

# Vocera Collaboration Suite Apple iOS User Guide

Version 3.1.0



# Notice

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## About Vocera Collaboration Suite

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Vocera Collaboration Suite is an enterprise-wide solution that works inside and outside the walls of facilities to keep communication flowing between mobile workers in mission-control environments regardless of a user's location.

Vocera offers the flexibility to choose the right communication device for the environment and workflow. Vocera Collaboration Suite extends the Vocera platform to iOS users anywhere they have Wi-Fi or cell phone coverage.

## 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

The following sections list the requirements that must be met to use the Vocera Collaboration Suite in your environment.

#### Server Requirements

Before downloading the Vocera Collaboration Suite, ensure that your organization has met the requirements described here.

System	Device Requirements
Vocera	<ul style="list-style-type: none"><li>• Vocera Voice Server 4.4.3 or later and Vocera Messaging Platform 5.2</li></ul> <div> <b>Note:</b> If your organization is using Vocera Voice Server departments by synchronizing them with VMP groups, Vocera Voice Server 5.1 or later is required.</div> <ul style="list-style-type: none"><li>• SIP Telephony Gateway installed and configured</li><li>• Vocera Client Gateway installed and configured</li></ul>
Network	<ul style="list-style-type: none"><li>• 802.11 a/b/g/n wireless network (wireless standards support varies, based on the device)</li><li>• Reverse proxy server or similar technology to enable connectivity when outside Wi-Fi</li></ul>
Cellular Network	<ul style="list-style-type: none"><li>• GSM</li><li>• CDMA</li></ul>

#### Device Requirements

Your device must meet the requirements listed here to be able to run Vocera Collaboration Suite.

Model	Description
iPhone Models Supported	<ul style="list-style-type: none"> <li>• Apple iPhone 5</li> <li>• Apple iPhone 5C</li> <li>• Apple iPhone 5S</li> <li>• Apple iPhone 6</li> <li>• Apple iPhone 6 Plus</li> <li>• Apple iPhone 6S</li> <li>• Apple iPhone 6S Plus</li> </ul>
iPad Models Supported	<ul style="list-style-type: none"> <li>• Apple iPad (second generation or later) Wi-Fi</li> <li>• Apple iPad (second generation or later) Wi-Fi + 3G</li> <li>• Apple iPad mini Wi-Fi</li> <li>• Apple iPad mini Wi-Fi + 3G</li> </ul>
iPod Models Supported	<ul style="list-style-type: none"> <li>• Fifth generation or later</li> </ul>
Client OS Requirement	iOS 9.0.1 or later

Some of the features of Vocera Collaboration Suite are provided on the Apple Watch.



**Note:** You cannot install the Vocera Collaboration Suite app and the Vocera Secure Texting app on the same device.

## Installing VCS

There are two methods you can use to install Vocera Collaboration Suite for Apple iOS.

- **By Email**—open an email sent to you from the Vocera administrator, and click the link to install the app.
- **From the App Store**—go to the App 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.

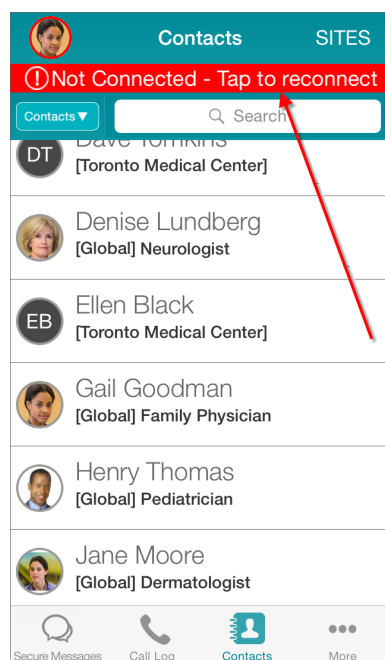
1. Tap **Settings**.



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 [Installing VCS](#) on page 8 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 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.
- When you are in a Call and are viewing another screen, a green banner appears. Tap the banner to return to the Call.

## Launching the App

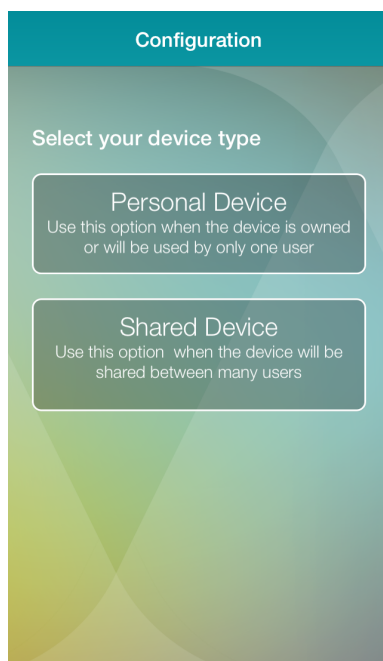
After you have installed your Vocera Collaboration Suite, you can launch it.

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.

## 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.

## What Happens 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.

## Logging In and 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, as it has been configured for your use.



**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 17.

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 from a Shared Device

Before you can use the Vocera Collaboration Suite on a shared device, you must log in.




1. Start your Vocera Collaboration Suite application. The *Enter your credentials to login* screen appears.

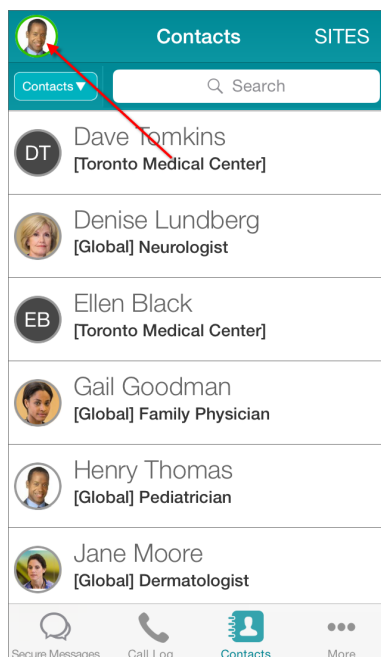
2. In the Username field, type your user name.
3. In the Password field, type your password.
4. Tap Login.

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

## Logging Out

When you are no longer using a shared 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.



**Note:** If you are using a personal device, you cannot log out, as the device has been dedicated for your use.

## 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.

## Applying a User PIN

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 [Editing the 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 13 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.

## Viewing the 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**.

## Editing the 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
<i>General</i>	
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.
<i>Notifications</i>	
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 (except for Normal priority, for which vibration can only be turned on or off).
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, or New Content. This tone length is only one second, so the vibration pattern cannot be changed, but you can turn the vibration on or off.
<i>Secure Messages</i>	
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, not Normal priority messages.
<i>Network</i>	
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.
<i>Info</i>	
User Name	The name of the user using the Vocera Collaboration Suite.

Option	Description
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

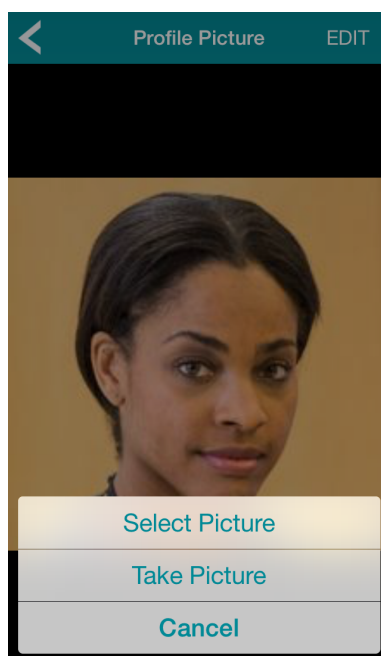
From the Secure Messages screen, you can update your profile picture if your administrator has enabled this privilege.


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



**Note:** 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.
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  to return to the Secure Messages screen.

## Using Your Keyboard's 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.

## Modules: How VCS Is Organized

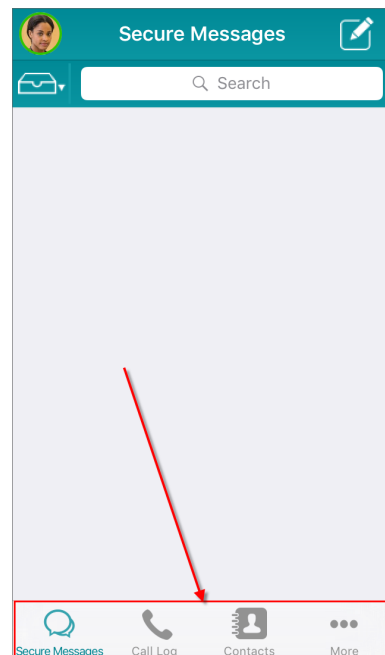
Vocera Collaboration Suite is organized into modules. Each module provides a useful communication capability.

The following modules are defined:

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

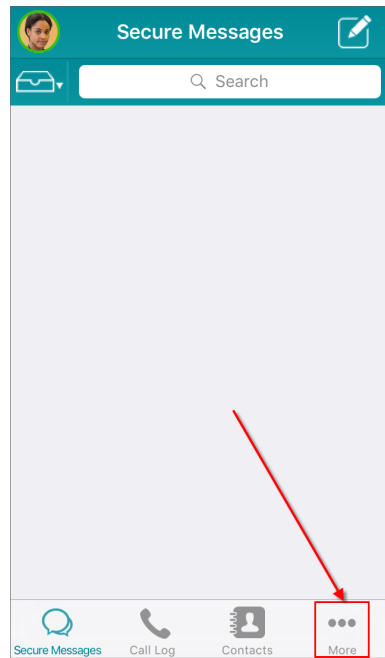
### Accessing Modules

To access a module, tap its icon at the bottom of the screen. (To access the Call module, tap **Call Log**.)

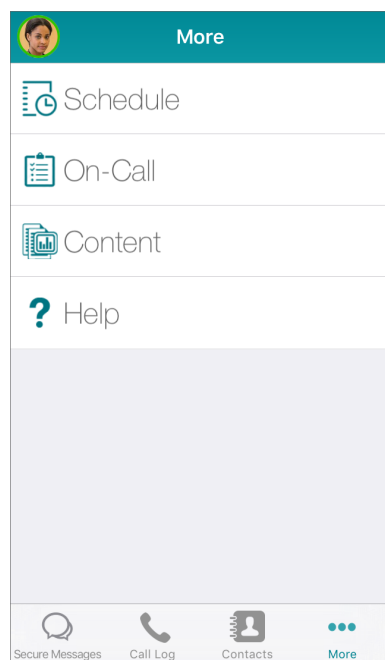


If the icon for the module is not visible, tap **More**.





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.

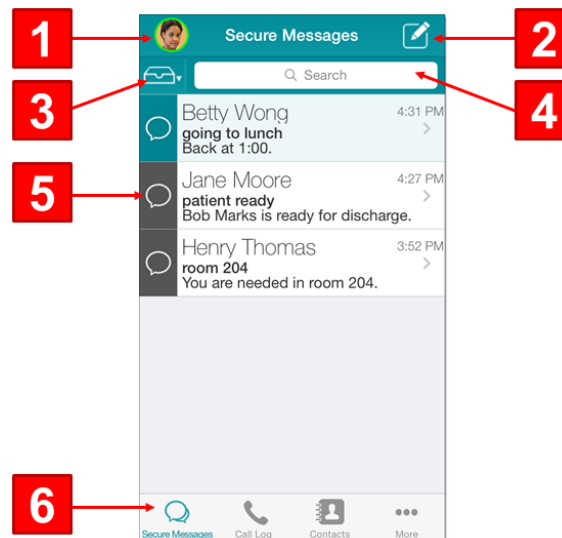
## Using the Secure Messages Screen

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:

- |          |  |
|----------|--|
| <b>1</b> | <p>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.</p> <p>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.</p> <p>If you do not have a profile picture, your initials are displayed.</p> |
| <b>2</b> | <p>Tap  to compose a new message.</p>   |
| <b>3</b> | <p>Tap  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.</p>   |

**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 at the left of the message indicates the type of the message:



Notification




Conversation



Group conversation

An exclamation mark ! in the icon indicates that this message is of High or Urgent priority. A message with a green background is not yet read.

A  icon indicates that a message for which the Notify Me option has been set, and a response has not been received. See [Requesting a Response to a Message](#) on page 23 for more details.

**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:

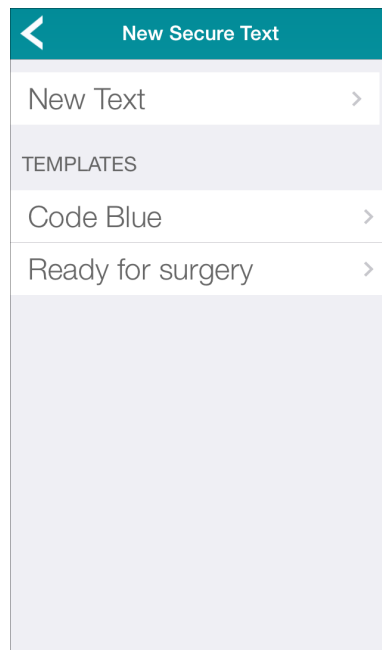


**Note:** If you have reached the Vocera Collaboration Suite from another application, a banner is displayed above the navigation bar. Tap this banner to return to that application.

## Sending a Message

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

1. In the Secure Messages screen, tap . If message templates have been created for your environment, the New Text screen appears.



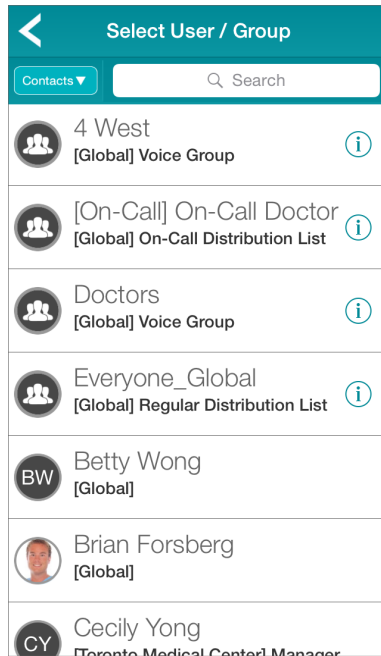


**Note:** To skip the New Text screen, tap and hold .


2. Tap the name of the message template that you want to use, or 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.



If you use a template, some or all of the information that you are asked to provide in the following steps may already be specified for you.

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.
5. 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:

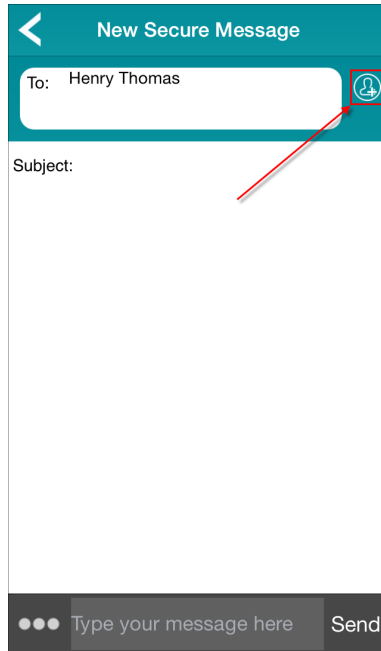
- The contact's availability status, corresponding to the colored ring around the user's photo or initials. This is one of **Available**, **Do Not Disturb**, or **Not Available**. For **Do Not Disturb**, the current status indicates whether calls, messages, or both or are not being let through.
- **Messages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

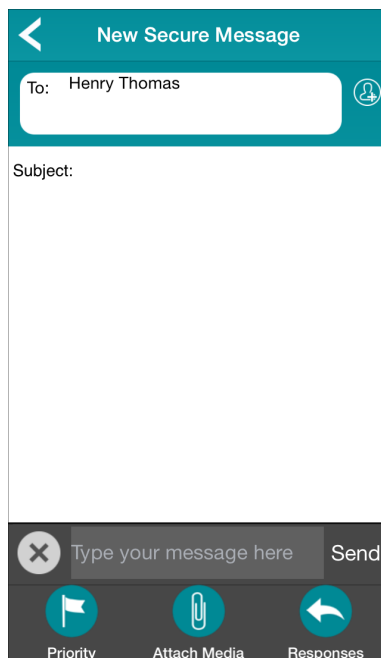
To remove a contact from the message, tap the contact name in the To field and tap the backspace key. Tap the contact name again to cancel the remove operation and continue with the message.


6. To add additional contacts, from the New Secure Message screen, tap .



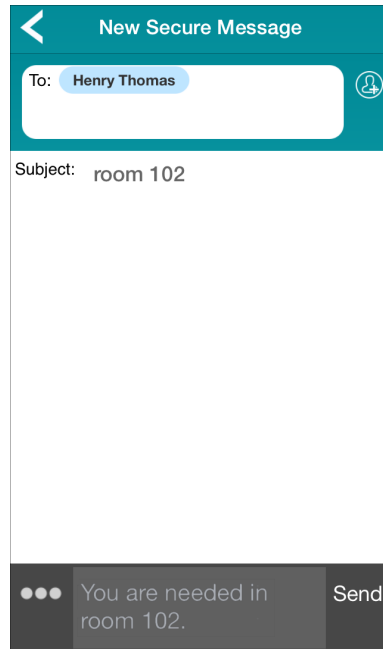
You can also type the start of a contact name. A list of matching contents then appears. From this list, you can select the contact that you want to add.

7. In the **Subject** field, type the subject of the message.
8. For additional message options, tap . Additional options appear:



Tap  to hide the additional options.

9. Do one of the following:
- To send a text message, type in the text box.



To specify a priority for your message, tap 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 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.

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.

- To send a picture, tap Attach Media. From the menu that appears, select the attachment operation that you want to perform. The available options are:
  - Select Picture
  - Take Picture

Tap **Cancel** to cancel sending the picture.



**Note:** When attaching or creating a picture, the Vocera Collaboration Suite uses the photo interface provided by your device.

- To request a specific response from the recipients of your message, tap 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 to a Message](#) on page 23 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.

### *Requesting a Response to a Message*

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 New Secure Text screen appears.
2. Tap to display the additional message options.
3. Tap Responses to display the screen on which you can create a message that requires a response.

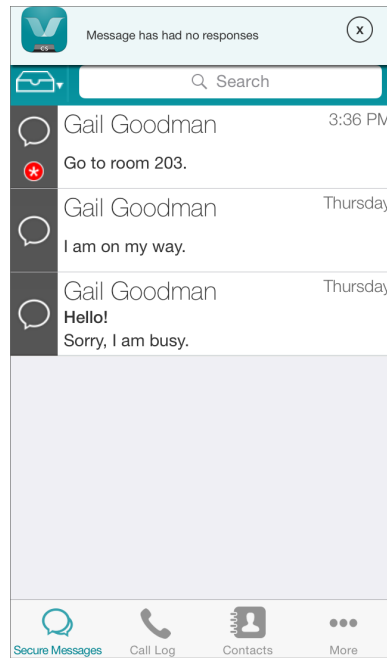
4. In the Message field, type the message that you want to send.
5. Tap Priority to change the message priority.  
Select one of Normal (the default), High, or Urgent.  
See [Sending a Message](#) on page 19 for details on how these priority levels are handled.






**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.

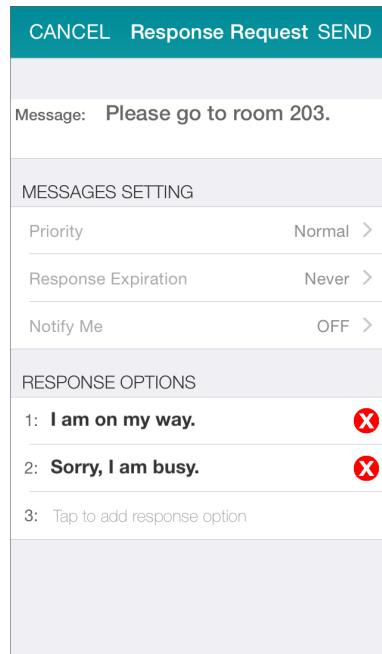
6. Tap Response Expiration to specify a time limit for the response request. Select Never (the default) if the response request never expires, or select 2, 5, or 10 minutes. You can also specify a custom number of minutes before the response request expires.
7. Tap Notify Me if you want to receive a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



In addition, a  icon is displayed in the message link in the Secure Messages screen. Tap  to hide the notification.

8. 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 .



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

9. Tap **Send** to send the message.




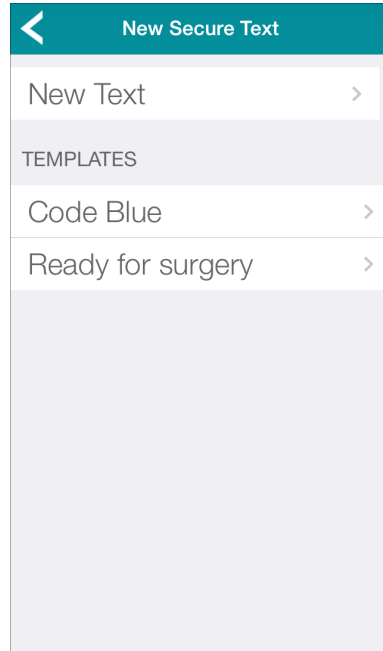
## ***Sending a Notification to an Escalation Distribution List***

An Escalation Distribution List is a defined escalation workflow that is created in the VMP Server. It consists of one or more branches of groups or users.

When a message is sent to the list, it is sent to the first branch. 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 . If message templates have been created for your environment, the New Text screen appears.

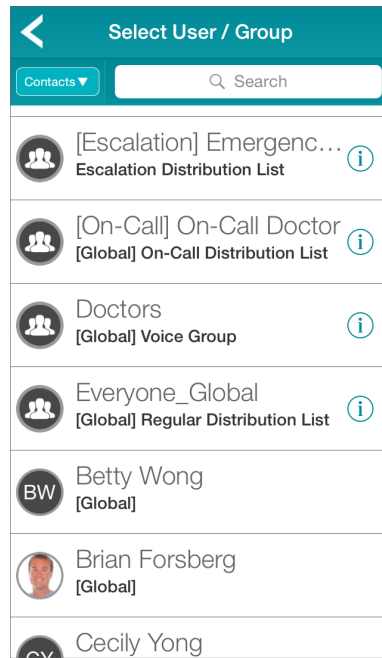


**Note:** To skip the New Text screen, tap and hold .

2. Tap the name of the message template that you want to use, or 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.



If you use a template, some or all of the information that you are asked to provide in the following steps may already be specified for you.

- 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.




**Note:** Vocera recommends sending a message to one Escalation Distribution List only.

- In the Subject field, type the subject of the message.
- In the Message field, type the contents of the message.
- 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.

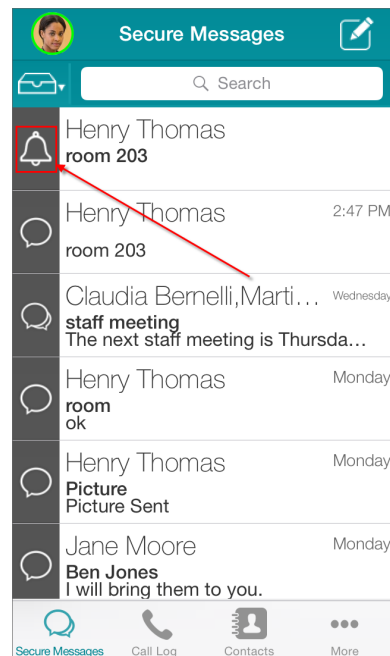
7. Tap Response Expiration to specify a time limit for the response request. Select *Never* (the default) if the response request never expires, or select 2, 5, or 10 minutes. You can also specify a custom number of minutes before the response request expires.
8. Tap *Notify Me* if you want to receive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



**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.

In the *Secure Messages* screen, notifications sent to Escalation Distribution Lists are tagged with the  icon.



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.

## Creating a 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.



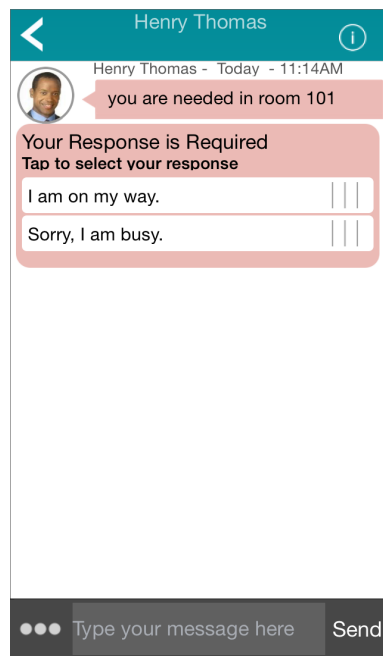
**Note:** Response notification cannot be specified for a Mass Notification.

## Responding to a Message

In the Secure Messages screen, you can respond to a message that has been sent to you.

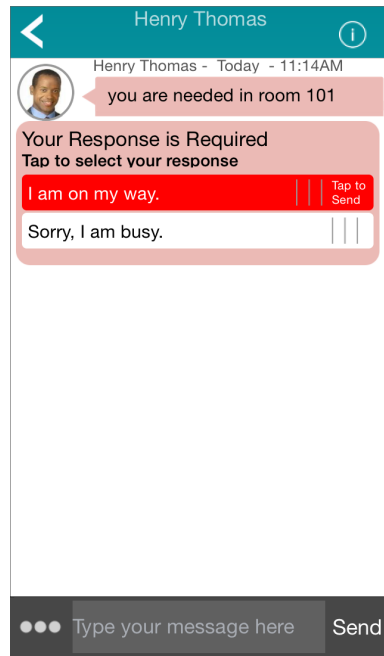
To respond to a message:

1. In the Secure Messages screen, tap on the message to which you want to respond.
2. If the message 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:

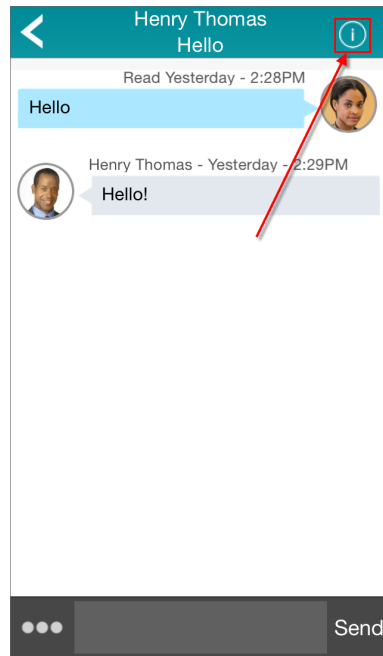


- b. Tap the response option again to send it.
3. If the message does not require a response, and you want to continue the conversation, type your text in the text box and tap **Send**.  
When you are sending a message using the text box, you can set a message priority, attach a photo, or require a response. For details on how to use any of these advanced options, see [Sending a Message](#) on page 19.
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 [Communicating with Contacts](#) on page 61 for more information.

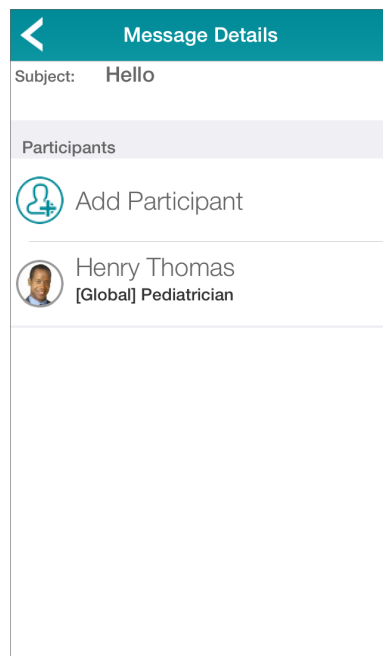
### Viewing Message Details

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  icon.

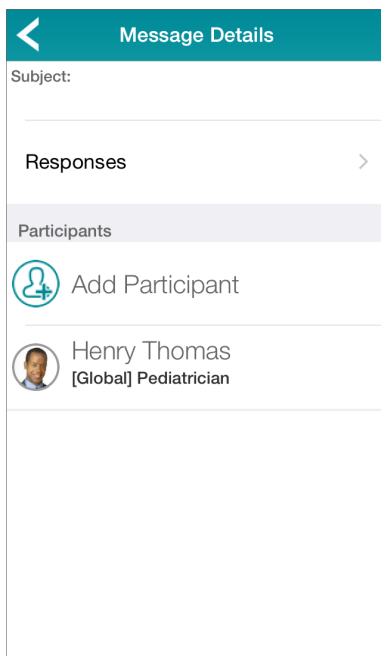


The Message Details screen appears.

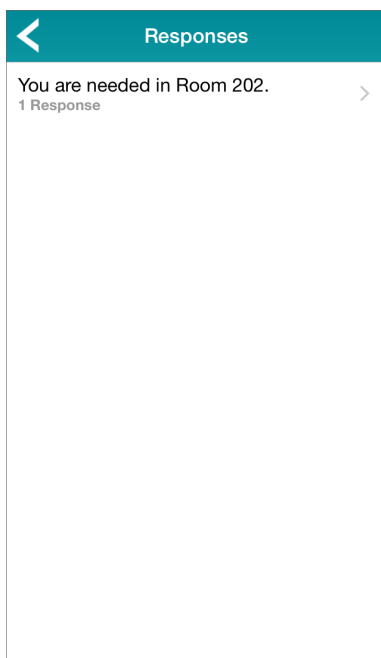


This screen displays the message subject and the list of participants. Tap on the name of a participant to display contact details for that participant.

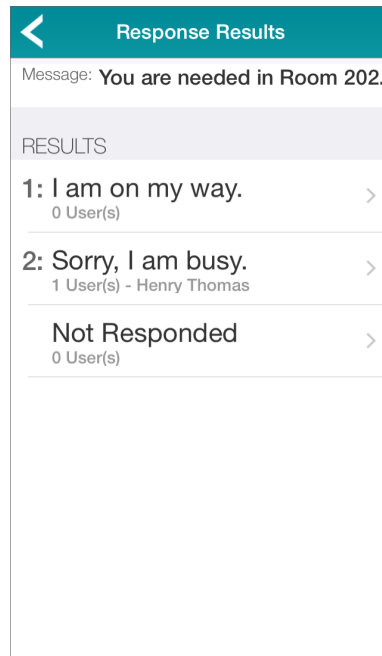
If your message requires a response, a [Responses](#) link is also included:



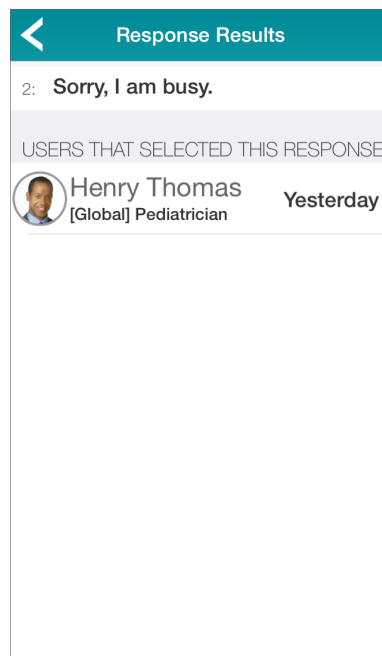
2. Tap **Responses** to display the Responses screen, which provides a link to the responses to this message.



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:

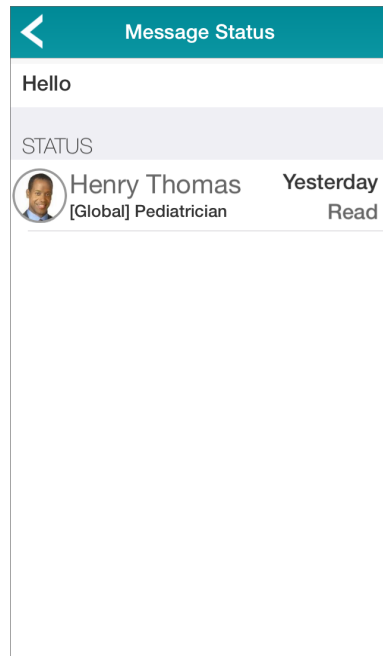


5. You can then tap a user to display contact information for that user.



**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.






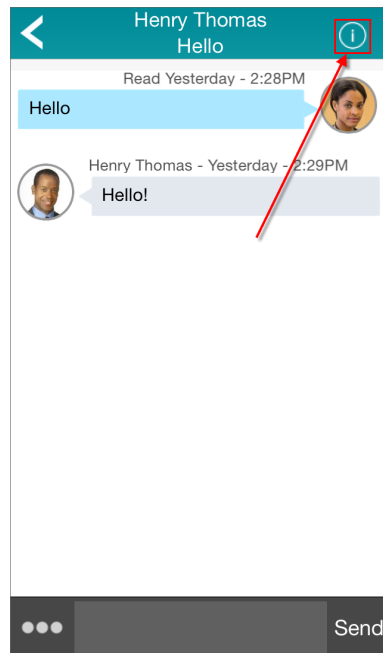
This screen indicates the message status for each recipient. See [Message Status Table](#) on page 39 to view the possible message statuses.

Tap a recipient to view contact information for that recipient.

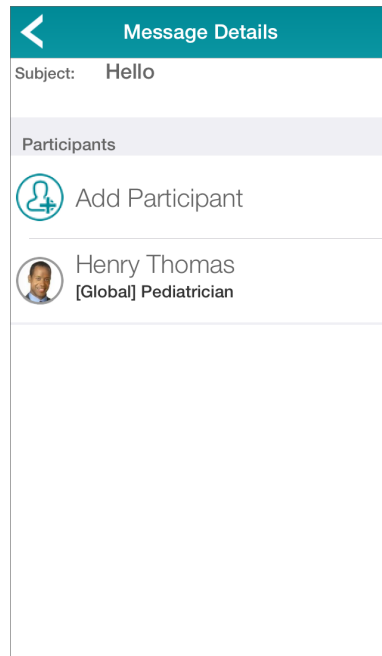
### ***Adding a User to a Message Conversation***

You can add additional users to an existing message conversation.

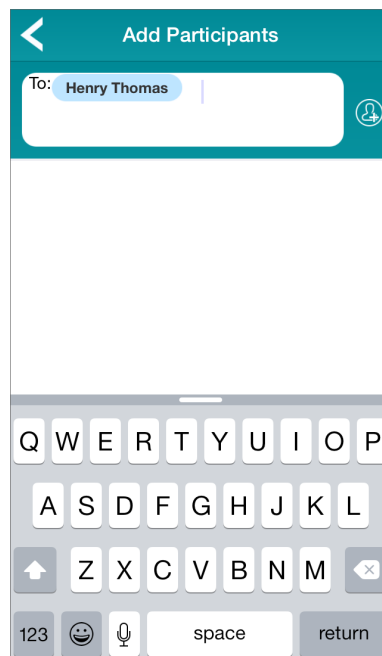
1. In the Secure Messages screen, tap the message that you want to add the user to.
2. To view the Message Details screen, tap the  icon.




The Message Details screen appears.

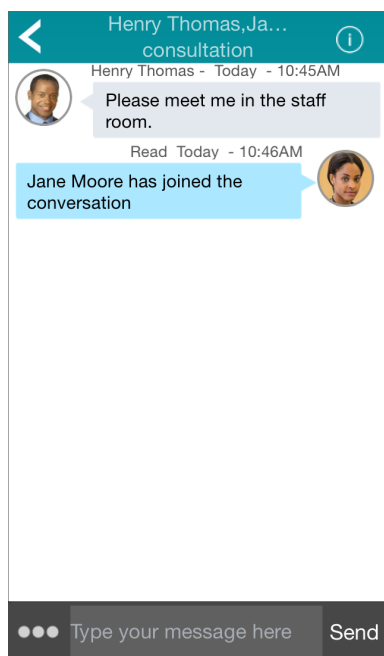


3. Tap Add Participant to display the Add Participants screen.



4. Tap . 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.
5. Repeat the preceding step until all users have been added.
6. 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.

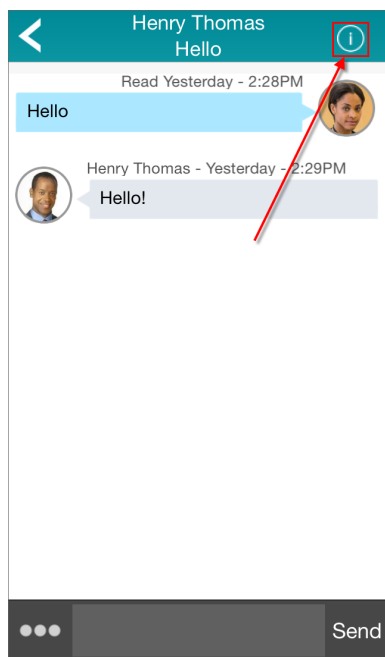


The person who added the new users is indicated as the sender of this message.

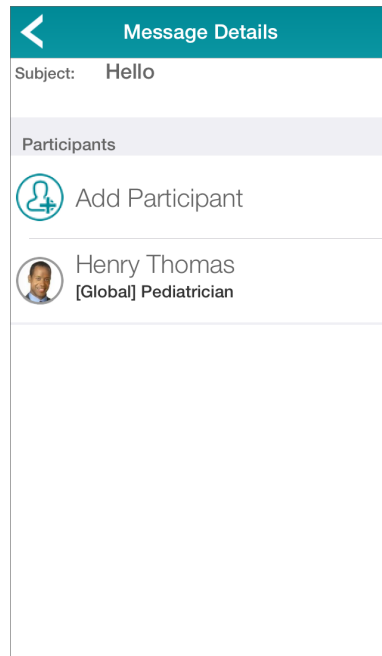
### Changing the Message Subject


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  icon.



The Message Details screen appears.



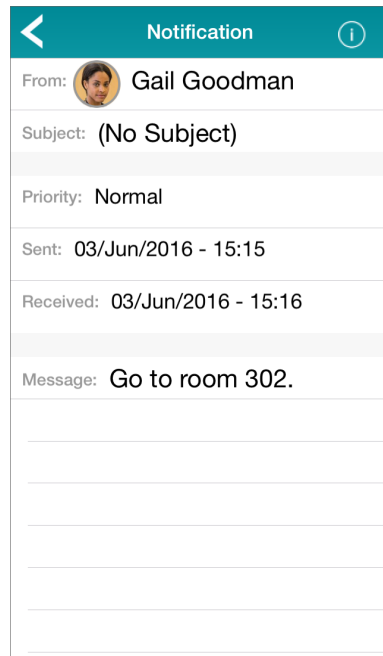
3. In the Message Details screen, tap in the Subject field.
4. Type the subject text.
5. Tap . The message subject is updated.

### **Viewing Notification Details**

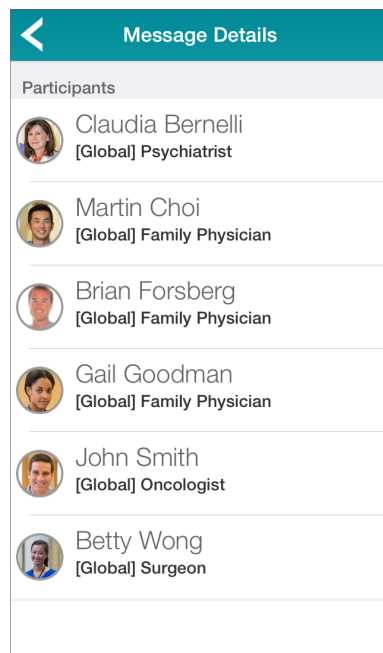
To display details of a notification, go to the Secure Messages screen and tap on the notification. The Notification screen appears.

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

- 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

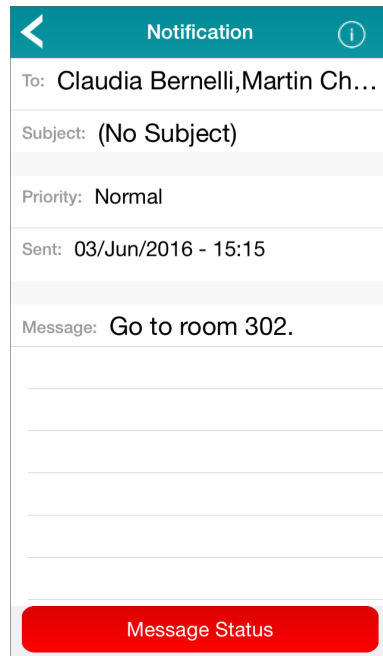



Tap the ⓘ icon to display the list of message participants other than yourself. This consists of the message sender and all other recipients.

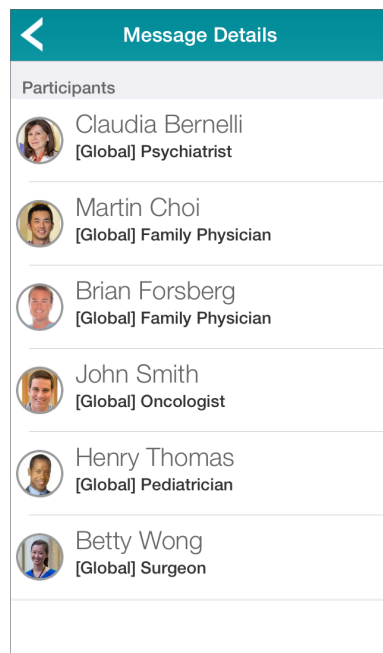


If you sent the notification, the Notification screen displays:

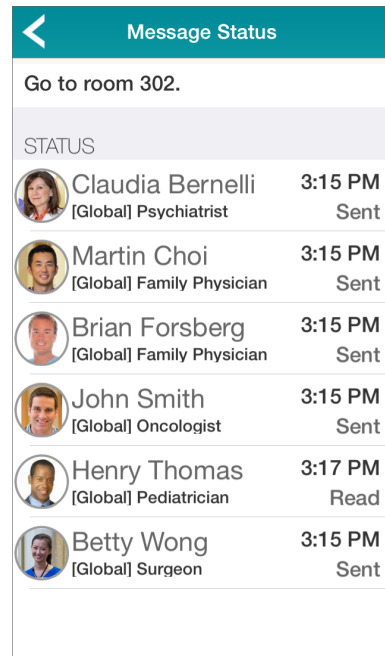
- The message recipients (to the extent that they can be displayed on the screen)
- The message subject, if any
- The message priority
- The time at which the notification was sent
- The message text
- A Message Status button



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



Tap **Message Status** to display the Message Status screen. This indicates whether the message recipients have read the message:



See [Message Status Table](#) on page 39 for the list of possible message statuses.

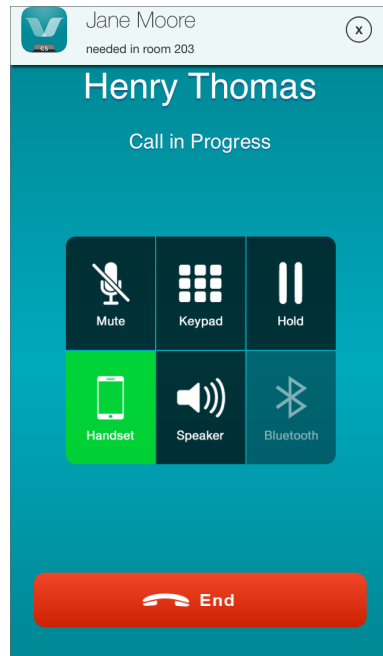
### Message Status Table

This table lists the possible message statuses that can appear in the Message Status screen for sent messages or notifications.

Status	Description
Queued	The message is waiting to be sent.
Sent	The message has been successfully received for delivery.
Delivered	The message has been successfully delivered to the recipient's device or VMP Web Console session.
Read	The message has been read by the recipient.
Responded	The recipient has responded to the message.
Failed/Can't Deliver	The server could not send the message.
Expired	The message was not delivered within the message expiry time.

### Viewing a Conversation Request

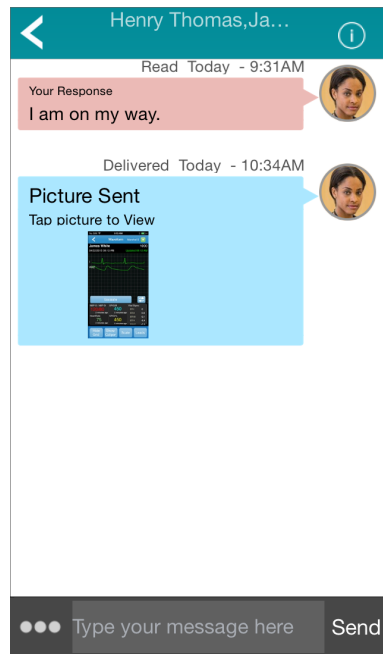
If you are in a Call or a conversation, and you receive a secure message from another contact, a conversation request banner is displayed at the top of your screen.



To join this conversation, access it from the Secure Messages screen.

### Viewing a Received Photo

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



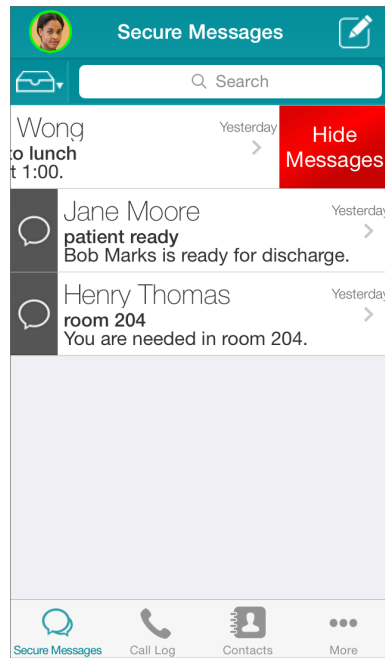
Tap the thumbnail link to access the picture.

### 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.

## Forwarding Messages

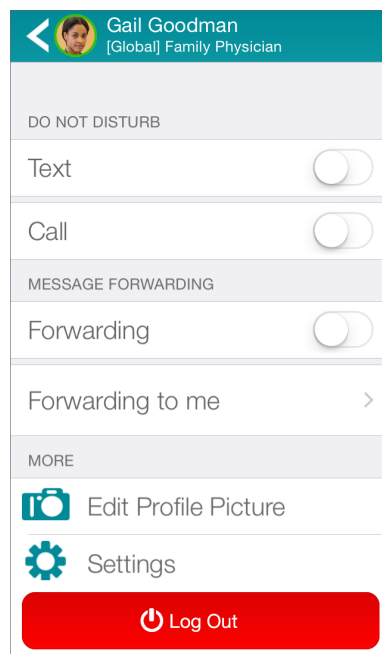
You can specify that all messages that are sent to you are to be forwarded to another contact.

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



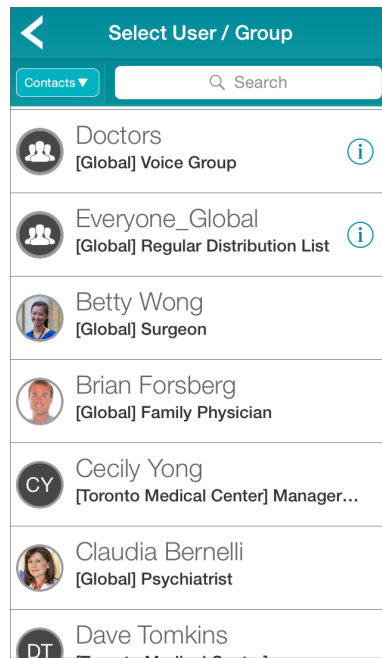
**Note:** If you do not have a profile picture, tap your initials.

The User Profile screen appears.



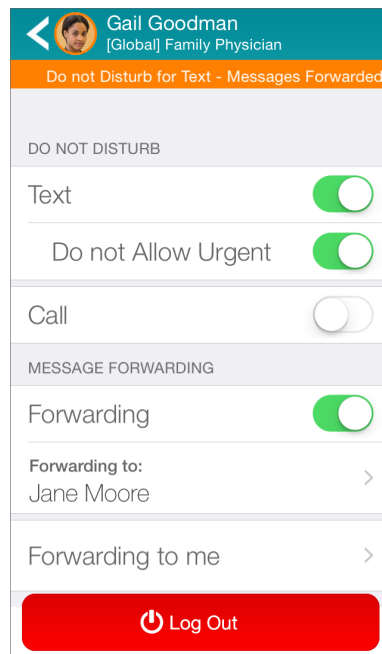
2. Select Forwarding to enable message forwarding.

A screen appears that lists the contacts to which you can forward messages.



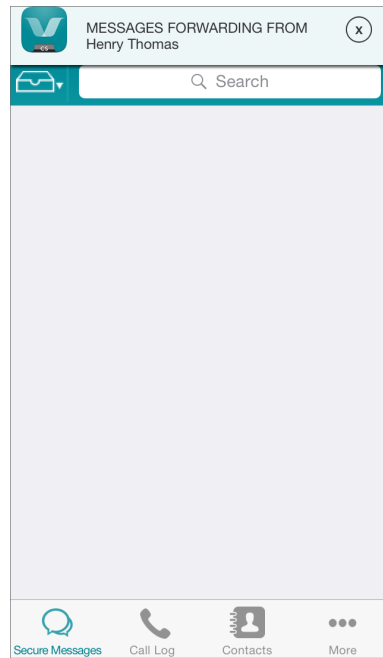
This screen is similar to the Contacts screen. As in the Contacts screen, a toggle switch enables you to select whether to choose from your Favorites list or from a list of all Contacts.

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:

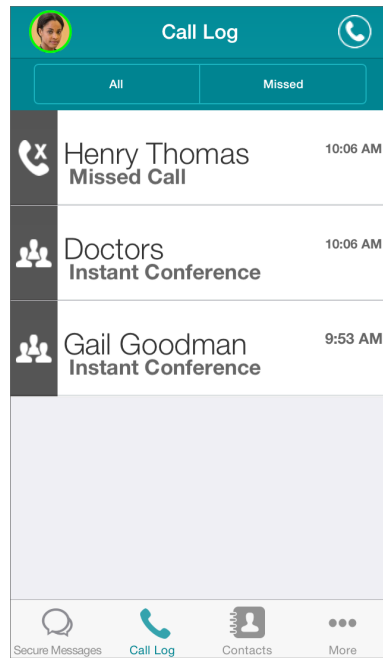
- Place a call using the Genie, which is the voice interface to the Vocera Voice Server. This is the interface that the Vocera badge uses.
- Send a page, start an instant broadcast, or summon emergency help with a panic call.
- Communicate using your device's speaker, handset, headphones, or Bluetooth 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.

## Viewing the Call Log

To access the Call module, tap  Call Log in the navigation bar at the bottom of the screen. This displays the Call Log screen, which is a list of all voice messages and all calls since you logged in.



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, or tap **Missed** to display missed calls and messages only.

In the call log, the following indicators are used:

Button	Description
	Call or Voice Mail
	Missed Call
	Panic Call
	Broadcast
	Instant Conference

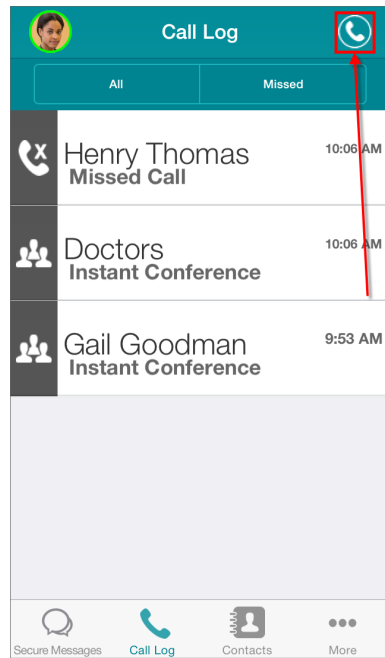
When you log out and then log in again, the call log is not preserved, except for voice mail messages.

Calls placed using the native dialer are not displayed on the Call Log screen.

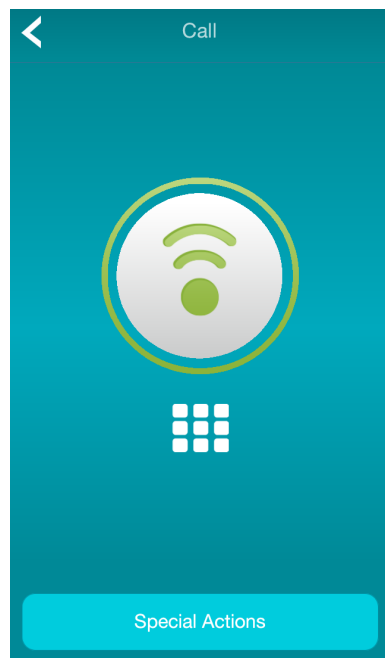
All Voice Mail messages are combined into a single entry at the top of the Call Log screen. To review your voice mail, use the Genie command *Play Voice Messages*.

### Accessing the Call Screen



To access the Call screen, go to the Call Log screen and tap **Call**.



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: <ul style="list-style-type: none"> <li>Make a panic call.</li> <li>Start or join an instant conference.</li> </ul>






**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 74 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.
  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 [Training the Genie](#) on page 58.

## Basic Genie Commands




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

Action	Genie Command (Examples in <i>Italics</i> )
Call a Vocera user.	Call <i>John Smith</i> .
Call a group member.	Call <i>Four West Nurse</i> .
Place an urgent call to a user or group.*	Urgently call <i>John Smith</i> . Urgently call <i>Four West Nurse</i> .
Call an extension.*	Dial extension <i>5120</i> .
Call a local or long distance number.*	Dial an outside number.
Send messages to users or groups.	Record a message for <i>John Smith</i> . Record a message for <i>Four West Nurse</i> .
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 navigation bar at the bottom of the screen, tap  Call Log.
2. In the Call Log screen, tap  Call.
3. From the Call screen, tap  Call and wait for the Genie to answer.
4. Tell the Genie to “Call *User's Name*.”
5. 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 Call .



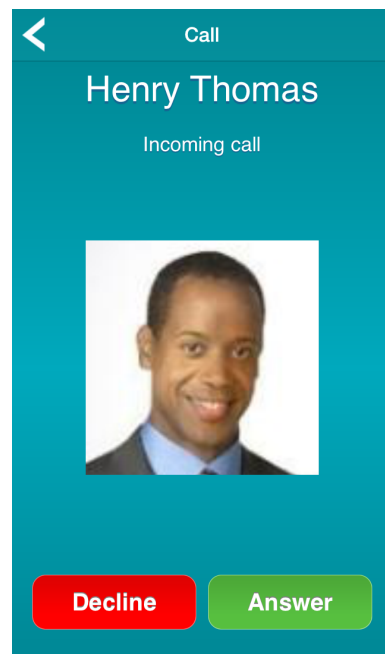
**Important:** If you tap End instead of tapping Call, the message will not be sent.

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.

## 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.



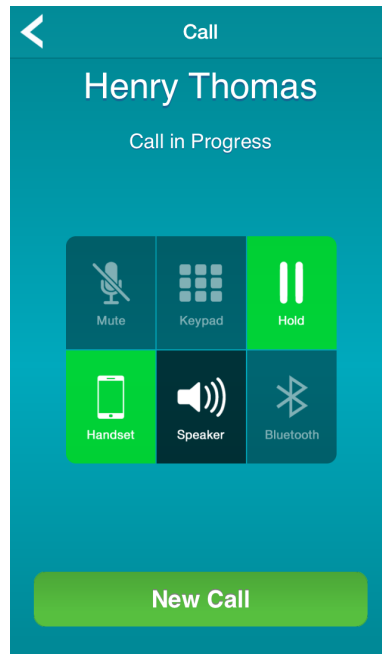
**Note:** If the screen is locked, swipe to unlock the screen, then press Answer.

See [Editing the Profile Options](#) on page 14 for more details on the Profile Options.

## Putting a Caller on Hold

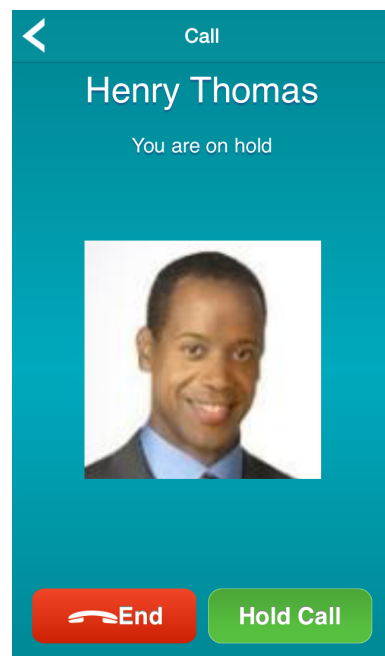
If you have placed a call or are receiving a call, you can put the call on hold.

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

To end a call, tap **End Call**. If the other party ends the call, you will be 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.

## 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.
3. On the Call screen, tap the Keypad  button. The keypad appears.
4. Enter the number.
5. Tap Call.
6. When the call is answered, the Call in Progress screen appears.

## Using Department Names

If your Vocera administrator has set up departments, they are a convenient way to contact other users on the Vocera system.

When you use a department in a voice command, Vocera 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".

Action	Recommended Voice Commands
Call a user with a department name	Call <i>John Smith</i> in <i>Hardware</i> .
Call a user with first name and department	Call <i>Sue</i> in <i>Hardware</i> .



## Calling a Role

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

From the Contacts screen, 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

From the Contacts screen, 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 to which you want to make an urgent 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 make an urgent call to 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 65.



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, 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 Global Address Book entry that you want to call. A list of the closest matches 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 Global Address Book entry that you want to call. A list of the closest matches 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 Voice Group 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  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 46.

### 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 Voice Group 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.

## Receiving a Second Call

The Vocera Collaboration Suite allows you to switch between a cellular phone call and a Vocera Wi-Fi call. However, the Vocera Collaboration Suite application cannot automatically put a cellular call on hold when you answer another call.

The following tables recommend how to handle a second incoming call when the current active call is a cellular call or a Vocera call.

Handling an incoming voice call when you are on a cellular phone

Current Active Call	Cellular call
Incoming Call	Vocera Collaboration Suite call
What Happens	You hear a Vocera Collaboration Suite ringtone, and an alert appears onscreen telling you to end the cellular call before switching to Vocera Collaboration Suite to accept the new call.
Recommended Action	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>Ignore the Vocera call and let the caller decide whether to leave a message.</li> <li>End the cellular call, and then switch to Vocera Collaboration Suite to answer the Vocera call.</li> </ul> <p>You cannot accept the Vocera Collaboration Suite call until you have ended the cellular call.</p>

Handling an incoming cellular call when you are on a Vocera call

Current Active Call	Vocera Collaboration Suite call
Incoming Call	Cellular call
What Happens	The Vocera Collaboration Suite call is automatically placed on hold, allowing you to answer the cellular call.
Recommended Action	Answer the cellular call. After you end the cellular call, you can rejoin the Vocera Collaboration Suite call on hold.

## Sending a Page

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

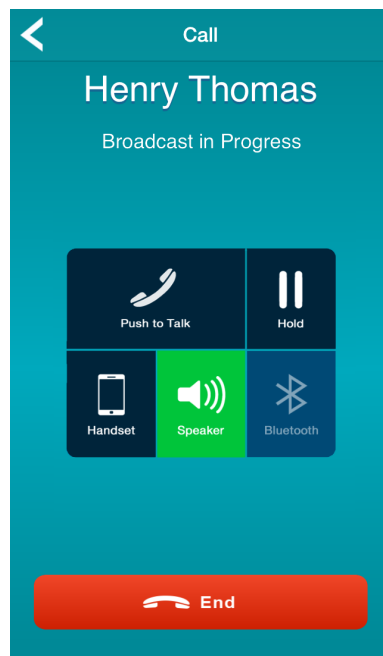
### Starting a Broadcast

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.

### 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.

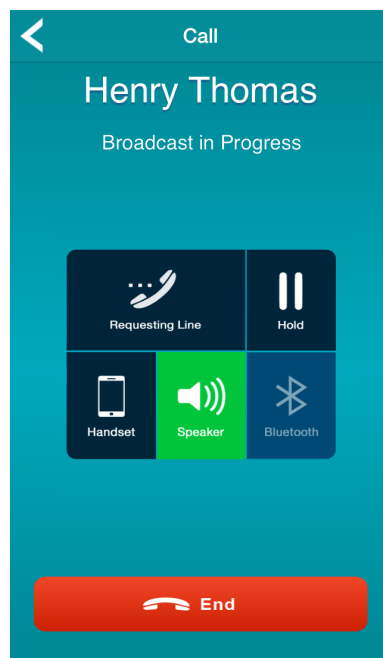
### Broadcasting Using the Genie

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

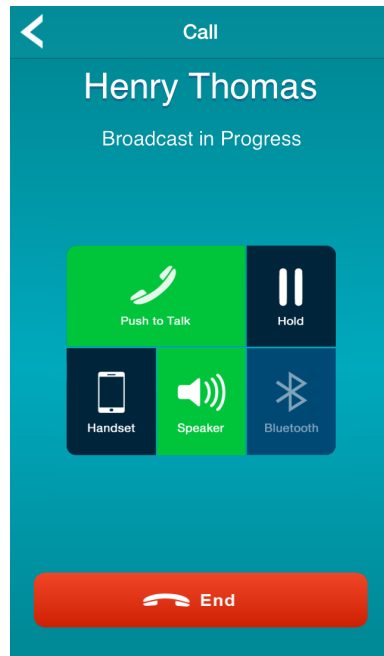
The following table lists the commands that you can use.

Action	Recommended Voice Commands
Initiate a broadcast to a group	Broadcast to <i>Four West Nurse</i> .
Issue an urgent broadcast	Urgently broadcast to <i>Managers</i> . (Requires permission from your system administrator.)
Cancel a broadcast	Tap <i>End</i> 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 46.

### Controlling a Broadcast

Recipients of a broadcast may cancel it by tapping *End* during the broadcast. Recipients may also respond to everyone in the broadcast group by touching and holding *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 [Selecting the Audio Mode](#) on page 57 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.

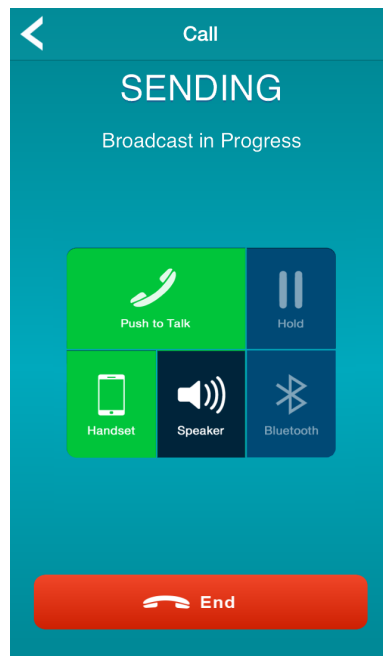


**Note:** You can also initiate an emergency broadcast by tapping the Call button twice.

## 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.

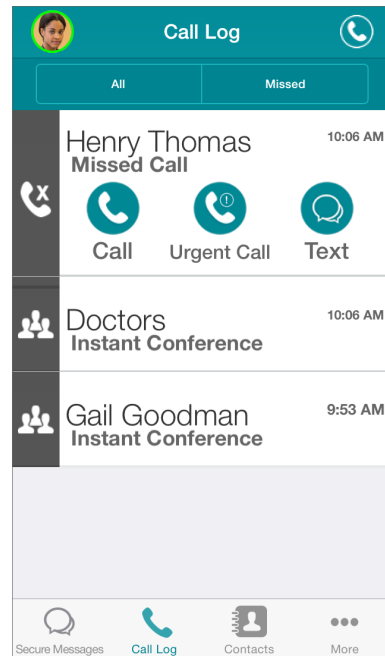


**Note:** Another way to start an instant conference is to press and hold the Call button.



## Calling or Messaging from the Call Log

To make a call to a contact listed in your call log, tap the contact. The contact information expands to include the communication options.





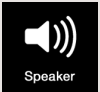
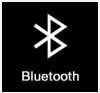
The communication options that are available depend on the contact.

## Selecting the 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 3: Communication Methods

Method	Description
 	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.
	Use your device's speaker.
	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.

## 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 43 for more details on the Call module.

## Training the Genie

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.

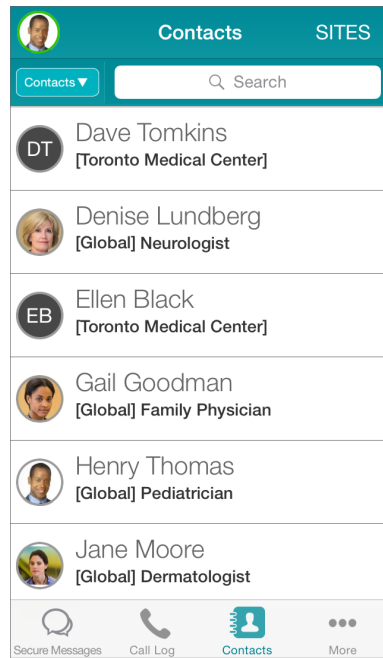
When you train the Genie to learn a name, you are prompted to spell the name. If you change your mind, you can use the “Unlearn a name” command to delete it. The Genie will prompt you for the necessary information.

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.

## 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:

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

**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. These are people and places that are not VCS users, such as local businesses.




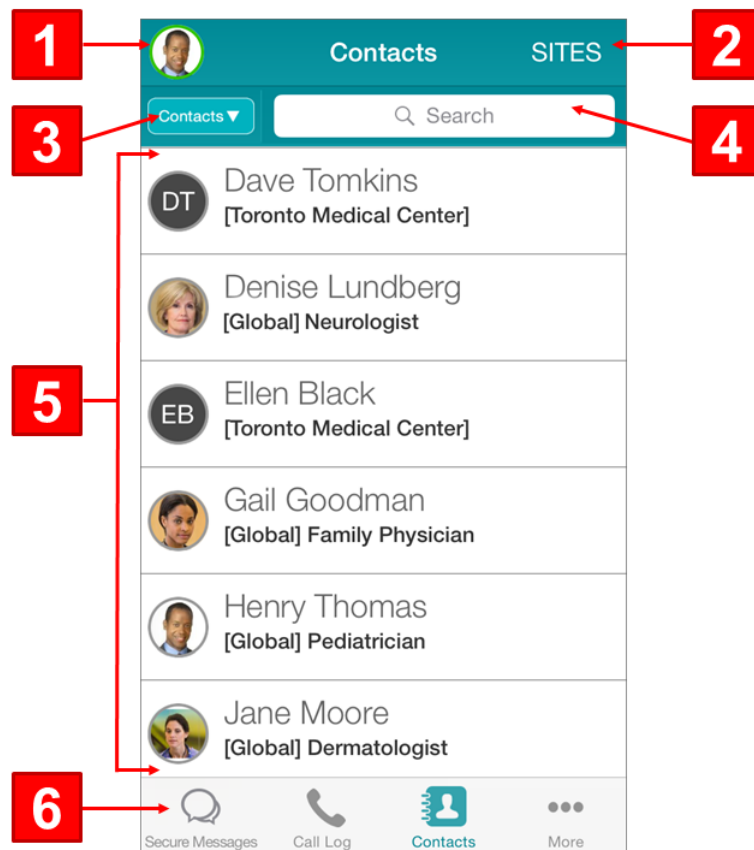
**Note:** If your Vocera system includes multiple sites, the Contacts screen displays only the sites that you are currently viewing. By default, only the site that you belong to is displayed. See [Displaying Contacts In Sites](#) on page 65 for more information on viewing sites.

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


## Using 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 65.
- 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 <a href="#">Adding a Favorite</a> on page 65.
Contacts	All Vocera contacts.
- 4** The Search  field. Use this field to search for contacts that match the text that you type. See [Finding a Contact](#) on page 64.

**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.

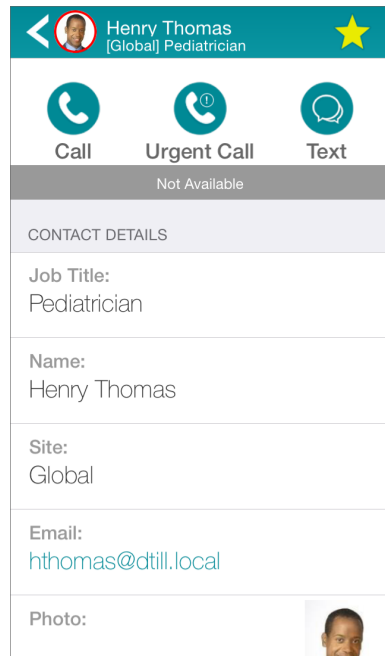
**6**

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:



## Communicating with Contacts




When you tap a contact in the *Contacts* list or tap on a profile picture in a message conversation, detailed information for the contact appears.



The profile picture for this contact is enclosed in one of the following colors:

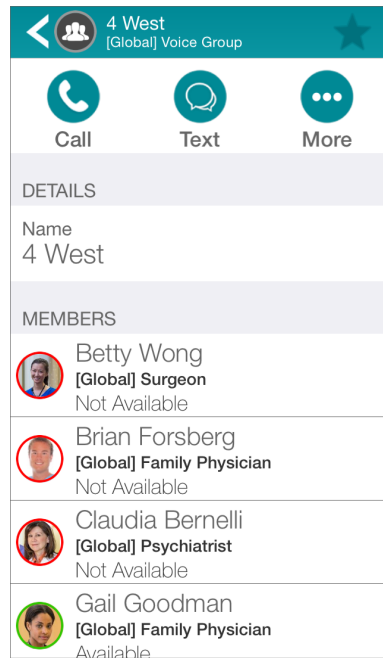
- Green: The contact is available.
- Orange: The contact has set Do Not Disturb.
- Red: The contact is unavailable.

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

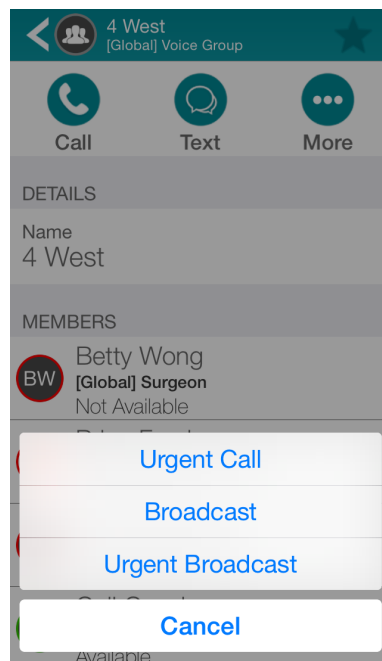
- Tap  Call to make a Vocera call to this contact.
- Tap  Urgent Call to make an urgent Vocera call to this contact.
- Tap  Text to send a secure message to this contact.
- If email contact information is provided for this contact, tap the contact's email address to send an email message to the contact.
- 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 53.




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

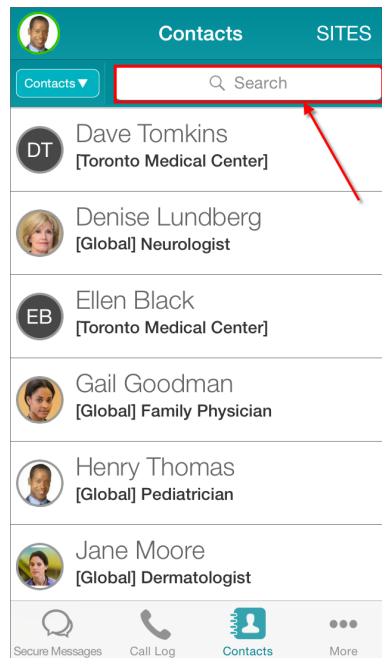
## Finding a Contact

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 on the Contacts screen.

1. 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 65 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.



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. If the Voice group member that you want to locate is not immediately visible, you can search for the contact. In the Search  field, type the first few characters of the contact's name to display a list of closest matching contacts.



You cannot search within a Distribution List.

3. Tap any group member to display that member's contact details.



### 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.


### 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  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  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.

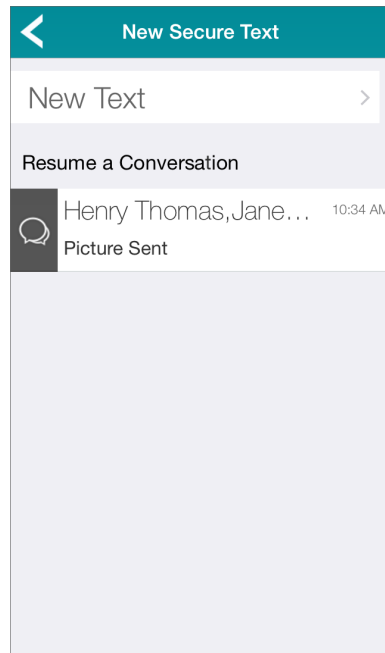
1. On the Contacts screen, tap **Sites**.
2. In the list of sites that appears, select the sites to be displayed and clear the sites that you do not want to be displayed. You cannot clear your home site.
3. Tap  to return to the Contacts screen.

## 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.

## 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.

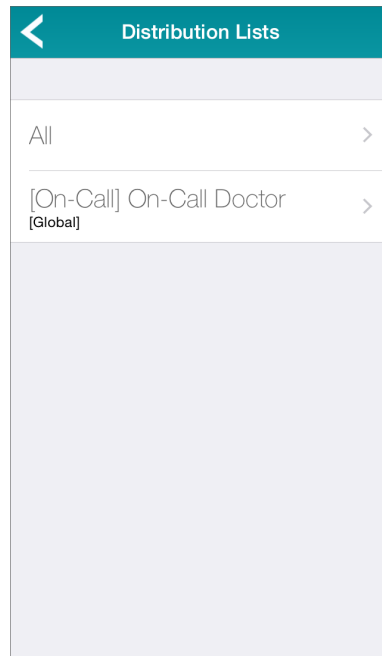


**Note:** The Vocera administrator creates schedules from the VMP Web Console.

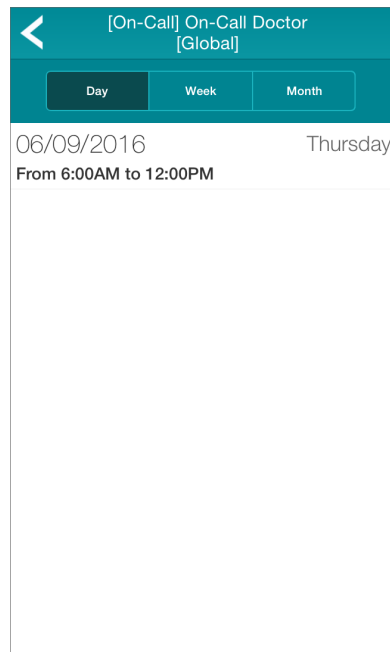
## Viewing Your Schedules

If you have been scheduled for on-call shifts, you can view them from within the Vocera Collaboration Suite.

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

The On-Call module displays the On-Call Distribution Lists of which you are a member.

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.

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.

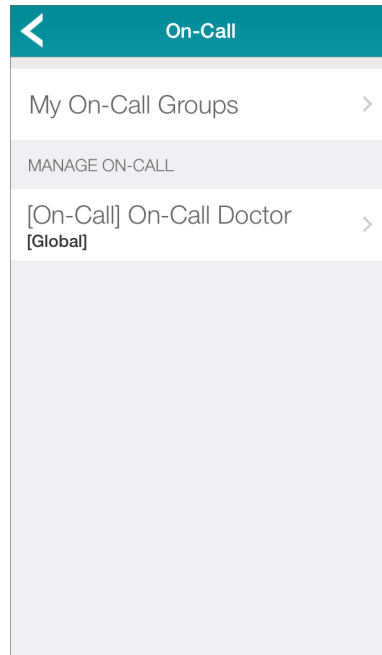


**Note:** The Vocera administrator creates On-Call Distribution Lists from the VMP Administrator.

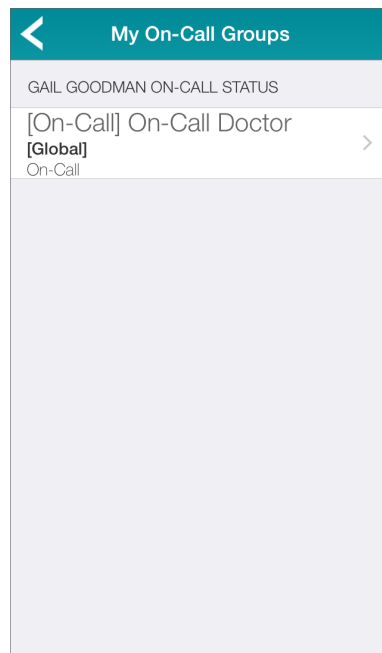
## Modifying Your On-Call Status

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.

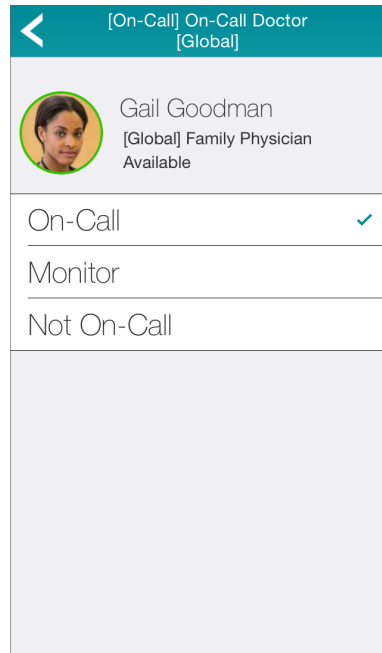
1. In the navigation bar, tap **More**.
2. Tap  **On-Call**. The On-Call screen appears.



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




4. Tap the name of the group for which you want to change your on-call status. Your current status is displayed.

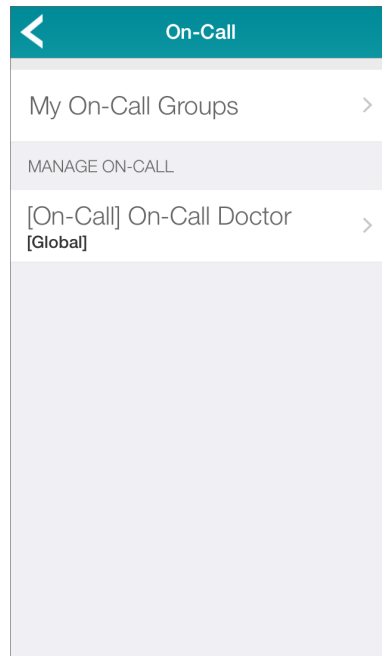


5. Tap one of the following to change your status:
  - On-Call - Receive messages sent to the list.
  - Monitor - Receive a copy of messages sent to the list without responding to them. This is useful if you are a shift manager or other supervisor who wants to monitor the shift and ensure that messages are handled appropriately.
  - Not On-Call - Do not receive messages sent to the list.

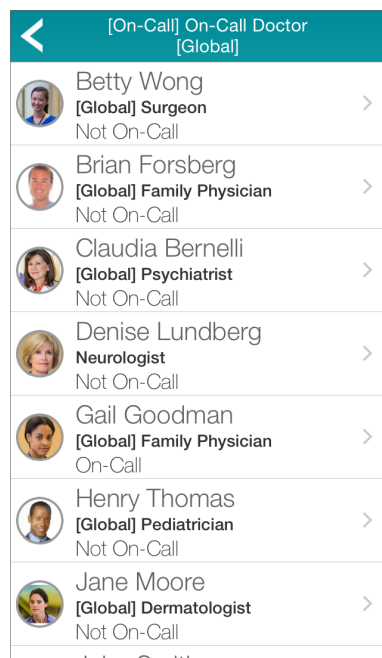
### Modifying Any On-Call Status

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

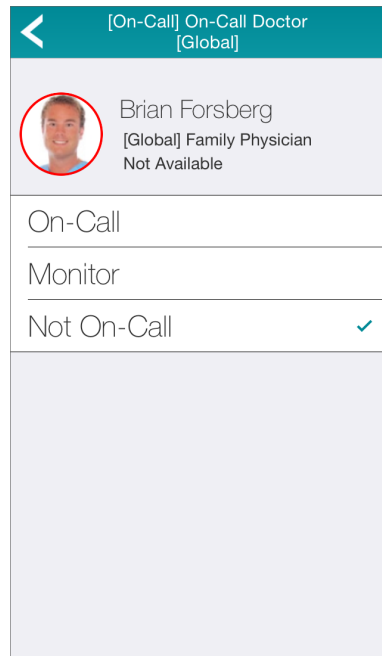
1. In the navigation bar, tap **More**.
2. Tap  **On-Call**. The On-Call screen appears.



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.



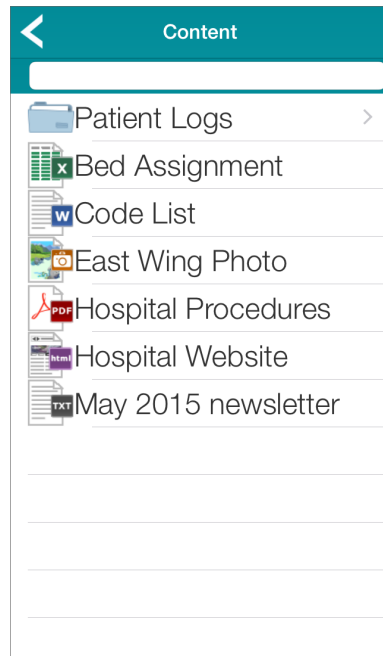
**Note:** At least one user in the on-call group must have a status of On-Call at all times.

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

---

## Content

The Content module allows you to access documents and other content that your Vocera administrator has placed on the server.



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, and are not available if your environment accesses content through the Vocera Smartphone Proxy.

## 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.

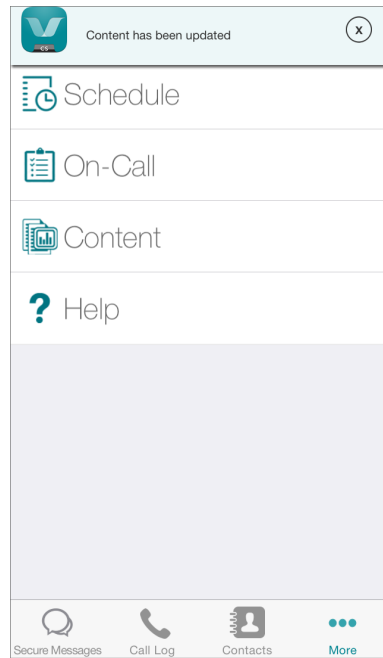
All supported image types display in a full screen format.

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

## Receiving New Content

When the Vocera administrator has provided new content for you, a notification banner appears.





Tap 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 its title. This onscreen help explains the screen in more detail.



## Other VCS Features

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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.

#### Using 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.

#### Using 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:

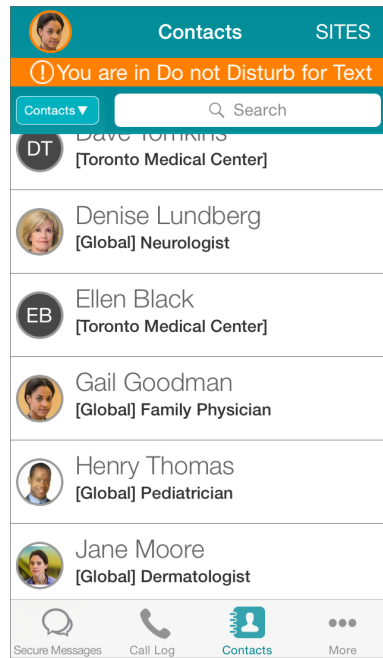
- VIP buddies or a person with VIP status can optionally interrupt Do Not Disturb for Call mode. VIP Status is a permission granted by the system administrator.
- Urgent calls and urgent broadcasts always break into Do Not Disturb for Call mode — you do not get the opportunity to reject them. The system 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.

#### Setting Do Not Disturb

Do Not Disturb notification settings appear in an orange banner at the top of the Secure Messages screen. You can turn the Do Not Disturb settings on or off.

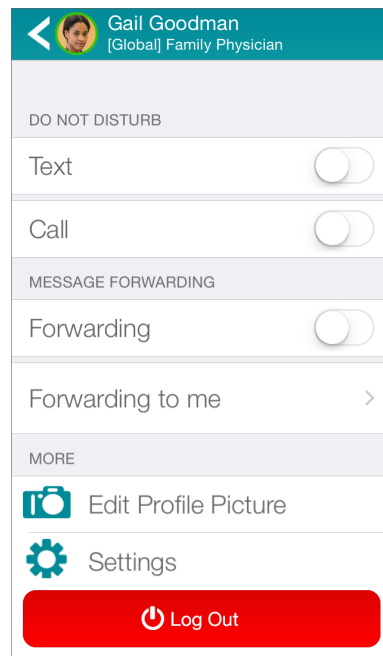


1. Tap your profile picture to display the user profile.

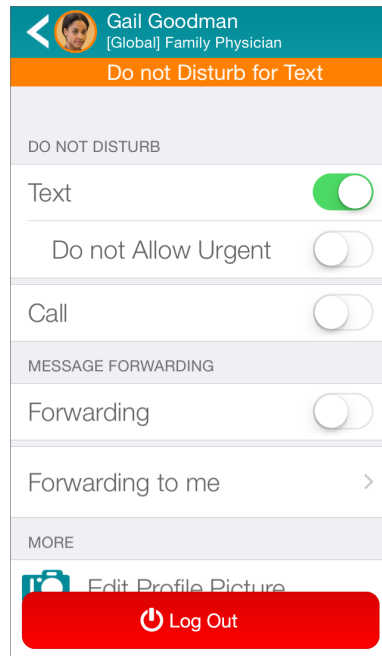


**Note:** If you do not have a profile picture, tap your initials.

The User Profile screen appears.



2. To specify that you are not to be disturbed by messages, select Text to enable the Do Not Disturb for Text setting.
3. 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.



- 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.

## 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.

- Log in to the badge.



**Note:** When you log in to the badge, you will be warned 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".

- 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, it is connected through your badge instead of the app.

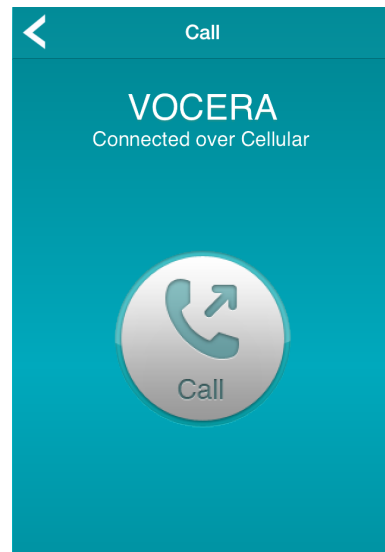
- When you are finished with the badge, log off from it. Calls and messages are now received on the app.

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.

## Using VCS 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.



### Forwarding Vocera Calls

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. In 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 <i>John Smith</i> Log me out
Voiceprint	Record my voiceprint Erase my voiceprint
Locate Users and Groups	Where am I? Where is the nearest member of <i>Tech Support</i> ? Where is the closest member of <i>Tech Support</i> ? Locate nearest member of <i>Tech Support</i> ? Locate closest member of <i>Tech Support</i> ?
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

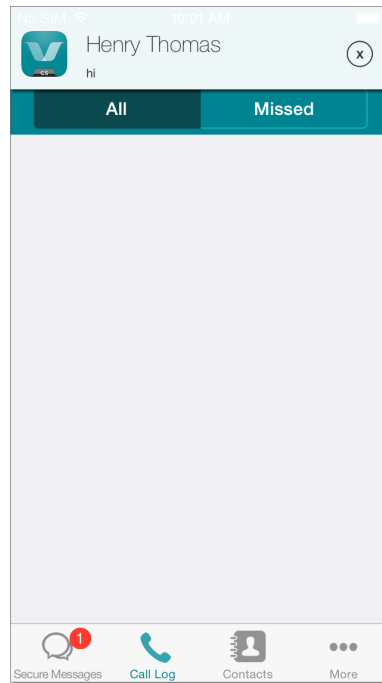
## Notification Behavior on Apple iOS Devices

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).

### Notification Behavior When Receiving Messages

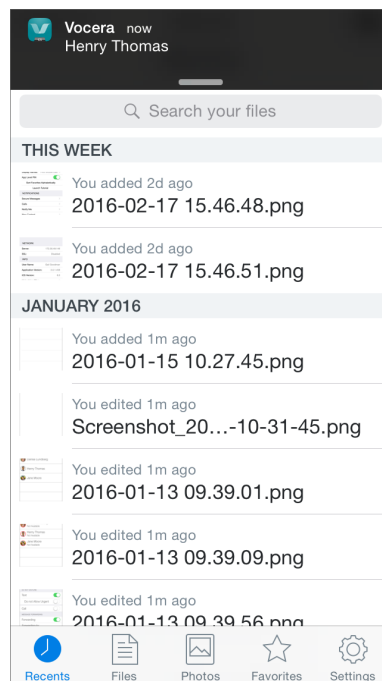
Here is how notifications behave when you receive a message.

- If you are in the VCS app but not in the Secure Messages screen, a notification appears at the top of the screen.

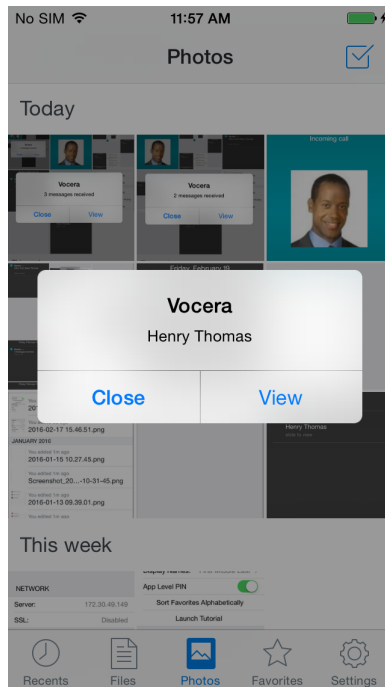


- If you are in another app and the VCS app is running in the background, the tone and vibration for the message's priority are played. The notification that appears depends on whether you have enabled notifications, and the alert style you have specified.

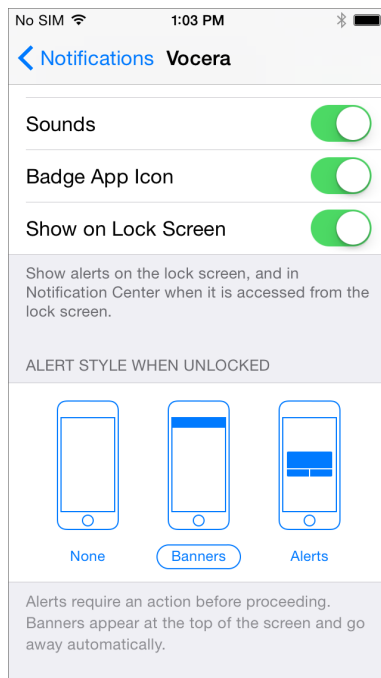
If your alert style is **Banners**, a banner appears at the top of the screen:



If your alert style is **Alerts**, an alert appears in the center of the screen:



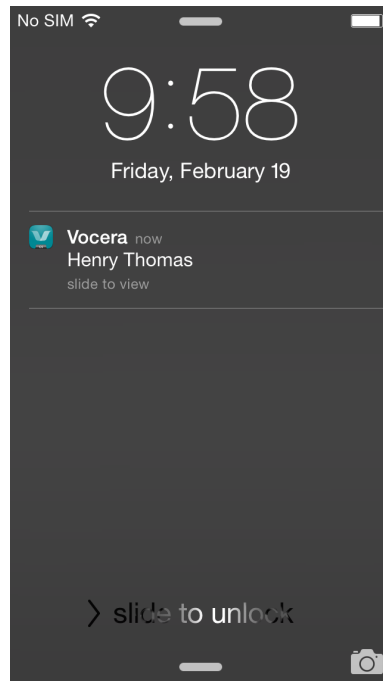
To specify notifications and the notification alert style, tap **Settings > Notifications > Vocera**, and change the settings as desired.



See [Editing the Profile Options](#) on page 14 for more information on setting the tone and vibration for each message priority.

- If your screen is locked, the tone and vibration for the message's priority are played, and a notification appears on the screen:





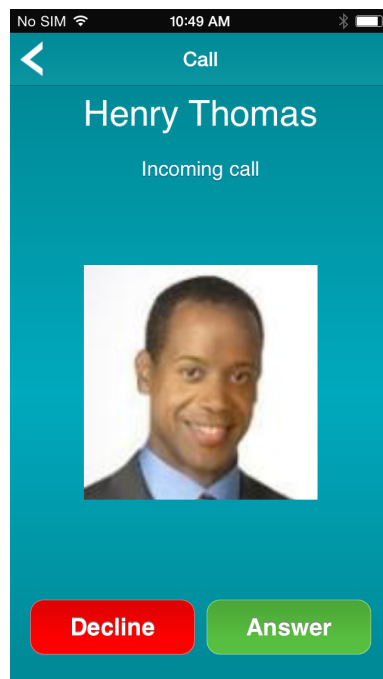
Swipe the notification to go to the VCS app and respond to the message.

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.

### Notification Behavior When Receiving Calls

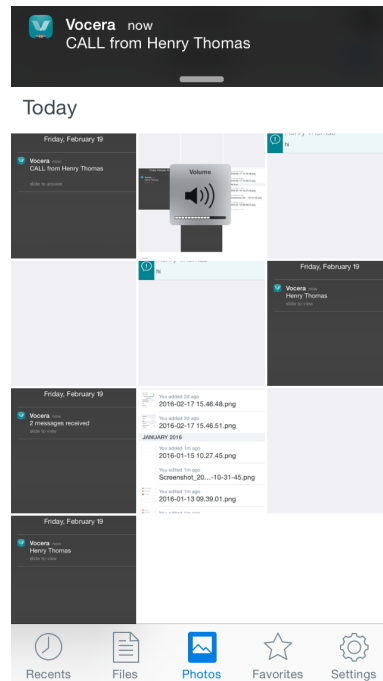
Here is how notifications behave when you receive a call.

- If you are in the VCS app, a screen appears that displays the name and photo of the incoming caller:

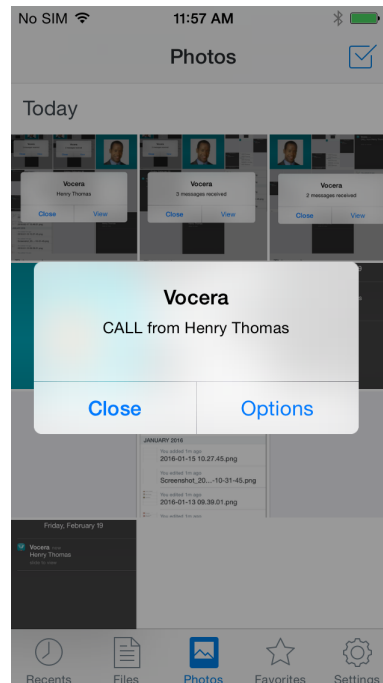


- If you are in another app and the VCS app is running in the background, the notification that appears depends on whether you have enabled notifications, and the alert style you have specified.

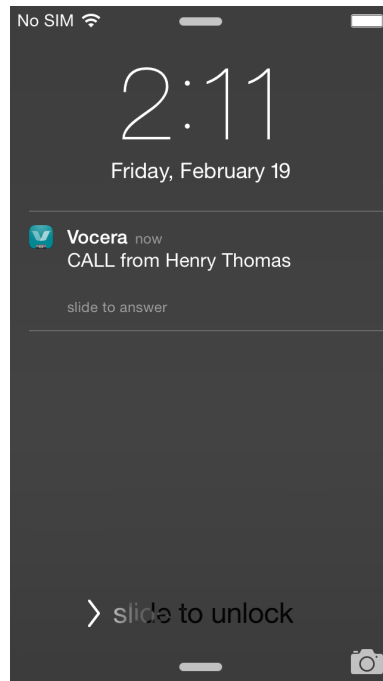
If your alert style is **Banners**, a banner appears at the top of the screen:



If your alert style is **Alerts**, an alert appears in the center of the screen:



- If your screen is locked, a notification appears on the screen:



Swipe the notification to go to the VCS app and answer the call.

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.

## Using the Apple Watch

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Vocera Collaboration Suite has been configured to enable you to perform common and urgent tasks using your Apple Watch.

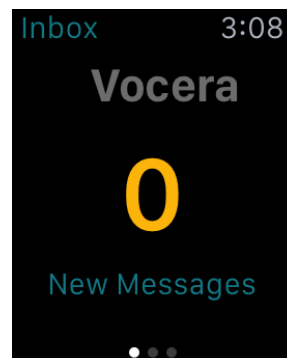
From the Apple Watch, you can:

- View the number of new messages you have yet to respond to.
- View new messages.
- Manage your Do Not Disturb (DND) status.
- In an emergency, make a panic call to your emergency response team.

---

### Viewing the New Message Count

After you have started the Vocera Collaboration Suite app, when you glance at your Apple Watch, it displays the number of new messages.



This enables you to quickly determine whether you need to open the app.

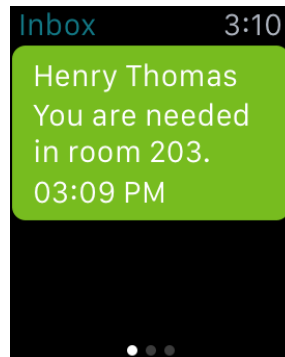


**Important:** If your environment is using VMP Server 4.9.4 or earlier, the number of new messages is always listed as 0, as older versions of the server do not support this messaging capability. Contact your system administrator to determine what version of the VMP Server is installed in your environment.

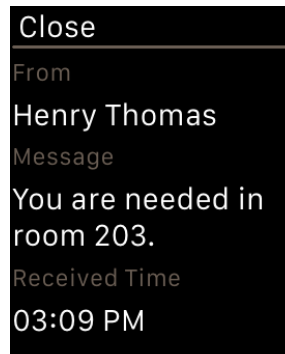
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### Viewing and Responding to Messages

When you open the Vocera Collaboration Suite app on your Apple Watch, the Inbox View appears. This displays all messages that have been sent to you.



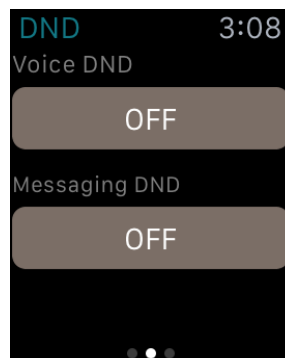
Scroll down to view the complete list of messages, and tap a message to view it.



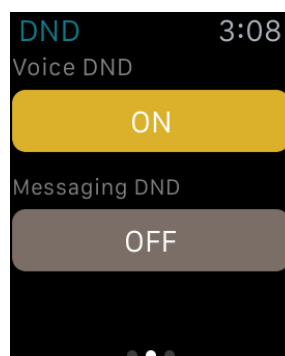
## Setting Do Not Disturb

From the Apple Watch, you can set Do Not Disturb (DND) for voice, messaging, or both.

To set DND, swipe to select the DND View.



To set DND for voice, tap the Voice DND field.



To set DND for messaging, tap the **Messaging DND** field.

When DND is set, tap again to unset it.

---

## Answering a Call

You can answer a call from the Apple Watch.

To answer a call, swipe to select the **Call View**, and tap **Accept**.

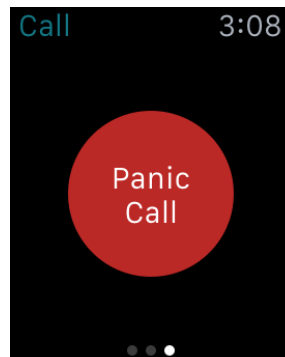
You are then connected on your iPhone to your call. You will need to access your phone to participate in the call.

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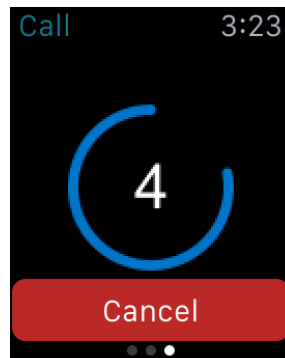
## Making a Panic Call

From the Apple Watch, you can initiate a panic call on your phone.

To initiate a panic call, swipe to select the **Call View**, and tap **Panic Call**.



You are given five seconds to tap **Cancel** to cancel the call.



You are then connected on your iPhone to your emergency response team. From the Apple Watch, tap **End Call** to end the panic call.