text in the Subject field, the patient name appears as the subject in the Secure Messages screen.

9. For additional message options, tap More.

Additional options appear:
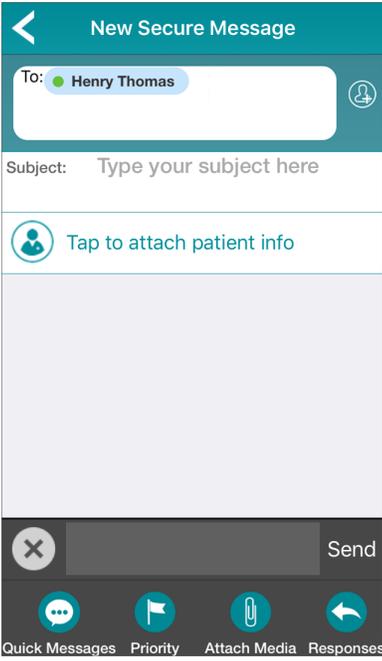
Tap Close to hide the additional options.
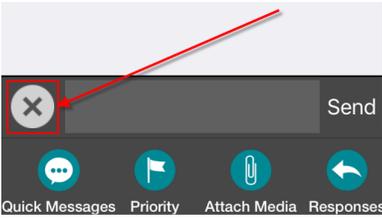
10. Do one of the following:

    a. To send a text message, type in the text box.
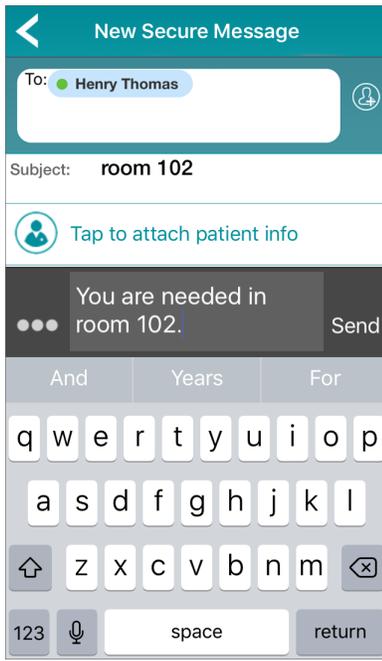
To specify a priority for your message, tap More to display the additional options, and then tap Priority. In the Priority screen, select one of Normal, High, or Urgent. The following table lists the notifications sent for each priority:

| Priority	Notifications
Normal	Single ring and vibration
High	Multiple rings and vibrations
Urgent	Multiple rings (overriding the phone's volume and mute settings) and vibrations

Tap Send to send the message.

> **Important:** On some devices, messages sent with Urgent priority may be spoken out loud to some recipients. Sending confidential patient health information with this priority may violate privacy regulations.

On iOS devices, if your phone is locked and a message is received with High priority, the rings stop when you swipe your device. If a message is received with Urgent priority, the rings do not stop until you view the message.

> **Note:** If you send a message to a badge, the badge user is automatically asked whether to respond to the message on the badge or whether to call you.

b. If your administrator allows pictures to be added to messages, tap Attach Media. From the menu that appears, select the attachment operation that you want to perform. The available options are:

- Select Picture - send a picture from your saved pictures archive.
- Take Picture - take a picture with your device's camera and send it.
- Cancel - cancel sending the picture.

Your administrator may have disabled either the Select Picture option or the Take Picture option. If your administrator has disabled both, Attach Media is not available.

c. To request a specific response from the recipients of your message, tap More to display the additional options, and then tap Responses. This displays a separate screen on which you can create a message that requires a response. See Requesting a Response on page 33 for more details.

> **Note:** If the message is not sent successfully, Vocera Collaboration Suite will attempt to resend the message for two minutes before giving up.

Using a Template

Your administrator may have created message templates for you to use. These templates enable you to send emergency messages quickly, as the text and recipients have already been defined for you.

1. In the Secure Messages screen, tap the Compose icon at the top right of the screen.
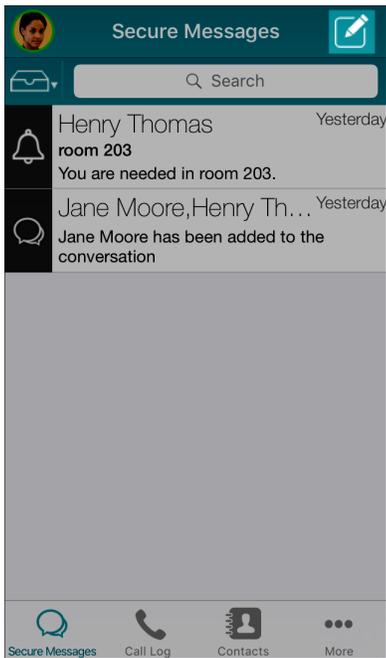
If message templates have been created for your environment, the New Text screen appears.
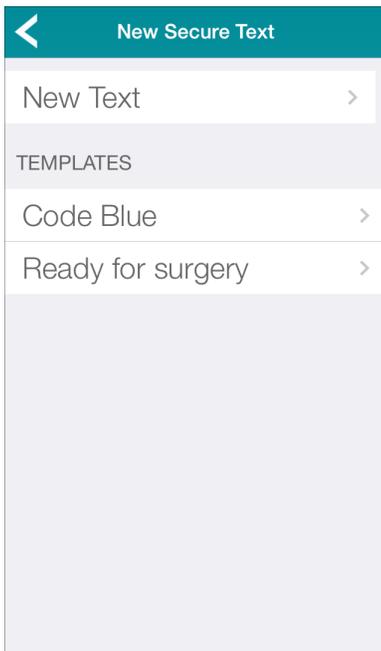
2. Tap the name of the message template that you want to use. The template is displayed.

CANCEL **New Secure Text**   SEND

To: ● Doctors

Subject: **Code Blue**

Tap to attach patient info

Message: **There is a Code Blue in ER**

MESSAGES SETTING

Priority   Normal ›

Notification Expiration   Never ›

Response Expiration   Never ›

Notify Me   OFF ›

Deliver to on campus users only

RESPONSE OPTIONS
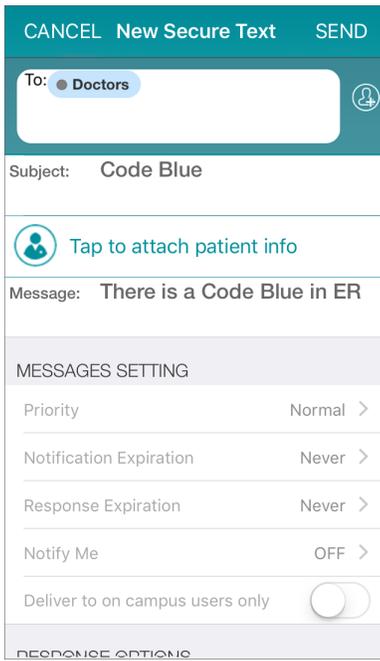
3. To add additional message recipients, tap Add Recipient to display the Select User / Group screen.

CANCEL **New Secure Text**   SEND

To: ● Doctors

Subject: **Code Blue**

Tap to attach patient info

Message: **There is a Code Blue in ER**

MESSAGES SETTING

Priority   Normal ›

Notification Expiration   Never ›

Response Expiration   Never ›

Notify Me   OFF ›

Deliver to on campus users only

RESPONSE OPTIONS
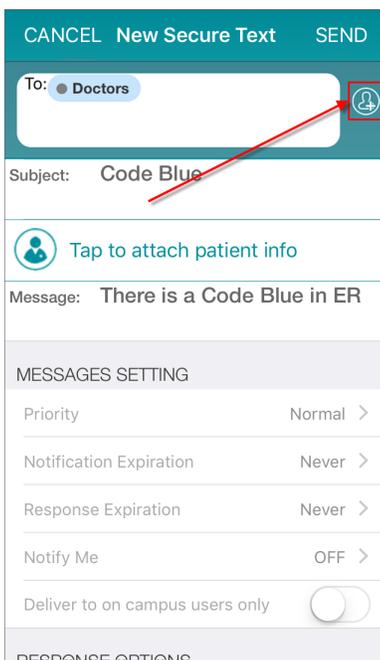
When the Select User / Group screen appears:

a. Filter the recipient list using one of the following options, available at the top left of the screen:

- Favorites: Show favorites only.
- Contacts: Show all contacts.

b. In the Search field, type the first few characters of the name of the contact to which you want to send a message. Each character you type performs an incremental search displaying a list of closest matching contacts.

c. Tap on a contact name to include the contact in the message.

If you are in the Favorites screen and the contact is an individual user, the color of the ring around the contact's photo or initials indicates the contact's availability:

- Green: The contact is available.
- Yellow: The contact is in Do Not Disturb mode for voice, text, or both.
- Red: The contact is unavailable.

Details on the contact's current status are provided below the contact's name and title. These include the following:

- The contact's availability status, corresponding to the colored ring around the user's photo or initials. This is one of Available, Do Not Disturb, or Not Available. For Do Not Disturb, the current status indicates whether calls, messages, or both or are not being let through.
- Messages Forwarding indicates that messages to this contact are being forwarded to another contact.
- Off Campus indicates that the contact is available but is not on the corporate network. An example of this is when the contact is logged into the VMP Web Console.

Note: If a message recipient is having messages forwarded to another contact, that contact is automatically added to the list of recipients when the message is sent.

To remove a contact from the message, tap the contact name in the To field to select it and tap the backspace key. Tap a selected contact name again to cancel the remove operation and continue with the message.

4. In the Subject field, if no message subject has been provided in the template, type the message subject. If subject text has been provided, you can edit it.

5. If your system administrator has implemented the Engage patient context adapter, you can add a link to information on a specific patient to the message. See **Real-time Situational Awareness** on page 58 for details. To add patient information:

   a. Tap the Tap to attach patient info link. The Select Patient screen appears.

Select Patient
All Patients ▼   Search by name, room or MRN
Abel, Ismael Q. Room: 7063   09/Jan/1954 (63y)   Unit: HATH 07PP   MRN: IsmaelAbel19540109
ACUNA, GABRIEL Room: CC473   14/Jun/1984 (33y)   Unit: FACILITY CARDIO   MRN: 12345640202275565
Adair, Eugene Y. Room: 12030   14/Mar/1973 (44y)   Unit: HATH 12Med   MRN: EugeneAdair19730314
ADAMS, BARBARA S Room: CC593   27/Dec/1945 (68y)   Unit: FACILITY CARDIO   MRN: 1234564020180919
ADAMS, BARBARA S Room: N593   27/Dec/1945 (68y)   Unit: FACILITY NICU   MRN: 909090180919
Adams, Janae V.

   If no patient information is available, this link does not appear.

   b. Tap My Patients to see a list of patients assigned to you, or tap All Patients to view a list of all patients for which information is available.

   c. Type text in the search field to limit the patient list to patients whose name matches your search text.

   d. Tap on the patient whose information you want to add.

   A link to the patient information is now displayed in the message.

> **Note:** If you have attached patient information to your message, and there is no text in the Subject field, the patient name appears as the subject in the Secure Messages screen.

6. The Message field contains the message text that has been provided as part of the messaging template. You can edit this text if you like.

7. Below the Message field, your administrator may have created additional fields in which you can provide information. One or more of these fields may be required. Here is an example:
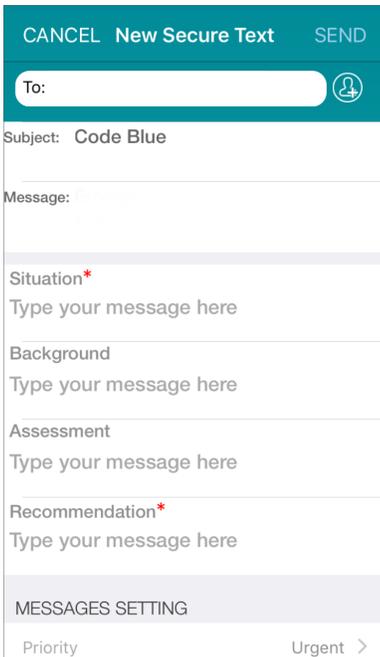
When you send a message using this template, the custom fields are included as part of the text of the message:
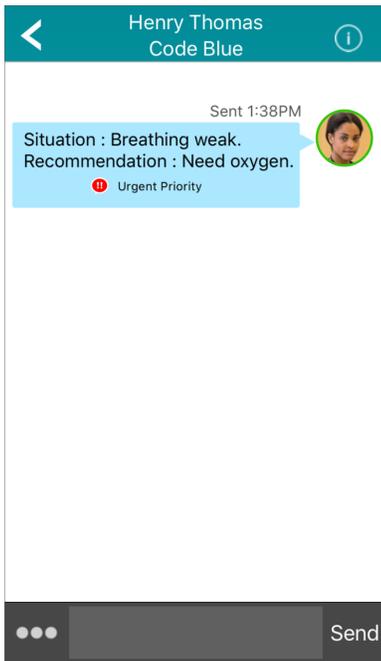
For more information on the templates and fields in use in your environment, contact your administrator.

8. Tap Priority to change the message priority.

Select one of Normal (the default), High, or Urgent.

See **Sending a Message** on page 21 for details on how these priority levels are handled.

> **Important:** On some devices, messages sent with Urgent priority may be spoken out loud to some recipients. Sending confidential patient health information with either of these priorities may violate privacy regulations.

9. Tap Notification Expiration to specify a time limit for this notification, after which the message conversation will expire. Select Never (the default) if the notification never expires, or select 2, 5, or 10 minutes. You can also specify a custom number of minutes before the notification expires.

> **Note:** Once a message conversation has expired, the message will no longer be delivered to VCS and VMP Web Console users that have not yet received it and will not be retrieved the next time they log in.

10. Tap Response Expiration to specify a time limit for the response request. Select Never (the default) if the response request never expires, or select 2, 5, or 10 minutes. You can also specify a custom number of minutes before the response request expires.

11. Tap Notify Me if you want to receive a notification if you do not receive a response within a specified time. In the Notify me screen, select Send Notification to enable response notification. Select a time period, which can be 2, 5, or 10 minutes. You can also specify a custom time period.

If the message is not responded to during this time period, a notification banner is displayed at the top of the screen, and a red star icon is displayed in the message link in the Secure Messages screen:
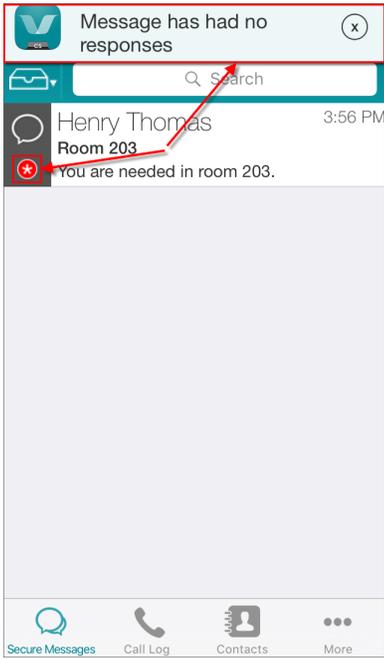
Tap Close to hide the notification.

12. Select Deliver to on-campus users only if this message is to be delivered only to users who are on-campus. This ensures that emergency messages are sent only to those people who can immediately respond to them.

13. Tap in the Response Options section to add a response option, and then type the text of the response option. Repeat until all of the response options that you want to specify have been added. To remove a response option that you have added, tap Delete.
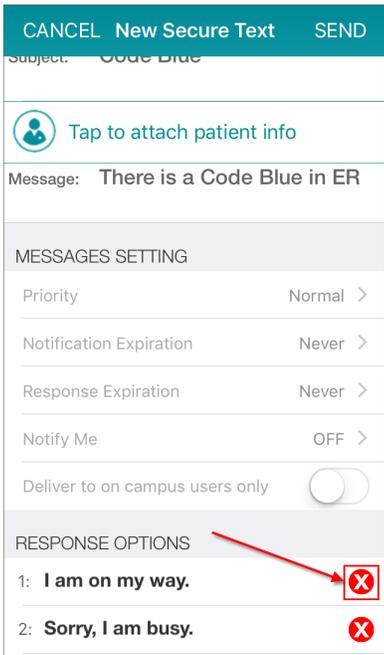
Note: If you are sending a message to a Vocera badge, response options can be a maximum of 15 characters.

14. Tap Send to send the message.

Note: If the message is not sent successfully, Vocera Collaboration Suite will attempt to resend the message for two minutes before giving up.

Requesting a Response

If you want to ensure that your message is read and understood, you can send a message that requires a response.

1. In the Secure Messages screen, tap the Compose icon at the top right of the screen.
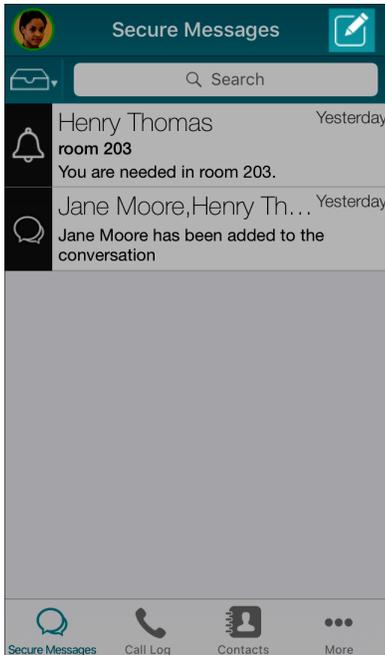
If message templates have been created for your environment, the New Text screen appears.
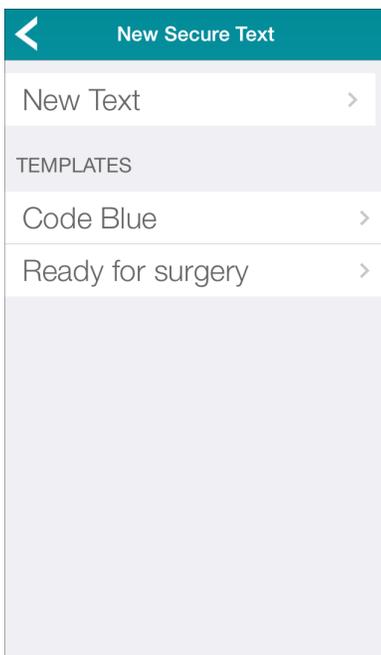
Note: To skip this screen, tap and hold the Compose icon.

For details on creating a message using a message template, see Using a Template on page 27.

2. Tap New Text to create a new message without a template. The Select User / Group screen appears.

Note:	This is the screen that appears if no message templates have been created for your environment.

3. Tap More to display the additional message options.

Additional options appear:
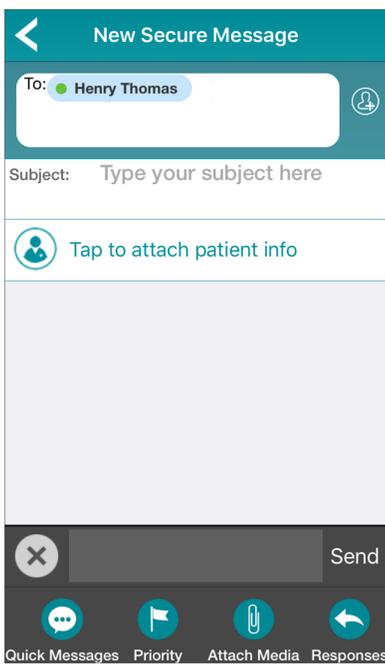
4. Tap Responses to display the screen on which you can create a message that requires a response.

CANCEL **Response Request** SEND

Message: **Please go to room 203.**

MESSAGES SETTING

Priority   Normal ›

Response Expiration   Never ›

Notify Me   OFF ›

RESPONSE OPTIONS

1: Tap to add response option

5. In the Message field, type the message that you want to send.

6. Tap Priority to change the message priority.

   Select one of Normal (the default), High, or Urgent.

   See **Sending a Message** on page 21 for details on how these priority levels are handled.

   Important: On some devices, messages sent with Urgent priority may be spoken out loud to some recipients. Sending confidential patient health information with either of these priorities may violate privacy regulations.

7. Tap Response Expiration to specify a time limit for the response request. Select Never (the default) if the response request never expires, or select 2, 5, or 10 minutes. You can also specify a custom number of minutes before the response request expires.

8. Tap Notify Me if you want to receive a notification if you do not receive a response within a specified time. In the Notify me screen, select Send Notification to enable response notification. Select a time period, which can be 2, 5, or 10 minutes. You can also specify a custom time period.

   If the message is not responded to during this time period, a notification banner is displayed at the top of the screen, and a red star icon is displayed in the message link in the Secure Messages screen:
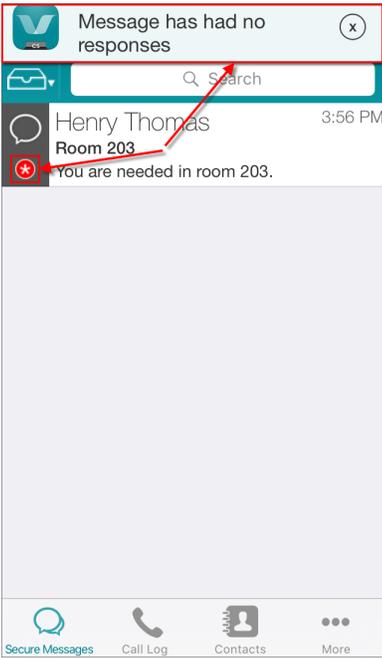
Tap Close to hide the notification.

9. Tap in the Response Options section to add a response option, and then type the text of the response option. Repeat until all of the response options that you want to specify have been added. To remove a response option that you have added, tap Delete.
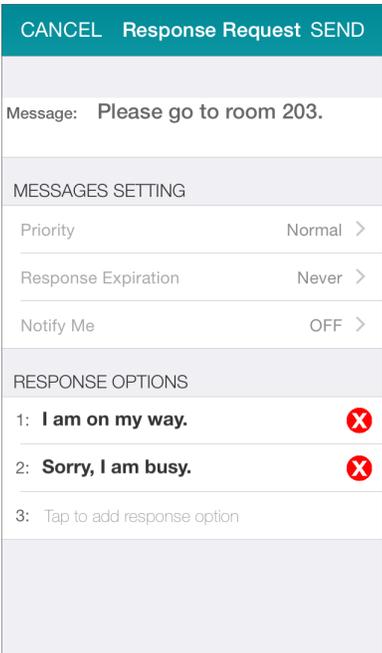
> **Note:** If you are sending a message to a Vocera badge, response options can be a maximum of 15 characters.

10. Tap Send to send the message.

Sending to an Escalation DL

An Escalation Distribution List (DL) is a defined escalation workflow that your administrator creates for you. It allows you to specify one or more users or groups that are to receive a message and additional sets of users or groups that are to receive the message if the initial recipients do not respond within a specified time.

An Escalation Distribution List contains one or more branches, each of which specifies one or more users or groups. When a message is sent to the list, it is sent to the first branch that you have defined. If no one in the first branch responds in the specified time, the message is escalated to the next branch, and then to additional branches if necessary.

You can send a message to any Escalation Distribution List that you have permission to view. This message is sent as a notification.

1. In the Secure Messages screen, tap the Compose icon at the top right of the screen.
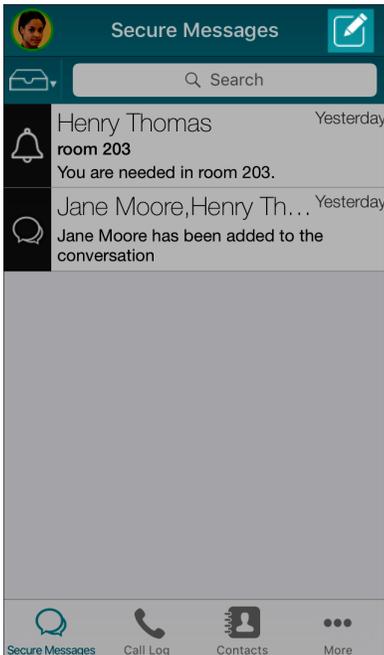
If message templates have been created for your environment, the New Text screen appears.

Note: To skip this screen, tap and hold the Compose icon.

For details on creating a message using a message template, see **Using a Template** on page 27.

2. Tap New Text to create a new message without a template. The Select User / Group screen appears.

Select User / Group
Contacts ▼   🔍 Search

Betty Wong
[Global] Surgeon

Brian Forsberg
[Global] Family Physician

Claudia Bernelli
[Global] Psychiatrist

Denise Lundberg
[Global] Neurologist

Henry Thomas
[Global] Pediatrician

Jane Moore
[Global] Dermatologist

John Smith
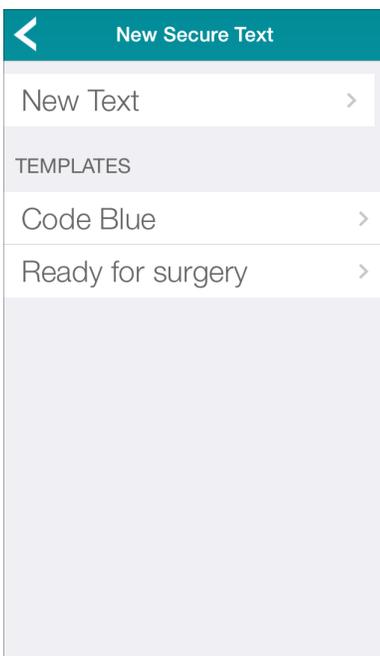
Note: This is the screen that appears if no message templates have been created for your environment.

3. From your Favorites or from your list of Contacts, select the Escalation Distribution List to which you want to send the message. The New Secure Text screen appears.

CANCEL **New Secure Text**   SEND

To: [Escalation] On-Call Doctors

Subject:

👤 Tap to attach patient info

Message:

MESSAGES SETTING

Priority   Normal ›

Response Expiration   Never ›

Notify Me   OFF ›

RESPONSE OPTIONS

1: Tap to add response option
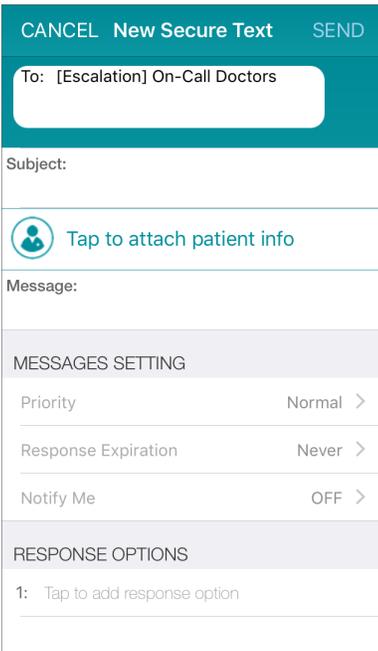
Note: Vocera recommends sending a message to one Escalation Distribution List only.

4. In the Subject field, type the subject of the message.
5. If your system administrator has implemented the Engage patient context adapter, you can add a link to information on a specific patient to the message. See **Real-time Situational Awareness** on page 58 for details. To add patient information:

    a. Tap the Tap to attach patient info link. The Select Patient screen appears.

If no patient information is available, this link does not appear.

    b. Tap My Patients to see a list of patients assigned to you, or tap All Patients to view a list of all patients for which information is available.

    c. Type text in the search field to limit the patient list to patients whose name matches your search text.

    d. Tap on the patient whose information you want to add.

A link to the patient information is now displayed in the message.

6. In the Message field, type the contents of the message.

7. Tap Priority to change the message priority.

   Select one of Normal (the default), High, or Urgent.

   > **Important:** On some devices, messages sent with High or Urgent priority may be spoken out loud to some recipients. Sending confidential patient health information with either of these priorities may violate privacy regulations.

8. Tap Response Expiration to specify a time limit for the response request. Select Never (the default) if the response request never expires, or select 2, 5, or 10 minutes. You can also specify a custom number of minutes before the response request expires.

9. Tap Notify Me if you want to receive a notification if you do not receive a response within a specified time. In the Notify me screen, select Send Notification to enable response notification. Select a time period, which can be 2, 5, or 10 minutes. You can also specify a custom time period.

10. Tap in the Response Options section to add a response option, and then type the text of the response option. Repeat until all of the response options that you want to specify have been added. To remove a response option that you have added, tap Delete.

CANCEL	New Secure Text	SEND
Subject:	Code Blue	
	Tap to attach patient info	
Message:	There is a Code Blue in ER	
MESSAGES SETTING		
Priority	Normal	>
Notification Expiration	Never	>
Response Expiration	Never	>
Notify Me	OFF	>
Deliver to on campus users only		
RESPONSE OPTIONS		
1: **I am on my way.**		⊗
2: **Sorry, I am busy.**		⊗

> **Note:** If you are sending a message to a Vocera badge, response options can be a maximum of 15 characters.

11. Tap Send to send the message.

In the Secure Messages screen, notifications sent to Escalation Distribution Lists are tagged as shown:
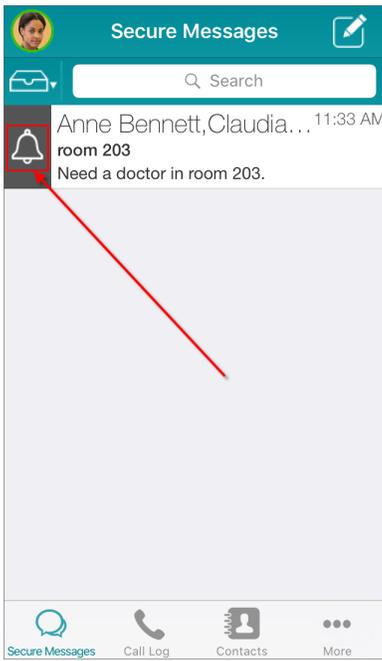
While the server is processing the message, the recipients field is set to Escalation in Progress. If no recipients are available after all branches of the Escalation Distribution List have been processed, the recipients field is set to No Recipients Available.

A recipient is considered unavailable if his or her messages are being forwarded to a contact who is unavailable.

Note: When you receive a notification, tap the profile picture to initiate a conversation with the sender.

Mass Notification

When you create a message that has more than 50 recipients, the message is automatically treated as a Mass Notification.

When you have sent a Mass Notification, you cannot view the list of recipients from the sent message. A message appears that notifies you that response details are available from the VMP Web Console only.

When you receive a Mass Notification, the recipient field contains the text N Participants, where N is the number of recipients, and no response status indicator is displayed.

Note: Response notification cannot be specified for a Mass Notification.

Responding to a Message

In the Secure Messages screen, you can respond to a message that has been sent to you or continue a conversation that you are having.

To respond to a message:

1. In the Secure Messages screen, tap on the message or conversation to which you want to respond.
   Each participant's availability is indicated by a colored ring around the participant's picture. Green indicates that the participant is available to continue the conversation:
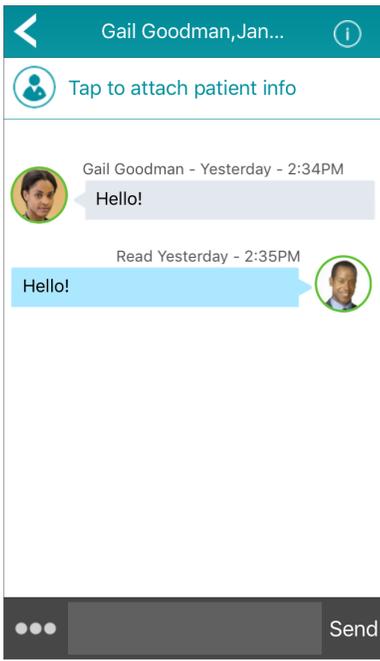
A red ring indicates that the participant is not available, and an orange ring indicates that the participant is now in Do Not Disturb mode. (See **Do Not Disturb** on page 124 for more information on Do Not Disturb.)

2. If you have received a message that requires a response, a list of the response options is provided for you:
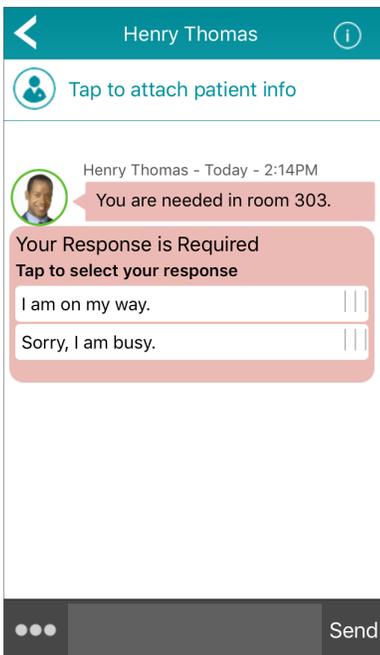
Note: If the response has an expiration time, it is displayed below the list of response options.

a. Tap a response option to select it:
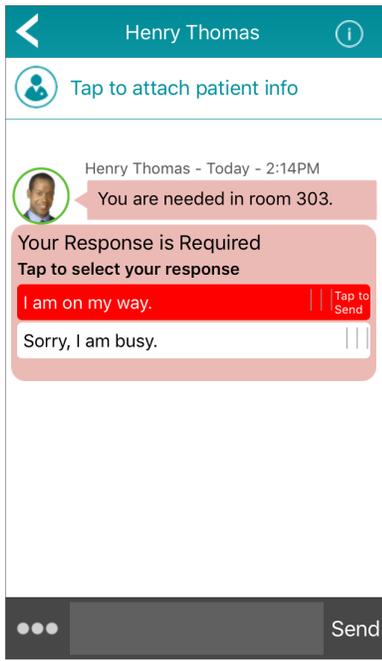
b.   Tap the response option again to send it.

3.   If the message does not require a response, and you want to continue the conversation, type your text in the text box and tap Send.

When you are sending a message using the text box, you can set a message priority, attach a photo, or require a response. For details on how to use any of these advanced options, see **Sending a Message** on page 21.

4.   Tap on the profile picture of any person in the conversation to display their contact details. This enables you to initiate a call or send a secure message to this contact. See **Contact Details** on page 108 for more information.

Adding a Quick Message to a Conversation

A quick message is a pre-defined message text that you can select and add to your conversation without having to type any text. This enables you to quickly add frequently used or urgent messages to the conversation.

You can use quick messages that have been defined for a group to which you belong, or you can create them yourself. For more information on creating quick messages, see **Creating a Quick Message** on page 45.

1.   In a message conversation, tap Quick Messages.
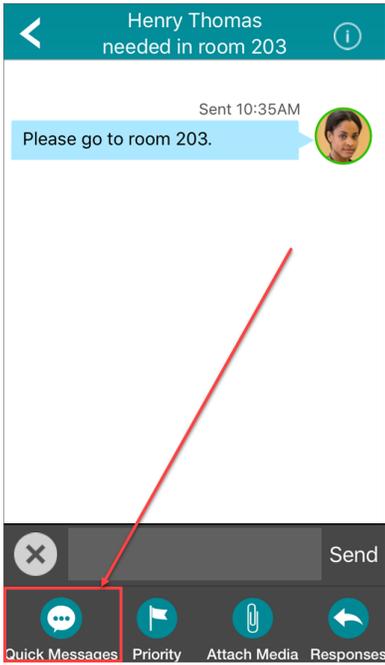
2. In the list of quick messages that appears, tap the quick message that you want to use.
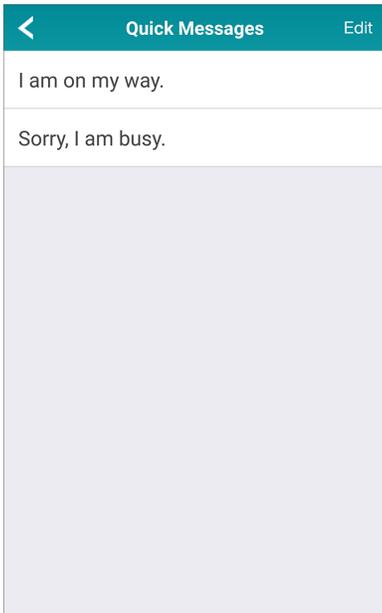
The text of the quick message is copied into the message field. You can edit this text if you like.
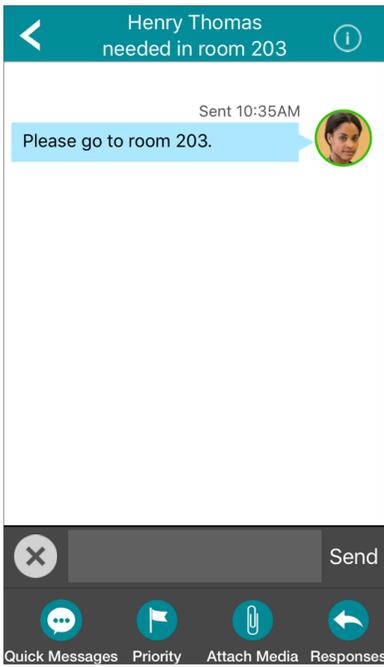
3. Click Send to send the quick message text to your conversation.
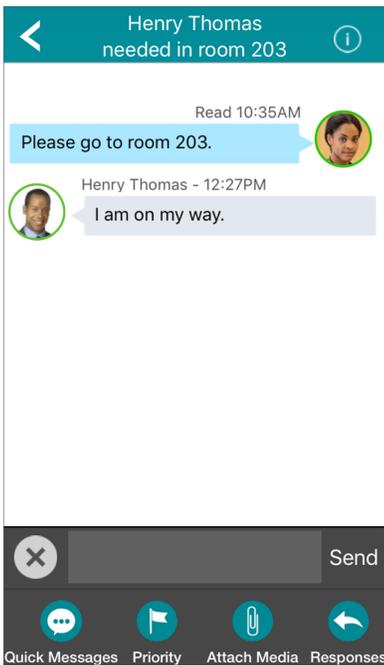
Creating a Quick Message

You can create a quick message for use in message conversations. You can also edit a quick message that you have created.

1. In a message conversation, click Quick Messages.
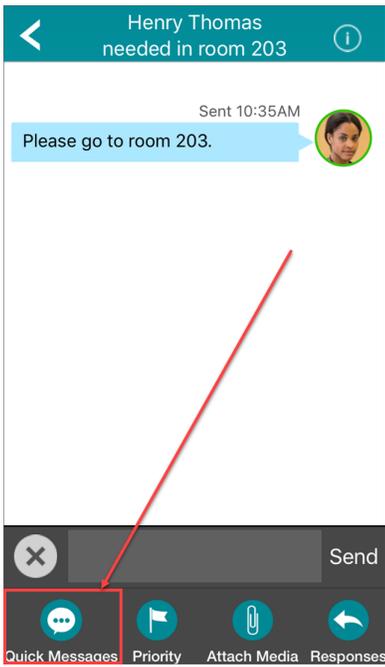
2. In the list of quick messages that appears, click Edit.
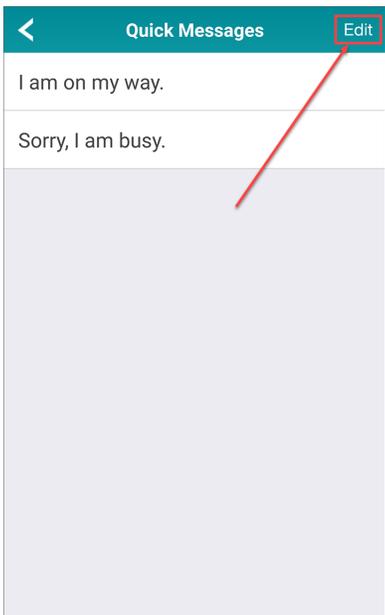
A list of the quick messages that you have created appears.

CANCEL	Edit Quick Messages	SAVE

I am on my way. ❌

Sorry, I am busy. ❌
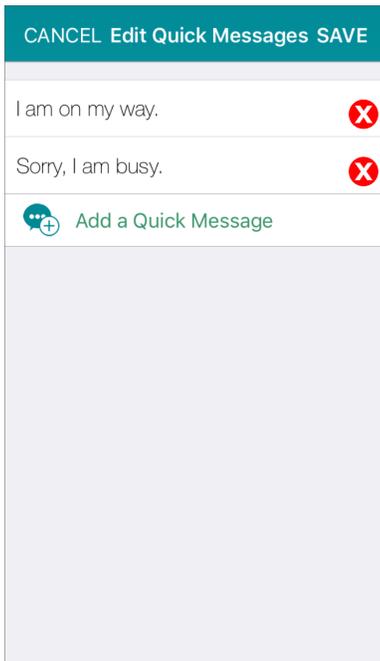
💬 Add a Quick Message

Note: If quick messages have been created on the server for a group to which you belong, they do not appear in this list. You cannot edit quick messages that have been created on the server.

3. To edit a quick message, tap in the message that you want to edit. Edit the text as needed, and click Done when you are finished.
4. To add a quick message, tap Add a Quick Message. In the new message field that appears, type your new quick message.

CANCEL	Edit Quick Messages	SAVE

I am on my way. ❌

Sorry, I am busy. ❌

❌
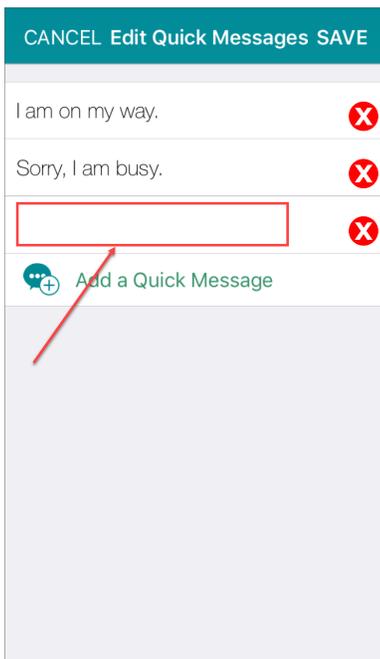
💬 Add a Quick Message

When you are finished, type Done to save your new quick message and make it available to message conversations.

Viewing Message Details

If you are a participant in a message conversation, you can view a Message Details screen that displays the message subject and the list of participants. From this screen, you can add a message participant and change the message subject.

1. To view the Message Details screen, tap the Info icon.
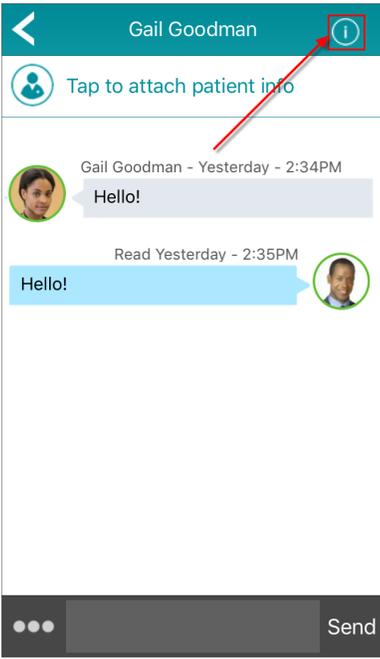
The Message Details screen appears.
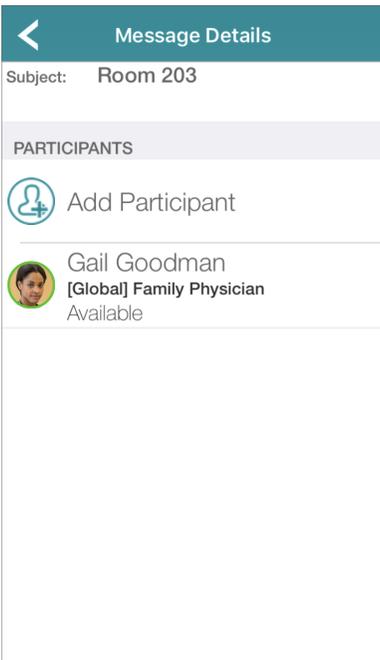
This screen displays the message subject and the list of participants. Tap on the name of a participant to display contact details for that participant.

If your message requires a response, a Responses link is also included:

Message Details

Subject:　　You are needed in room 203.

Responses 〉

PARTICIPANTS

Add Participant

Gail Goodman
[Global] Family Physician
Available
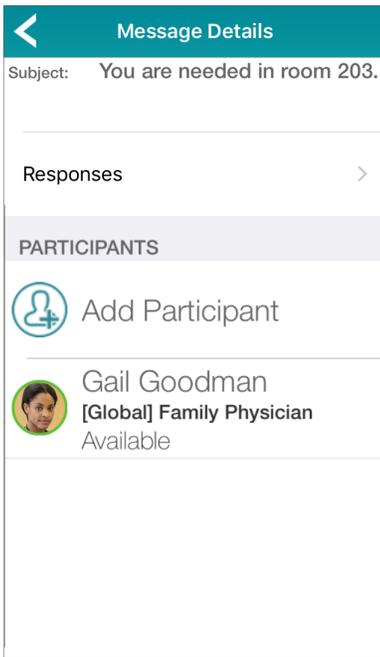
2. Tap Responses to display the Responses screen, which provides a link to the responses to this message.

Responses

You are needed in room 203.
1 Response 〉
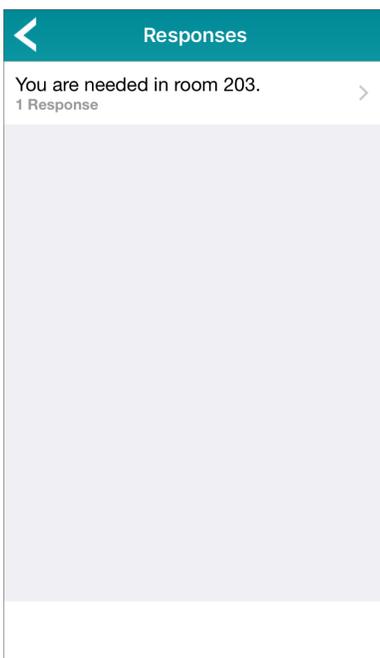
3. Tap the message link to view the Response Results screen, which lists all of the responses and the number of users that have selected each response:

4. Tap a response to display the users that have selected the response:
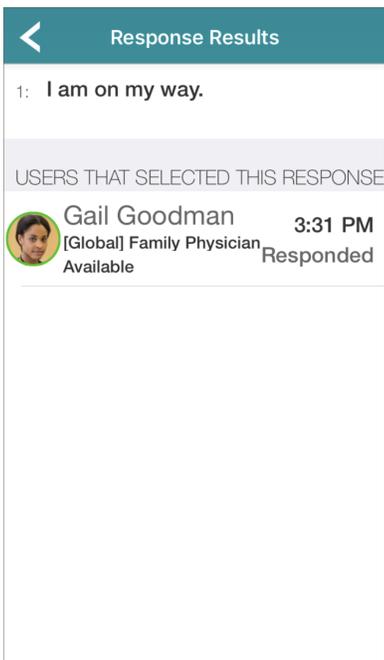
5. You can then tap a user to display contact information for that user.

> **Note:** When you have sent a message that requires a response, you can tap the message to display the Response Results screen directly. When you have sent a message that does not require a response, tap the message to display the Message Status screen.
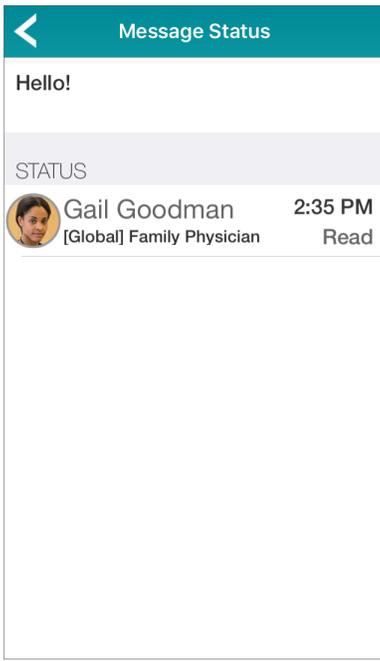
This screen indicates the message status for each recipient. See **Message Status Reference** on page 58 to view the possible message statuses.

Tap a recipient to view contact information for that recipient.

Adding a User

You can add additional users to an existing message conversation.

1. In the Secure Messages screen, tap the message that you want to add the user to.
2. To view the Message Details screen, tap the Info icon.
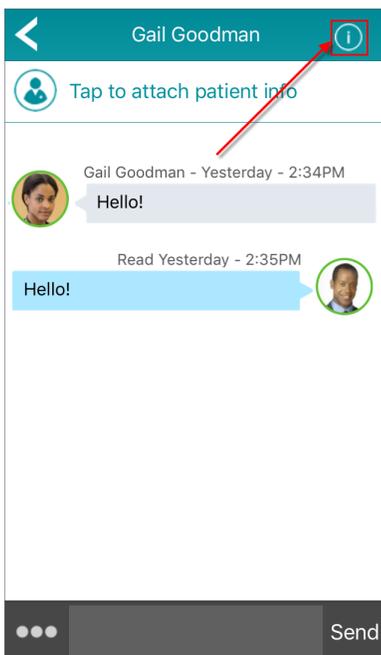
3. In the Message Details screen, tap Add Participant.
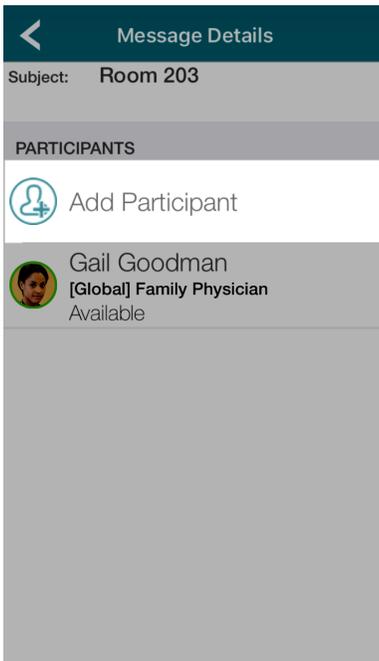
4. In the Add Participants screen, tap the Add Participant icon.
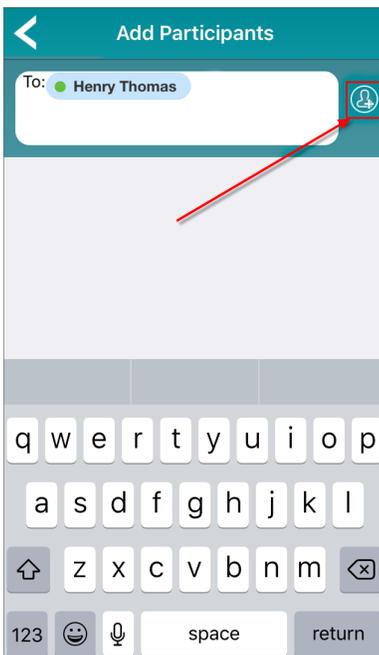
5. In the Select User/Group screen that appears, tap the user that you want to add.

    You can also type the start of a contact name. A list of matching contacts then appears. From this list, select the contact that you want to add. When you have added the contact, the Add Participants screen reappears.

6. Repeat the preceding two steps until all users have been added.

7. Tap Save to save the message.

When you add one or more users to a message conversation, this information is displayed in the conversation as if it is a sent message.
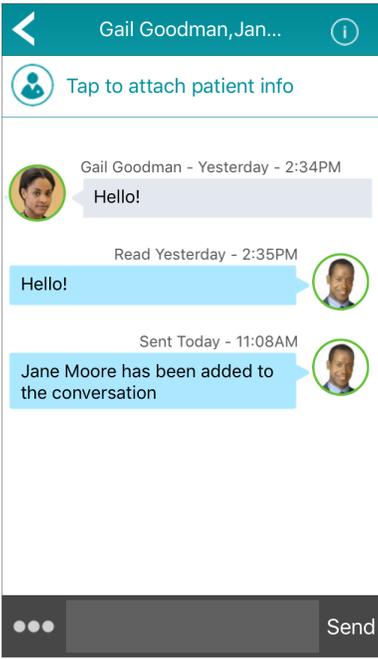
The person who added the new users is indicated as the sender of this message.

Changing the Message Subject

If you have sent or received a message, you can change the message subject.

1. In the Secure Messages screen, tap on the message whose subject you want to change.
2. To view the Message Details screen, tap the Info icon.
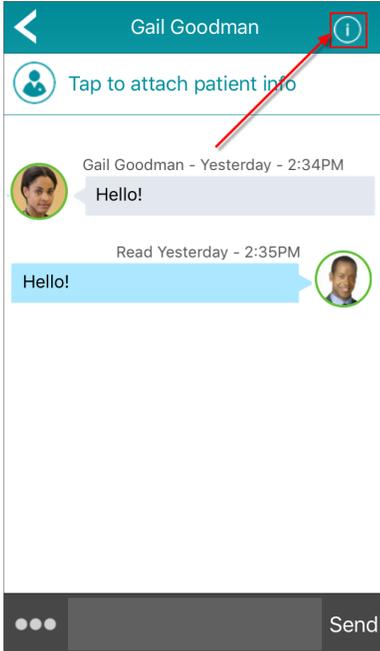
The Message Details screen appears.
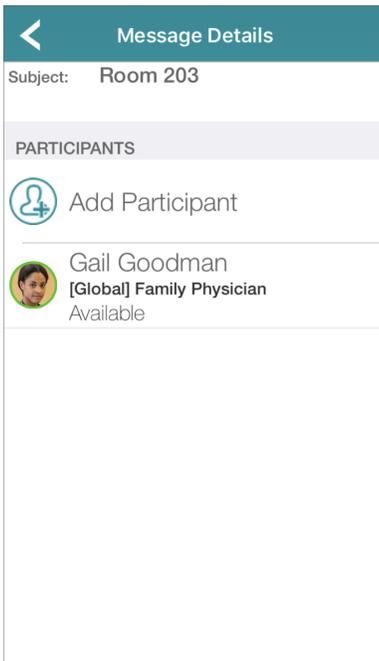
3. In the Message Details screen, tap in the Subject field.
4. Type the subject text.
5. Tap the Back icon.
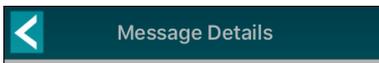
The message subject is updated.

Notification Details

You can display the details of any notification that you have sent or received, including the message recipients, subject, priority, time, message text, and any message responses.

To display details of a notification, go to the Secure Messages screen and tap on the notification. The Notification screen appears. Its contents depend on whether you have received or sent the notification.

If you have received the notification, the Notification screen displays:

• A photograph of the sender or the sender's initials, enclosed by a colored ring that indicates whether the sender is available (green is available, red is not available, and orange is Do Not Disturb mode)
• The name of the sender
• The message subject, if any
• The message priority
• The time at which the notification was sent
• The time at which the notification was received
• The message text
• The response, if one was requested
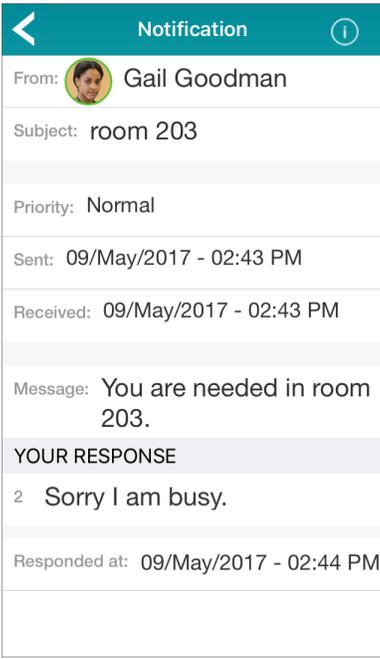
Tap the Info icon.

This displays the list of message participants other than yourself: the message sender and all other recipients.

<	Message Details

Participants

Gail Goodman
[Global] Family Physician
Available
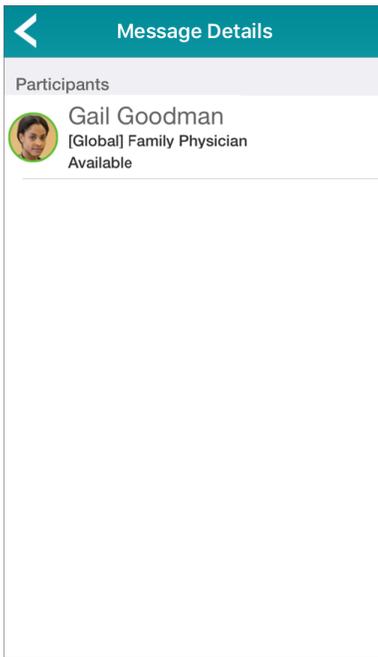
If you sent the notification, the Notification screen displays:

- The message recipients (to the extent that they can be displayed on the screen)
- The message subject, if any
- The message priority
- The time at which the notification was sent
- The message text
- The response options, if any
- A Message Status button (if no message responses were provided) or a Response Results button (if responses were provided)

<	Notification	(i)

To: Anne Bennett,Claudia Bern...

Subject: room 203

Priority: Normal

Sent: 08/May/2017 - 11:33 AM

Message: Need a doctor in room 203.

Message Status

<	Notification	(i)

To: Henry Thomas

Subject: room 203

Priority: Normal

Sent: 09/May/2017 - 02:43 PM

Message: You are needed in room 203.

RESPONSE OPTIONS

1 I am on my way.

2 Sorry I am busy.

Response Results
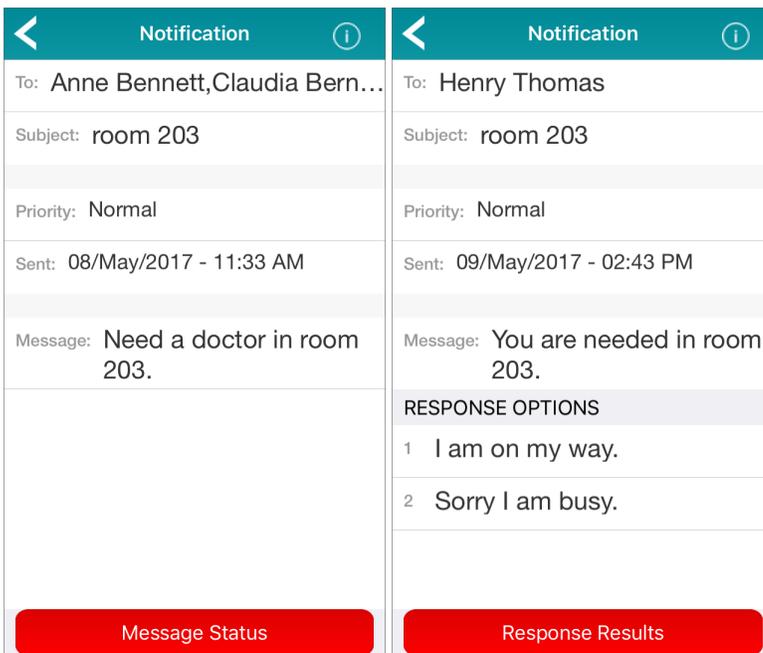
As with received notifications, tap the the Info icon to display the list of message participants other than yourself. In this case, this is a list of all message recipients.

‹ Message Details

Participants

Henry Thomas
[Global] Pediatrician
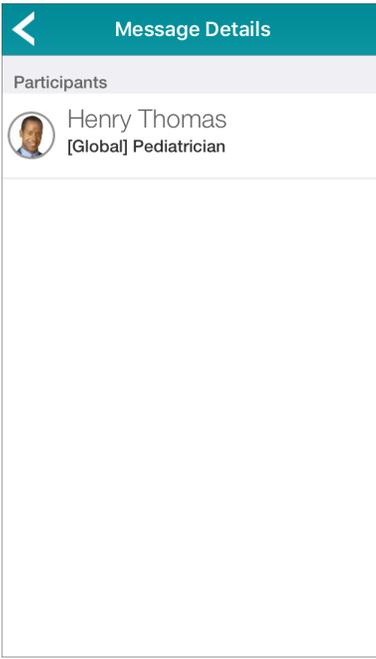
If your message has no responses defined, tap Message Status to display the Message Status screen. This indicates whether the message recipients have read the message:

‹ Message Status

Need a doctor in room 203.

STATUS

Henry Thomas [Global] Pediatrician	Yesterday	Delivered
AB Anne Bennett [Global]	Yesterday	Sent
Claudia Bernelli [Global] Psychiatrist	Yesterday	Sent
Martin Choi [Global] Family Physician	Yesterday	Sent
Brian Forsberg [Global] Family Physician	Yesterday	Sent
Denise Lundberg [Global] Neurologist	Yesterday	Sent
Jane Moore	Yesterday	
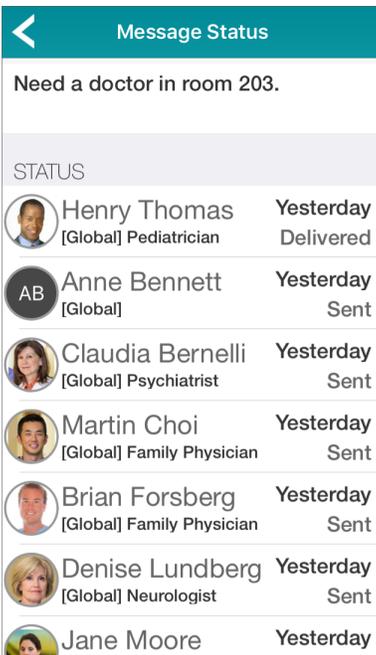
See **Message Status Reference** on page 58 for the list of possible message statuses.

If your message has responses defined, tap Response Results to display the Response Results screen. This lists the responses to the message:

Response Results

Message: **You are needed in room 203.**

RESULTS

1: I am on my way.
0 User(s)

2: Sorry I am busy.
1 User(s) - Henry Thomas

Not Responded
0 User(s)

Message Status Reference

This is the complete list of possible message statuses for sent messages or notifications.

Status	Description
Queued	The message is on the server and is waiting to be sent.
Sent	The message has been requested by the user's device.
Delivered	The message has been successfully delivered to the recipient's device or VMP Web Console session.
Read	The message has been opened and read by the recipient.
Responded	The recipient has responded to the message. For messages that have multiple-choice responses only.
Failed/Can't Deliver	The server could not send the message.
Expired	The message was not delivered within the message expiry time.

Real-time Situational Awareness

Your system administrator may have linked your VCS environment to an Engage environment. This provides real-time situational awareness and actionable patient data to inform clinical decisions.

Two types of Engage environment connections are supported:

- Connections to the Engage Patient Context Adapter, which enable you to add information on a patient to a message conversation.
- Connections from Engage to the VMP paging gateway, which send alarms sent by third-party systems to you as VCS notifications.

You can respond to an alarm, view patient information, or contact the care team assigned to the patient.

You can view patient information from the Patients module. By default, this module displays links to patients that have been assigned to you, but you can optionally view information on all patients in the system.

Note: See the Engage product documentation for more details on these adapters or on patient information.

Adding Patient Information

If patient information is available and no patient has been added to your conversation, you can add patient information.

1. In the Secure Messages screen, tap the message that you want to add the patient to.

2. Tap the Tap to attach patient info link. The Select Patient screen appears.

   If no patient information is available, this link does not appear.

3. If your facility has more than one patient site:

   a. From the toggle switch at the top left of the screen, select All Patients. This displays the Sites button, which enables you to select a current patient site.

   b. Tap Sites. From the popup menu that appears, select the site that you want to display.

4. The toggle switch at the top left of the screen enables you to toggle between the available patient lists. If your facility has one patient site only, the available options are:

   • All Patients: all patients in the system

   • My Patients: patients assigned to you
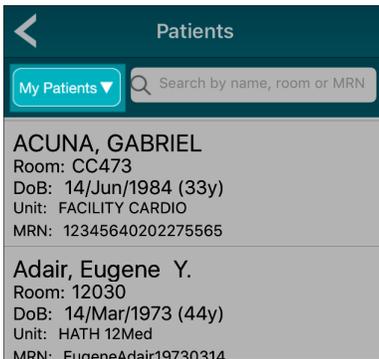
   If your facility has more than one patient site, the available options are:

   • All Patients: all patients in the system

   • My Patients - Current Site: patients assigned to you at the site that you selected in the previous step

   • My Patients - All Sites: patients assigned to you at all sites

   From the available options, select the list that you want to display.

   These tabs display a maximum of 100 patients. If there are more patients in a list, you will be notified of this when you scroll to the bottom of the list.

5. Type text in the search field to limit the patient list to patients whose name matches your search text.

6. Tap on the patient whose information you want to add.

The information for the selected patient is now included in the message conversation.

See Viewing Patient Information on page 61 and Contacting the Care Team on page 62 for more details on how to view patient information and contact the care team for the patient.

Handling an Alarm

If you have received a notification from an alarm generated by a third-party system, and this alarm contains patient information, you can respond to the alarm, view the information for the patient, and contact the care team assigned to the patient.

Note: See Real-time Situational Awareness on page 58 for an explanation of how adapters can be integrated with your VCS app to generate these alarm notifications.

1. In the Secure Messages screen, tap on the notification to view it. If necessary, scroll the screen to view the details of the alarm.
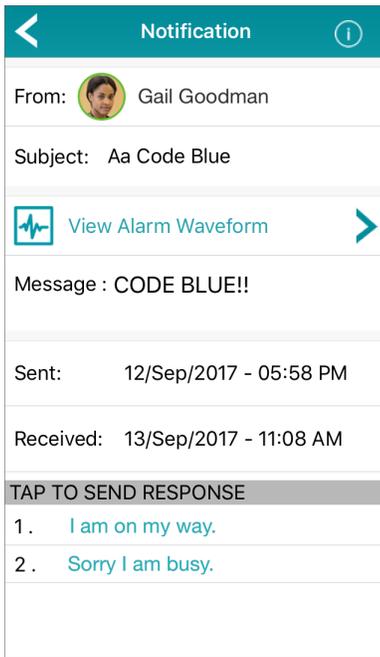
If the alarm has a priority of High or Urgent, an icon appears next to the Subject line.

2. In the Tap To Send Response section of the notification, tap one of the responses that are available to you.

3. If a patient link has been provided, tap it to display patient information and contact the care team. See **Viewing Patient Information** on page 61 and **Contacting the Care Team** on page 62 for more details.

4. If a waveform is available, tap the View Alarm Waveform link to view it.
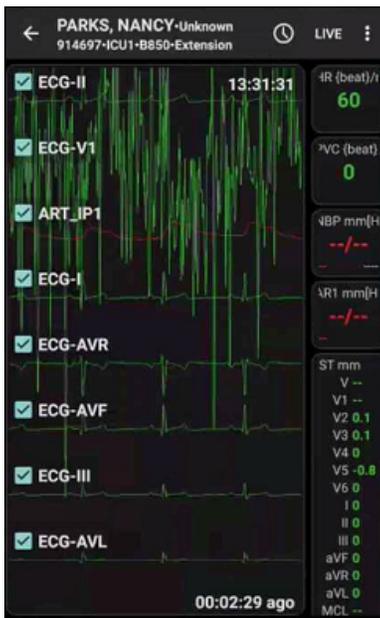
Note: The waveform shown is the waveform that was generated at the time of the patient alarm.

Tap the Back link at the top of the waveform to return to the patient information screen.
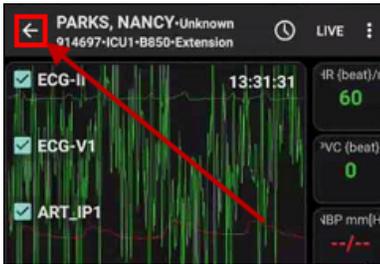
The View Alarm Waveform link is available only when waveform access is installed and permission has been granted to view the waveform.

5. If a Call Back link is provided, tap it to call the person who generated the notification.
6. Tap the Back link to return to the notification.
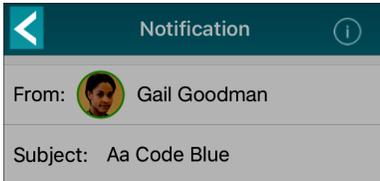
Viewing Patient Information

If any participant in a message conversation has added patient information to the conversation, or you have received a notification containing patient information, you can view it. You can also use the Patients module to access patient information.

1. Do one of the following:
    *   In the Secure Messages screen, tap the message or the notification containing the patient information, then tap the link to the patient information. This link is located at the top of the message conversation.
    *   In the Patients screen, tap a link to a patient.
    The patient information screen appears.

2. Tap the Patient Info tab to view the patient information. Scroll down if necessary to view the complete screen.
3. If a live waveform is available, tap the View Live Waveform link to view it.
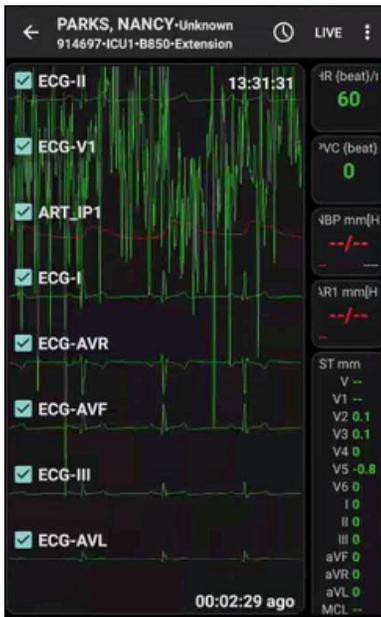
Tap the Back link at the top of the waveform to return to the patient information screen.
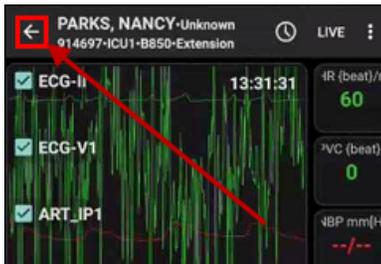
The View Live Waveform link is available only when waveform access is installed and permission has been granted to view the waveform.

4. Tap the Back link to return to the message conversation.

Contacting the Care Team

If any participant in a message conversation has added patient information to the conversation, or you have received a notification containing patient information, you can view and contact the care team assigned to this patient. You can also use the Patients module to contact the care team for a patient.

If you are contacting the care team in response to a notification, the alarm information is included in the message that you are creating, along with the patient waveform if it is available.

To contact the care team:

1. Do one of the following:
   • In the Secure Messages screen, tap the message or the notification containing the patient information, then tap the link to the patient information. This link is located at the top of the message conversation.
   • In the Patients screen, tap a link to a patient.
   The patient information screen appears.
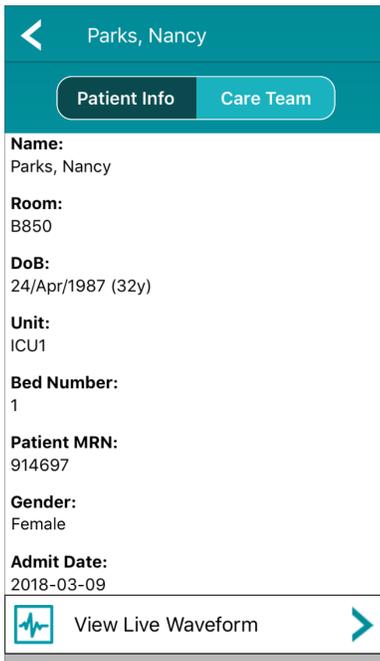
2. Tap the Care Team tab. A list of care team members is displayed in a scrollable window.

   This list of care team members can contain users from either or both of two sources:

   - VCS users
   - Users obtained from the Engage Patient Context Adapter

   Users obtained from the Engage Patient Context Adapter cannot be contacted from VCS.

3. In the list of care team members, tap on any VCS user to display contact information for that user. See Contact Details on page 108 for more details on this contact information.

4. To send a message to all care team members who are VCS users, tap the Care Team link at the bottom of the screen.
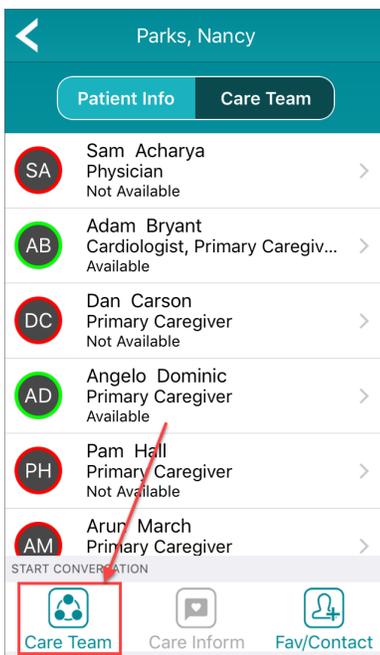
   The Care Team link is not accessible if the care team does not include any VCS users.

   If you are contacting a care team from a notification, the message indicates that a link will be attached. This link provides the alarm details and the waveform if available.
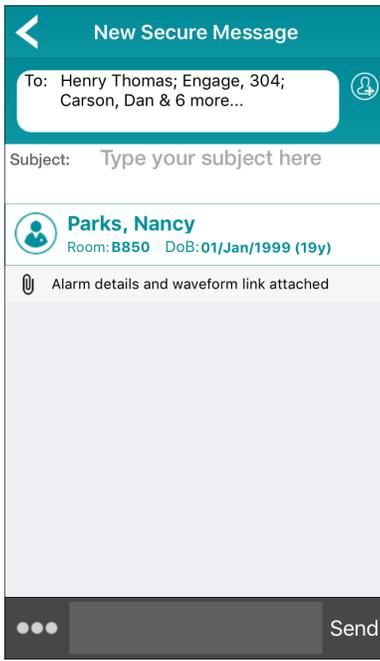
5. Do one of the following:

- Tap Send to send the message to the care team.
- Tap the Back link to return to the message conversation.

If you are responding to a notification, a link to the alarm information associated with the notification is included in the message. This link also allows you to access the waveform if it has been provided.
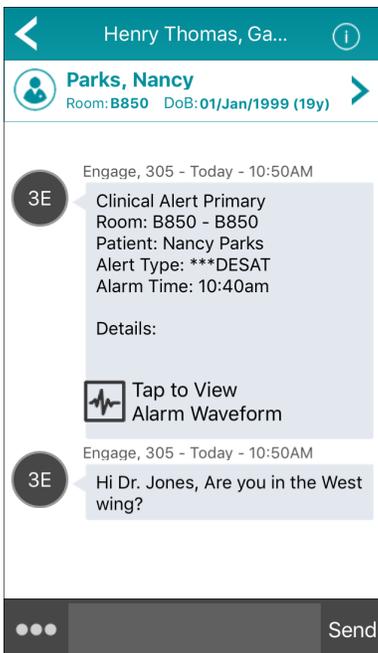
Accessing VCE Care Inform

If you are viewing the care team for a patient on an Apple iOS device and VCE is installed on your device, you can access the VCE Care Inform module. This enables you to create discharge and other instructions for the patient and family members.

1. Do one of the following:

- In the Secure Messages screen, tap the message or the notification containing the patient information, then tap the link to the patient information. This link is located at the top of the message conversation.
- In the Patients screen, tap a link to a patient.

The patient information screen appears.
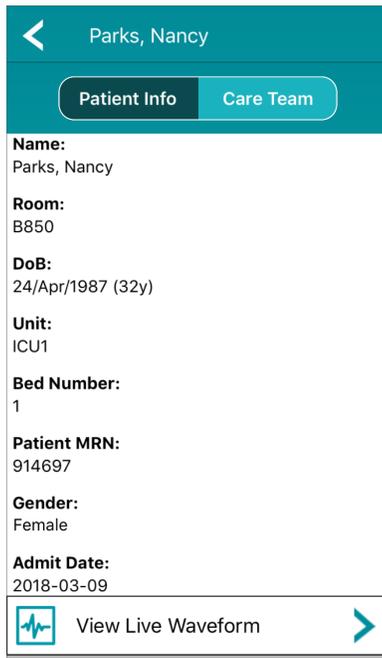
2. Tap the Care Team tab. A list of care team members is displayed in a scrollable window.
3. Tap the Care Inform link at the bottom of the screen.
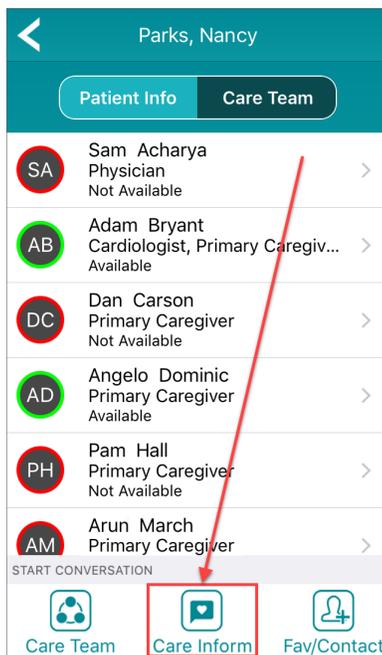
The Care Inform link is not accessible if VCE is not available.

4. If you are logged into VCE, the Care Inform module appears and displays information for this patient.

If you are not logged into VCE, you are asked to log in before you are redirected to the Care Inform module.

Note: Access to the VCE Care Inform module is only available on Apple iOS devices.

Contacting Another User

From a patient information screen, you can contact any VCS user and attach this patient information.

The alarm information is included in the message that you are creating, along with the patient waveform if it is available.

To contact a user about a patient:

1. Do one of the following:
   - In the Secure Messages screen, tap the message or the notification containing the patient information, then tap the link to the patient information. This link is located at the top of the message conversation.
   - In the Patients screen, tap a link to a patient.

   The patient information screen appears.
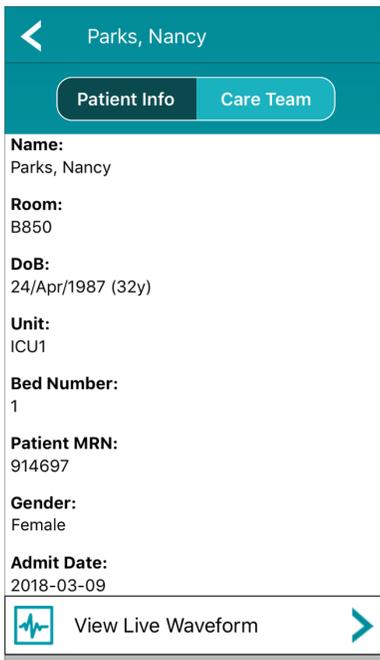
2. Tap the Care Team tab.
3. Tap the Fav/Contact link at the bottom of the screen.
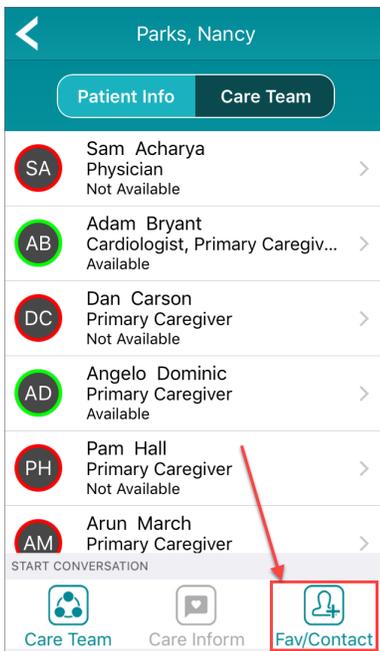
The message indicates that a link will be attached. This link provides the alarm details and the waveform if available.
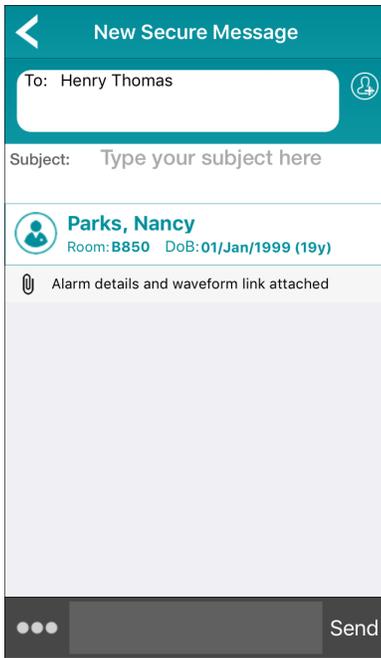
4. Do one of the following:

- Tap Send to send the message to the specified user.
- Tap the Back link to return to the message conversation.

Conversation Request

If you are in a Call or a conversation, and you receive a secure message from another contact, a conversation request banner is displayed at the top of your screen.
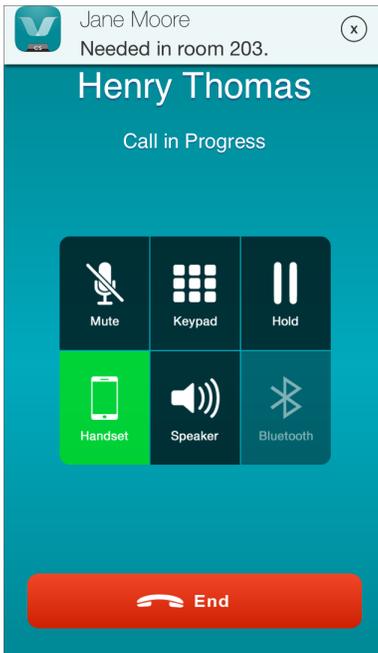
Tap this banner to join the conversation that contains this message.

Photos in Message Conversations

If you have received a message containing a picture, a thumbnail link to this picture is displayed in the message.
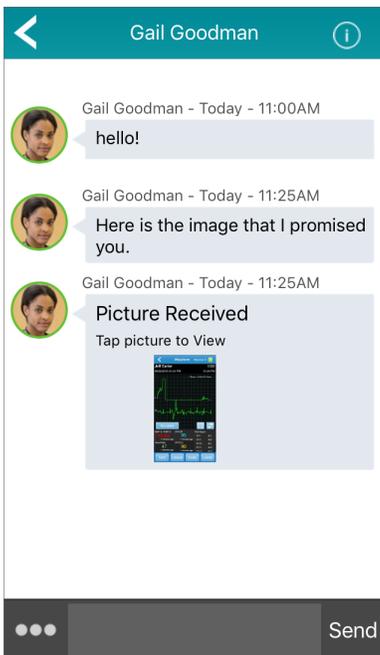
Tap the thumbnail link to access the picture.

Hiding a Message

If you do not need to save a message, you can hide it.

1. In the Secure Message screen, swipe left in the message that you want to hide.
2. Tap the red Hide button that appears.
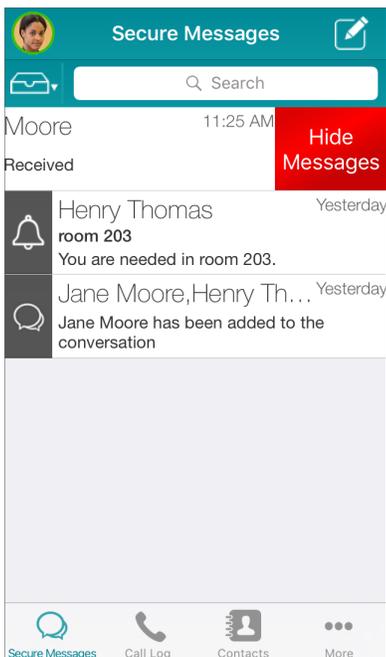
Note: The message reappears if a sender or recipient that has not hidden the message continues the conversation.

Copying and Pasting in Conversations

In VCS, you can copy text from one conversation and paste it into another.

Note: Text that you copy from a VCS conversation cannot be pasted into any other application on your device.

1. Press and hold on the text that you want to copy. The text that you have selected is highlighted. Use the start and end indicators to select the text that you want to copy.
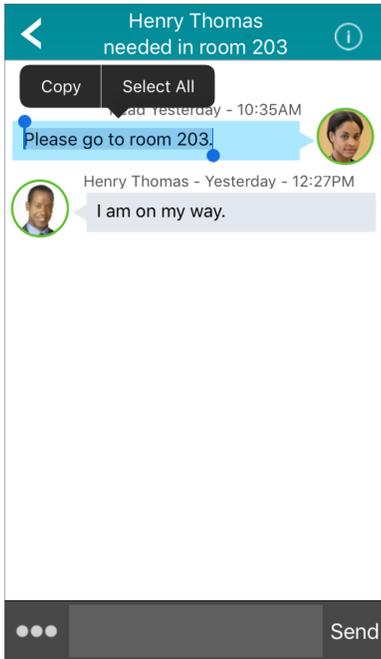
2. Go to the conversation in which you want to paste the text, and press and hold in the message text box. The Paste option appears.
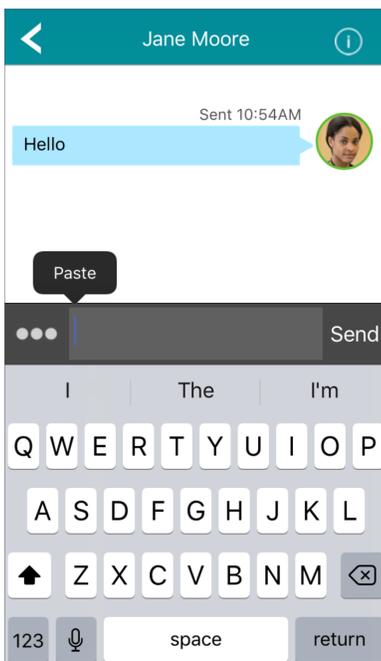
3. Tap Paste to paste the copied text into the message box.
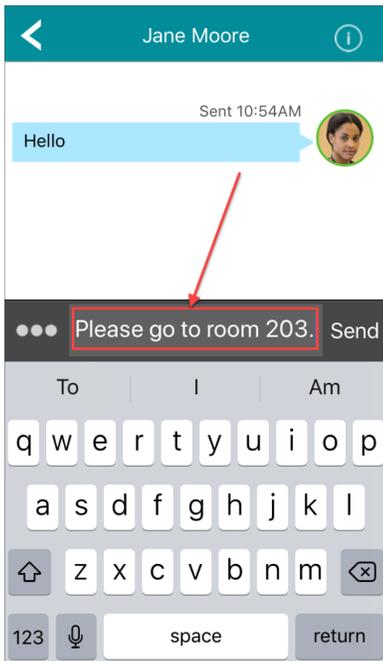
4. Tap Send to send the copied text to your conversation.

Forwarding Messages

You can specify that all messages that are sent to you are to be forwarded to another contact.

1. Tap your profile picture to display the user profile.

> **Note:** If you do not have a profile picture, tap your initials.

The User Profile screen appears.

2. Select Forwarding to enable message forwarding.
   A screen appears that lists the contacts to which you can forward messages.
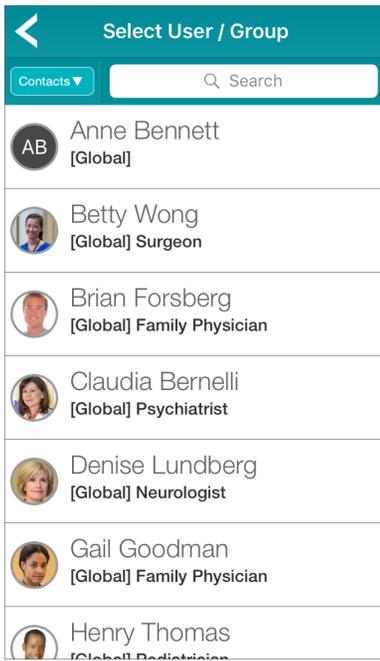
This screen is similar to the Contacts screen. As in the Contacts screen, a toggle switch enables you to select whether to choose from your Favorites list or from a list of all Contacts.

3. Tap the contact that you want to forward your messages to. The User Profile screen reappears, displaying the contact to which you are forwarding messages.
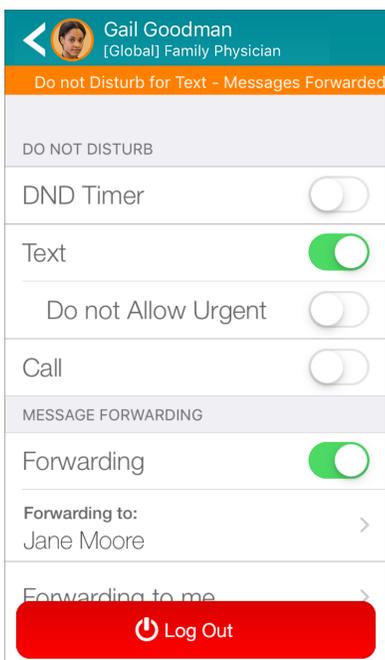
4. Tap this contact name to redisplay the list of contacts to which you can forward messages. Tap a different contact to forward your messages to this contact.

5. To remove message forwarding, in the User Profile screen, unselect Forwarding.

To list the contacts that are forwarding messages to you, tap Forwarding to me. If a contact updates their message forwarding to forward messages to you while you are logged in, you are notified that this has happened.
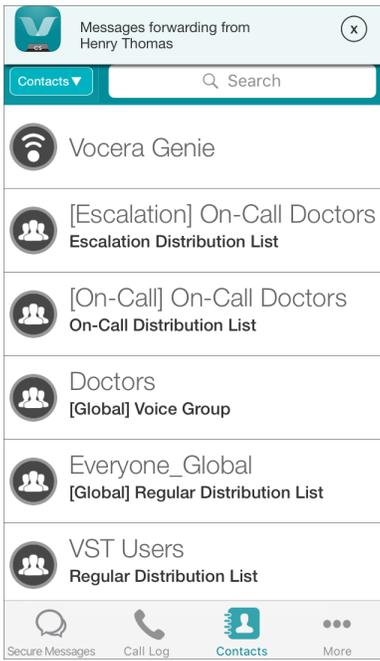
Note: If multiple members of a Vocera Voice Server group are forwarding messages to you, and a message is sent to the group, you may receive more than one copy of the message.

Call

The VCS application includes the Call module, which enables fast, simple, person-to-person voice connection over your company's wireless network.

The Call module provides the voice capabilities of the Vocera badge within your smartphone. Using voice commands, you can instantly connect to the people that you need to reach in an emergency or in any other crucial situation.

Using Call, you can:

- Place a call using the Genie, which is the voice interface to the Vocera Voice Server. This is the interface that the Vocera badge uses.
- Send a page, start an instant broadcast, or summon emergency help with a panic call.
- Communicate using your device's speaker, handset, headphones, or Bluetooth connection.
- Use your keypad to call an extension, local phone number, or long distance number.
- View your call log to keep track of who you have called and when.

Note: To be able to use the Call module, your organization must have installed the Vocera Voice Server on your network, and your administrator must have provided you with a user ID for the Vocera Voice Server.

About the Call Log

The call log is a list of all voice messages and calls that you have sent and received.

To view the call log, tap Call Log in the navigation bar at the bottom of the screen. This accesses the Call module and displays the Call Log screen.
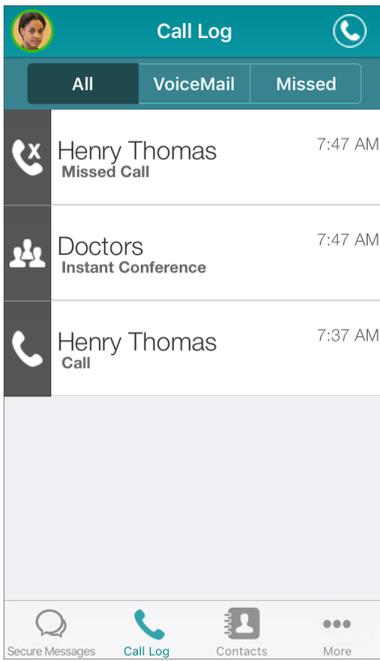
From the Call Log screen, you can place a call or communicate with anyone in the log.

- Tap All to display the entire call log.
- Tap Voicemail to display voicemail only.
- Tap Missed to display missed calls and messages only.

Note: If your environment is not using the latest Vocera servers, the Voicemail tab is not available. You can access voicemail messages from the All tab.

In the call log, the following indicators are used:

Button	Description
	Call
	Missed Call
	Voicemail
	Voice Reminder
	Panic Call
	Broadcast
	Instant Conference

If you have voicemail messages that you have not listened to yet, a count of the number of unheard voicemail messages is displayed on the Call Log icon at the bottom of the screen. Each voicemail message is displayed in its own entry in the call log.

When you log out and then log in again, the call log is preserved.

Using the Call Log

To make a call to a contact or external phone number listed in your call log, tap the call log item. The call log expands to include the communication options for this contact or phone number.
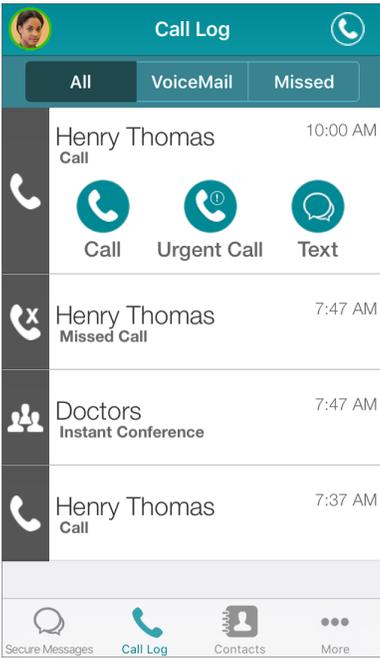
About the Call Screen

The Call screen enables you to use the Genie to call other VCS users, make calls using a numeric keypad, and initiate panic calls or instant conferences.
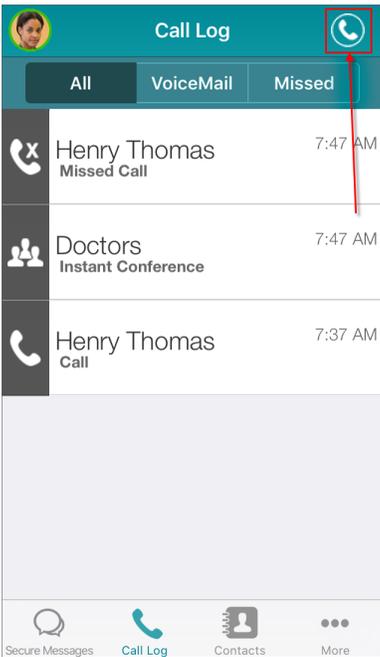
The Call screen appears.
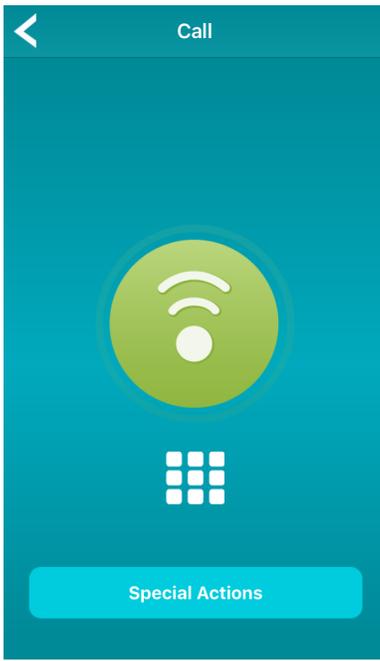
The Call screen contains the following buttons:

Button	Description
	The Call button. Use this button to communicate with the Genie.
	Access the numeric keypad.
Special Actions	Display the special calling actions available from the Call screen: • Make a panic call. • Start or join an instant conference.

Note: You can use the Call screen only if the Vocera administrator has installed the Vocera Voice Server on your network. If the Vocera Voice Server is not installed, your Vocera system does not have Voice capability, and the Call button is inaccessible.

If the background for the Call screen is orange, you have activated the Voice - Do not Disturb setting. If you make a call when Voice - Do not Disturb is on, this setting is turned off. See **Do Not Disturb** on page 124 for more information on the Do Not Disturb features in the Vocera Collaboration Suite.

Accessing the Genie

The Call module includes the Genie, which is the voice interface to the Vocera system.

The Genie recognizes simple commands in verb-noun format. For example:

- "Call Charles Jones."
- "Record a message for Tech Support."
- "Block all calls."

1. In the navigation bar at the bottom of the screen, tap 📞 Call Log.
2. In the Call Log screen, tap Call.
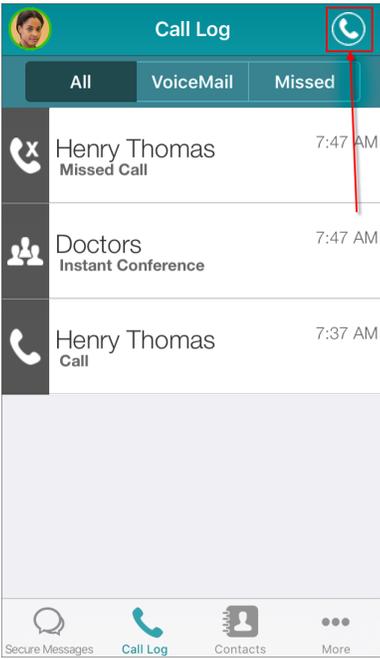
The Call screen appears.

> **Note:** You can also access the Call screen by tapping the Vocera Genie contact in the Contacts list. See **Contacts** on page 106 for more details.

3. From the Call screen, tap Call and wait for the Genie to answer.
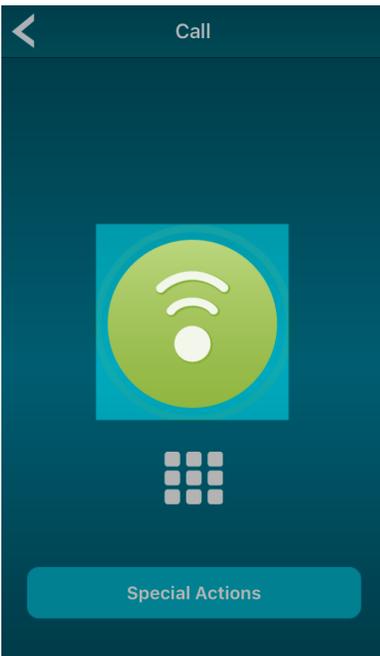
4. To end communication with the Genie, tap End.

> **Note:** You can train the Genie to recognize your voice. For details, see **About Genie Training** on page 100.

Basic Genie Commands

This is a list of basic commands that you can use when interacting with the Genie.

Action	Genie Command (Examples in *Italics*)
Call a Vocera user.	Call *John Smith*.
Call a group member.	Call *Four West Nurse*.
Place an urgent call to a user or group.*	Urgently call *John Smith*. Urgently call *Four West Nurse*.
Call an extension.*	Dial extension *5120*.
Call a local or long distance number.*	Dial an outside number.
Send messages to users or groups.	Record a message for *John Smith*. Record a message for *Four West Nurse*.
Listen to voice or text messages.	Play messages. Play text messages.

* Command requires special permission

Making a Call

From the Call module, you can make a Vocera call using the Genie.

1. In the Call Log screen, tap Call.
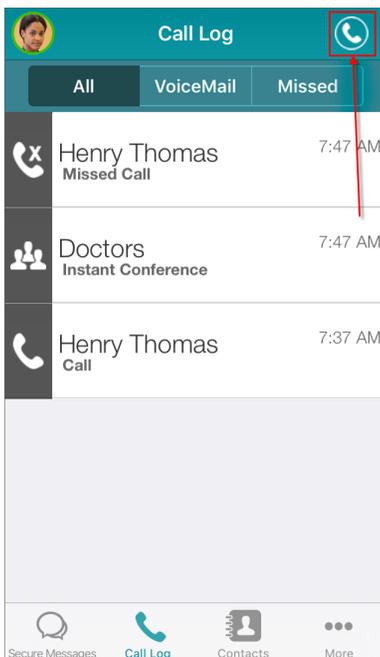
The Call screen appears.

> **Note:** You can also access the Call screen by tapping the Vocera Genie contact in the Contacts list. See **Contacts** on page 106 for more details.

2. From the Call screen, tap Call and wait for the Genie to answer.
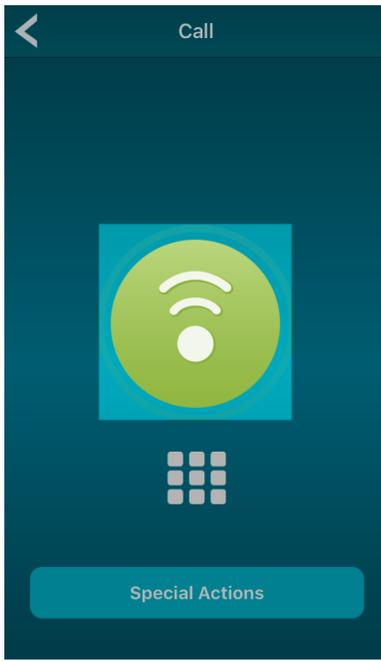
3. Tell the Genie to "Call *User's Name.*"
4. When the call is answered, the Call in Progress screen appears.

If the person you are calling is already on a call, a tone will notify him or her that someone else is trying to call.

When you call a user who is not available, the call may be forwarded to another user or phone number. If no forwarding is set, the Genie tells you that person's status and asks if you want to leave a message.

Leaving a Voice Message

If you call a Vocera user who is unavailable, you can leave a voice message that the user can play later.

Note: If you have been sent a voice message, and you have not read it, the Call icon on the Menu screen displays the number of unread voice messages.

1. When the Genie prompts whether to leave a message, answer "Yes."
2. The Genie says, "Speak at the tone. When done, press the Call button."

   After the tone, say the message. When you are finished, do **not** tap End. Tap the Call button.

Important: If you tap End instead of tapping Call, the message will not be sent.

3. The Genie prompts whether to send the message. Answer "Yes." (or tap Call again).

   The Genie sends the voice message and then disconnects the call.

You can also leave a voice message using the Genie command Record a voice message.

Playing a Voice Reminder

If you have received a voice reminder or an urgent voice reminder, you can play the reminder or contact the person who sent the message to you.

1. In the Call Log screen, tap the Voice Reminder entry.
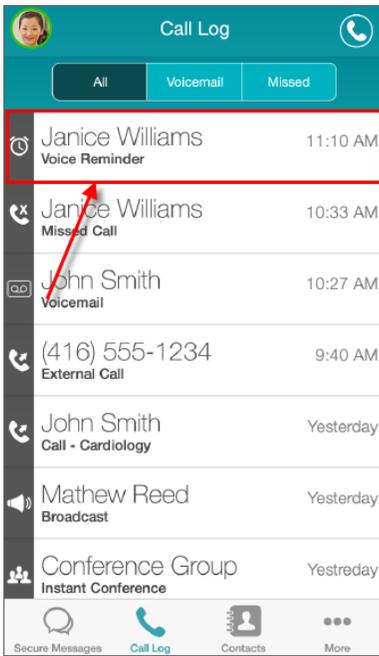
A list of options appears.
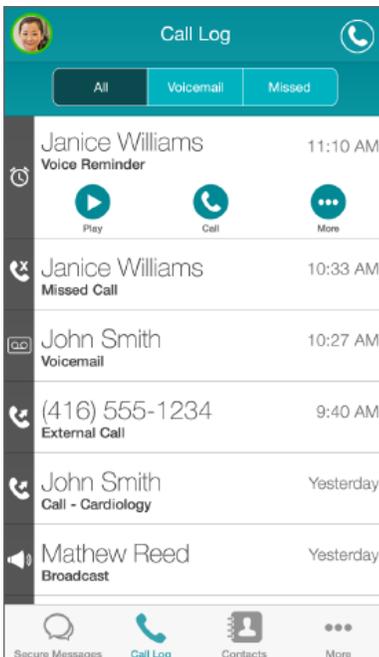
To display all of the available options, tap More.

2. Tap one of the following options.

   a. Tap Play to play the voice reminder using the Genie.

   b. Tap Call to call the person who sent you the voice reminder.

   c. Tap Urgent Call to urgently call the person who sent you the voice reminder.

   d. Tap Text to send a message to the person who sent you the voice reminder.

   The Call, Urgent Call, and Text options are not available if you have sent the voice reminder to yourself.

Answering a Call

When someone calls your Vocera device, you will hear the tone specified in the Call Notifications profile option. The screen will show the name of the caller, and the caller's photo if it has been provided.
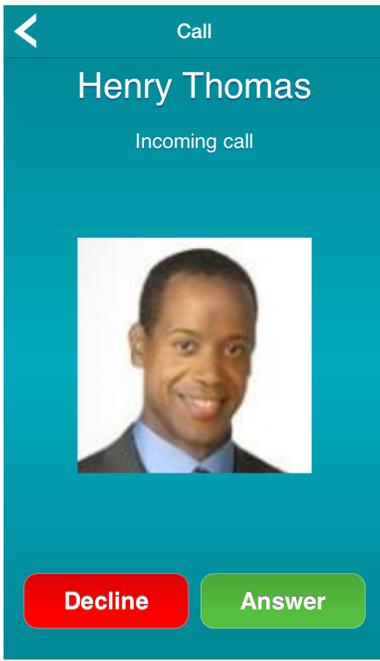
1. Tap Answer to answer the call.

    Note: If your device is using iOS 10 or later, you can answer a call even when the screen is locked. See **Answering When Locked** on page 80 for details. If your device is using an earlier version of iOS, swipe to unlock the screen, then press Answer.

See **About Profile Options** on page 14 for more details on the Profile Options.

    Note: See **Cellular Calls and VCS** on page 84 for information on what happens if you are in a cellular call and you answer an incoming Vocera call.

Answering When Locked

If your device is using iOS 10 or later, you can answer a call even when the screen is locked.

When you receive a call when your device is locked, a screen appears that displays the name of the caller.
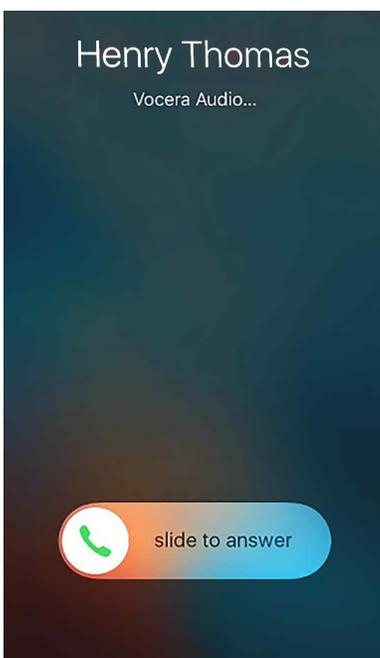
Slide as shown to answer the call. While you are on the call, the screen displays the options that are available to you:

Note: FaceTime is not supported at present.

Tap the Call button to end the call.
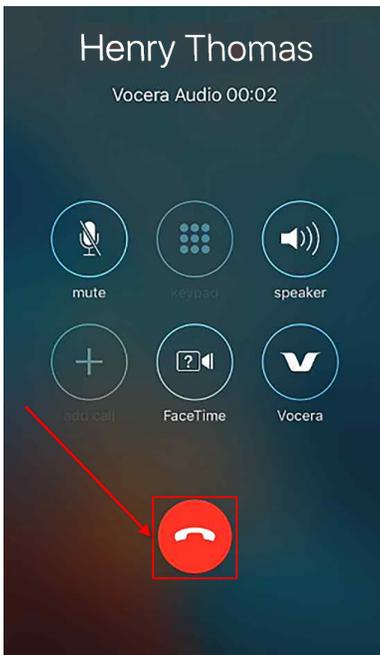
To access the standard VCS call answer screen, tap Vocera and unlock your screen.
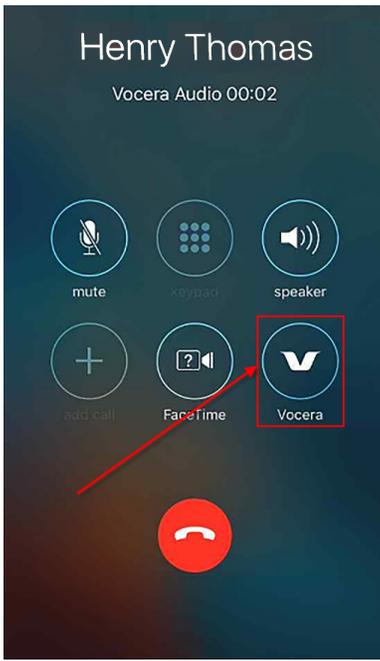
If you receive a second call when your device is locked, tap Decline to decline the second call, or tap End & Accept to accept the second call and place the first call on hold.
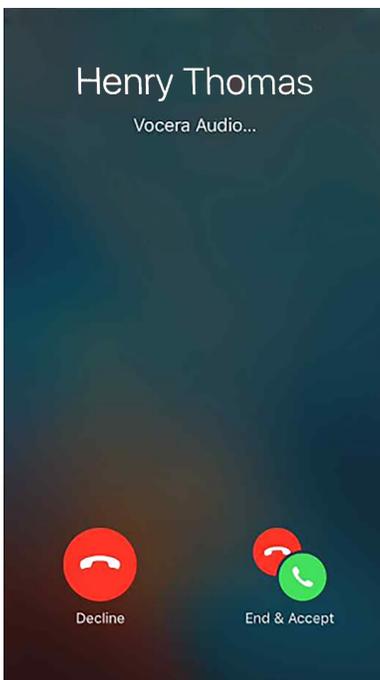
When you finish the second call, the first call is automatically resumed. To interact with this first call, you must unlock your screen and open the VCS app.

Note: If your device is using a version of iOS that is earlier than iOS 10, you must swipe the notification item and then unlock your screen to answer a call.

Putting a Caller on Hold

If you have placed a call or are receiving a call, you can put the call on hold.

1. While on a call, tap Hold. The Hold button changes color to indicate that a caller is on hold.
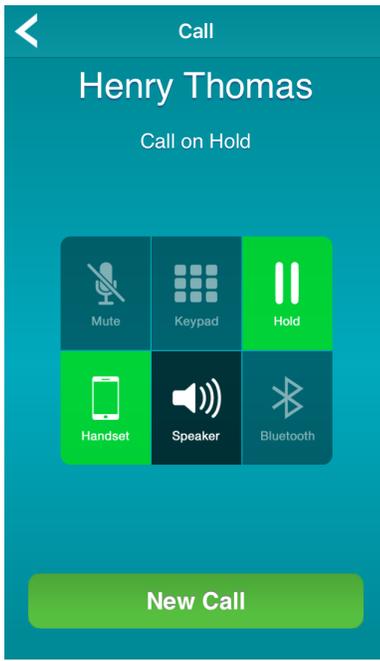
2. To rejoin the call, tap Hold again.

If you are placed on hold by the person you are talking to, the Genie says "Please hold", and a screen appears that indicates that you are on hold:
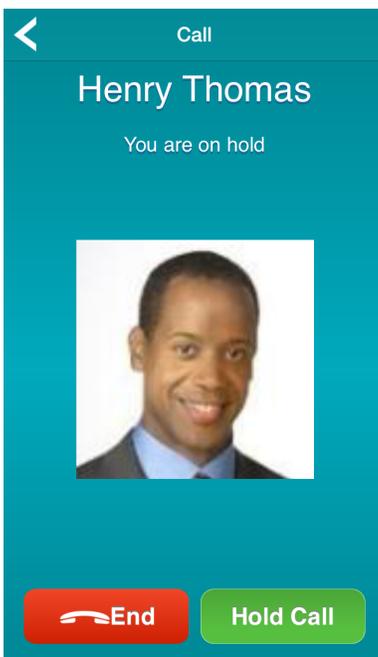
To put the other person on hold, tap Hold Call. To end the call while you are on hold, tap End.

Ending a Call

Either you or the person that you are talking to can end a call.

To end a call, tap End Call. If the other party ends the call, you are disconnected automatically.

> **Note:** If you have placed more than one call, tapping End Call ends the current call, and puts you back in the call that was previously on hold. Tap End Call again to end the second call.

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Cellular Calls and VCS

If you are in a cellular call and you receive a Vocera call or are asked to join a broadcast or instant conference, the behavior of the VCS app depends on the type of device that you are using and its operating system version.

For Apple iOS operating systems, if you are in a cellular call and you either receive a Vocera call or you are asked to join a broadcast or instant conference, you can choose to do any of the following:

• Decline the incoming call, broadcast or instant conference.

• End your cellular call and accept the incoming call, broadcast, or instant conference.

• Put your cellular call on hold and accept the incoming call, broadcast, or instant conference.
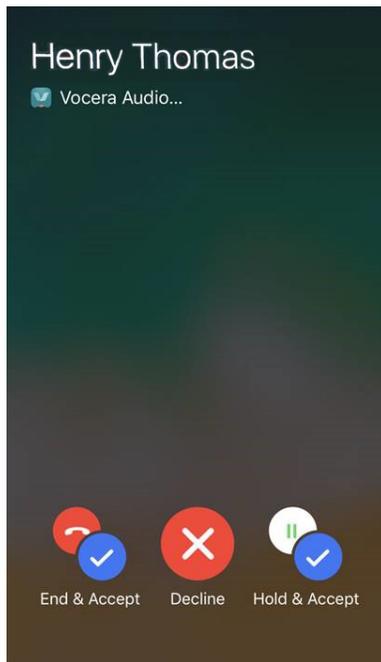
If you are in a Vocera call and receive a cellular call, the Vocera call is placed on hold until the cellular call is complete, and is then resumed.

Other Call Operations

You can do more from the Call screen than make a call using the Genie.

You can:

• Call a phone number or extension if this is supported in your system.

• Use a department name or role when making a call.

• Call or urgently call a contact.

• Call an entry in the Global Address Book.

• Call or urgently call the members of a Voice Group.

• Place a second call.

• Switch between active calls.

Calling a Phone Number

If your Vocera administrator has configured your system to support phone calls, you can dial a phone number using the Keypad button.

Note: If you are connected to a Wi-Fi system using a smartphone, and you type 10 digits or more, the call is considered an outside number. If you type fewer than 10 digits, the call is usually treated as an extension, depending on how the Vocera administrator has configured your system.

1. In the navigation bar at the bottom of the screen, tap 📞 Call Log.
2. In the Call Log screen, tap Call.
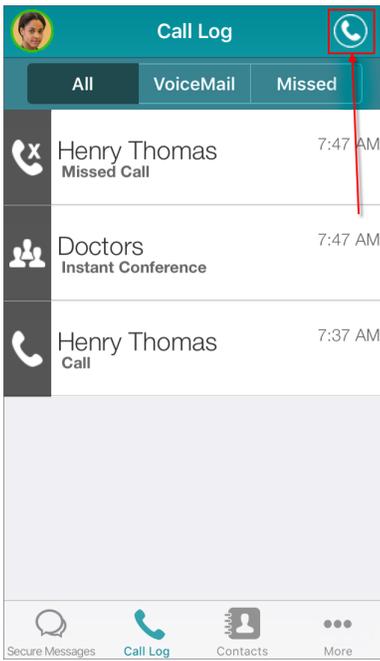
The Call screen appears.

3. From the Call screen, tap the Keypad .
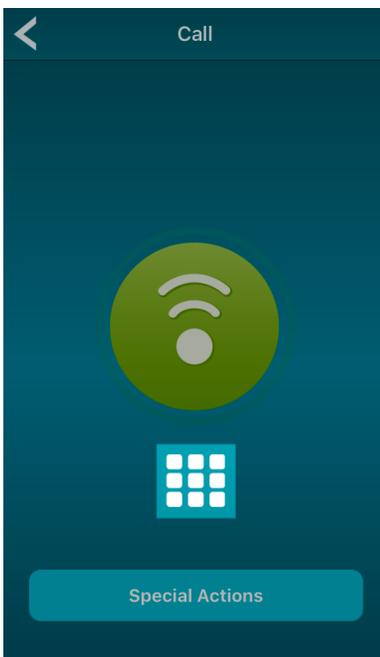
The keypad appears.

4. Enter the number.
5. Tap Call.
6. When the call is answered, the Call in Progress screen appears.

Department Names

Your Vocera administrator may have set up departments on your device. These correspond to actual departments in your organization, and provide speech recognition enhancements that are not otherwise available.

When departments are set up, you can:

- Differentiate among users with the same first and last names.

  For example, if your site has two users named John Smith, you can issue the voice command "Call John Smith in Hardware".

- Identify a Vocera user when you know the first name and department, but not the last name, of other people at your site.

    For example, you can issue the voice command "Call Sue in Hardware".

Roles

Your Vocera administrator may have defined a Voice Group consisting of all members who perform a specific role. For example, all nurses on the Four West floor of a hospital may be included in a group named Four West Nurse.

When a Voice Group has been created for a role, you can call a person in that role who is currently available. For example, the voice command "Call Four West Nurse" calls the Four West Nurse group. This call is directed to all members of the group in either sequential or round-robin order, depending on how the group has been configured.

Calling a Contact

You can call any contact that has Voice capability.

1. In the Contacts screen, in the Search field, type the first few characters of the contact that you want to call.
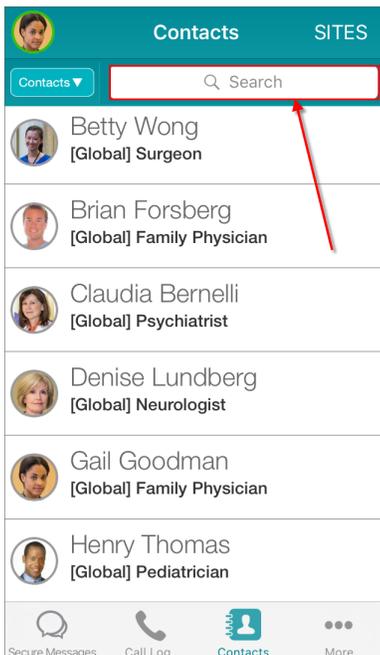
    A list of the closest matching contacts is displayed.

2. Tap the name of the contact. The Contact Details screen appears, which lists the contact methods available for that contact.
3. Tap Call to call the contact.
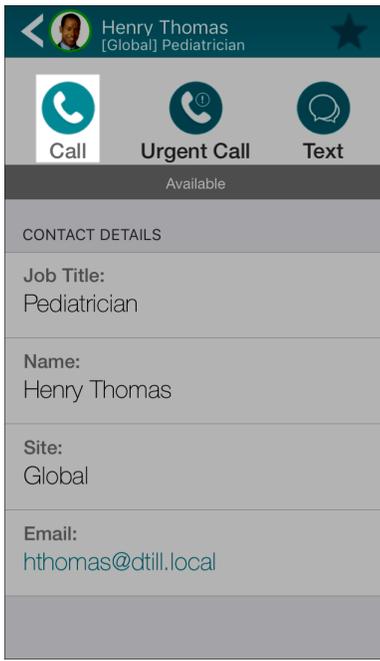
Calling a Contact Urgently

You can make an urgent call to any contact that has Voice capability.

1. In the Contacts screen, in the Search field, type the first few characters of the contact that you want to call.
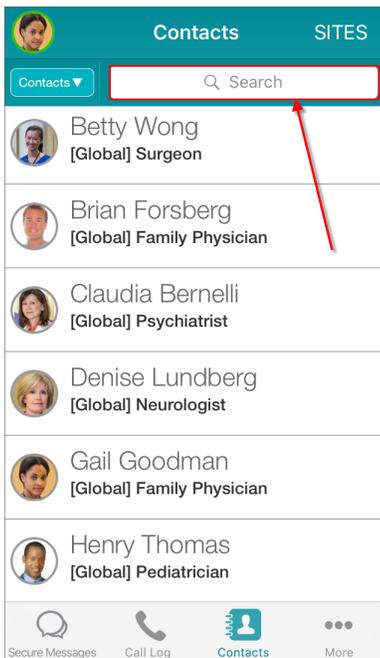
A list of the closest matching contacts is displayed.

2. Tap the name of the contact. The Contact Details screen appears, which lists the contact methods available for that contact.

3. Tap Urgent Call to call the contact.
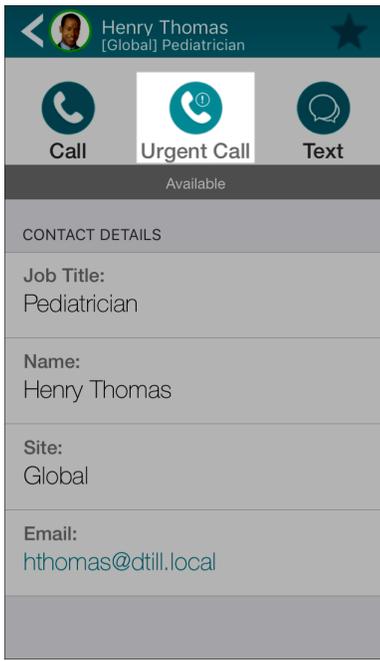
Calling from the Favorites List

You can call or urgently call any member of your Favorites list.

1. In the Contacts screen, Use the toggle switch at the top left of the screen to select Favorites.

   Note: If you have not added contacts to your Favorites list, see **Adding a Favorite** on page 112.

2. In the Favorites list, tap the name of the contact. The Contact Details screen appears, which lists the contact methods available for that contact.
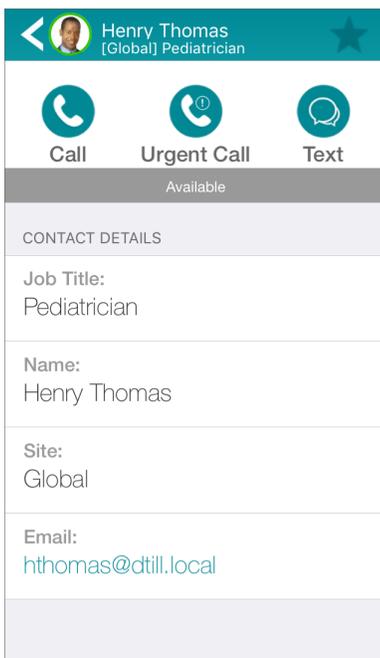
3. Tap Call to make a call to the contact, or tap Urgent Call to make an urgent call to the contact.

Calling a GAB Entry

You can call any entry in the Global Address Book if this person has Voice access.

Note: The Global Address Book is created on the Vocera Voice Server. The VMP Server synchronizes the Global Address Book entries with your device.

1. In the Contacts screen, in the Search field, type the first few characters of the contact that you want to call.
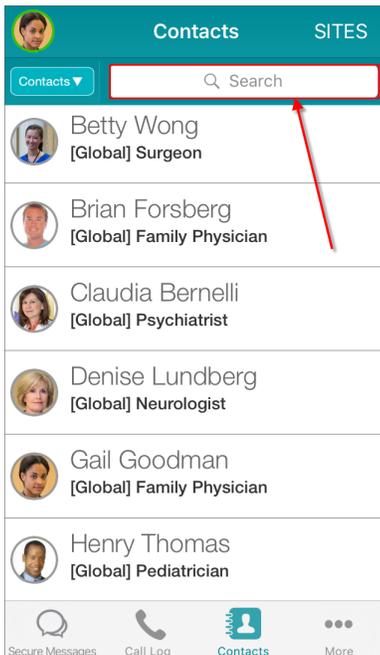
A list of the closest matching contacts is displayed.

2. Tap the name of the Global Address Book entry. The Contact Details screen appears, which lists the contact methods available for that entry.

3. Tap Call to call the Global Address Book entry.

4. If more than one phone number is defined for this entry, tap the phone number that you want to call.

Dialing a GAB Entry

You can call a Global Address Book entry using the dialer provided with your device's operating system.

1. In the Contacts screen, in the Search field, type the first few characters of the contact that you want to call.

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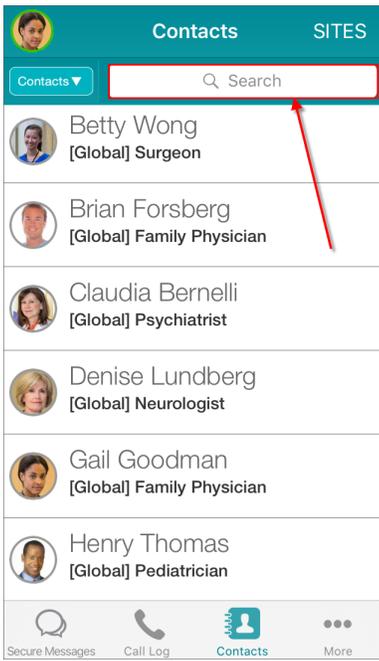
A list of the closest matching contacts is displayed.

2. Tap the name of the Global Address Book entry.

3. In the Contact Details screen, tap the Business Phone link to call the Global Address Book entry's work phone number, or tap the Cell Phone link to call the entry's cell phone number.

Calling a Voice Group

You can call or broadcast to any of the Voice Groups that have been set up in your Vocera system.

When you call a Voice Group, you are actually calling an available member of that group, not everyone in it. The Vocera system determines which member to try first, based on the ordering method the system administrator or group manager chooses.

If no one in the Voice Group is available, you will either be prompted to leave a message (which will be sent to all members of the group or list) or your call will be forwarded, depending on the way the system administrator has set up the group or list.

1. In the Contacts screen, in the Search field, type the first few characters of the contact that you want to call.

VOCERA COLLABORATION SUITE APPLE IOS USER GUIDE
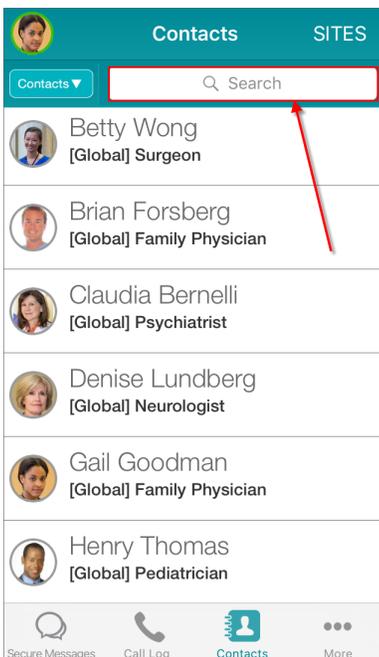
A list of the closest matching contacts is displayed.

2. Tap the name of the group. The Contact Details screen appears, which lists the contact methods available for that group.
3. Tap Call to call the group.

> **Note:** You can also call a Voice Group from the Genie. For example, to call a member of the Tech Support group, say "Call Tech Support". For more information on using the Genie, see **Accessing the Genie** on page 75.

Calling a Voice Group Urgently

You can make an urgent call to any Voice Group.

1. In the Contacts screen, in the Search field, type the first few characters of the contact that you want to call.
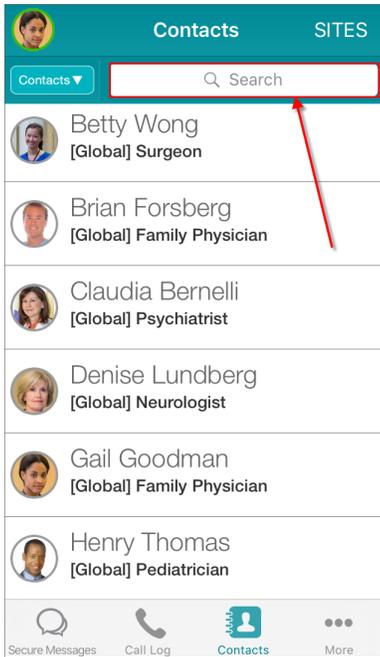
A list of the closest matching contacts is displayed.

2. Tap the name of the group. The Contact Details screen appears, which lists the contact methods available for that group.
3. Tap Urgent Call to make an urgent call to the group.

Placing a Second Call

When you have put a call on hold, you can place an additional call.

1. While on a call, tap Hold.
2. Tap New Call. This displays the Call screen.
3. Use the Genie or the keypad to place your second call.

Switching Between Calls

When you have placed two outgoing calls, you can switch from one call to the other. The call that you are switching away from is put on hold.

1. Tap Hold. You are switched from one call to the other.
2. To return to the first call, tap Hold again.

About Paging

If the Vocera Telephony Solution Software is installed on your system, you can use a voice command to send a numeric page. Vocera sends the recipient's pager a call-back number that allows that person to return a call directly to your Vocera device.

You can send a page to anyone in the Vocera system by using his or her name. For example, if Dr. Randolph is a contact, you can speak the command "Page Dr. Randolph" to send a numeric page.

Additional voice commands let you use a Vocera device to send a numeric page to any arbitrary number. If you dial full 7- or 10-digit numbers to send a page in your environment, issue the command, "Page an outside number." When the Genie prompts you for the number of the pager, say the area code and the phone number, even when calling a local number. If the area code matches your local area code or a toll-free area code set up by your system administrator, the call will be considered local.

Some environments provide a paging service that allows employees to send internal pages using only a few digits, similar to the way they call internal extensions. Vocera lets you send pages to these numbers directly. For example, to send a page to the internal number 3964, you speak the command "Page number 3964."

Calling to Return a Page

When you have received a page, you can call the person that sent the page to you.

Tap the red button at the bottom of the page screen to make a Call to the person that sent the page.

Starting a Broadcast

The broadcast feature lets you quickly make an announcement to an entire Voice Group.

Broadcasting simultaneously contacts everyone in a group who is online and available. A broadcast is not recorded for members who are offline or unavailable.

To make a broadcast to a group, the system administrator must have granted you broadcast permission for that group.

1. In the Contacts screen, in the Search field, type the first few characters of the Voice Group that you want to broadcast to. A list of the closest matching contacts is displayed.
2. Tap the name of the group. The Contact Details screen appears, which lists the contact methods available for that group.
3. Tap More to display additional connection options.
4. Tap Broadcast. The screen indicates that the broadcast is in progress.
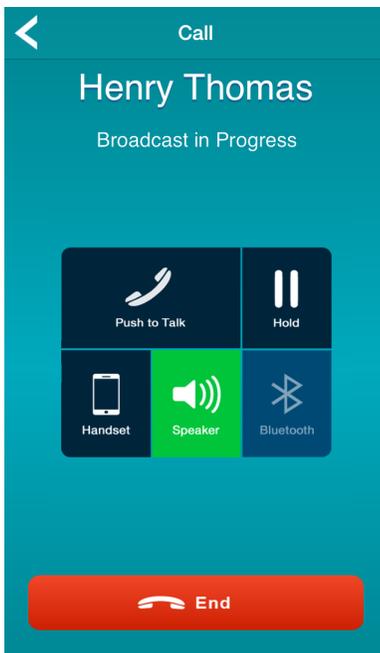
Note: You cannot initiate a normal broadcast to a group that is already receiving one. However, if you initiate an urgent broadcast, it will break into a normal broadcast currently in progress.

Note: See Cellular Calls and VCS on page 84 for information on what happens if you are in a cellular call and you are invited to join a broadcast.

Making an Urgent Broadcast

If the system administrator has granted you the required permission on the Vocera system, you can send an urgent broadcast that automatically breaks through to all recipients, regardless of what they are doing at the time.

1. In the Contacts screen, in the Search field, type the first few characters of the Voice Group that you want to broadcast to. A list of the closest matching contacts is displayed.
2. Tap the name of the group. The Contact Details screen appears, which lists the contact methods available for that group.
3. Tap More to display additional connection options.
4. Tap Urgent Broadcast.

Broadcasting Using the Genie

You can use the Genie to make a broadcast or an urgent broadcast to a Voice Group.

The following table lists the commands that you can use.

Action	Recommended Voice Commands
Initiate a broadcast to a group	Broadcast to *Four West Nurse.*
Issue an urgent broadcast	Urgently broadcast to *Managers*. (Requires permission from your system administrator.)
Cancel a broadcast	Tap End while listening to the broadcast.
Reply to everyone	See instructions below.

1. Tap Push to Talk before the broadcast ends.
   - The screen indicates that you are requesting the line:
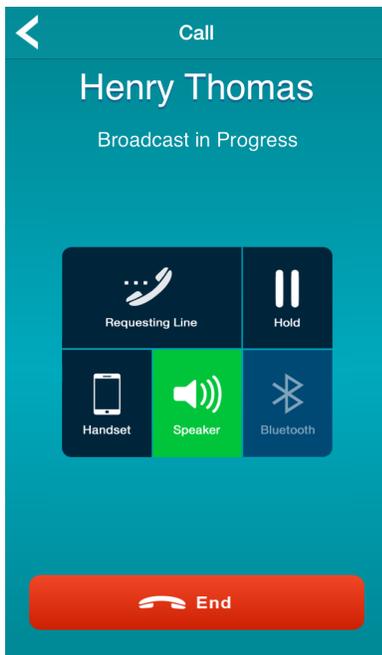
   - If it is OK to talk, the Push to Talk button reappears and turns green:
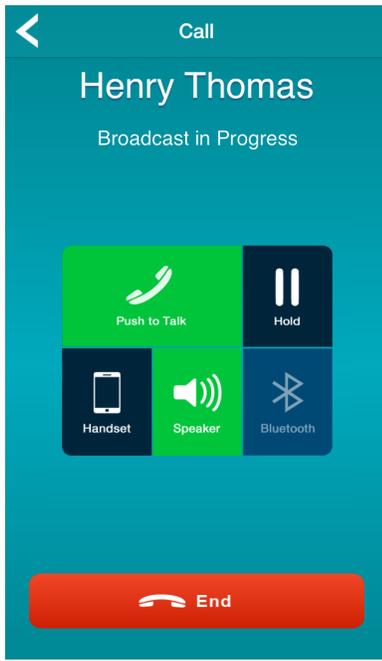
- If someone else is broadcasting, the screen indicates that the line is busy.
2. Begin speaking.

Everyone in the broadcast group hears you immediately.
3. When finished, press the Push to Talk button.

Everyone in the broadcast group hears a chirp, letting them know they can now reply.

For more details on using the Genie, see Accessing the Genie on page 75.

What You Can Do in a Broadcast

If you are in a broadcast, you can cancel the broadcast or respond to everyone in the broadcast group.

To cancel a broadcast, tap End. To respond to everyone in the broadcast group, touch and hold Push To Talk before the broadcast ends.

The following table describes the buttons available during a broadcast:

Button	Description
Hold	Puts the broadcast on hold, or releases the hold.
Push to Talk	Enables or disables push-to-talk replies to the broadcast.
End	Ends the call. Other recipients of the broadcast can continue listening to the broadcast.

You can also specify whether to use the handset, speaker, or Bluetooth to communicate. See Audio Mode on page 95 for more details.

Summoning Emergency Help

If your system administrator has set up an emergency broadcast group, you can quickly summon help in an emergency.

Use the following steps to initiate an emergency broadcast:

1. On the Call screen, tap Special Actions.
2. Tap Panic Call.
3. When you hear the chime, start talking.

Using this feature initiates an urgent broadcast to this special group. Everyone in the emergency broadcast group hears you immediately. Unlike other broadcast commands, this feature does not require any special permissions.

Like an ordinary broadcast, you can tap End to end the emergency broadcast. Other users can reply to the broadcast before the broadcast ends.

Because this feature initiates an urgent broadcast, it interrupts any other calls or broadcasts that are in progress.

> **Note:** You can also initiate an emergency broadcast by tapping the Call button twice.

> **Note:** See **Cellular Calls and VCS** on page 84 for information on what happens if you are in a cellular call and you receive an emergency broadcast.

Using Instant Conferences

In Vocera Collaboration Suite, a *conference* is a special device state that lets you speak with multiple members of a team. This gives your phone push-to-talk quickness and the convenience of a walkie-talkie.

1. On the Call screen, tap Special Actions.
2. Tap Instant Conference.
   - If it is OK to talk, the Push to Talk button turns green:
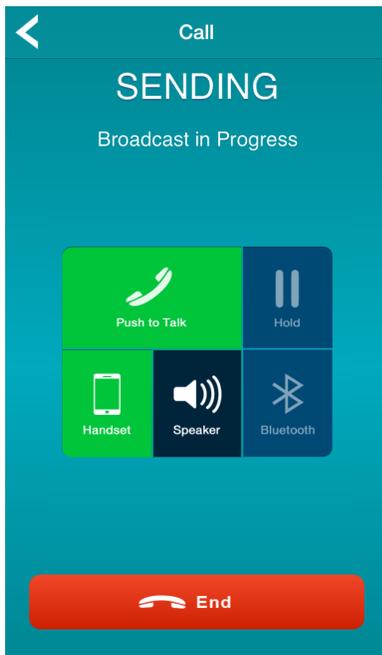
   - If someone else is broadcasting, the screen indicates that the line is busy. When the line becomes free, tap Push to Talk to gain access to it.
3. When you have gained access, begin talking. Everyone in the conference hears you.
4. When you are finished talking, tap the Push to Talk button. Everyone in the conference hears a chirp, letting them know they can now reply.
5. To end the call, tap End Call. The conference broadcast is still active for other members. If the conference is silent for 10 seconds, the broadcast session ends automatically.

> **Note:** Another way to start an instant conference is to press and hold the Call button.

> **Note:** See **Cellular Calls and VCS** on page 84 for information on what happens if you are in a cellular call and you are invited to join an instant conference.

Audio Mode

By default, the Vocera Collaboration Suite uses handset mode when you tap the Call button to speak with the Genie or when you are on a Vocera call. However, you can switch to using the speaker or Bluetooth if you prefer.

Tap any of the following to change the communication method:

Table 1: Communication Methods

Method	Description
Handset or Headphones	Use the handset (default). If you are using wired headphones with your device, or you are using an iPad, the headphones icon appears in place of the handset icon.
Speaker	Use your device's speaker.
Bluetooth	Use Bluetooth. This icon is enabled only when Bluetooth is available on your device.

The communication method currently in use is indicated with a green background.

When you place a call, the default setting is the highest priority audio mode available, which is one of the following (highest priority listed first):

• Bluetooth
• Wired headphones
• Handset

If you use your device's speaker to make a call, and then you make a subsequent call, the audio mode reverts to the default setting as shown above. You must reselect speaker mode to use it again.

Note: Vocera Collaboration Suite can detect whether you are holding your device to your ear while making a call. When you are holding your device next to your ear, the screen is locked to ensure that you do not accidentally press any buttons while on a call, and the notification tone for Alerts is made quieter. The screen becomes enabled again when you move your device away from your ear.

Multiple Sites

Learn about working with multiple sites.

In Vocera, a *site* is a specific physical location where users can communicate with each other. If your organization has multiple sites connected to the same Vocera server, you can use your Vocera devices to communicate with users at any site in your organization.

Note: This section is relevant only if your installation supports multiple sites. See your Vocera administrator to find out if your installation supports multiple sites.

About Sites

If your installation supports multiple sites, you can communicate with other users, groups, and address book entries at your local site as well as at any other site.

When you roam from site to site, the Vocera server knows which site you are visiting and can direct calls to your device there.

Groups, locations, and address book entries at different sites can have the same name. For example, each site can have its own "Code Blue" group, its own "Cafeteria" location, and its own "The Local Pharmacy" address book entry.

Each site in your organization has a unique name. For example, you may have site names such as New York, Philadelphia, and Washington, or even site names such as Third Street or North Wing.

Types of Sites

Vocera distinguishes among different sites based on where you typically work and where you are visiting.

Some of the sites are:

- **Home site**—The physical site where you typically work.

  Other users, groups, and address book entries also have a home site.
- **Current site**—The physical site you are currently visiting.

  You and other users can roam among sites, even when you have a current site. In most situations, your current site and home site are identical. Your current site changes when you are on the network at another physical site.

In some situations, your organization may have a "global" site that does not represent any physical location. Your administrator can assign users, groups, and address book entries to the global site if they are not associated with a specific physical site.

Using Sites in Voice Commands

If your deployment has multiple sites, your usual procedures allow you to place your most common calls.

To call a user who is at your current site, or to call a user whose home site is the *same* as your current site, simply use normal voice commands. Vocera will find the person for you.

For example, if you want to call Tech Support at your current site, simply say "Call Tech Support." If you are visiting Chicago, and you want to call Remington Peters, whose home site is Chicago, say "Call Remington Peters." Vocera will find Remington even if he is visiting another site.

You can also use normal voice commands to call a user, group, or address book entry at the global site if your installation has one. However, if the party you're calling happens to have the same name as a user, group, or address book entry at your local site, Vocera automatically calls the local party. In this situation, you need to connect to the proper site before you issue the command.

To call users, groups, or address book entries at any arbitrary site, you must first explicitly connect to the proper site, and then issue the normal voice command. Explicitly connecting to a site always works, no matter where you or the party you are calling happen to be located, assuming you have permission to call users at remote sites.

Here are some examples of using sites in the "Call" voice command:

Action	Recommended Commands
Calling a user at your current site	Call *April Buckley*.
Calling a user whose home site is the same as your current site	Call *April Buckley*.
Calling a user at a remote site or any arbitrary site *	1. Connect to *Santa Cruz*. 2. Wait for the next Genie prompt, then say: Call *April Buckley*.

You can use any voice command after you connect to a site. The connection exists for the current call only. When you end the call, the connection is closed.

Logging In at a Site

If you don't log out when you leave a site, and you bring your logged-in device to a new site, you won't need to log in again. Vocera identifies you as soon as you connect to the local network.

If you log out or get a new device at a site you are visiting, you need to log in when you are on the local network. In this situation, you must connect to your home site and then log in as you usually do.

Action	Recommended Commands (Italics indicate an example)
Logging in at a site you are visiting	1. Press the Call button, then wait to hear the log-in prompt. 2. Connect to your home site as follows: Connect to *Santa Cruz*. 3. Wait for the next log-in prompt, then say or spell your name as usual: *April Buckley*.

When you log in at your home site, you don't need to connect to it. You only need to connect when logging in at a remote site.

Placing a Three-Way Call

You can use your device to set up a three-way conference call with two other Vocera users at different remote sites. The conference commands that you use are the same that you would use for a normal three-way conference call in which all three users are located at the same site. However, to invite a user at a remote site to a conference, you must connect to the site first.

Action	Recommended Commands (Italics indicate an example)

Placing a three-way conference call between different sites	1. Connect to a remote site:
	   Connect to *Santa Cruz*.
	2. Wait for the next Genie prompt, then say:
	   Conference *April Buckley*.
	3. After April is connected, press the Hold/DND button to put the call on hold.
	4. Connect to another remote site:
	   Connect to *Scotts Valley*.
	5. Invite another user to the conference call:
	   Invite *John Smith*.

Commands for Group Managers

You can contact users based on their group affiliation rather than their name.

Groups provide a way for internal or external callers to communicate with Vocera users based on their roles within an organization.

For example, groups let you call someone who fits a specific role "Call a sales person," belongs to a certain department "Call Accounts Receivable," or has some other skill or authority that the caller requires "Call a manager."

Groups also provide a way to broadcast to a specific set of users at the same time "All cashiers to the front, please" or to leave messages for many users at once "Send a message to Nurses Assistants."

Some groups have management capabilities for other groups. For example, the members of the Charge Nurse group may manage the Code Blue group in a hospital, or members of the Head Cashier group may manage the Cashier group in a retail store.

Group Manager Capabilities

If you are a member of a group with management capabilities you have some privileges.

Group management tasks you can perform are:

- Add members to the managed group.
- Remove members from the managed group.
- Change the scheduling options of the managed group.
- Change the forwarding options of the managed group.
- Specify a group whose members can add themselves to the managed group.

If you have group management capabilities, you can use voice commands to add users to the managed group, remove users from the managed group, and record name prompts for the group. The rest of this chapter discusses these voice commands.

You use the User Console to perform all other management tasks. For more information, refer to *Vocera User Console Guide*.

Members of a group with management capabilities do not have administration permission. Only a system administrator can create a group, delete it, or assign permissions to it.

Updating Group Members

Learn the responsibilities of a group manager.

As a group manager, you are responsible for maintaining the membership in the group. You can add members to the group and remove them from the group with voice commands.

If the Vocera administrator allows it, Vocera users can also add themselves to a group.

The following table shows the commands for adding and removing group members:

Description	Recommended Voice Commands
Add another user to a group	Add *May Hu* to *Technical Support*.
Add yourself to a group	Add me to *Technical Support*.
Remove a user from a group	Remove *May Hu* from *Technical Support*.
Remove yourself from a group	Remove me from *Technical Support*.

Group Names and Greetings

Learn the available group commands.

The Genie speaks the name of a group or one of its alternate names in the following situations:

- To prompt users who call, send messages, or broadcast to a group.
- To confirm calls, messages, or broadcasts to a group.

To ensure more natural sounding speech, you should record names for the Genie to use. If you do not record names, the Genie attempts to pronounce them by converting the spelling of the group names to spoken words.

To record group names, press the Call button, wait for the Genie to answer, and say "Record names for *group name*." The Genie walks you through the steps for recording the group name and its alternates.

Similarly, the Genie speaks a *greeting* when someone calls the group and no members can accept the call. This greeting can let callers know that they have reached the proper group or give them further information. If a greeting is available, the Genie plays it before automatically asking callers if they want to leave a message. Vocera sends messages left for a group to every member in the group.

For example, a retail store could record a greeting that says, "Thank you for calling Hardware Supplies. Our team members are busy assisting customers right now, but if you leave a message, one of us will call you back as soon as possible."

Greetings can help all callers, but they are especially useful when people who are not Vocera users call into the system with a telephone. These callers may not be familiar with Vocera, and a greeting helps to "break the ice".

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Record name prompts for a group	Record names for *Technical Support*.	Record name prompts for *Technical Support*.
Record a greeting for a group	Record greeting for *Technical Support*.	

Joining or Leaving a Group

If the system administrator has granted you the required permission on the Vocera server, you can use voice commands to add yourself to or remove yourself from a group.

Note: Group managers also can add members to a group and remove them. For more information, refer to **Commands for Group Managers**.

Use the following voice commands to add yourself to or remove yourself from a group:

Description	Recommended Voice Commands
Add yourself to a group *	Add me to *Technical Support*.
Add yourself to multiple groups *	Add me to multiple groups. *Each time you hear a tone, say the name of a group to which you want to be added. When you are finished, press the Call button.*
Remove yourself from a group *	Remove me from *Technical Support*.
Remove yourself from multiple groups *	Remove me from multiple groups. *Each time you hear a tone, say the name of a group from which you want to be removed. When you are finished, press the Call button.*

You can also find out whether you or other Vocera users are members of groups by asking the Genie:

Description	Recommended Voice Commands	Alternative Forms
Find the groups to which you belong	What groups am I in?	What groups do I belong to? What groups am I a member of?
Find out who is in a particular group	Who is in *Technical Support?*	None

Additional Genie Capabilities

The Genie is the voice interface to the Vocera system. These sections describe the capabilities of the Genie that are not covered in the description of the Call module.

See Call on page 72 for more details on the Call module.

About Genie Training

If the Genie has difficulty understanding your speech, don't get frustrated—you can train the Genie to recognize the way you say names and commands.

The Genie can learn the names of people, groups, and locations as well as most commands. You can also train the Genie to recognize a nickname, if that is the way you always call a person you know.

When you train the Genie to learn a name, you are prompted to spell the name. If you change your mind, you can use the "Unlearn a name" command to delete it. The Genie will prompt you for the necessary information.

The following table lists all the commands you can use to train the Genie:

Action	Recommended Voice Commands
Train the Genie to recognize the way you say a name	Learn name. Learn group name. Learn location name.
Delete a learned name	Unlearn name. Unlearn group name. Unlearn location name.
Train the Genie to recognize the way you say common commands	Learn commands.
Train the Genie to recognize the way you say other commands	Learn more commands.
Delete all your learned commands	Unlearn commands.

Commands - Quick Reference

This section provides a list of voice commands for quick reference that you can use on your Vocera badge or smartphone app.

In the following list, commands marked with an asterisk (*) either require a permission from your system administrator or require that Vocera is integrated with your phone system.

Blocking and Accepting Calls

You can use block and accept calls commands to block calls, accept calls, and to find out who is currently blocked from calling your badge.

Action	Recommended Commands
Block calls	Block all calls. * Block all calls from *John Smith*. * Block all calls except from *John Smith*. * Block all calls except from *Tech Support*. *
Accept calls	Accept all calls. * Accept all calls from *John Smith*. * Accept all calls except from *John Smith*. * Accept all calls except from *Tech Support*. *
Find out who is currently blocked from calling your badge	Who is blocked?

* = requires permission or telephony integration

Broadcasting to a Group

You can use broadcast commands to initiate broadcast to a group, urgent broadcast, emergency broadcast group, cancel and reply to the broadcast.

Action	Recommended Commands
Initiate a broadcast to a group	Broadcast to *Tech Support*.
Initiate an urgent broadcast to a group	Urgently broadcast to *Tech Support*. *

* = requires permission or telephony integration

Calling a User or Group Member

You can use voice commands to call, a user, group member, make urgent calls, and a user using department and first name.

Action	Recommended Commands
Call another user	Call *John Smith.*
Call a group member	Call *Tech Support.*
Place an urgent call	Urgently call *John Smith*. *

* = requires permission or telephony integration

Changing Genie Persona

You can switch Genie persona using this command.

The table below lists the voice command used to alternate between Genie personas.

Action	Recommended Voice Commands	Alternative Forms
Change the Genie from one persona to another.	Change Genie	

Dialing a Telephone Number

You can use voice commands to dial an extension, an outside phone number, and redial the last phone number.

Action	Recommended Commands
Dial an extension	Dial extension **3145**. *
Dial an outside phone number	Dial an outside number. *
Redial the last phone number you called	Redial number. *

* = requires permission or telephony integration

Easter Eggs

Review the complete list of Easter Eggs clinicians can use for entertainment.

The following table shows the commands and Genie response :

Commands	The Genie Says...
Call Captain Kirk	*Captain Kirk is busy in another Galaxy at the moment!*
Make it so	*OK, I made it but you will have to unmake it!*
Beam me up	*Sorry the transporter feature is still under development.*
Beam me down	*I don't think I can do that!*
Good bye	*Live long and prosper!*
I'm having a bad day	*Take a deep breath and know that you are helping to save a life today.*

Commands	The Genie Says...
My Vocera is broken	*Are you sure it's not your wireless or the way you are holding your badge.*
Genie, I have a wish	*Your wish is my command*
Genie, obey my commands	*First you must follow my rules!*
Santa Claus	*Ho Ho Ho, Santa hopes you feel better*
Mrs. Claus	*Santa is watching you, be brave*
Easter Bunny	*Hopping you feel better*
I need a hug	*Warm fuzzies coming your way*
Houston, we have a problem	*Keep calm, and call a super hero*

Forwarding a Call

You can forward a call to your desk phone, cell phone, home phone, voice mail, or another other outside number.

Action	Recommended Commands
Forward your calls	Forward my calls to my desk phone. * Forward my calls to my cell phone. * Forward my calls to my home phone. * Forward my calls to voice mail. * Forward my calls to extension *3245*. * Forward my calls to an outside number. * Forward my calls to another number. * Forward my calls to *Tech Support*. Forward my calls to *John Smith*. Stop forwarding.
When asked **which** calls to forward, answer:	All. Unanswered. Offline.

* = requires permission or telephony integration

Getting and Exiting Genie Help

You can initiate and end an interactive session with the Help Genie using these commands.

You can ask for Genie Help at any time while you are logged in. When you log in on your Badge for the first time, Genie guides you through a series of prompts to record your name. Once your name recording is complete, Genie announces, "You can get help on how to use commands by saying, Genie help!" .

This table shows the command to bring up the Vocera Help Genie.

Action	Recommended Voice Commands	The Help Genie says...
Get the Help Genie	Help. or Genie Help.	What would you like help with?
Exit the Help Genie	Cancel.	Help canceled.

Locating Users and Groups

You can use voice commands to locate where you are, another users, the nearest member of the group, and member of a group close to a given location.

Action	Recommended Commands
Find out what location you are closest to	Where am I? *
Locate another user	Where is John Smith? *

Action	Recommended Commands
Locate the nearest member of a group	Where is the nearest member of *Tech Support?* * Where is the closest member of *Tech Support?* * Locate nearest member of *Tech Support?* * Locate closest member of *Tech Support?* *
Find a member of a group close to a given location	Locate members of *Tech Support* close to The First Floor. *

* = requires permission or telephony integration

Identifying Yourself

You can ask the Genie who you are logged in as.

Action	Recommended Commands
Find out who is logged in to your device	Who am I?

Managing Groups

You can use a few voice commands that help you manage your groups.

Action	Recommended Commands
Add a member to a group	Add *Lynn Faulkner* to *Code Blue.* *
Remove a member from a group	Remove *Lynn Faulkner* from *Code Blue.* *
Record a name prompt for a group	Record name for **Code Blue.** *
Record a greeting for a group	Record greeting for **Technical Support**. *

* = requires permission or telephony integration

Miscellaneous Commands

Some important tasks and the recommended commands are described in this topic.

Action	Recommended Commands
Find out the time and date	What time is it?
Train the Genie to recognize the way you say a name	Learn a name. Learn a group name. Learn an address book name. Learn a location name.
Unlearn the training	Unlearn a name. Unlearn a group name. Unlearn an address book name. Unlearn a location name.
Train the Genie to recognize the way you say common commands	Learn commands.
Train the Genie to recognize the way you say other commands	Learn more commands.
Delete all your learned commands	Unlearn commands.
Connect incoming calls immediately	Turn Auto Answer on.
Ask before connecting incoming calls	Turn Auto Answer off.

Placing a Three-Way Conference Call

You can initiate a three-way conference call, add another user, switch between an active call and a call on hold, end a conversation and return to the other party, initiate an urgent three-way conference call, add another party to an ongoing call, call between different sites.

Action	Recommended Commands
Initiate a three-way conference call	Conference *James Madison* and *Mary Lamb.*
Switch between an active call and a call on hold	Tap Hold.

Action	Recommended Commands
End a conversation and return to the other party	Tap End Call while talking to the person you want to disconnect.
Initiate an urgent three-way conference call	Urgently conference *John Smith* and Mary Jones. *

* = requires permission or telephony integration

Playing Messages

You can use voice messages to play voice messages and text messages.

Action	Recommended Commands
Play new voice messages	Play messages. Play messages from *John Smith.* Play messages from *Marketing.*
Play new text messages	Play text messages.
Play old voice messages (previously played)	Play old messages. Play old messages from *John Smith.* Play old messages from *Marketing.*
Play old text messages (previously played)	Play old text messages.
Delete voice messages, played or not	Delete all messages. Delete messages from *John Smith.*
Delete text messages, played or not	Delete all text messages. Delete all text messages from *John Smith.*

Recording Your Name and Greeting

You can record your name and greetings using voice commands.

Action	Recommended Commands
Record your greeting	Record my greeting.
Play your greeting	Play my greeting.
Erase your greeting	Erase my greeting.

Sending Messages

You can record and send messages, and emails with voice notes.

Action	Recommended Commands
Send a message	Record a message for *John Smith.* Record an urgent message for *Tech Support.*
Send an e-mail with a voice attachment	Record an email for *John Smith.* Record an email for *Tech Support.*

Transfering a Call

You can use voice commands to help you transfer a call to a badge and to a desk.

Action	Recommended Commands
Transfer a call to a badge	Transfer to Mary Smith. Transfer to *Tech Support.*
Transfer a call to a desk extension	Transfer to extension *2457.* *

* = requires permission or telephony integration

Using Instant Conferences

You can use voice commands that help you use instant conferences.

Action	Recommended Commands
Join a conference	Join the conference for **Managers.** *
Leave a conference	Leave the conference for **Cashiers.** *
Start conferencing or reply (when you are in a conference)	1. On the Call screen, touch and hold Call. • If it is OK to talk, you hear a beep and the Push To Talk button is enabled. Other users also hear a beep to indicate that an instant conference is starting. • If somebody else in the conference has already started to speak, you hear a chirp. 2. Begin speaking. Everyone in the conference hears you immediately. 3. When you are finished talking, *touch and hold* Push To Talk for a couple seconds to disable it. Everyone in the conference hears a chirp, letting them know they can now reply. **Important:** DO NOT tap (instead of touch and hold) Push To Talk. If you tap "Push To Talk", you leave the conference and hear the Genie, allowing you to say a command. If you unintentionally leave the conference, you can rejoin it by touching and holding "Call" again. 4. To end the call, tap End Call. The conference broadcast is still active for other members. If the conference is silent for 10 seconds, the broadcast session ends automatically.
Find out what conference you are in	What conference am I in?
Find out who is in your conference	Who is in my conference?
Find out who is in any conference	Who is in the conference for *Intensive Care*?

* = requires permission or telephony integration

Finding out Who Called

You can use voice commands to check who called when you were off network, logged out, or on another call.

When you use the **Who Called** commands, Genie announces the name or phone number of the person who called, and the time and date of the message. If a name is not associated with the phone number of the incoming call, the phone number is announced. If both the name and phone number are known in the system, the name is announced. If the call was made to a group, Genie announces the names of the group and the person who is placing the call. Message histories are stored for the current and previous work days.

| Action	Recommended Voice Commands	Alternative Forms
Find out who called or left a message while you were unavailable	Who called?	Who called me?
Find out who called or left a message on the current work day.	Who called today?	Who called me today?
Find out who called or left a message the day before.	Who called yesterday?	Who called me yesterday?

Working With Your Groups

You can use voice commands to help you work with your group.

Action	Recommended Commands
Find out what groups you belong to.	What groups am I in?
Find out who belongs to a group.	Who is a member of *Code Blue*?
Add yourself to a group	Add me to *Code Blue.* *
Add yourself to multiple groups *	Add me to multiple groups. *Each time you hear a tone, say the name of a group to which you want to be added. When you are finished, tap* Call.
Remove yourself from a group	Remove me from *Code Blue.* *
Remove yourself from multiple groups *	Remove me from multiple groups. *Each time you hear a tone, say the name of a group from which you want to be removed. When you are finished, tap* Call.

* = requires permission or telephony integration

Contacts

The Contacts module is designed to allow you to communicate quickly with any person or group for which you have contact information. It ensures that you can deliver vital information immediately.
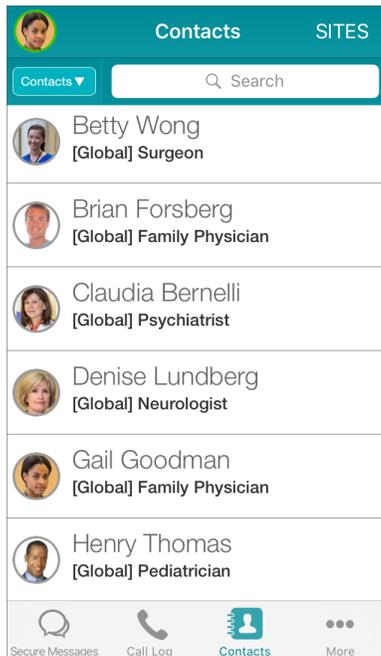
The contacts displayed on the Contacts screen can belong to any of the following categories:

- Vocera Genie
- Users
- Distribution Lists
- Groups
- Global Address Book entries

The **Vocera Genie** contact always appears at the top of the Contacts list. When you tap this contact, the Call screen appears. See Accessing the Genie on page 75 for more information on the Genie.

Users are people who have registered the VCS app on your network. When communicating with another user, you can use all of the features and capabilities of VCS.

Distribution Lists are collections of users, such as on-call doctors or nurses. The Vocera administrator creates Distribution Lists on the VMP Server. Types of Distribution Lists include:

- On-Call Distribution Lists, which allow you or your administrator to use the VMP Web Console to set up on-call schedules. If you have the necessary permissions, you can edit your own on-call status or that of other users.
- Escalation Distribution Lists, which allow you to send a message and then escalate it to other groups or users if the first list of recipients does not respond within a specified time.

Groups, also known as **Voice Groups**, are collections of users that can receive Vocera calls, broadcast messages, or instant conferences. Examples of Groups include members of a department, all people performing a specific role, or all people in a determined location, such as a wing of a hospital. The Vocera administrator creates Groups on the Vocera Voice Server. Groups can be nested: a Group can contain another group.

Global Address Book entries are contacts that have been set up on the Vocera Voice Server or the VMP Server. These are people and places that are not VCS users, such as local businesses.

Note: If your Vocera system includes multiple sites, the Contacts screen displays only the sites that you are currently viewing. By default, only the site that you belong to is displayed. See **Displaying Contacts In Sites** on page 114 for more information on viewing sites.

If a contact is available from multiple sources, the server attempts to merge them into a single VCS contact whenever possible.

The Contacts Screen

The Contacts screen lists all of the users and groups with which you can communicate.

To access the Contacts screen, tap Contacts in the navigation bar. This diagram shows the layout of the Contacts screen:
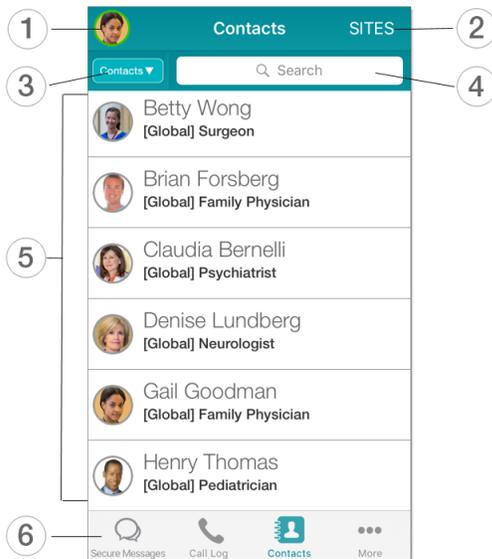
1	Your profile picture. Tap this photo to display your user profile. From the user profile, you can set Do Not Disturb settings, edit your profile picture, change your profile options, or log out from a shared device.
	The colored ring around your photo indicates your current status. Green indicates that you are available, and orange indicates that you have set Do Not Disturb.
	If you do not have a profile picture, your initials are displayed.
2	The Sites button. For more information on sites, see **Displaying Contacts In Sites** on page 114.
3	A toggle switch that controls what contacts are to be displayed. The following view options are available:

|	
Favorites	The Favorites list. This provides quick access to the users that you most frequently communicate with. For details on how to create Favorites, see **Adding a Favorite** on page 112.
Contacts	All Vocera contacts.

| 4 | The Search field. Use this field to search for contacts that match the text that you type. See **Contact Searching** on page 110. |

| 5 | The list of contacts currently being displayed. This list is affected by any search text that you have typed. |

For each contact, the contact's name is displayed. On the line below the contact name, the site for this contact is provided, enclosed in square brackets. If a job title has been defined for this contact, it is displayed after the site.

When you are viewing the Favorites list, the colored ring around each profile picture indicates the current status of the contact:

- Green: available
- Orange: the contact has set Do Not Disturb for voice, text, or both
- Red: not available

For Favorites, details on the contact's current status are provided below the site and title for the contact. These include the following:

- The contact's availability status, corresponding to the colored ring around the user's photo or initials. This is one of Available, Do Not Disturb, or Not Available. For Do Not Disturb, the current status indicates whether calls, messages, or both or are not being let through.
- Messages Forwarding indicates that messages to this contact are being forwarded to another contact.
- Off Campus indicates that the contact is available but is not on the corporate network. An example of this is when the contact is logged into the VMP Web Console.

| 6 | From the navigation bar, you can access other Vocera Collaboration Suite screens. If you have received unread messages while in another Call or conversation, a count of the unread messages is displayed in the Secure Messages icon: |

Contact Details

When you tap a contact in the Contacts screen, tap on a profile picture in a message conversation, or tap an entry for a VCS user in a patient care team list, detailed information and communication options for the contact appear.
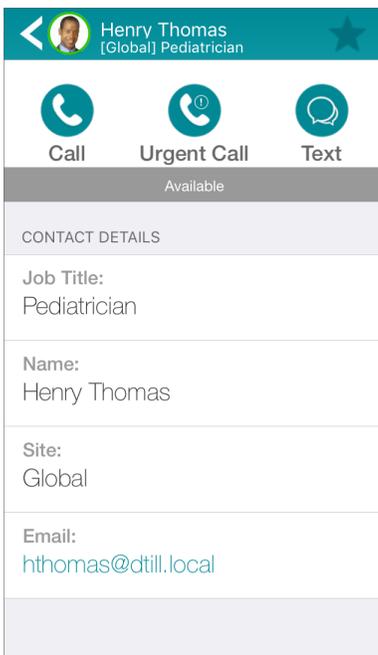
The profile picture for this contact is enclosed in one of the following colors:

- Green: The contact is available.
- Orange: The contact has set Do Not Disturb.
- Red: The contact is unavailable.

From a contact details page for an individual user, you can communicate with the contact in some or all of the following ways:

- Tap Call to make a Vocera call to this contact.
- Tap Urgent Call to make an urgent Vocera call to this contact.
- Tap Text to send a secure message to this contact.
- If email contact information is provided for this contact, tap the contact's email address to send an email message to the contact.
- If telephone or fax contact information is provided, tap the phone number to phone the client or send a fax message to the client.

Below the communication methods, a status line indicates the availability of the contact, and whether the contact has set Calls Forwarding or is Off Campus (available, but off the network).

From a contact details page for a Vocera group or Distribution List, you can communicate with the contact in some or all of the following ways:
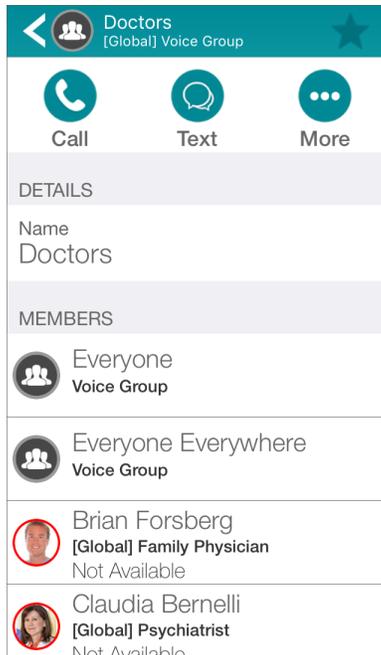
- Tap Call to make a Vocera call if the contact is a Vocera group. You cannot do this if the contact is a Distribution List.
- Tap Text to send a secure message.
- Tap More to view additional communication options:
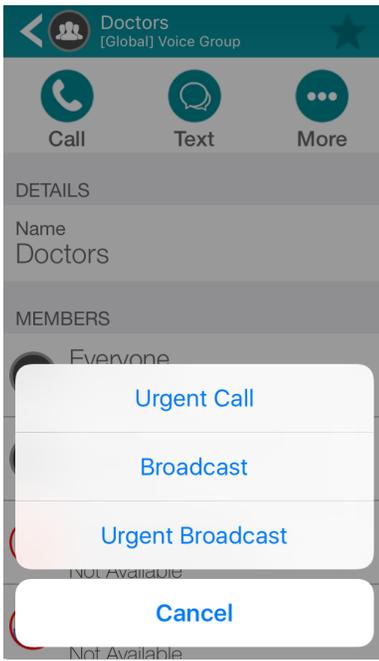
- Tap Urgent Call to make an urgent Vocera call.
- Tap Broadcast to start a broadcast.
- Tap Urgent Broadcast to start an urgent broadcast.

For more information on broadcasts, see **Starting a Broadcast** on page 92.

> **Note:** If a communication option is not available for this contact, its icon appears gray.

Contact Searching

You can search for an individual contact or group on the Contacts screen, or search a Distribution List or Voice Group for a contact.

Searching the Contacts Screen

If the contact that you want to find is an individual or group, you can search for the contact.

1. In the Contacts screen, use the toggle switch at the top left of the screen to select Contacts.

   Or, if you have created a list of Favorites, select Favorites to search in this list. See **Adding a Favorite** on page 112 for more information on Favorites.

2. In the Search field, type the first few characters of the contact's name. Each character you type performs an incremental search displaying a list of closest matching contacts.

   > **Note:** You cannot search for the Vocera Genie contact.
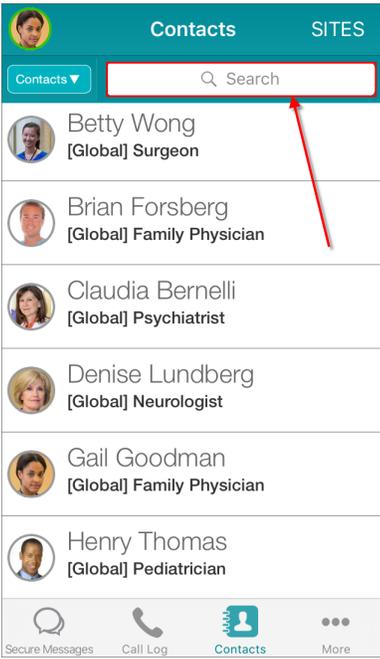
If you are searching in the Favorites list, and additional matches can be found in your complete list of Contacts, a count of the number of Contacts matches is displayed. Tap this display to go to the Contacts tab and view the list of matches.

Note: To hide the keyboard when viewing the list of search results, tap the Search button on the keyboard or scroll the list.

Finding a Contact in a Group

If the contact that you want to find is a member of a Distribution List or a Voice group, you can search the list or group for the contact.

Note: Voice groups, unlike Distribution Lists, can be nested, which means that a Voice group can contain another Voice group. The contact for which you are searching might be part of a Voice group that is contained inside another Voice group.

1. In the Contacts screen, tap the Distribution List or Voice group that you want to search. The members of the list or group are displayed.
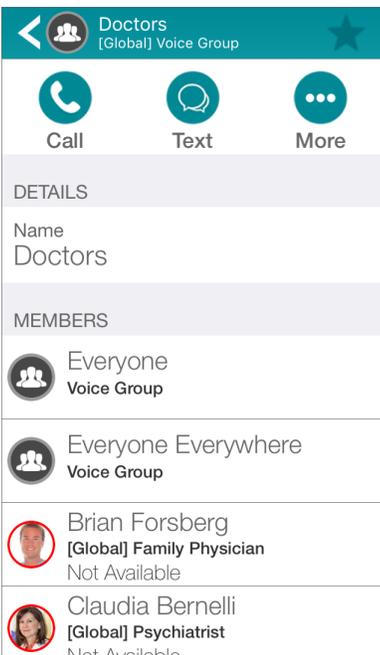
2. Tap any group member to display that member's contact details.

Note: When you tap an On-Call Distribution List, the list of displayed members includes the current on-call status of each member.
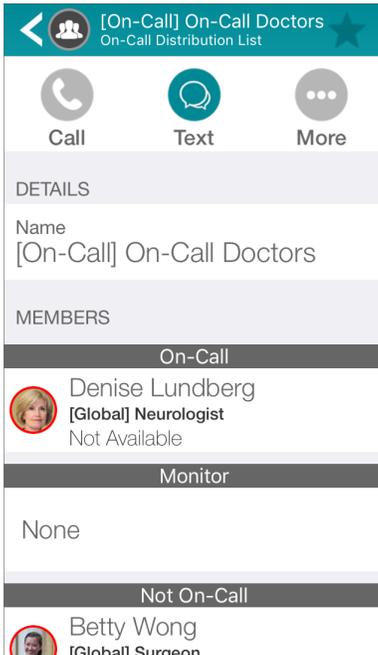
About Favorites

The Favorites feature lets you create a list of contacts you communicate with frequently.

Maintaining a Favorites list allows you to find a contact without having to search the Directory. Favorites can be individuals, Voice Groups, or Distribution Lists. If your Vocera system includes multiple sites, your Favorites can be on any of these sites.

Note: The Vocera Genie is automatically added to your Favorites list.

### *Adding a Favorite*

Follow these steps to add a Favorite.

1. Use the toggle switch at the top left of the screen to select Contacts.
2. In the Search field, type the first few characters of the contact. Each character you type performs an incremental search displaying a list of closest matching contacts.
3. Tap on a contact to display it.
4. Tap the Favorites star to add the contact to your Favorites list.
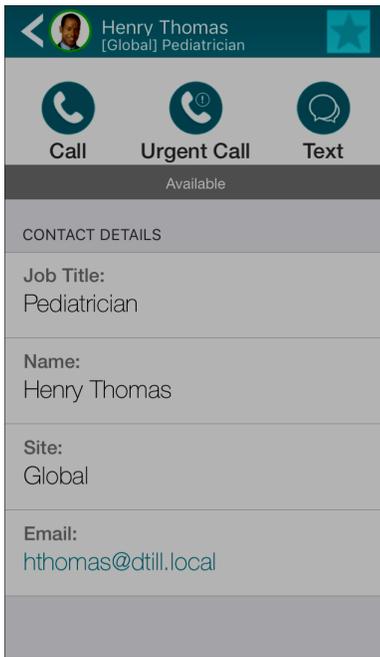
Removing a Favorite

You can remove contacts from your Favorites list. When you remove a Vocera contact from your Favorites list, the contact can still be accessed from the Contacts screen.

1. Use the toggle switch at the top left of the screen to select Favorites.
2. Tap the contact that you want to remove from the Favorites list.
3. Tap the Favorites star to remove the contact from your list of Favorites.
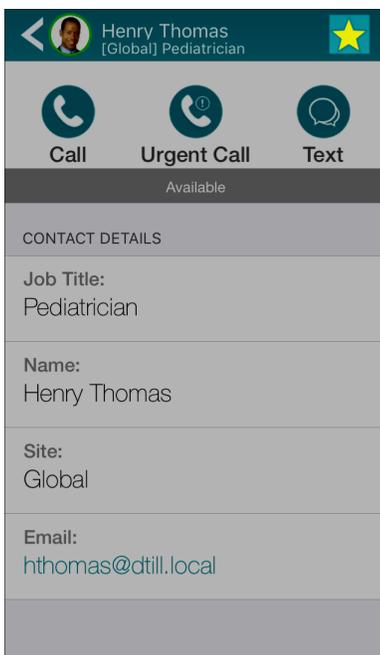
Sorting Favorites

You can arrange your Favorites list in any order.

1. Use the toggle switch at the top left of the screen to select Favorites.
2. Tap and hold the Favorite that you want to move.

3. Drag the Favorite up or down to position it in the Favorites list.

4. Repeat the previous steps until your Favorites are in the order you want.

> **Note:** To sort your Favorites in alphabetical order, go to the Profile Options screen and select Sort Favorites Alphabetically.

Displaying Contacts In Sites

If your contact network is located in multiple on-premises locations, your organization may have organized your contacts into sites. Each site contains the contacts that can be found at one particular location.

When you are at a location, you can update your Contacts list to include the site associated with that location.

1. On the Contacts screen, tap Sites.

2. In the list of sites that appears, select the sites to be displayed and clear the sites that you do not want to be displayed. You cannot clear your home site.

3. Tap the Back arrow button at the top left of the screen to return to the Contacts screen.

Messaging a Contact

You can send a secure message to a contact.

1. In the Contacts screen, tap the contact.

2. Tap Text.

   A screen appears, listing the previous conversations you have had with this contact.
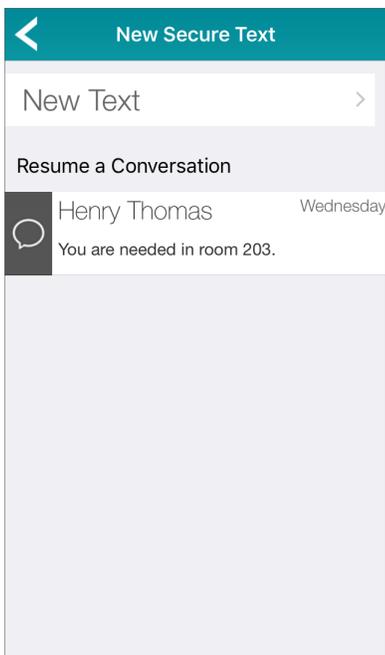
3. Tap an existing conversation to continue it, or tap New Text to start a new secure message.

> **Note:** If you have no previous conversations with this contact, the conversations screen does not appear. You are sent directly to the screen on which you can start a new message.

Patients

If your system administrator has linked your VCS environment to an Engage environment, the Patients module lists all current patients.

> **Note:** For more information on how VCS is integrated with Engage, see **Real-time Situational Awareness** on page 58.

1. To access the Patients module, tap More in the navigation bar and tap Patients. The list of patients appears.

2. If your facility has more than one patient site:

   a. From the toggle switch at the top left of the screen, select All Patients. This displays the Sites button, which enables you to select a current patient site.

   b. Tap Sites. From the popup menu that appears, select the site that you want to display.

3. The toggle switch at the top left of the screen enables you to toggle between the available patient lists. If your facility has one patient site only, the available options are:

   • All Patients: all patients in the system

   • My Patients: patients assigned to you

   If your facility has more than one patient site, the available options are:

   • All Patients: all patients in the system

   • My Patients - Current Site: patients assigned to you at the site that you selected in the previous step

   • My Patients - All Sites: patients assigned to you at all sites

   From the available options, select the list that you want to display.

4. From the list that you have chosen, tap a patient link to display patient information and care team links for that patient. See **Viewing Patient Information** on page 61 and **Contacting the Care Team** on page 62 for more details.

You can display a maximum of 100 patients. If there are more patients in a list, you will be notified of this at the bottom of the screen. You can use the search bar to search for a patient that does not appear on the screen.

Schedule

The Schedule module lists the schedules that the Vocera administrator has created that include you. A schedule specifies the dates and times that each member of an On-Call Distribution List is to be on-shift in a particular location or performing a specified activity.

If you have been included in one or more schedules, you can view this information on your VCS app.

**Note:** The Vocera administrator creates schedules from the VMP Web Console.

Viewing Your Schedules

If you have been scheduled for on-call shifts, you can view them from within the VCS app.

1. In the navigation bar, tap More.
2. Tap Schedule. A list is displayed of the On-Call Distribution Lists to which you belong for which schedules have been created.

3. Tap the name of a Distribution List to select a schedule for which you want to display your shifts, or tap All to display your shifts in all schedules.
4. Tap one of Day, Week, or Month to display your shifts for that time period.
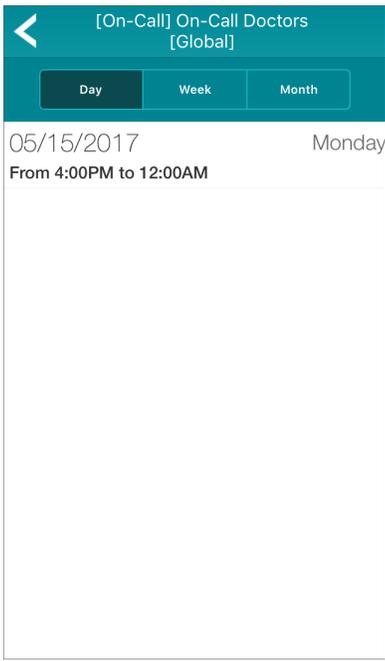
On-Call

An **On-Call Distribution List** is a list of users that are eligible to be on-call in a specified location, such as nurses on a floor of a hospital. At any given time, one or more members of the list are designated as On-Call. The On-Call module displays the On-Call Distribution Lists of which you are a member.

If the Vocera administrator has given you the necessary permissions, you can do either or both of the following from your VCS app:

• Specify whether you are On-Call or Not On-Call.

• Set the On-Call status of other users in the list.

> **Note:** The Vocera administrator creates On-Call Distribution Lists from the VMP Administrator.

Modifying Your On-Call Status

If you are a member of an On-Call Distribution List, you can change your on-call status if the Vocera administrator has granted you permission to do this.

1. In the navigation bar, tap More.
2. Tap On-Call. The On-Call screen appears.

| **On-Call** |
| My On-Call Groups | › |
| MANAGE ON-CALL |
| [On-Call] On-Call Doctors
[Global] | › |

3. Tap My On-Call Groups. A list of your on-call groups appears.

| **My On-Call Groups** |
| GAIL GOODMAN ON-CALL STATUS |
| [On-Call] On-Call Doctors
[Global]
Not On-Call | › |
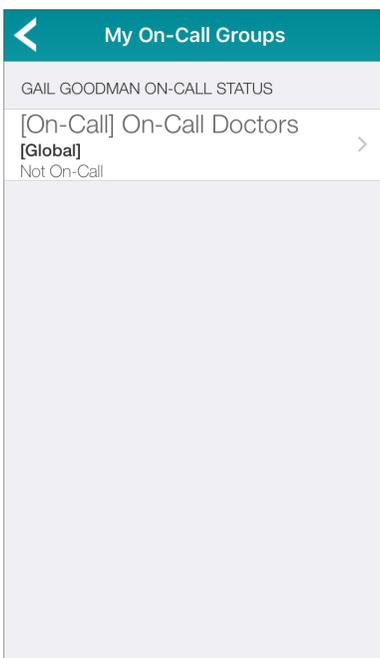
4. Tap the name of the group for which you want to change your on-call status. Your current status is displayed.
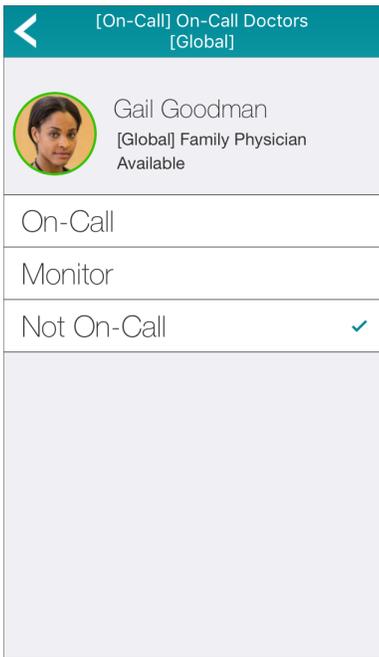
5. Tap one of the following to change your status:
   - On-Call - Receive messages sent to the list.
   - Monitor - Receive a copy of messages sent to the list without responding to them. This is useful if you are a shift manager or other supervisor who wants to monitor the shift and ensure that messages are handled appropriately.
   - Not On-Call - Do not receive messages sent to the list.

Modifying Any On-Call Status

You can modify the on-call status of any user in an on-call group if the Vocera administrator has granted you this permission.

1. In the navigation bar, tap More.
2. Tap On-Call. The On-Call screen appears.

3. In the Manage On-Call section, tap the on-call group that you want to edit. A list of the members of this group is displayed.
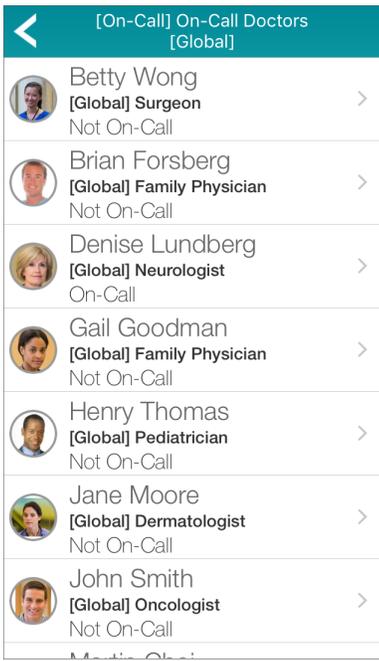
4. Tap the name of the user whose on-call status you want to change. The current status for that user is displayed.
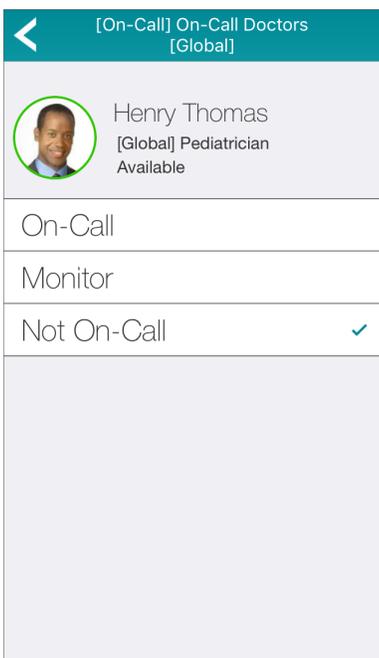
5. Tap one of the following to change the user's status:
    *   On-Call - Receive messages sent to the list.
    *   Monitor - Receive a copy of messages sent to the list without responding to them. This is useful when the user is a shift manager or other supervisor who wants to monitor the shift and ensure that messages are handled appropriately.
   *   Not On-Call - Do not receive messages sent to the list.

    Note: At least one user in the on-call group must have a status of On-Call at all times.

6. Repeat the two previous steps until all users have had their on-call status changed as needed.

On-Call Status Changes

Your administrator may have configured the server to send you a notification when your status changes to On-Call, when your status changes to Not On-Call, or both.

An on-call status change notification looks like this:
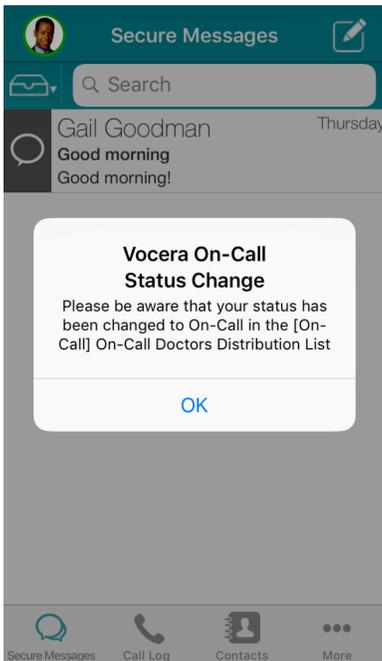
Contact your administrator to find out whether your facility has been configured to enable you to receive these notifications.

Content

The Content module allows you to access documents and other content that your Vocera administrator has placed on the server and granted you permission to view.
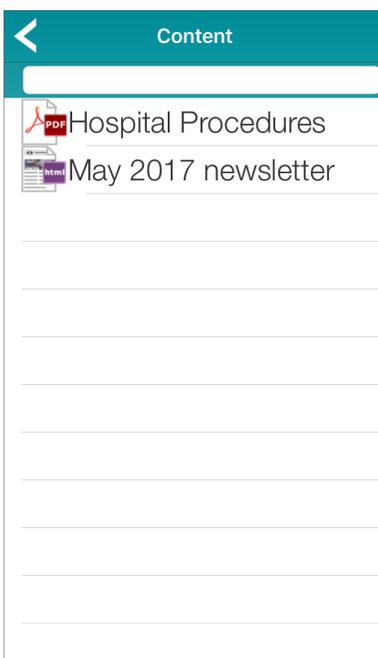
This content can include crucial information such as disaster and emergency preparedness plans, or any other document that is of general use or interest.

The material that you can access from the Content module is stored on your device, so it is available to you even if there is no electric power or the network is down.

The types of content that can be made available are:

- Image files (JPG, JPEG, PNG, GIF)
- Excel Files (2003, 2007, 2010)
- PDF (requires a third-party viewer)
- Word (2003, 2007, 2010)
- HTML (Basic)
- Text files
- Streaming audio and video

Note: A PDF viewer must be installed to view PDF files. Streaming audio and video are played on your device's media players.

Viewing and Managing Content

You can open and view any document that has been made available to you in the Content module.

1. In the navigation bar, tap More.
2. Tap Content.
3. Tap a document.

   When a Word document is selected, the first page displays. To view other pages of the Word Document, scroll down. You can tap embedded hyperlinks within the document.

   All supported image types display in a full screen format.

After you open a document, you can perform any Clipboard actions supported by your device.

New Content Notifications

When the Vocera administrator has provided new content for you, a notification banner appears.
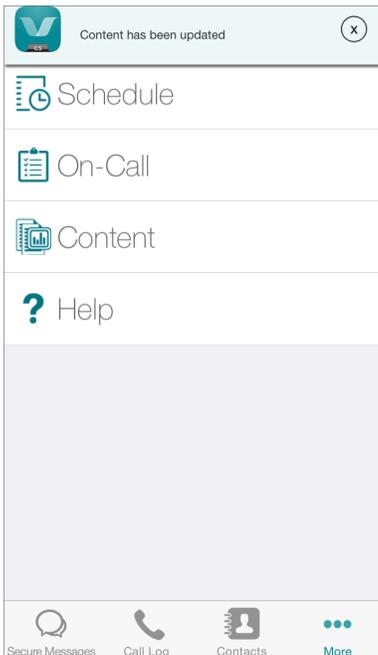
Tap Close to hide this notification.
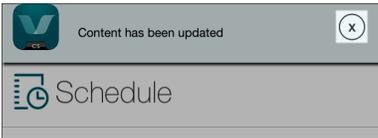
Help

The Help module provides access to an online version of this guide. Onscreen help is also available.

To access the online version of this user guide from the Help module:

1. In the navigation bar, tap More.
2. In the More screen, tap Help. The Help module appears, displaying the online version of this guide.
3. Select a topic to display. If this topic has subtopics, continue selecting until the information that you want to view is displayed.

To view onscreen help for a screen, tap and hold its title. This onscreen help explains the screen in more detail.

Other VCS Features

These sections describe the features and capabilities of VCS other than those provided in modules.

Do Not Disturb

If you are in a meeting or are busy and don't wish to be disturbed, you can turn on Do Not Disturb mode. This mode can be activated for messaging, voice, or both.

Do Not Disturb for Text

When Do Not Disturb for Text is selected, all pop-up, vibration, and tone notifications for secure messages are disabled.

Messages can be set to override your notification preferences. If you don't want a message to be able to override your Do Not Disturb for Text setting, select the Do not Allow Urgent mode.

Do Not Disturb for Call

When Do Not Disturb for Call is specified, callers are told that you are unavailable, and they are invited to leave a message, or else their call is forwarded to another destination if forwarding is enabled for your Vocera profile.

Do Not Disturb for Call is available only when you are connected to your organization's Wi-Fi network.

Some Vocera calls may still be put through even when you are in Do Not Disturb for Call mode:

- A person with VIP status can optionally interrupt Do Not Disturb for Call mode. VIP Status is a permission granted by the system administrator. See the Vocera Voice Server Administration Console Guide for more details.
- Your system administrator may have configured the Vocera Voice Server to enable urgent VMI (Vocera Message Interface) messages or all VMI messages to break through Do Not Disturb for Call mode. See the Vocera Voice Server Administration Console Guide for more details.
- Urgent calls and urgent broadcasts always break into Do Not Disturb for Call mode — you do not get the opportunity to reject them. The system administrator must grant a user permission to make urgent calls and broadcasts.

> **Note:** You cannot use Do Not Disturb for Call if your Vocera administrator has not installed the Vocera Voice Server on your network. If the Vocera Voice Server is not installed, your Vocera system does not have Voice capability, and the Do Not Disturb for Call option is inaccessible.

> **Note:**
> If your device is using the iOS 12 operating system, and you have activated the operating system's Repeated Calls feature, you still hear call ringtones from the VCS app even when you have set the device's Do Not Disturb setting. To avoid this problem, turn off the Repeated Calls setting.
>
> Vocera recommends that you use the VCS app's Do Not Disturb setting instead of the device's setting. This ensures that VCS routes your calls properly when you are not available to receive them.

Setting Do Not Disturb

Do Not Disturb notification settings appear in an orange banner at the top of the Secure Messages screen. You can specify that you do not want to receive calls, messages, or both. You can also set a period of time during which you do not want to be disturbed.
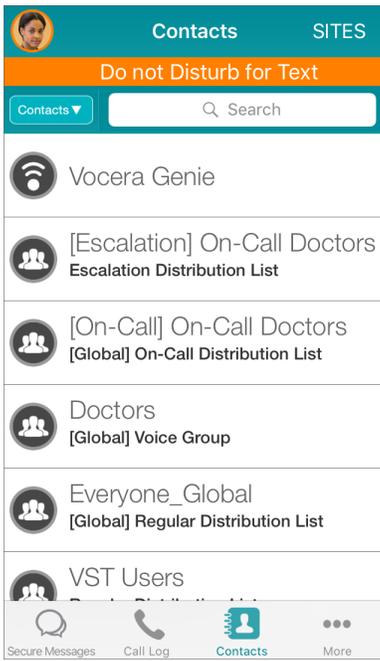
Note: Vocera recommends that you use the VCS app's Do Not Disturb setting instead of the device's setting. This ensures that VCS routes your calls properly when you are not available to receive them.

1. Tap your profile picture to display the user profile.

Note: If you do not have a profile picture, tap your initials.

The User Profile screen appears.

2. Do one of the following:
   - To specify that you are not to be disturbed by messages, select Text to enable the Do Not Disturb for Text setting.

     When Text is selected, you can select Do not Allow Urgent if you do not want urgent messages to override your Do Not Disturb for Text setting.

OTHER VCS FEATURES


- To specify that you are not to be disturbed by calls, select Call to enable the Do Not Disturb for Calls setting.

  Note: When Do Not Disturb for Calls is on, the Call screen is displayed with an orange background. If you make a call when Do Not Disturb for Calls is on, this setting is turned off.

- To specify that you are not to be disturbed by either calls or messages for a specified period of time, select DND Timer. From the dialog box that appears, tap the length of time during which you do not want to be disturbed, or tap Cancel to cancel.
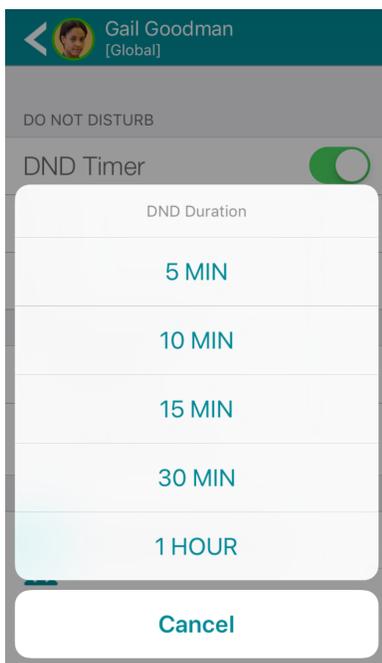
Using a Badge in Dual Mode

Dual Mode optionally allows you to use the Vocera Collaboration Suite for messaging while continuing to use a Vocera badge for hands-free communication.

VOCERA COLLABORATION SUITE APPLE IOS USER GUIDE

Important: Dual Mode is not available for the Vocera Smartbadge.

1. Log in to the badge.

   When you log in, you will notice the following:

   - The badge warns you that you are already logged in, since you are using the Vocera Collaboration Suite on your device. If you are asked whether you still want to log in to the badge, say "Yes".

   - Your Vocera Collaboration Suite app also warns you that you have been logged into another device and that it is logging you out. This warning only applies to the Call functionality. You are still logged into the Vocera Collaboration Suite app and can send and reply to messages and initiate Calls from the Contacts list.

2. Use the Vocera badge as needed to send and receive Vocera calls, broadcasts, and messages.

   - You can still use the Vocera Collaboration Suite to participate in message conversations.

   - All messages are sent to your badge and are delivered to your Vocera Collaboration Suite app's Inbox with a single notification tone. You can respond to a message from the app if you prefer.

   - When you are using a badge in Dual Mode, if you initiate a Call from the app from your Contacts list, it is connected through your badge instead of the app.

3. When you are finished with the badge, log off from it. Calls and messages are now received on the app.

Note: When you log out of the Vocera Collaboration Suite app while in Dual Mode, your Vocera administrator can specify whether you are also logged out of the badge. The VCS logout in dual mode also causes a badge logout configuration option in the VMP Administrator controls this behavior.

When you are in Dual Mode and you access the Call module from the Vocera Collaboration Suite, a message is displayed on the Call module screen that indicates that an alternate Vocera device is in use for Calls and Messages.

If you tap the Call button on the app when in Dual Mode, you are logged out of the badge.

VCS Access While Off-Network

The Vocera Collaboration Suite application needs access to the Vocera system for client requests and calls. If you roam off your organization's Wi-Fi network, you can still connect to the Vocera system over the phone's cellular network if you have an adequate signal.
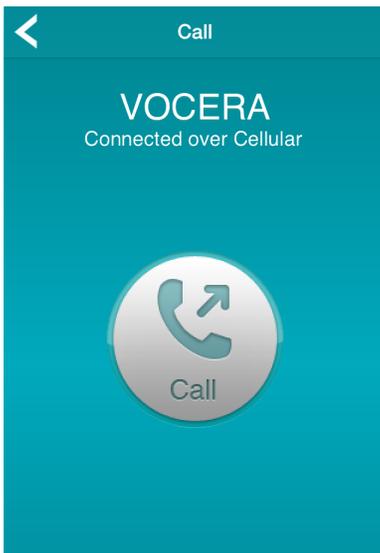
Call Forwarding

If you wish to forward unanswered Vocera calls to your cell phone, you can enable call forwarding by issuing voice commands.

You may also be able to enable call forwarding by logging into the Vocera User Console if your administrator has given you access. Check with your administrator, and see the *Vocera Voice Server User Console Guide*.

Note: Your system administrator must grant you permission to forward calls. If you attempt to issue these commands without the proper permissions, the Genie reminds you.

Starting Call Forwarding

When you are out of the building or otherwise offline, you can forward Vocera calls to your cell phone.

1. On the Call screen, tap Call.
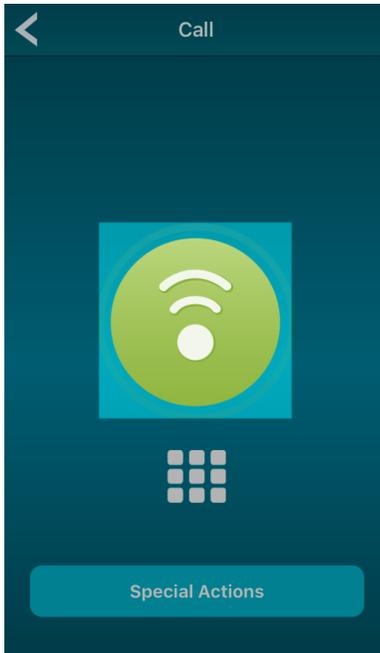
2. Say "Forward Calls to my Cell Phone." The Genie prompts you to choose conditions under which you wish call forwarding.
3. Say "Offline."

Stopping Call Forwarding

If you have been forwarding Vocera calls to your cell phone, you can specify that calls no longer need to be forwarded.

1. On the Call screen, tap Call.
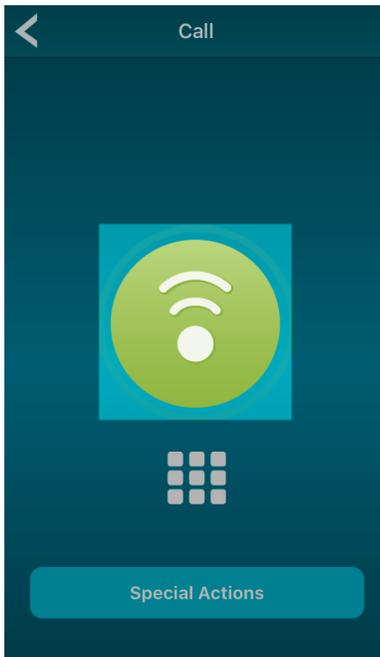
2. Say "Stop Forwarding."

Missed Call Notifications

If you forward Vocera calls to your cell phone, you may receive a cellular call from another Vocera user. Although the call was forwarded, Vocera still regards it as a missed call.

When you return to your organization's Wi-Fi network, Vocera Collaboration Suite may play notifications of any Vocera calls that you missed, including calls that were forwarded to your cell phone. This depends on how notifications are configured for your Vocera system.

Cellular Call Functionality

When you are on a cellular network, the Vocera Collaboration Suite uses Vocera Access Anywhere to connect to the Vocera system. Vocera Access Anywhere provides access to Contacts, Favorites, and Secure Messages.

Vocera Access Anywhere also provides the following calling functionality:

- You cannot put Vocera Collaboration Suite in Do Not Disturb for Call mode.
- When you receive a call on your phone you cannot access the Genie to perform Vocera commands, such as transferring the call to another user.
- You cannot receive calls made to a group you belong to even if forwarding is enabled for the group.
- Although you can use a phone to access the Genie to initiate a broadcast, you cannot receive a broadcast on a phone.
- You cannot participate in push-to-talk conference groups. However, you can use voice commands to join or leave a conference, find out what conference you are in, and find out who is in your conference or any conference.
- You cannot initiate an emergency broadcast by double-tapping Call.

Several Vocera voice commands are not supported when you are connected over the cellular network. If you try to use any of the following unsupported commands, the Genie will respond, "I'm sorry. The command is not available from a phone."

Category	Command
Log in and out	Log me in as *John Smith* Log me out
Voiceprint	Record my voiceprint Erase my voiceprint

Category	Command
Locate Users and Groups	Where am I? Where is the nearest member of *Tech Support*? Where is the closest member of *Tech Support*? Locate nearest member of *Tech Support*? Locate closest member of *Tech Support*?
Assign Access Points to Locations	Begin tour End tour Assign location
Miscellaneous	Turn Auto Answer on Turn Auto Answer off Turn Announce Through Speaker on Turn Announce Through Speaker off

Notification Behavior

When your device receives a call or message, its behavior depends on whether your screen is locked, the VCS app is in the foreground (in active use), or the VCS app is in the background (open, but you are using another app on your device).

If you are using VCS on a device that is using iOS version 12 or later, notifications from the same app are, by default, stacked in a group sorted by time received. This means that more recent lower-priority notifications may cover up older higher-priority notifications.

To revert to the notification behavior used in earlier versions of iOS, do the following:

1. On your app's home screen, tap the Settings app.
2. Tap Notifications and Vocera.
3. Turn off the Notification Grouping option.

### Message Notifications

Here is how notifications behave when you receive a message.

- If you are in the VCS app but not in the Secure Messages screen, a notification appears at the top of the screen.
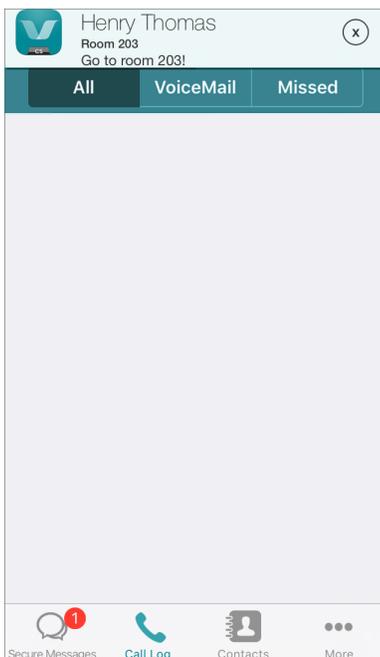
- If you are in another app and the VCS app is running in the background, the tone and vibration for the message's priority are played. The notification that appears depends on whether you have enabled notifications, and the alert style you have specified.

   If your alert style is Banners, a banner appears at the top of the screen:

If you are using iOS 11 or later:

- If your Banners setting is Temporary, the tone stops playing when the banner disappears.
- If your Banners setting is Persistent, the full tone is played.

For operating systems older than iOS 11, the banner remains on the screen until acknowledged.

If your alert style is Alerts and your operating system is older than iOS 10, an alert appears in the center of the screen:
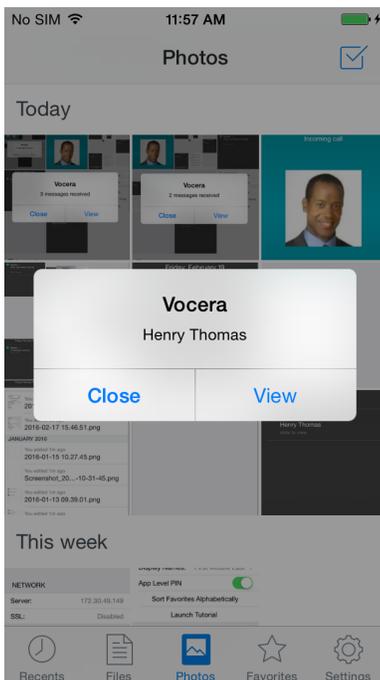

On iOS 10 or later, only the banner style is supported.

To specify notifications and the notification alert style, tap Settings > Notifications > Vocera, and change the settings as desired. See About Profile Options on page 14 for more information on setting the tone and vibration for each message priority.

- If your screen is locked:
  - If you have received a message through the Vocera Messaging Interface (VMI) from an integrated device such as a patient monitor or a nurse call system, the message sender and the first 50 characters of the message are displayed on the lock screen if your administrator has enabled this capability on your system. This enables you to quickly triage and respond to urgent messages.

- For all other messages, the tone and vibration for the message's priority are played, and a notification appears on the screen:
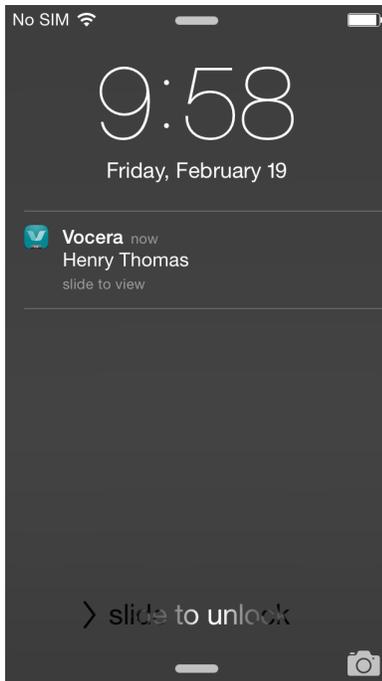

Swipe the notification to go to the VCS app and respond to the message.

If you receive multiple notifications for messages and you tap the notification, you are directed to the Secure Messages screen, not to a specific conversation. This enables you to choose which conversation to enter first. If you receive multiple notifications simultaneously, the tone and vibration played are for the highest-priority message.

Call Notifications

Here is how notifications behave when you receive a call.

- If you are in the VCS app, a screen appears that displays the name and photo of the incoming caller:
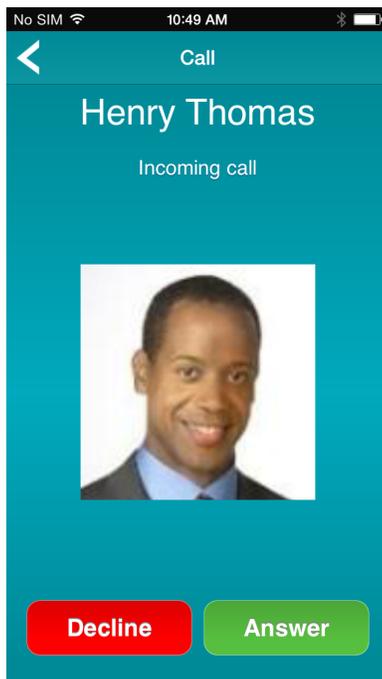
- If you are in another app and the VCS app is running in the background, the notification that appears depends on whether you have enabled notifications, and the alert style you have specified.

If your alert style is Banners, a banner appears at the top of the screen:

If you are using iOS 11 or later:

- If your Banners setting is Temporary, the tone stops playing when the banner disappears.
- If your Banners setting is Persistent, the full tone is played.

For operating systems older than iOS 11, the banner remains on the screen until acknowledged.

If your alert style is Alerts and your operating system is older than iOS 10, an alert appears in the center of the screen:
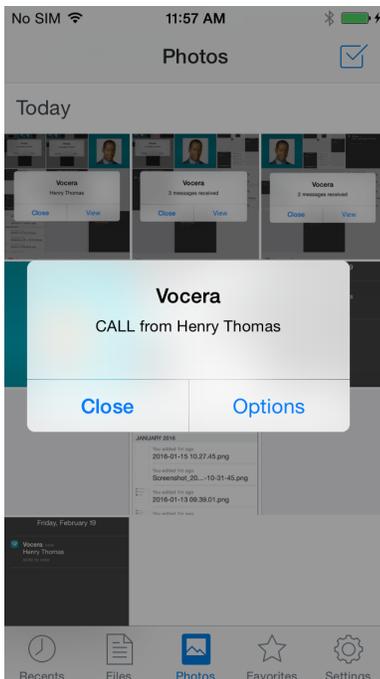
On iOS 10 or later, only the banner style is supported.

- If your screen is locked, and your device is using a version of iOS older than iOS 10, a notification appears on the screen:

No SIM

2:11

Friday, February 19

Vocera now
CALL from Henry Thomas

slide to answer

〉 slide to unlock
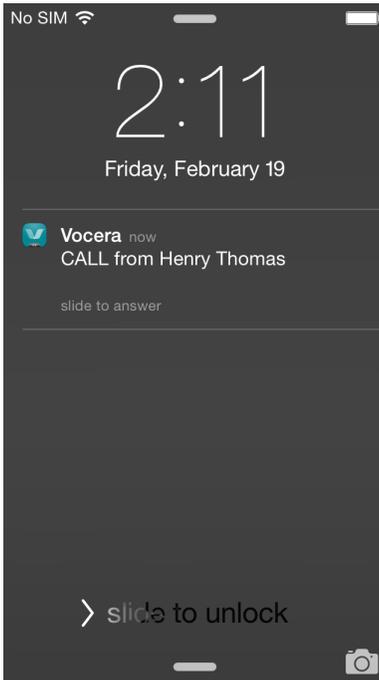
Swipe the notification to go to the VCS app and answer the call.

- If your screen is locked, and your device is using iOS 10 or later, you can answer a call without unlocking your screen. See **Answering When Locked** on page 80 for more details.

When in a call:

- If you are in a cellular call or a Vocera call, and you receive a call of the other type, you must hang up the first call before you can answer the other call.
- If you receive a normal priority message, you receive a notification but no tone or vibration.
- If you receive a high or urgent priority message, you receive a single vibration and no tone while in the call. After exiting the call, the tone and vibration are played for that message priority.