

Vocera Collaboration Suite Apple iOS User Guide

Version 3.3.2



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About Vocera Collaboration Suite

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

Getting Started with VCS

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

To get started with VCS, you need to:

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

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

Requirements

You must have the necessary server and device requirements to use Vocera Collaboration Suite in your environment.

Server Requirements

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

| System | Device Requirements |
|------------------|---|
| Vocera | <ul style="list-style-type: none">• Vocera Voice Server 5.2.2 or later and Vocera Messaging Platform 5.2.2 or later recommended. Compatible with Vocera Voice Server 4.4.3 and later and Vocera Messaging Platform 5.1 and later.• SIP Telephony Gateway installed and configured• Vocera Client Gateway installed and configured |
| Network | <ul style="list-style-type: none">• 802.11 a/b/g/n/ac wireless network (wireless standards support varies, based on the device)• Reverse proxy server or similar technology to enable connectivity when outside Wi-Fi |
| Cellular Network | <ul style="list-style-type: none">• GSM• CDMA• LTE |

VCS Installation

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

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

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

Installing by Email

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

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

Installing from the App Store

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

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

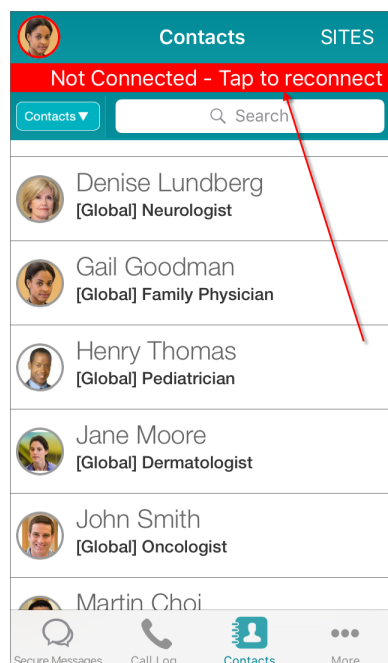
Reinstalling VCS

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

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

The Status Banner

In the Vocera Collaboration Suite application, a status banner notifies you of any important status information.



The banner appears under any of the following circumstances, in the priority order shown below:

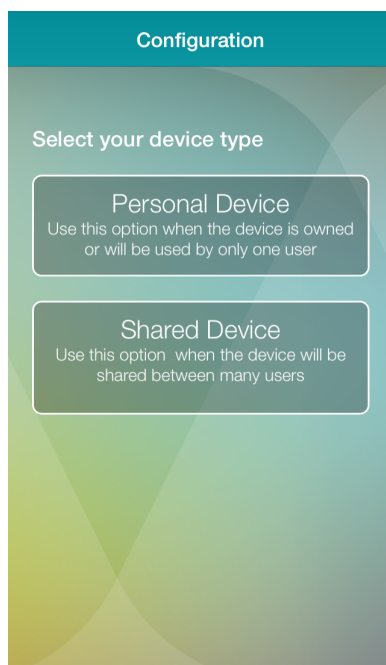
- When connectivity has been lost, a red banner appears. Tap the banner to attempt to reconnect.
- When you are in a Call and are viewing another screen, a green banner appears. Tap the banner to return to the Call.
- When you are in Do Not Disturb mode, an orange banner appears. Tap the banner to display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

Launching the App

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

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

When you start Vocera Collaboration Suite for the first time, you must configure your device as either a shared device or a personal device. A shared device is used by more than one person, such as a nurse on shift. A personal device is used by one person only.



Note: You may be required to supply a four-digit personal identification number (PIN) when registering. For details on the PIN, see [Setting Your PIN](#) on page 12.

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.

Log In and Log Out

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

If your device has been configured as a personal device, you do not need to log in to access the Vocera Collaboration Suite, 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.

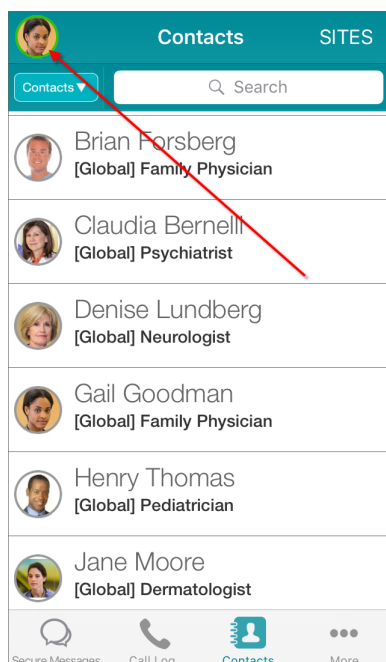


Note: If you are unable to log in, and you see the message Invalid or missing device certificate, contact your Vocera administrator to obtain the necessary certificate for your device.

Logging Out

When you are no longer using a 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.

User PIN Requirements

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

A PIN is required if:

- Your system administrator is enforcing the use of a PIN.

- In the Profile Options, you have set the App Level PIN option. See [About Profile Options](#) on page 13 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 12 for more information on resetting your PIN.

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

Resetting Your PIN

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

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



Note: You will not be able to reset your PIN if you have installed Vocera Collaboration Suite by email or using a registration key and your administrator has not set up valid

credentials for you. Valid credentials are either a username and password on the VMP Server or an Active Directory username and password.

VCS Tutorial

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

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

About Profile Options

Use the Profile Options to customize the Vocera Collaboration Suite.

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

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

| Option | Description |
|-------------------------------|---|
| <i>General</i> | |
| Display Names | The order in which names of contacts are to be displayed. Choose one of: <ol style="list-style-type: none"> 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. |
| 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. |

| Option | Description |
|---------------------|--|
| <i>Info</i> | |
| User Name | The name of the user using the Vocera Collaboration Suite. |
| Application Version | The Vocera Collaboration Suite version installed on this device. |
| iOS Version | The version of the iOS operating system that is installed on this device. |
| Upload Log Files | Upload Vocera Collaboration Suite log files. When uploading logs, it is recommended that you provide additional details to help with troubleshooting. Log files can be uploaded to the server or sent by email to the Vocera support team. An administrator must then retrieve these logs from the server. |

Updating Your Profile Picture

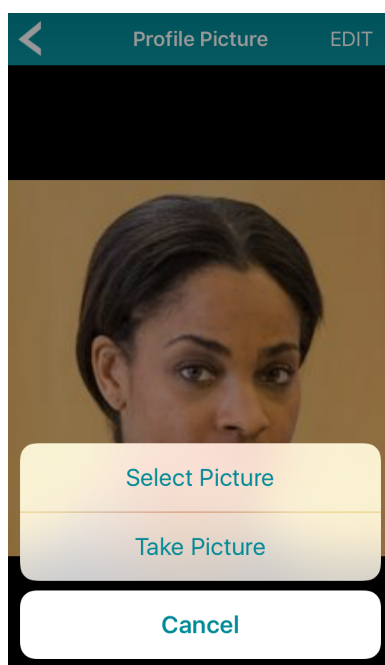
If your administrator has enabled this privilege, you can update your profile picture, which is the picture that other users see when they view your contact information.

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

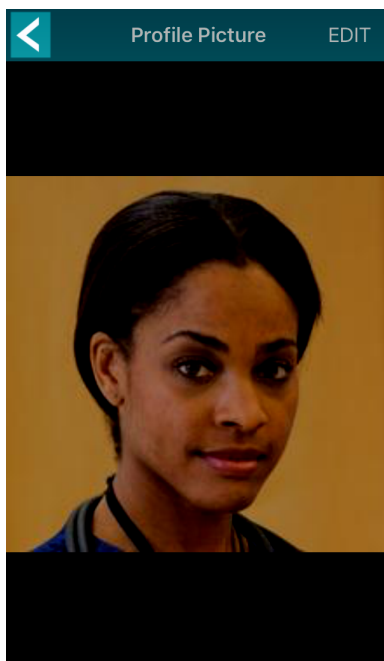


Note: If the Edit Profile Picture option is not available in your user profile, your administrator has not granted you the ability to update your profile picture.

3. Tap Edit to edit the photo. A popup menu appears, listing the editing choices that are available to you.



4. Select one of the following options:
 - Select Picture: Select an existing picture to use as your profile picture.
 - Take Picture: Take a new profile picture.
 - Cancel: Cancel editing.
5. Tap the Back button to return to the Secure Messages screen.



Keyboard 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.

The VCS Modules

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

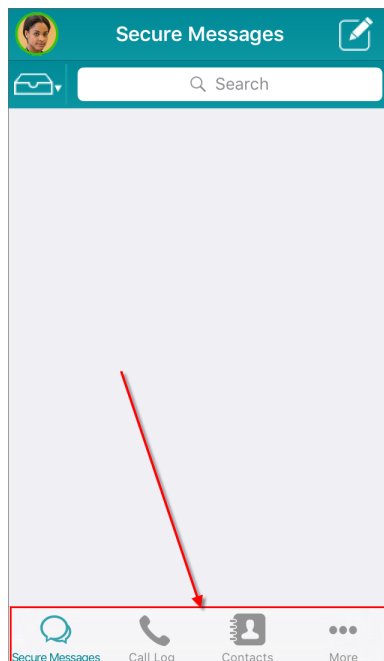
The following modules are defined:

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

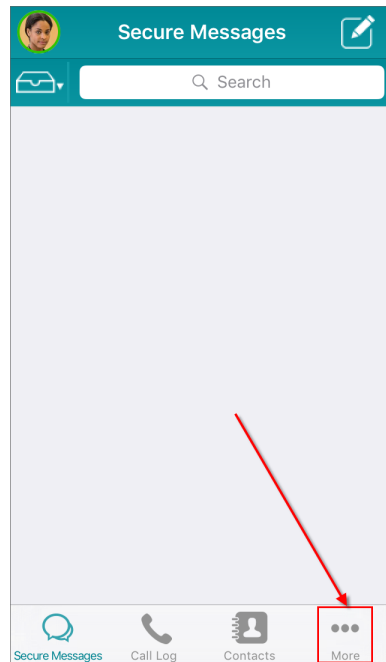
The Patients module is accessible if your system administrator has linked your VCS environment to an Engage environment. See [Real-time Situational Awareness](#) on page 52 for more information.

Accessing Modules

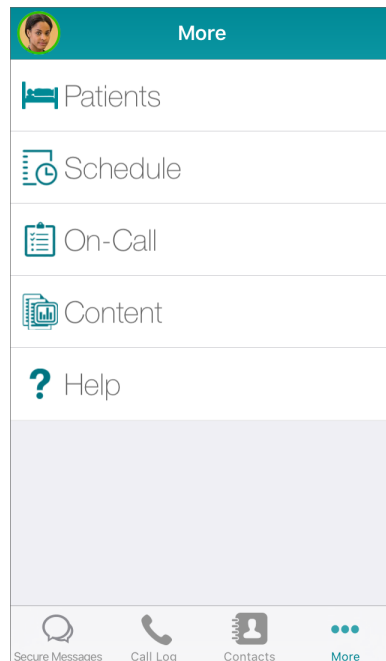
To access a module, tap its icon at the bottom of the screen. (To access the Call module, tap **Call Log**.)



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



This displays a menu that lists the additional modules. Tap on a menu item to open its module.



Secure Messages

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

From the Secure Messages module, you can:

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

- Send a notification to an Escalation Distribution List. If it is not read by its initial recipients, it will be escalated to other recipients who can then respond to it.
- Start a conversation with one or more users or members of groups.
- Send messages to VMP Web Console users and start conversations with them.
- Receive alerts from third-party systems and other applications that are integrated with VCS in your environment.
- Forward messages to other users to ensure that important issues are dealt with while you are away or busy.

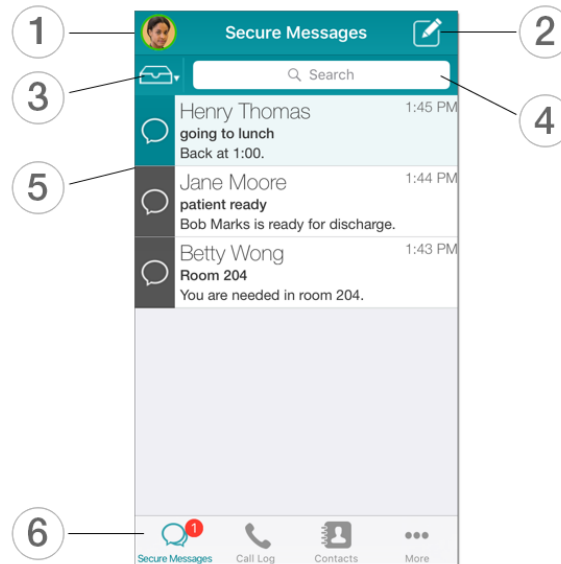
The Secure Messages Screen

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

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

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

Here is the layout of the Secure Messages screen:



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

- | | |
|---|--|
| 1 | <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> |
| 2 | <p>Tap this icon to compose a new message.</p> |

3 Tap this icon to display the Filters dropdown list. From this dropdown list, you can specify that notifications, conversations, or both are to be displayed in this screen. You can also specify that only unread messages or messages to which you have not responded are to be displayed.

4 Use the search field to display only notifications and conversations that match the specified search criterion.

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



This message is a notification.



This message is a conversation.



This message is a group conversation.



This message is of High or Urgent priority.



The Notify Me option has been set for this message, and a response has not been received. See [Requesting a Response to a Message](#) on page 30 for more details.

A message with a green background is not yet read.

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

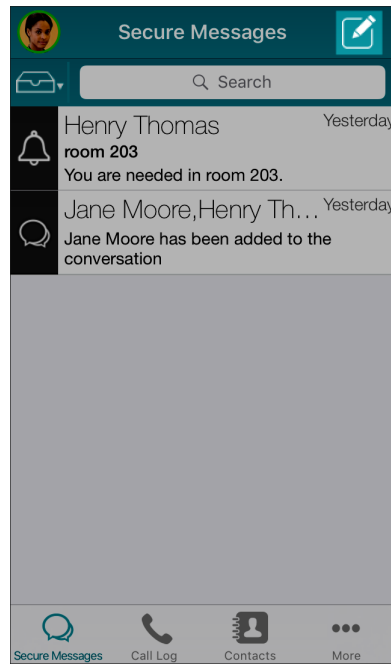


Note: If you have reached the Vocera Collaboration Suite from another application, a banner is displayed above the navigation bar. Tap this banner to return to that application.

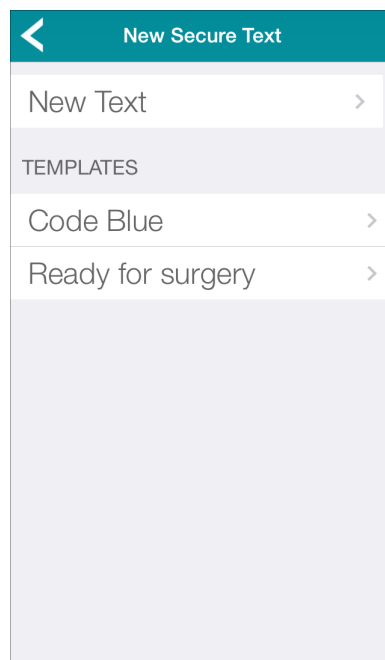
Sending a Message

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

1. In the Secure Messages screen, tap the Compose icon at the top right of the screen.



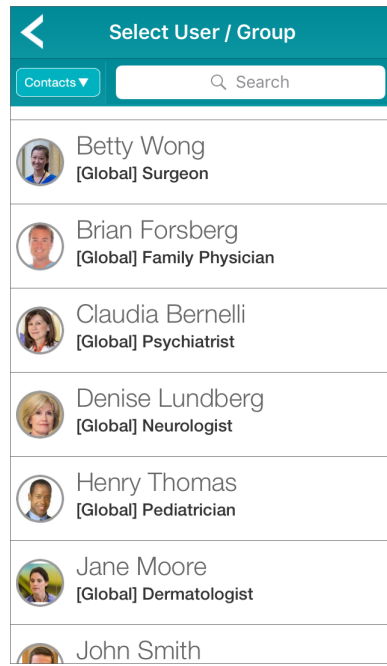
If message templates have been created for your environment, the New Text screen appears.



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

For details on creating a message using a message template, see [Sending a Message Using a Template](#) on page 25.

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



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

3. Filter the recipient list using one of the following options, available at the top left of the screen:
 - Favorites: Show favorites only.
 - Contacts: Show all contacts.
4. In the Search field, type the first few characters of the name of the contact to which you want to send a message. Each character you type performs an incremental search displaying a list of closest matching contacts.
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 to select it and tap the backspace key. Tap a selected contact name again to cancel the remove operation and continue with the message.

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

New Secure Message

To: Henry Thomas

Subject: Type your subject here

Tap to attach patient info

Send

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

7. In the **Subject** field, type the subject of the message.
8. If your system administrator has implemented the Engage patient context adapter, you can add a link to information on a specific patient to the message. See [Real-time Situational Awareness](#) on page 52 for details. To add patient information:
 - a. Tap the **Tap to attach patient info** link. The **Select Patient** screen appears.

Select Patient

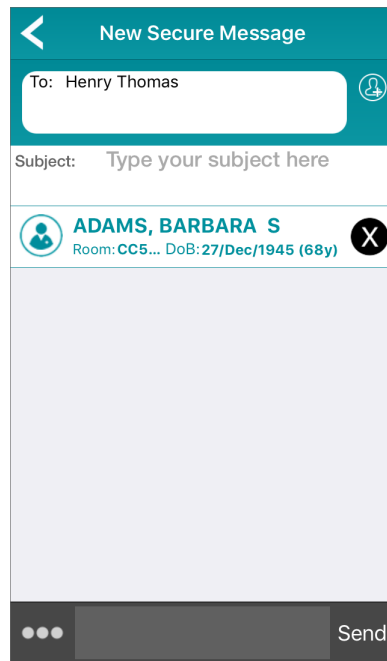
All Patients Search by name, room or MRN

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

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

- b. Tap **My Patients** to see a list of patients assigned to you, or tap **All Patients** to view a list of all patients for which information is available.
- c. Type text in the search field to limit the patient list to patients whose name matches your search text.
- d. Tap on the patient whose information you want to add.

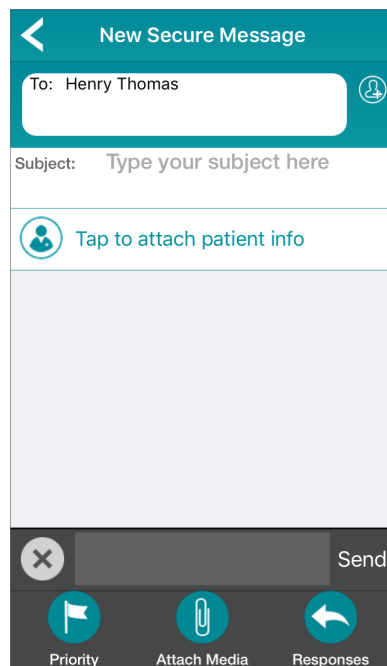
A link to the patient information is now displayed in the message.



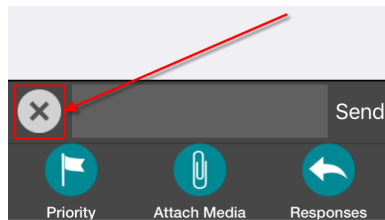
9. For additional message options, tap More.



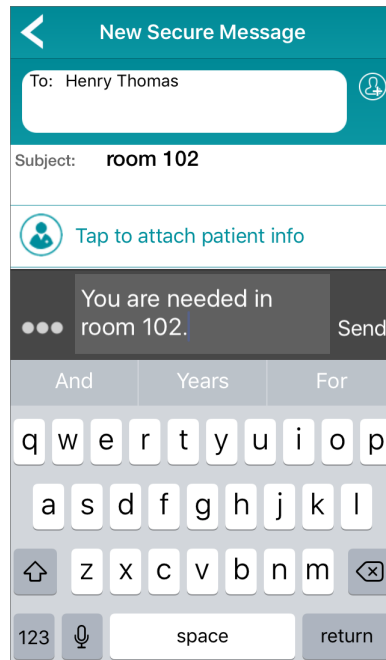
Additional options appear:



Tap Close to hide the additional options.



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



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

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

Tap **Send** to send the message.



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

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



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

- 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.

- c. To request a specific response from the recipients of your message, tap **More** to display the additional options, and then tap **Responses**. This displays a separate screen on which you can create a message that requires a response. See [Requesting a Response to a Message](#) on page 30 for more details.

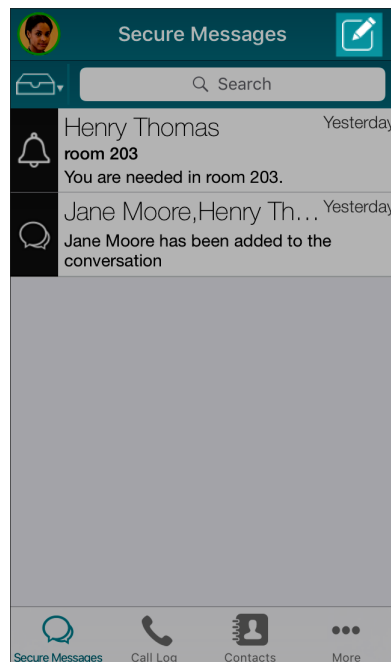


Note: If the message is not sent successfully, Vocera Collaboration Suite will attempt to resend the message for two minutes before giving up.

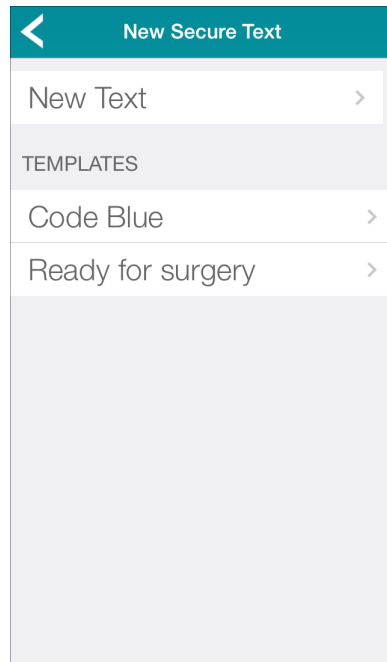
Sending a Message Using a Template

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

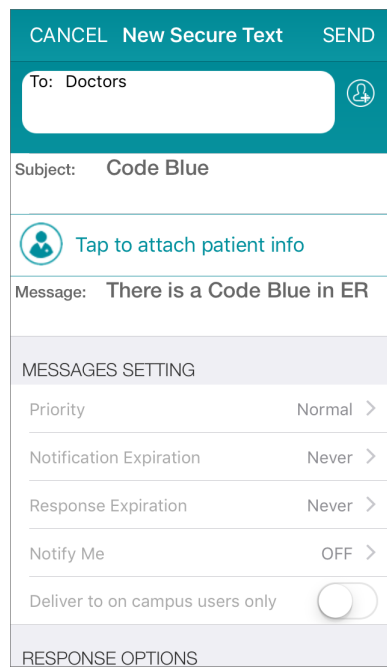
1. In the Secure Messages screen, tap the **Compose** icon at the top right of the screen.



If message templates have been created for your environment, the New Text screen appears.



2. Tap the name of the message template that you want to use. The template is displayed.



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

When the Select User / Group screen appears:

- a. Filter the recipient list using one of the following options, available at the top left of the screen:
 - Favorites: Show favorites only.
 - Contacts: Show all contacts.
 - b. In the Search field, type the first few characters of the name of the contact to which you want to send a message. Each character you type performs an incremental search displaying a list of closest matching contacts.
 - c. Tap on a contact name to include the contact in the message.
- If you are in the Favorites screen and the contact is an individual user, the color of the ring around the contact's photo or initials indicates the contact's availability:
- Green: The contact is available.
 - Yellow: The contact is in Do Not Disturb mode for voice, text, or both.
 - Red: The contact is unavailable.

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

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



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

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

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

5. If your system administrator has implemented the Engage patient context adapter, you can add a link to information on a specific patient to the message. See [Real-time Situational Awareness](#) on page 52 for details. To add patient information:
 - a. Tap the Tap to attach patient info link. The Select Patient screen appears.

Select Patient

All Patients ▼ Search by name, room or MRN

| |
|---|
| Abel, Ismael Q. Room: 7063 09/Jan/1954 (63y) Unit: HATH 07PP MRN: IsmaelAbel19540109 |
| ACUNA, GABRIEL Room: CC473 14/Jun/1984 (33y) Unit: FACILITY CARDIO MRN: 1234564020275565 |
| Adair, Eugene Y. Room: 12030 14/Mar/1973 (44y) Unit: HATH 12Med MRN: EugeneAdair19730314 |
| ADAMS, BARBARA S Room: CC593 27/Dec/1945 (68y) Unit: FACILITY CARDIO MRN: 1234564020180919 |
| ADAMS, BARBARA S Room: N593 27/Dec/1945 (68y) Unit: FACILITY NICU MRN: 909090180919 |
| Adams, Janae V. |

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

- b. Tap **My Patients** to see a list of patients assigned to you, or tap **All Patients** to view a list of all patients for which information is available.
- c. Type text in the search field to limit the patient list to patients whose name matches your search text.
- d. Tap on the patient whose information you want to add.

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

CANCEL New Secure Text SEND

To: Doctors

Subject: **Code Blue**

ADAMS, BARBARA S
Room: CC5... DoB: 27/Dec/1945 (68y)

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

MESSAGES SETTING

Priority Normal >

Notification Expiration Never >

Response Expiration Never >

Notify Me OFF >

Deliver to on campus users only ☐

RESPONSE OPTIONS

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

7. 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 Urgent priority may be spoken out loud to some recipients. Sending confidential patient health information with either of these priorities may violate privacy regulations.

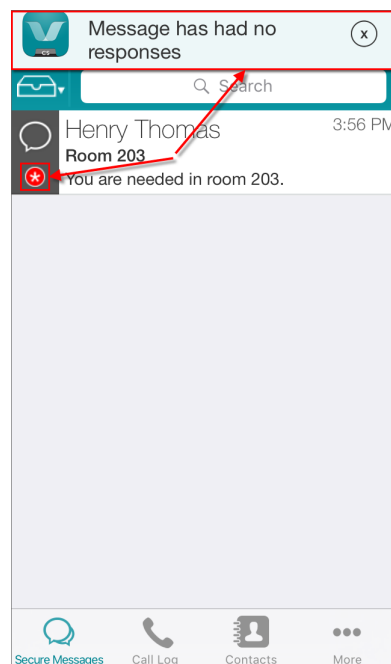
8. Tap Notification Expiration to specify a time limit for this notification, after which the message conversation will expire. Select *Never* (the default) if the notification never expires, or select 2, 5, or 10 minutes. You can also specify a custom number of minutes before the notification expires.



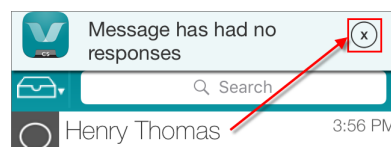
Note: Once a message conversation has expired, the message will no longer be delivered to users that have not yet received it and will not be retrieved the next time they log in.

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

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



Tap Close to hide the notification.



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

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



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

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

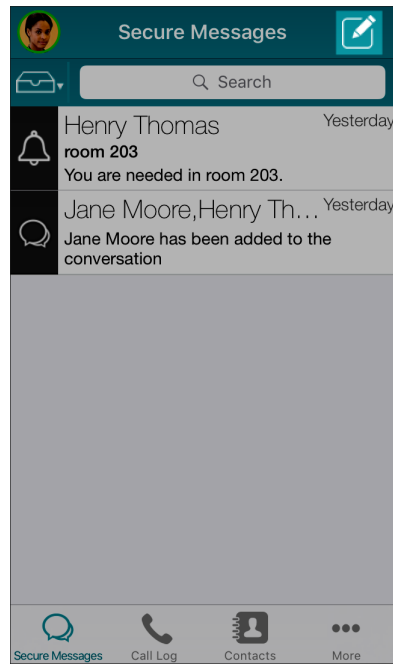


Note: If the message is not sent successfully, Vocera Collaboration Suite will attempt to resend the message for two minutes before giving up.

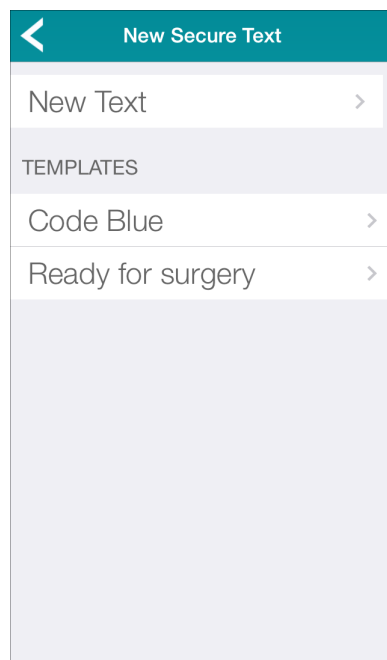
Requesting a Response to a Message

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 **Compose** icon at the top right of the screen.



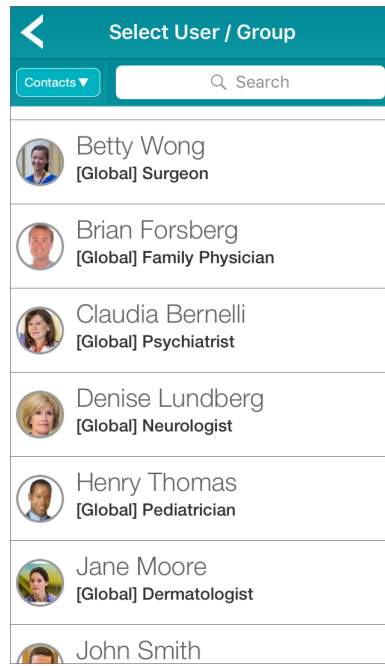
If message templates have been created for your environment, the New Text screen appears.



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

For details on creating a message using a message template, see [Sending a Message Using a Template](#) on page 25.

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

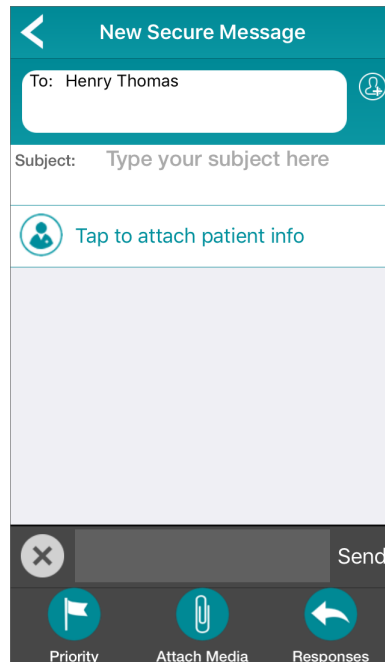


Note: This is the screen that appears if no message templates have been created for your environment.

3. Tap More to display the additional message options.



Additional options appear:



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

5. In the Message field, type the message that you want to send.
6. Tap Priority to change the message priority.

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

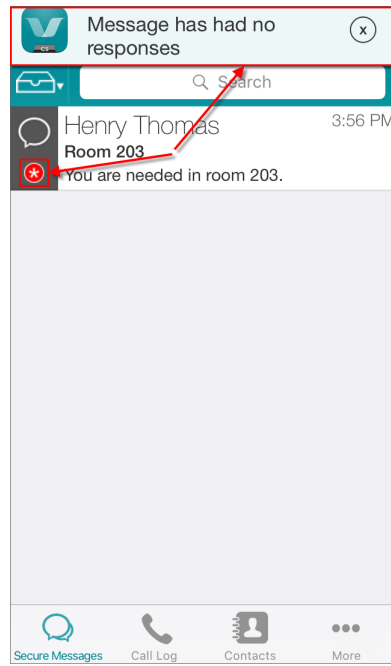
See [Sending a Message](#) on page 19 for details on how these priority levels are handled.



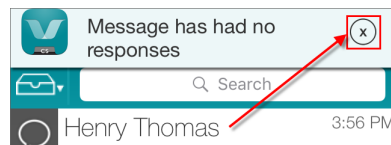
Important: On some devices, messages sent with Urgent priority may be spoken out loud to some recipients. Sending confidential patient health information with either of these priorities may violate privacy regulations.

7. Tap Response Expiration to specify a time limit for the response request. Select Never (the default) if the response request never expires, or select 2, 5, or 10 minutes. You can also specify a custom number of minutes before the response request expires.
8. Tap Notify Me if you want to receive a notification if you do not receive a response within a specified time. In the Notify me screen, select Send Notification to enable response notification. Select a time period, which can be 2, 5, or 10 minutes. You can also specify a custom time period.

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



Tap Close to hide the notification.



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

CANCEL
Response Request
SEND

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

MESSAGES SETTING

Priority Normal >

Response Expiration Never >

Notify Me OFF >

RESPONSE OPTIONS

1: **I am on my way.** ✕

2: **Sorry, I am busy.** ✕

3: Tap to add response option



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

10. Tap Send to send the message.

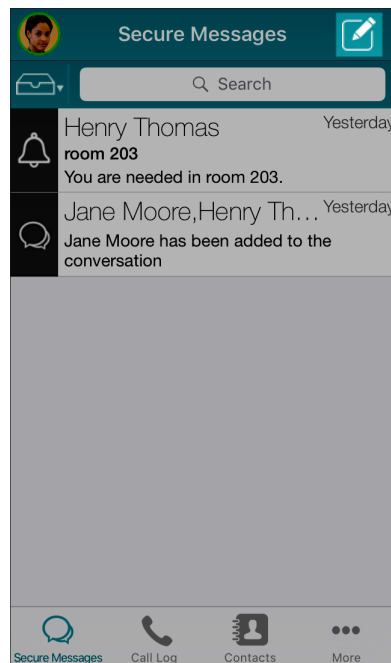
Sending a Notification to an Escalation Distribution List

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

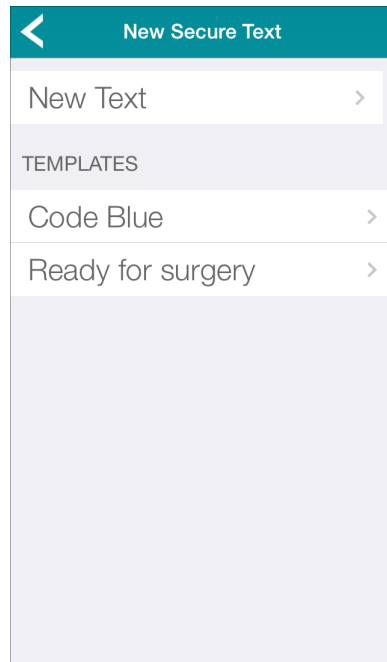
An Escalation Distribution List contains one or more branches, each of which specifies one or more users or groups. When a message is sent to the list, it is sent to the first branch that you have defined. If no one in the first branch responds in the specified time, the message is escalated to the next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

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

1. In the Secure Messages screen, tap the **Compose** icon at the top right of the screen.



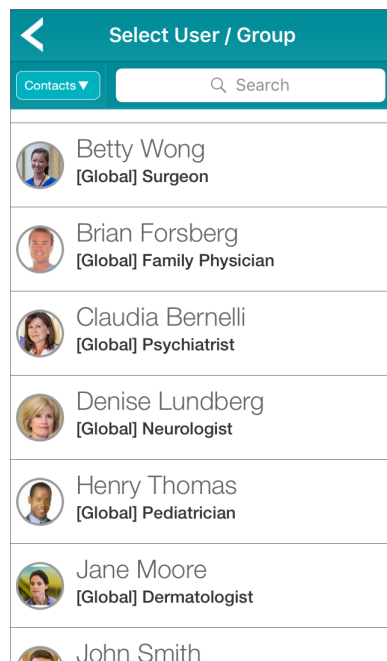
If message templates have been created for your environment, the New Text screen appears.



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

For details on creating a message using a message template, see [Sending a Message Using a Template](#) on page 25.

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



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

3. 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.

4. In the **Subject** field, type the subject of the message.
5. If your system administrator has implemented the Engage patient context adapter, you can add a link to information on a specific patient to the message. See [Real-time Situational Awareness](#) on page 52 for details. To add patient information:
 - a. Tap the Tap to attach patient info link. The Select Patient screen appears.

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

- b. Tap **My Patients** to see a list of patients assigned to you, or tap **All Patients** to view a list of all patients for which information is available.
- c. Type text in the search field to limit the patient list to patients whose name matches your search text.

- d. Tap on the patient whose information you want to add.
A link to the patient information is now displayed in the message.

6. In the Message field, type the contents of the message.
7. Tap Priority to change the message priority.
Select one of Normal (the default), High, or Urgent.



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

8. Tap Response Expiration to specify a time limit for the response request. Select Never (the default) if the response request never expires, or select 2, 5, or 10 minutes. You can also specify a custom number of minutes before the response request expires.
9. Tap Notify Me if you want to receive a notification if you do not receive a response within a specified time. In the Notify me screen, select Send Notification to enable response notification. Select a time period, which can be 2, 5, or 10 minutes. You can also specify a custom time period.
10. Tap in the Response Options section to add a response option, and then type the text of the response option. Repeat until all of the response options that you want to specify have been added. To remove a response option that you have added, tap Delete.

CANCEL New Secure Text SEND

Subject: Code Blue

Tap to attach patient info

Message: There is a Code Blue in ER

MESSAGES SETTING

Priority Normal >

Notification Expiration Never >

Response Expiration Never >

Notify Me OFF >

Deliver to on campus users only

RESPONSE OPTIONS

1: I am on my way. X

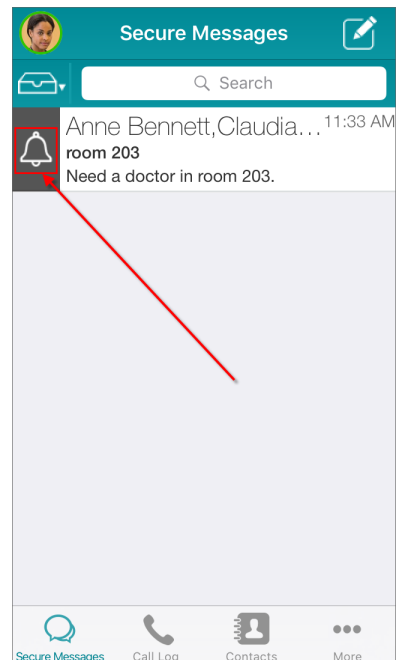
2: Sorry, I am busy. X



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

11. Tap Send to send the message.

In the Secure Messages screen, notifications sent to Escalation Distribution Lists are tagged as shown:



While the server is processing the message, the recipients field is set to *Escalation in Progress*. If no recipients are available after all branches of the Escalation Distribution List have been processed, the recipients field is set to *No Recipients Available*.

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



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

Mass Notification

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

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

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



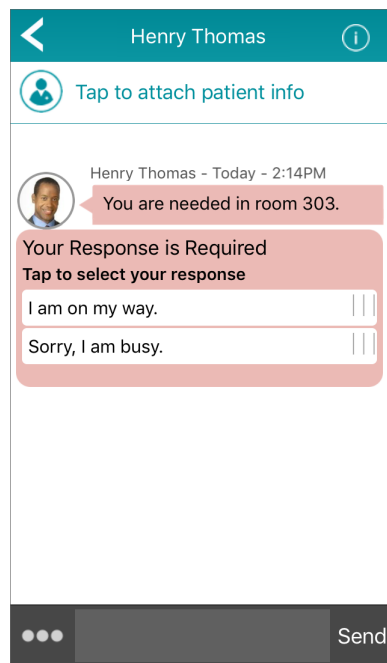
Note: Response notification cannot be specified for a Mass Notification.

Responding to a Message

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

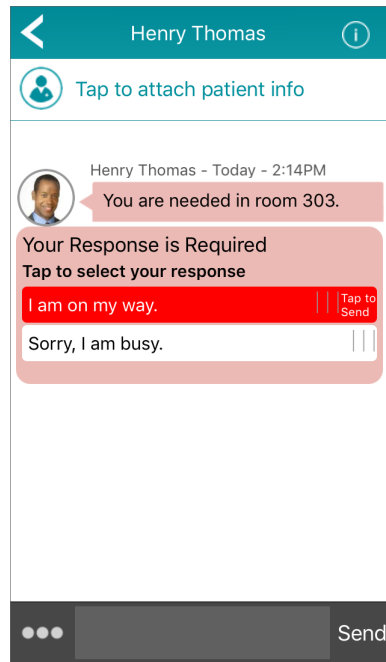
To respond to a message:

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:

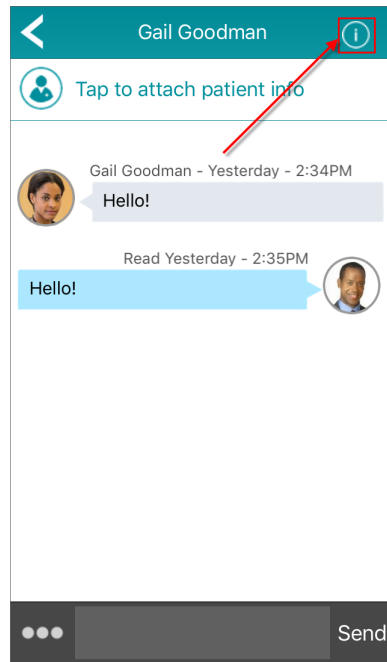


- b. Tap the response option again to send it.
3. If the message does not require a response, and you want to continue the conversation, type your text in the text box and tap **Send**.
 When you are sending a message using the text box, you can set a message priority, attach a photo, or require a response. 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 [Contact Details and Communication Methods](#) on page 90 for more information.

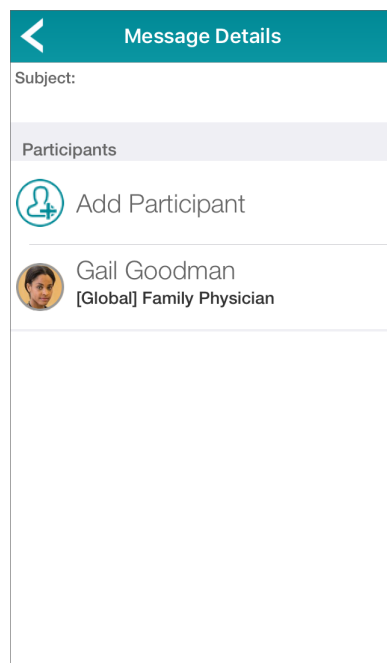
Viewing Message Details

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 **Info** icon.

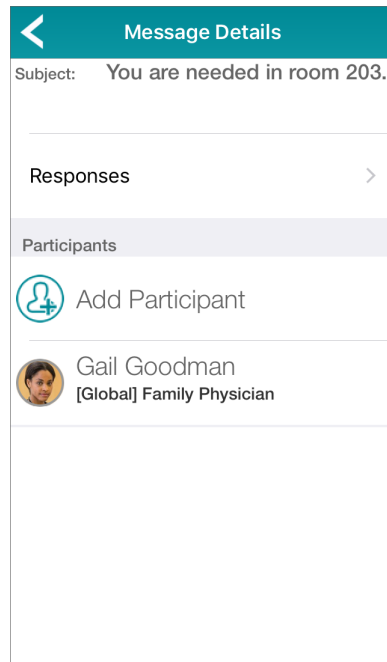


The Message Details screen appears.

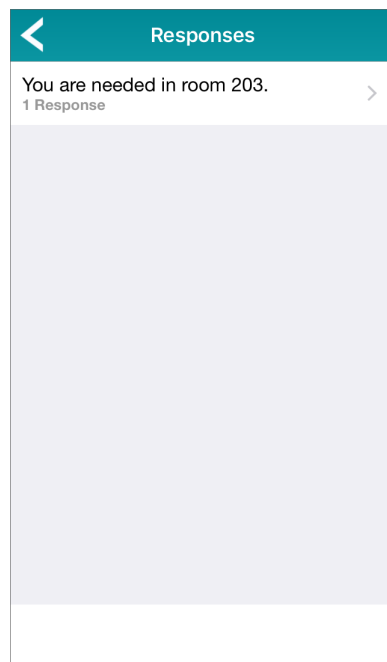


This screen displays the message subject and the list of participants. Tap on the name of a participant to display contact details for that participant.

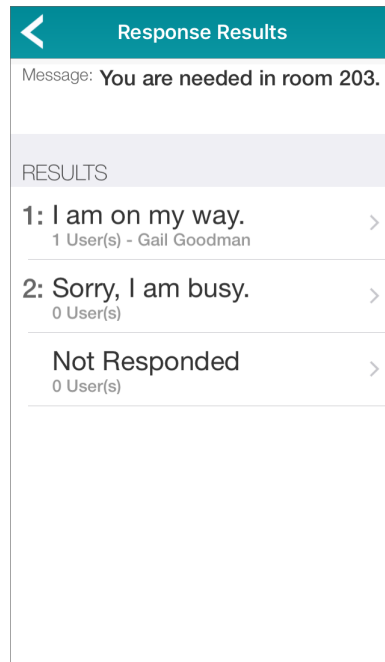
If your message requires a response, a [Responses](#) link is also included:



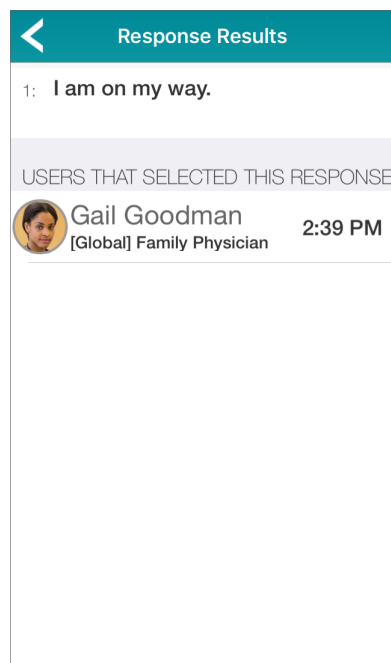
2. Tap **Responses** to display the Responses screen, which provides a link to the responses to this message.



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:



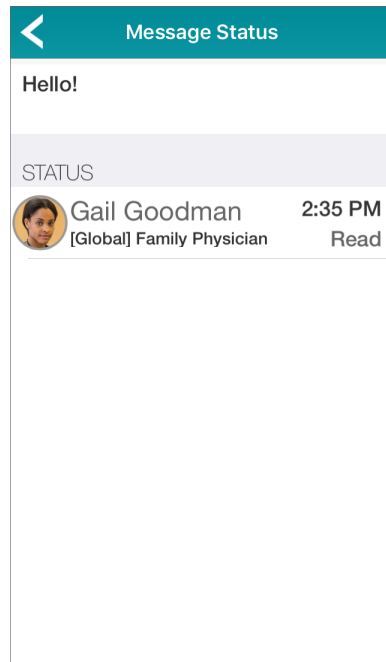
4. Tap a response to display the users that have selected the response:



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.



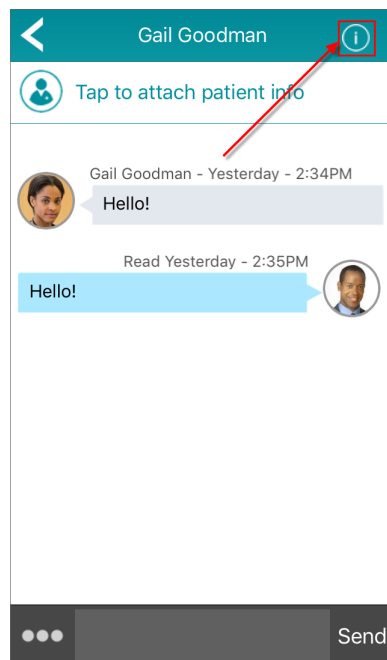
This screen indicates the message status for each recipient. See [Message Status Reference](#) on page 52 to view the possible message statuses.

Tap a recipient to view contact information for that recipient.

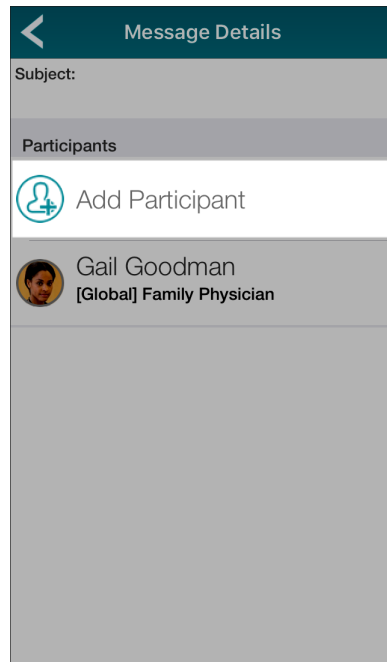
Adding a User to a Message Conversation

You can add additional users to an existing message conversation.

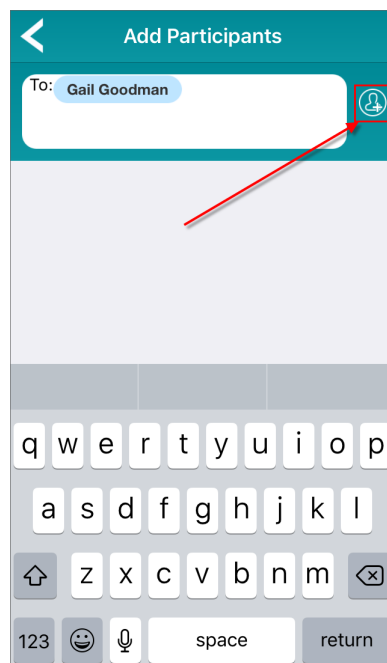
1. In the Secure Messages screen, tap the message that you want to add the user to.
2. To view the Message Details screen, tap the Info icon.



3. In the Message Details screen, tap Add Participant.

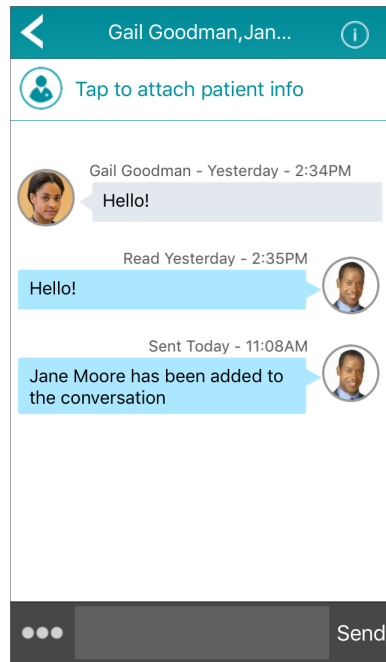


4. In the Add Participants screen, tap the Add Participant icon.



5. In the Select User/Group screen that appears, tap the user that you want to add.
You can also type the start of a contact name. A list of matching contacts then appears. From this list, select the contact that you want to add. When you have added the contact, the Add Participants screen reappears.
6. Repeat the preceding two steps until all users have been added.
7. Tap *Save* to save the message.

When you add one or more users to a message conversation, this information is displayed in the conversation as if it is a sent message.

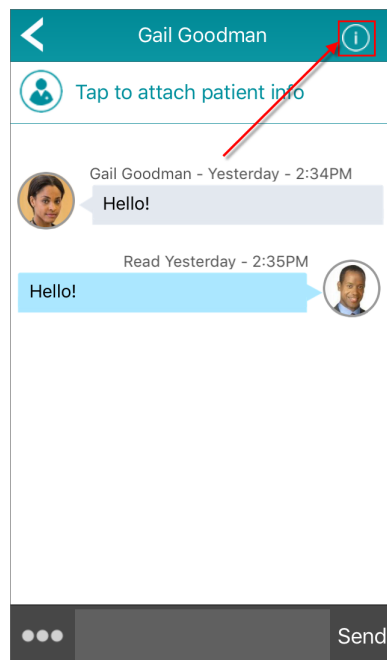


The person who added the new users is indicated as the sender of this message.

Changing the Message Subject

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

1. In the Secure Messages screen, tap on the message whose subject you want to change.
2. To view the Message Details screen, tap the Info icon.



The Message Details screen appears.

3. In the Message Details screen, tap in the Subject field.
4. Type the subject text.
5. Tap the Back icon.

The message subject is updated.

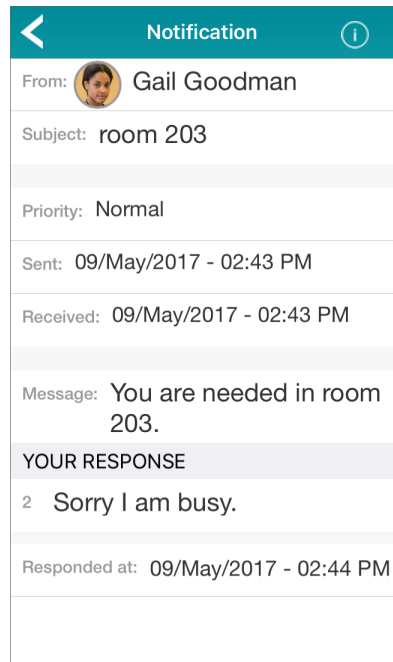
Notification Details

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

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

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

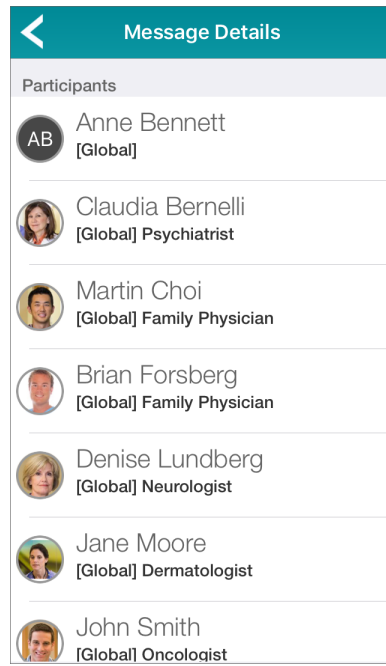
- The name of the sender
- The message subject, if any
- The message priority
- The time at which the notification was sent
- The time at which the notification was received
- The message text
- The response, if one was requested



Tap the Info icon.

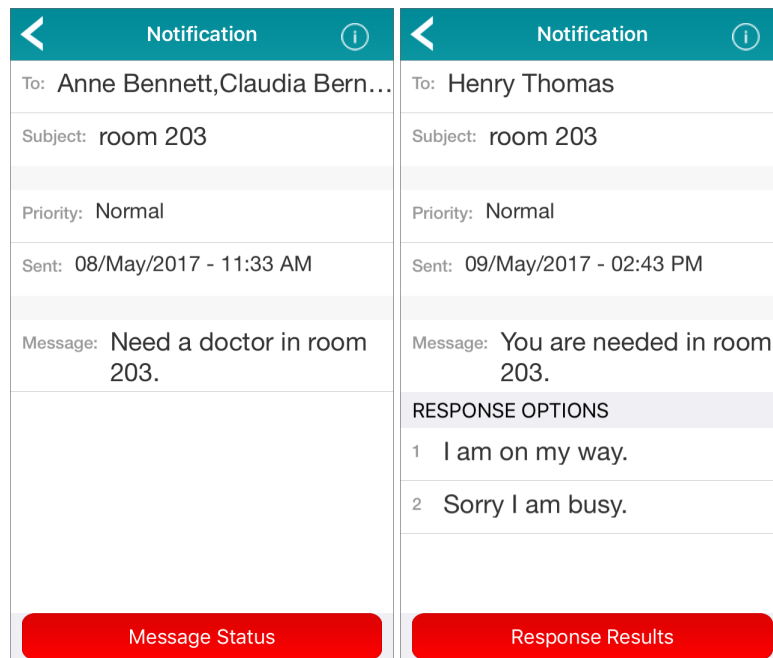


This displays the list of message participants other than yourself: the message sender and all other recipients.

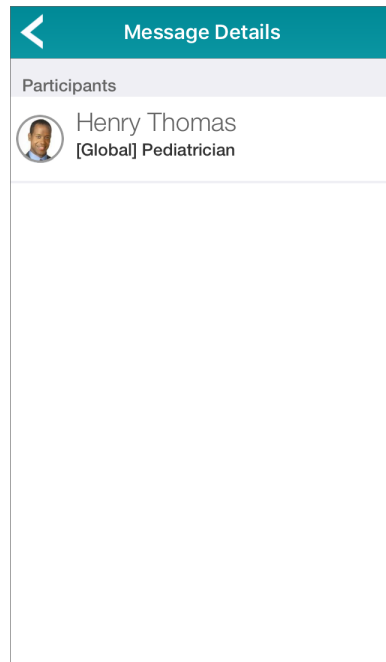


If you sent the notification, the Notification screen displays:

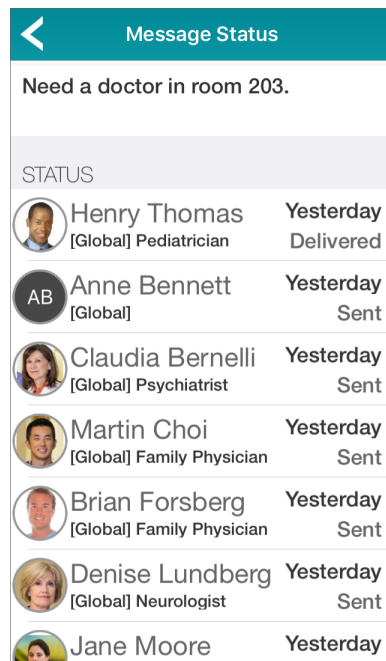
- The message recipients (to the extent that they can be displayed on the screen)
- The message subject, if any
- The message priority
- The time at which the notification was sent
- The message text
- The response options, if any
- A Message Status button (if no message responses were provided) or a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



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

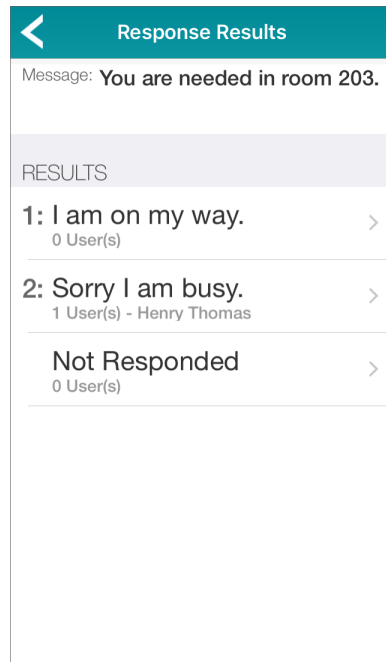


If your message has no responses defined, tap **Message Status** to display the Message Status screen. This indicates whether the message recipients have read the message:



See [Message Status Reference](#) on page 52 for the list of possible message statuses.

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



Message Status Reference

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

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

Real-time Situational Awareness

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

Two types of Engage environment connections are supported:

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

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

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



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

Adding a Patient to a Message Conversation

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

1. In the Secure Messages screen, tap the message that you want to add the patient to.
2. Tap the [Tap to attach patient info](#) link. The Select Patient screen appears.
If no patient information is available, this link does not appear.
3. Tap on the toggle switch at the top left of this screen to toggle between the following lists:
 - All Patients: all patients in the system
 - My Patients: patients assigned to you

The My Patients and All Patients tabs display a maximum of 100 patients. If there are more patients in a list, you will be notified of this when you scroll to the bottom of the list.
4. Type text in the search field to limit the patient list to patients whose name matches your search text.
5. Tap on the patient whose information you want to add.

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

See [Viewing Patient Information](#) on page 55 and [Contacting the Care Team](#) on page 56 for more details on how to view patient information and contact the care team for the patient.

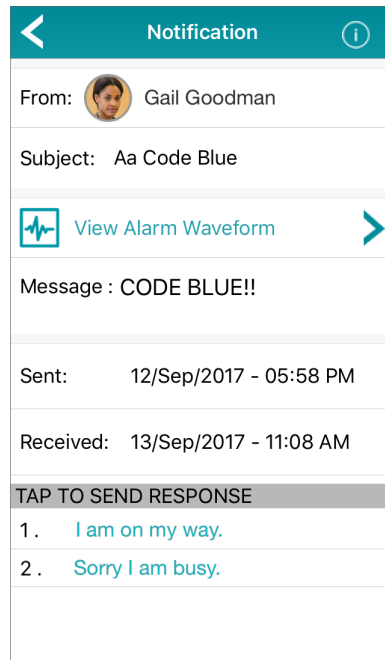
Handling an Alarm

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



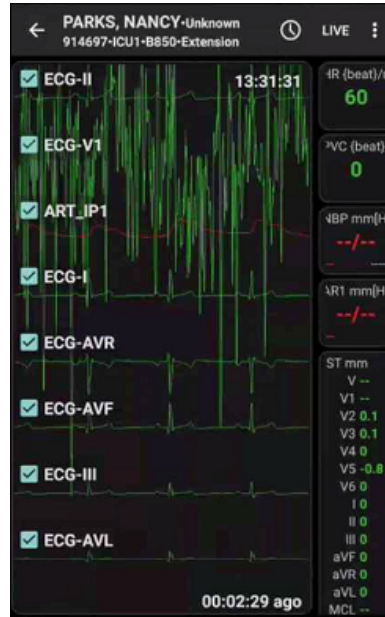
Note: See [Real-time Situational Awareness](#) on page 52 for an explanation of how adapters can be integrated with your VCS app to generate these alarm notifications.

1. In the Secure Messages screen, tap on the notification to view it. If necessary, scroll the screen to view the details of the alarm.



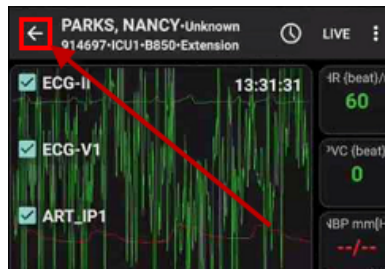
If the alarm has a priority of High or Urgent, an icon appears next to the Subject line.

2. In the Tap To Send Response section of the notification, tap one of the responses that are available to you.
3. If a patient link has been provided, tap it to display patient information and contact the care team. See [Viewing Patient Information](#) on page 55 and [Contacting the Care Team](#) on page 56 for more details.
4. If a waveform is available, tap the View Alarm Waveform link to view it.



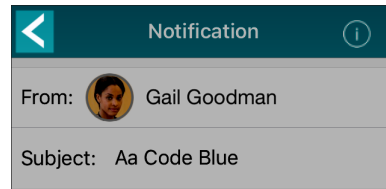
Note: The waveform shown is the waveform that was generated at the time of the patient alarm.

Tap the Back link at the top of the waveform to return to the patient information screen.



The View Alarm Waveform link is available only when waveform access is installed and permission has been granted to view the waveform.

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

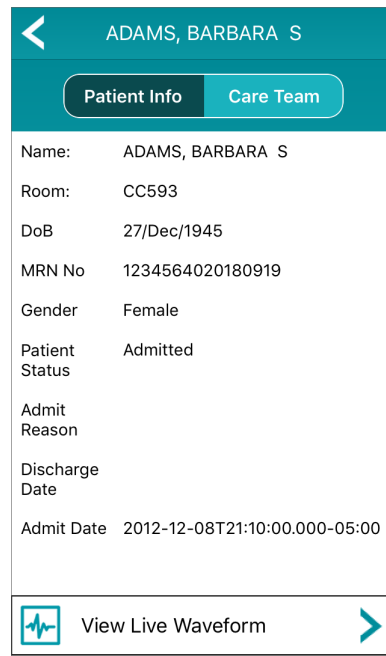


Viewing Patient Information

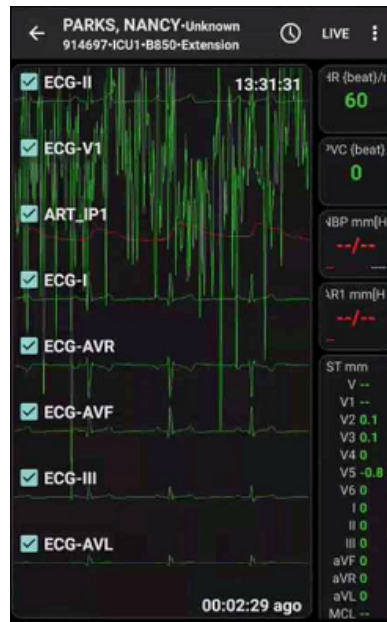
If any participant in a message conversation has added patient information to the conversation, or you have received a notification containing patient information, you can view it. You can also use the Patients module to access patient information.

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

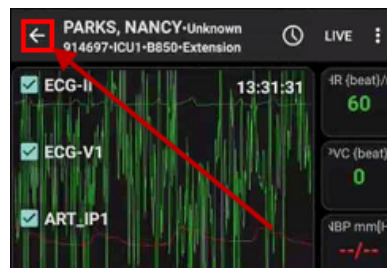
The patient information screen appears.



2. Tap the Patient Info tab to view the patient information. Scroll down if necessary to view the complete screen.
3. If a live waveform is available, tap the View Live Waveform link to view it.

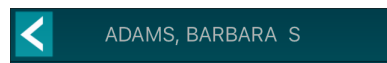


Tap the Back link at the top of the waveform to return to the patient information screen.



The View Live Waveform link is available only when waveform access is installed and permission has been granted to view the waveform.

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



Contacting the Care Team

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

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

To contact the care team:

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

The patient information screen appears.

ADAMS, BARBARA S

Patient Info Care Team

Name: ADAMS, BARBARA S

Room: CC593

DoB: 27/Dec/1945

MRN No: 1234564020180919

Gender: Female

Patient Status: Admitted

Admit Reason:

Discharge Date:

Admit Date: 2012-12-08T21:10:00.000-05:00

View Live Waveform

- Tap the **Care Team** tab. A list of care team members is displayed in a scrollable window. This list of care team members can contain users from either or both of two sources:
 - VCS users
 - Users obtained from the Engage Patient Context Adapter
 Users obtained from the Engage Patient Context Adapter cannot be contacted from VCS.
- In the list of care team members, tap on any VCS user to display contact information for that user. See [Contact Details and Communication Methods](#) on page 90 for more details on this contact information.
- To send a message to all care team members who are VCS users, tap the **Text Care Team** link at the bottom of the screen.

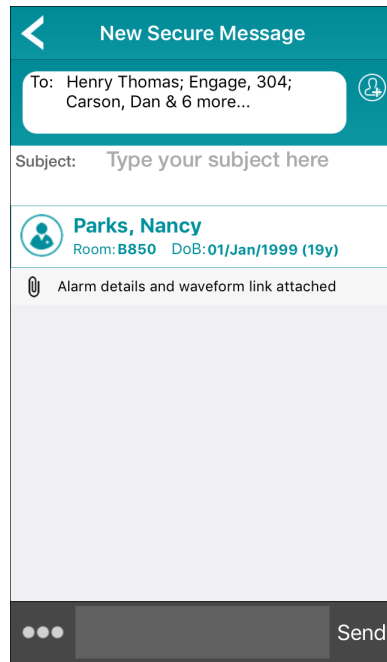
Parks, Nancy

Patient Info Care Team

| | | |
|----|--|---|
| SA | Sam Acharya Physician Not Available | > |
| AB | Adam Bryant Cardiologist, Primary Caregiv... Available | > |
| DC | Dan Carson Primary Caregiver Not Available | > |
| AD | Angelo Dominic Primary Caregiver Available | > |
| PH | Pam Hall Primary Caregiver Not Available | > |
| AM | Arun March Primary Caregiver Not Available | > |

Text Care Team

The **Text Care Team** link does not appear if the care team does not include any VCS users. If you are contacting a care team from a notification, the message indicates that a link will be attached. This link provides the alarm details and the waveform if available.

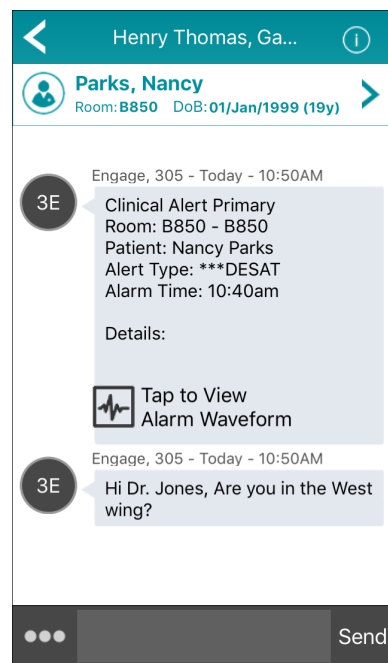


5. Do one of the following:

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

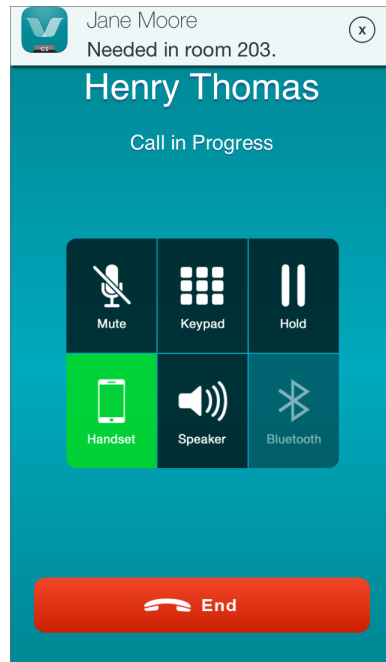


If you are responding to a notification, a link to the alarm information associated with the notification is included in the message. This link also allows you to access the waveform if it has been provided.



Conversation Request

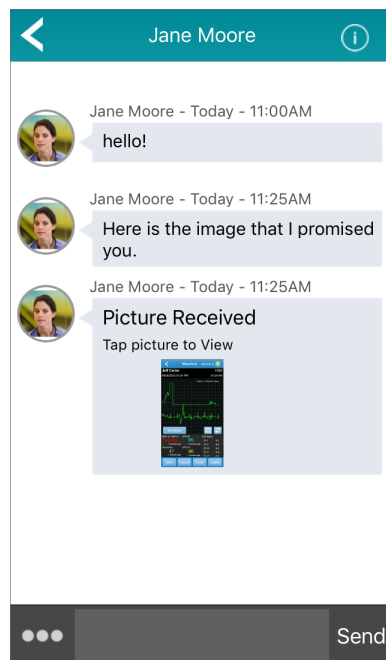
If you are in a Call or a conversation, and you receive a secure message from another contact, a conversation request banner is displayed at the top of your screen.



Tap this banner to join the conversation that contains this message.

Photos in Message Conversations

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

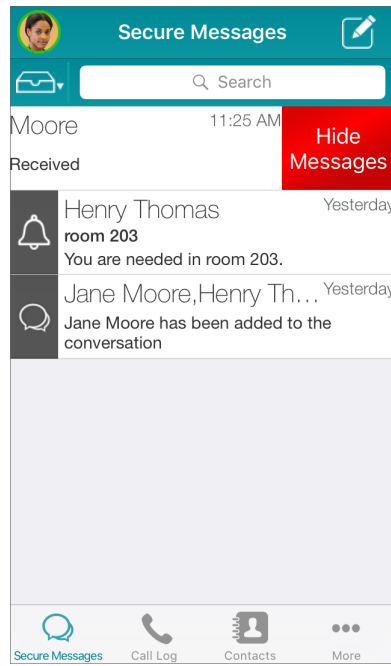


Tap the thumbnail link to access the picture.

Hiding a Message

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

1. In the Secure Message screen, swipe left in the message that you want to hide.
2. Tap the red **Hide** button that appears.



Note: The message reappears if a sender or recipient that has not hidden the message continues the conversation.

Forwarding Messages

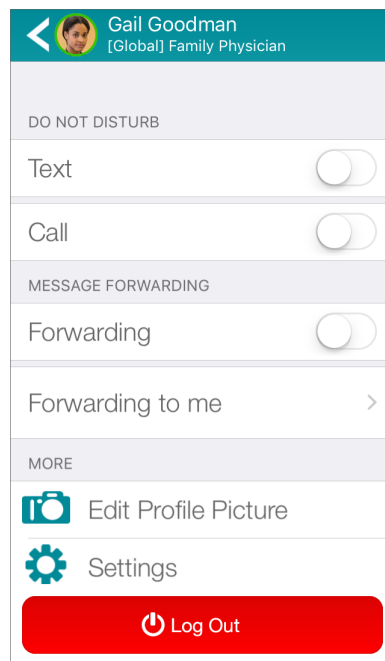
You can specify that all messages that are sent to you are to be forwarded to another contact.

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



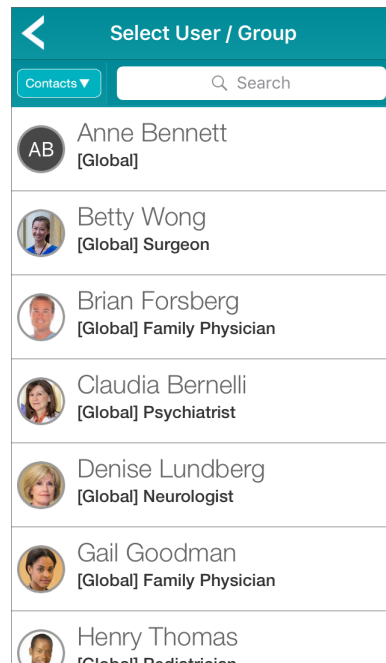
Note: If you do not have a profile picture, tap your initials.

The User Profile screen appears.



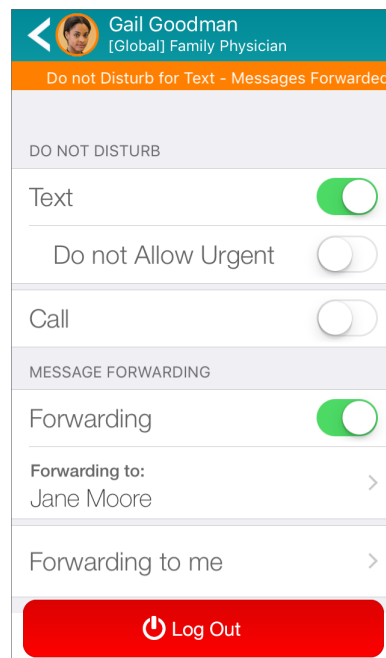
2. Select Forwarding to enable message forwarding.

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



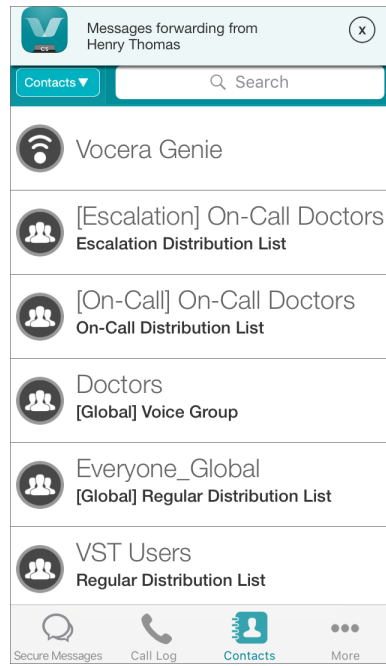
This screen is similar to the Contacts screen. As in the Contacts screen, a toggle switch enables you to select whether to choose from your Favorites list or from a list of all Contacts.


3. Tap the contact that you want to forward your messages to. The User Profile screen reappears, displaying the contact to which you are forwarding messages.



4. Tap this contact name to redisplay the list of contacts to which you can forward messages. Tap a different contact to forward your messages to this contact.
5. To remove message forwarding, in the User Profile screen, unselect **Forwarding**.

To list the contacts that are forwarding messages to you, tap **Forwarding to me**. If a contact updates their message forwarding to forward messages to you while you are logged in, you are notified that this has happened.



 **Note:** If multiple members of a Vocera Voice Server group are forwarding messages to you, and a message is sent to the group, you may receive more than one copy of the message.


Call

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

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

Using Call, you can:

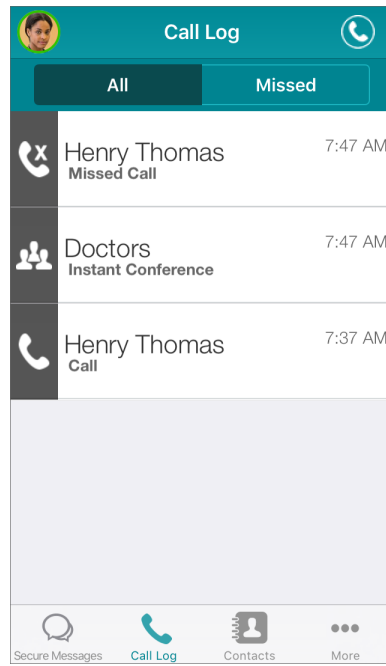
- Place a call using the Genie, which is the voice interface to the Vocera Voice Server. This is the interface that the Vocera badge uses.
- Send a page, start an instant broadcast, or summon emergency help with a panic call.
- Communicate using your device's speaker, handset, headphones, or Bluetooth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

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

About the Call Log

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

To view the call log, tap **Call Log** in the navigation bar at the bottom of the screen. This accesses the Call module and displays the Call Log screen.



From the Call Log screen, you can place a call or communicate with anyone in the log. Tap **All** to display the entire call log, 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 |

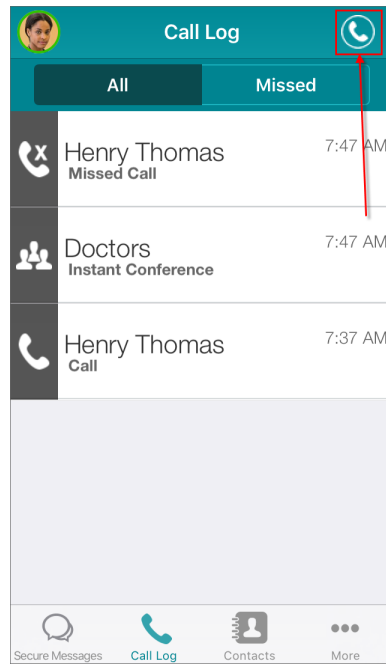
When you log out and then log in again, the call log is not preserved, except for voice mail messages.

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, tap the voice mail entry and then use the Genie command *Play Voice Messages*.

About the Call Screen



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



The Call screen appears.



The Call screen contains the following buttons:

| Button | Description |
|---|---|
|  | The Call button. Use this button to communicate with the Genie. |
|  | Access the numeric keypad. |

| Button | Description |
|-----------------|--|
| Special Actions | Display the special calling actions available from the Call screen: <ul style="list-style-type: none"> • Make a panic call. • Start or join an instant conference. |



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


If the background for the Call screen is orange, you have activated the Voice - Do not Disturb setting. If you make a call when Voice - Do not Disturb is on, this setting is turned off. See [Do Not Disturb](#) on page 106 for more information on the Do Not Disturb features in the Vocera Collaboration Suite.

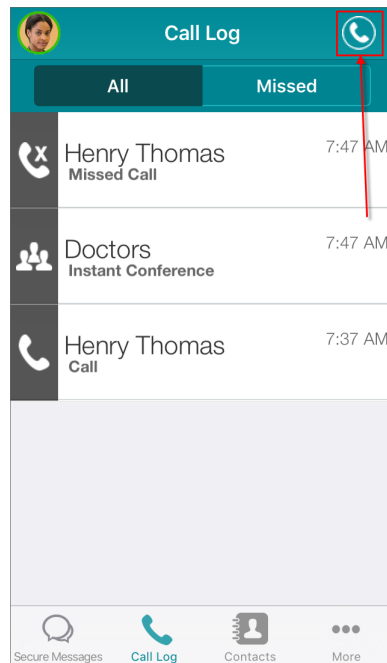
Accessing the Genie

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

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

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

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

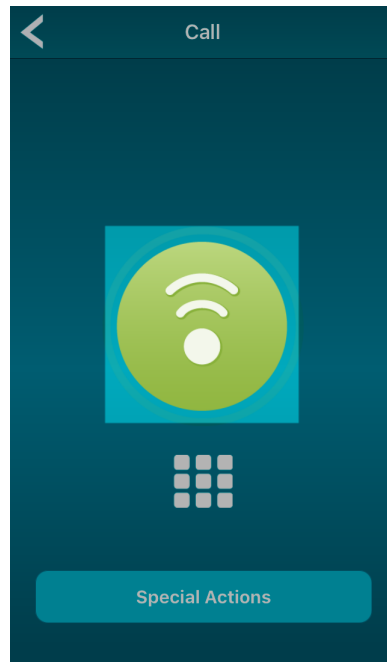


The Call screen appears.



Note: You can also access the Call screen by tapping the Vocera Genie contact in the Contacts list. See [Contacts](#) on page 87 for more details.

3. From the Call screen, tap Call and wait for the Genie to answer.



4. To end communication with the Genie, tap End.



Note: You can train the Genie to recognize your voice. For details, see [About Genie Training](#) on page 87.

Basic Genie Commands

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

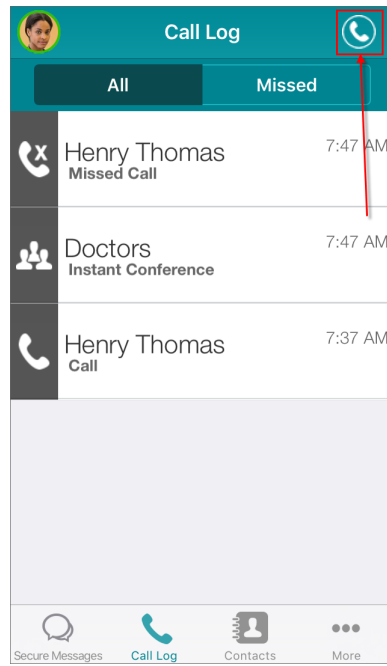
| Action | Genie Command (Examples in <i>Italics</i>) |
|---|---|
| Call a Vocera user. | Call <i>John Smith</i> . |
| Call a group member. | Call <i>Four West Nurse</i> . |
| Place an urgent call to a user or group.* | Urgently call <i>John Smith</i> . Urgently call <i>Four West Nurse</i> . |
| Call 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 Call Log screen, tap Call.

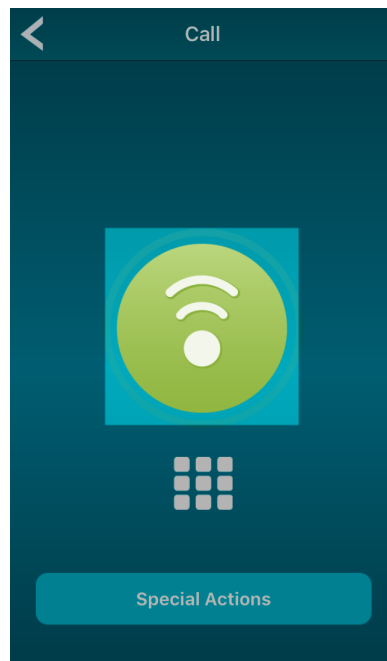


The Call screen appears.



Note: You can also access the Call screen by tapping the Vocera Genie contact in the Contacts list. See [Contacts](#) on page 87 for more details.

- From the Call screen, tap Call and wait for the Genie to answer.



- Tell the Genie to "Call *User's Name*."
- When the call is answered, the Call in Progress screen appears.

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

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

Leaving a Voice Message

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



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

1. When the Genie prompts whether to leave a message, answer “Yes.”
2. The Genie says, “Speak at the tone. When done, press the Call button.”
After the tone, say the message. When you are finished, do **not** tap End. Tap the Call button.



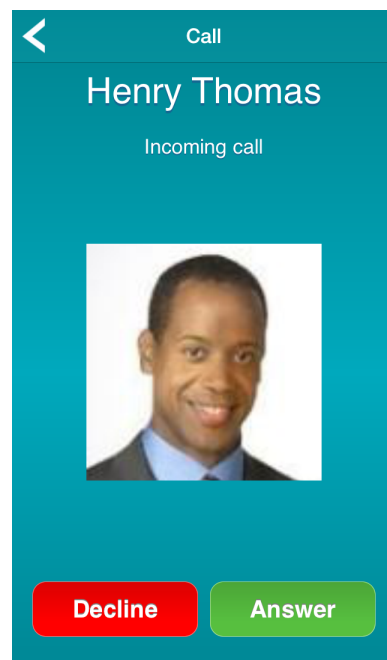
Important: If you tap End instead of tapping Call, the message will not be sent.

3. The Genie prompts whether to send the message. Answer “Yes.” (or tap Call again).
The Genie sends the voice message and then disconnects the call.

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

Answering a Call

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



1. Tap Answer to answer the call.



Note: If your device is using iOS 10 or later, you can answer a call even when the screen is locked. See [Answering a Call When the Device Is Locked](#) on page 69

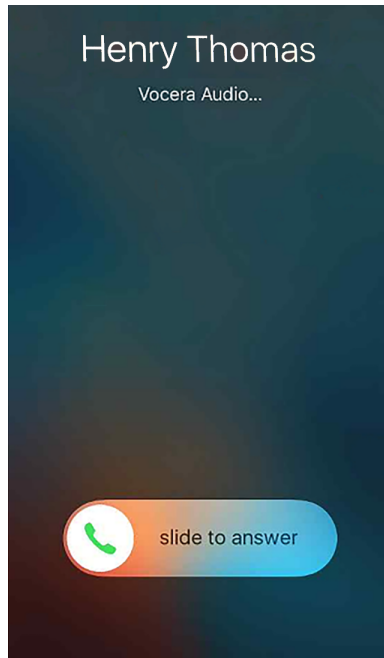
for details. If your device is using an earlier version of iOS, swipe to unlock the screen, then press Answer.

See [About Profile Options](#) on page 13 for more details on the Profile Options.

Answering a Call When the Device Is Locked

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

When you receive a call when your device is locked, a screen appears that displays the name of the caller.



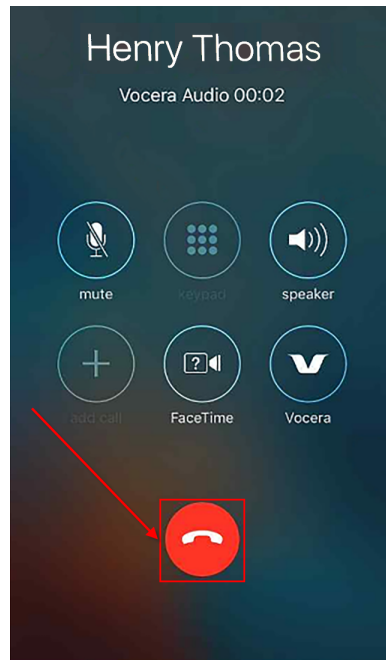
Slide as shown to answer the call. While you are on the call, the screen displays the options that are available to you:



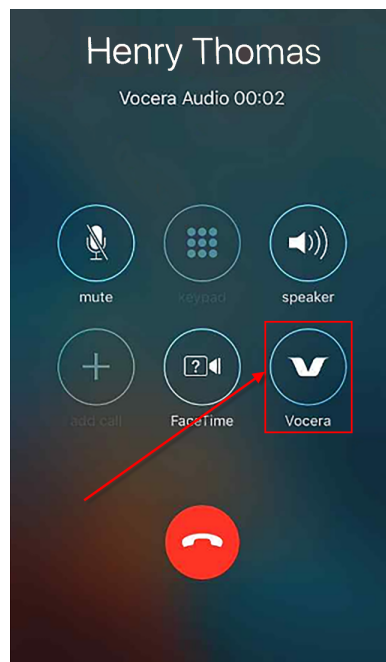


Note: FaceTime is not supported at present.

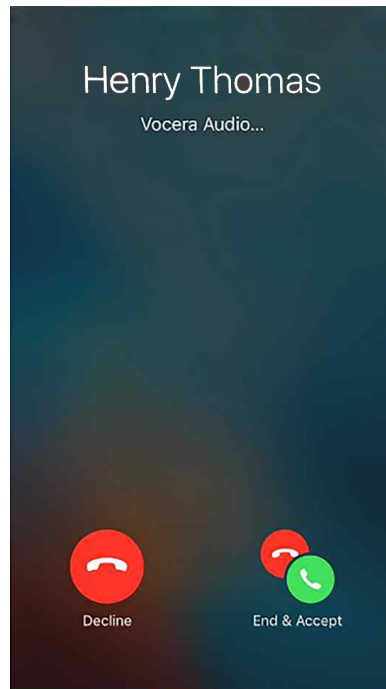
Tap the Call button to end the call.



To access the standard VCS call answer screen, tap Vocera and unlock your screen.



If you receive a second call when your device is locked, tap **Decline** to decline the second call, or tap **End & Accept** to accept the second call and place the first call on hold.



When you finish the second call, the first call is automatically resumed. To interact with this first call, you must unlock your screen and open the VCS app.

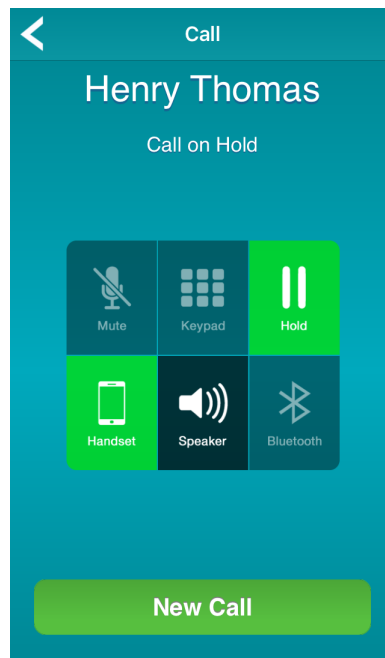


Note: If your device is using a version of iOS that is earlier than iOS 10, you must swipe the notification item and then unlock your screen to answer a call.

Putting a Caller on Hold

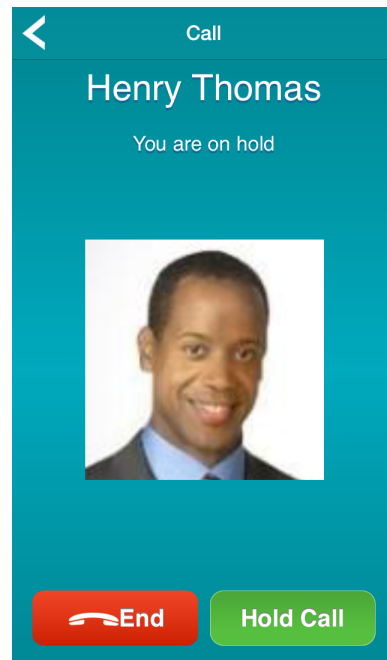
If you have placed a call or are receiving a call, you can put the call on hold.

1. While on a call, tap **Hold**. The **Hold** button changes color to indicate that a caller is on hold.



2. To rejoin the call, tap **Hold** again.

If you are placed on hold by the person you are talking to, the Genie says "Please hold", and a screen appears that indicates that you are on hold:



To put the other person on hold, tap **Hold Call**. To end the call while you are on hold, tap **End**.

Ending a Call

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

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



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

Other Call Operations

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

You can:


- Call a phone number or extension if this is supported in your system.
- Use a department name or role when making a call.
- Call or urgently call a contact.
- Call an entry in the Global Address Book.
- Call or urgently call the members of a Voice Group.
- Place a second call.
- Switch between active calls.

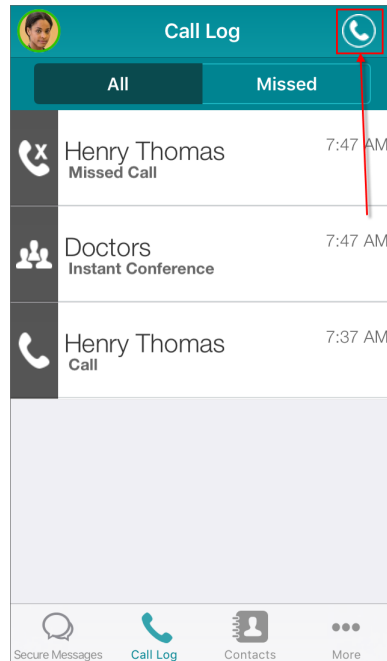
Calling a Phone Number

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



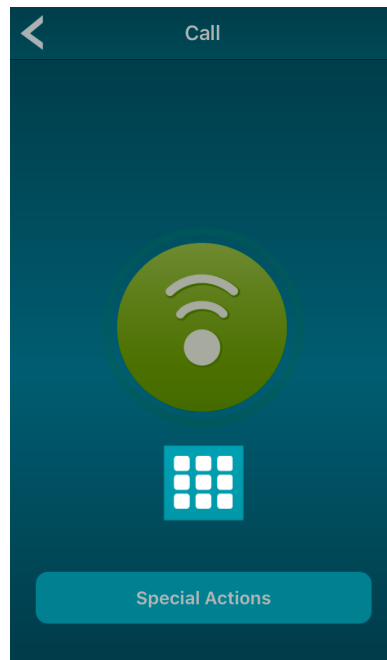
Note: If you are connected to a Wi-Fi system using a smartphone, and you type 10 digits or more, the call is considered an outside number. If you type fewer than 10 digits, the call is usually treated as an extension, depending on how the Vocera administrator has configured your system.

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



The Call screen appears.

3. From the Call screen, tap the Keypad .



The keypad appears.

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

Department Names

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

When departments are set up, you can:

- Differentiate among users with the same first and last names.
For example, if your site has two users named John Smith, you can issue the voice command "Call John Smith in Hardware".
- Identify a Vocera user when you know the first name and department, but not the last name, of other people at your site.
For example, you can issue the voice command "Call Sue in Hardware".

Roles

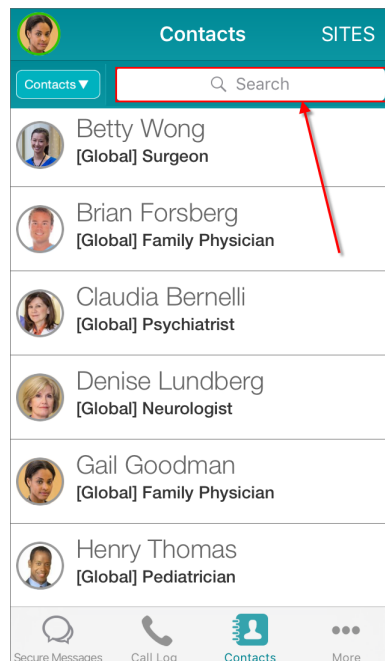
Your Vocera administrator may have defined a Voice Group consisting of all members who perform a specific role. For example, all nurses on the Four West floor of a hospital may be included in a group named Four West Nurse.

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

Calling a Contact

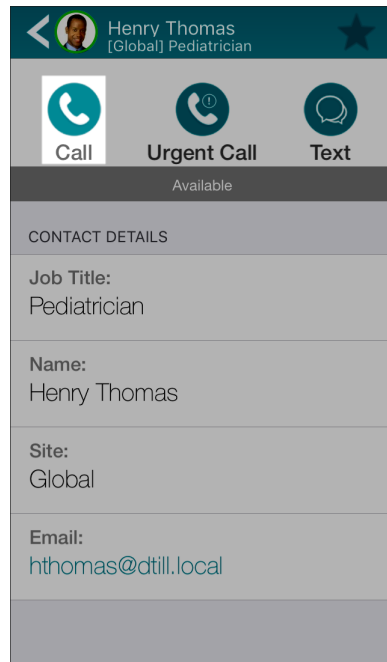
You can call any contact that has Voice capability.

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



A list of the closest matching contacts is displayed.

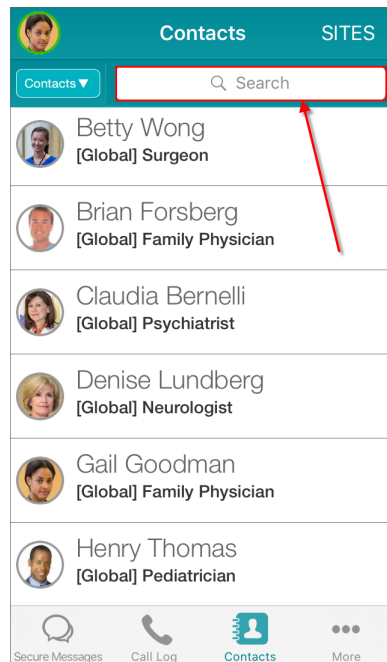
2. Tap the name of the contact. The Contact Details screen appears, which lists the contact methods available for that contact.
3. Tap Call to call the contact.



Calling a Contact Urgently

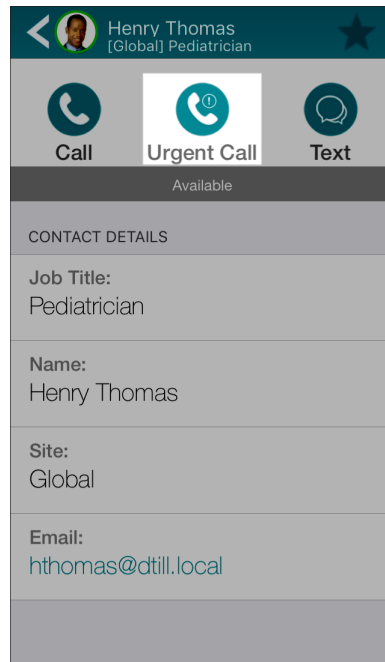
You can make an urgent call to any contact that has Voice capability.

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



A list of the closest matching contacts is displayed.

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



Calling from the Favorites List

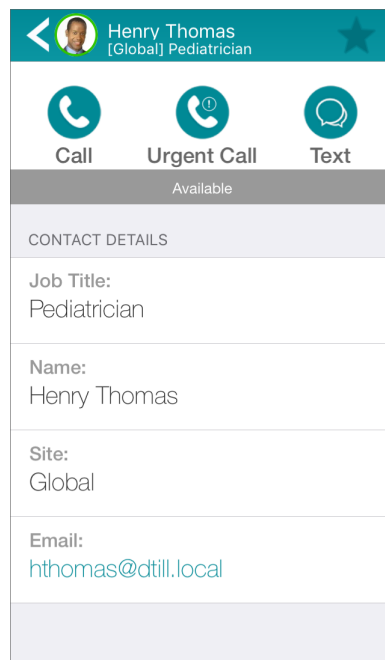
You can call or urgently call any member of your Favorites list.

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



Note: If you have not added contacts to your Favorites list, see [Adding a Favorite](#) on page 95.

2. In the Favorites list, tap the name of the contact. The Contact Details screen appears, which lists the contact methods available for that contact.



3. Tap Call to make a call to the contact, or tap Urgent Call to make an urgent call to the contact.

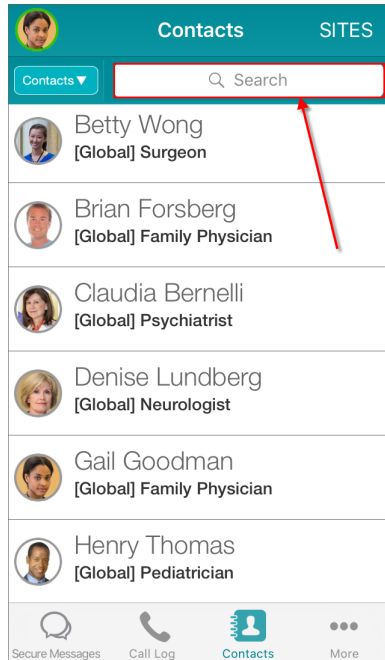
Calling a GAB Entry

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



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

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



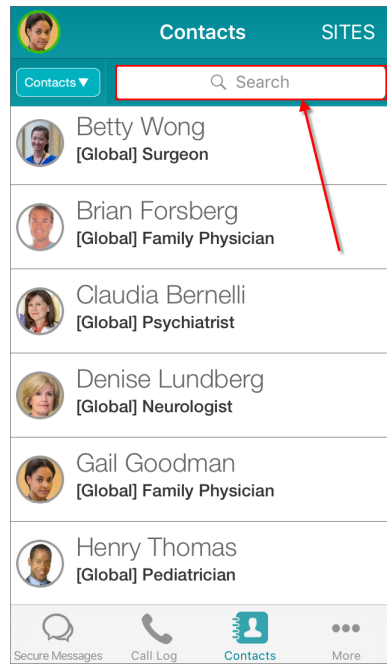
A list of the closest matching contacts is displayed.

2. Tap the name of the Global Address Book entry. The Contact Details screen appears, which lists the contact methods available for that entry.
3. Tap **Call** to call the Global Address Book entry.
4. If more than one phone number is defined for this entry, tap the phone number that you want to call.

Dialing a GAB Entry

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

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



A list of the closest matching contacts is displayed.

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

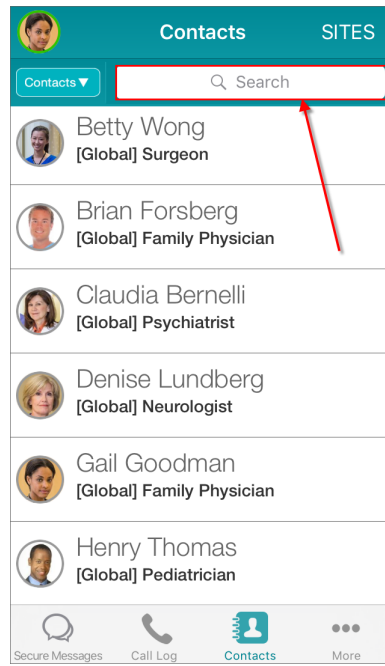
Calling a Voice Group

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

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

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

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



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.

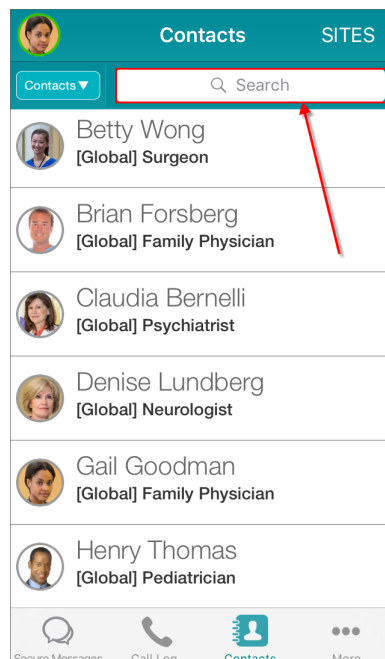


Note: You can also call a Voice Group from the Genie. For example, to call a member of the Tech Support group, say "Call Tech Support". For more information on using the Genie, see [Accessing the Genie](#) on page 65.

Calling a Voice Group Urgently

You can make an urgent call to any Voice Group.

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



A list of the closest matching contacts is displayed.

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

Placing a Second Call

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

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

Switching Between Calls

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

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

Additional Incoming Calls

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"> • Ignore the Vocera call and let the caller decide whether to leave a message. • End the cellular call, and then switch to Vocera Collaboration Suite to answer the Vocera call. <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.

About Paging

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

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

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

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

Calling to Return a Page

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

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

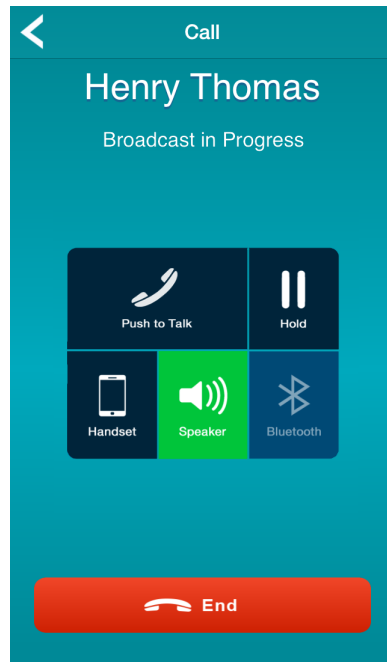
Starting a Broadcast

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

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

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

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



Note: You cannot initiate a normal broadcast to a group that is already receiving one. However, if you initiate an urgent broadcast, it will break into a normal broadcast currently in progress.

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**.

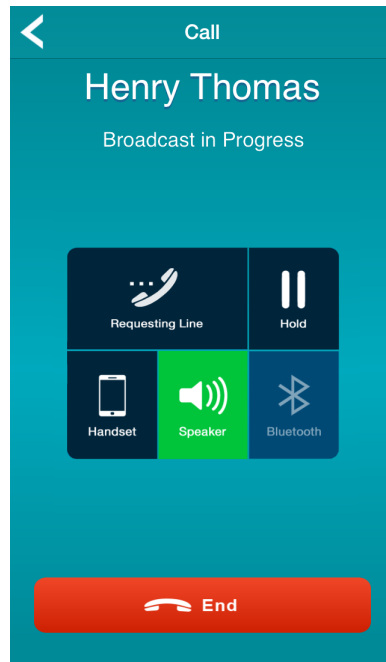
Broadcasting Using the Genie

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

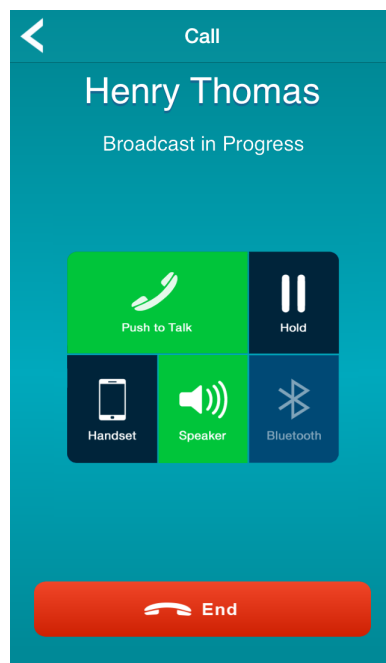
The following table lists the commands that you can use.

| 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 End while listening to the broadcast. |
| Reply to everyone | See instructions below. |

1. Tap **Push to Talk** before the broadcast ends.
 - The screen indicates that you are requesting the line:



- If it is OK to talk, the Push to Talk button reappears and turns green:



- If someone else is broadcasting, the screen indicates that the line is busy.
2. Begin speaking.
Everyone in the broadcast group hears you immediately.
 3. When finished, press the Push to Talk button.
Everyone in the broadcast group hears a chirp, letting them know they can now reply.

For more details on using the Genie, see [Accessing the Genie](#) on page 65.

What You Can Do in a Broadcast

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

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

The following table describes the buttons available during a broadcast:

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

You can also specify whether to use the handset, speaker, or Bluetooth to communicate. See [Audio Mode](#) on page 86 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.

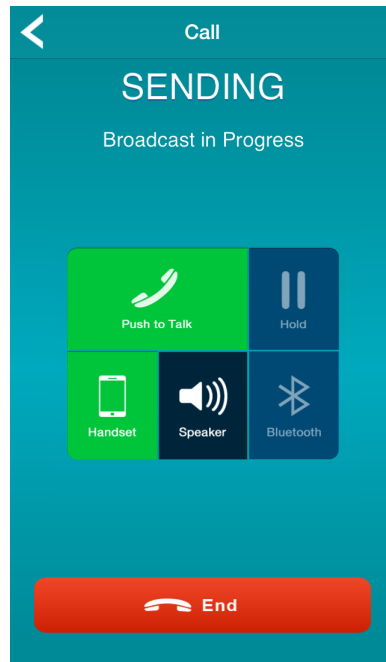


Note: You can also initiate an emergency broadcast by tapping the **Call** button twice.

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:



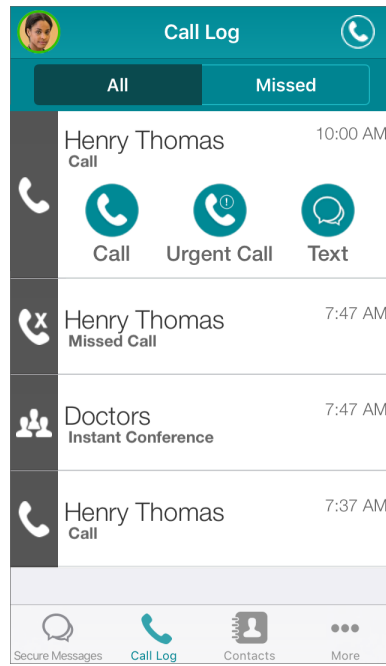
- If someone else is broadcasting, the screen indicates that the line is busy. When the line becomes free, tap **Push to Talk** to gain access to it.
3. When you have gained access, begin talking. Everyone in the conference hears you.
 4. When you are finished talking, tap the **Push to Talk** button. 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.

Calls or Messages from the Call Log

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



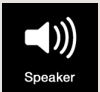



Audio Mode

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 62 for more details on the Call module.

About Genie Training

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

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

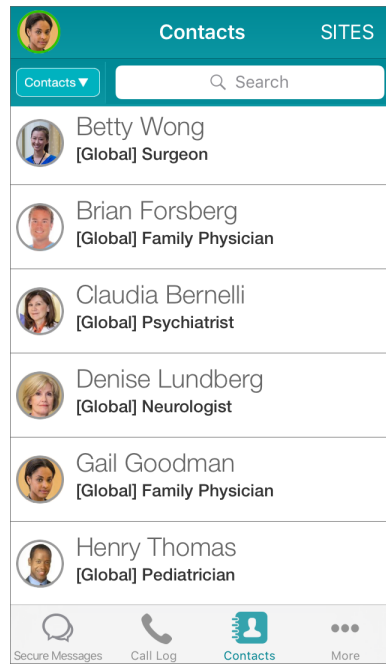
When you train the Genie to learn a name, you are prompted to spell the name. If you change your mind, you can use the “Unlearn a name” command to delete it. The Genie will prompt you for the necessary information.

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

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

Contacts

The Contacts module is designed to allow you to communicate quickly with any person or group for which you have contact information. It ensures that you can deliver vital information immediately.



The contacts displayed on the Contacts screen can belong to any of the following categories:

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

The **Vocera Genie** contact always appears at the top of the Contacts list. When you tap this contact, the Call screen appears. See [Accessing the Genie](#) on page 65 for more information on the Genie.

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

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

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

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

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



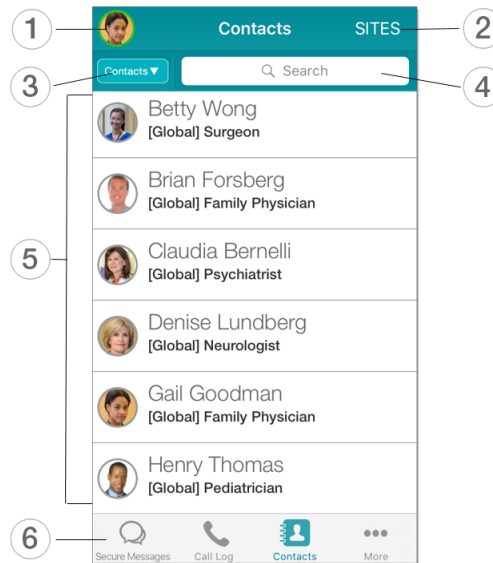
Note: If your Vocera system includes multiple sites, the Contacts screen displays only the sites that you are currently viewing. By default, only the site that you belong to is displayed. See [Displaying Contacts In Sites](#) on page 96 for more information on viewing sites.

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

The Contacts Screen

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

To access the Contacts screen, tap **Contacts** in the navigation bar. This diagram shows the layout of the Contacts screen:



- 1** Your profile picture. Tap this photo to display your user profile. From the user profile, you can set Do Not Disturb settings, edit your profile picture, change your profile options, or log out from a shared device.

The colored ring around your photo indicates your current status. Green indicates that you are available, and orange indicates that you have set Do Not Disturb.

If you do not have a profile picture, your initials are displayed.
- 2** The **Sites** button. For more information on sites, see [Displaying Contacts In Sites](#) on page 96.
- 3** A toggle switch that controls what contacts are to be displayed. The following view options are available:

| | |
|-----------|---|
| Favorites | The Favorites list. This provides quick access to the users that you most frequently communicate with. For details on how to create Favorites, see Adding a Favorite on page 95. |
| Contacts | All Vocera contacts. |
- 4** The **Search** field. Use this field to search for contacts that match the text that you type. See [Contact Searching](#) on page 93.

5

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

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

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

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

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

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

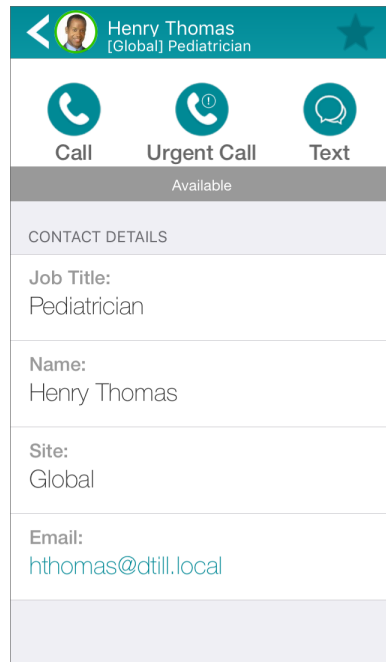
6

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



Contact Details and Communication Methods

When you tap a contact in the Contacts screen, tap on a profile picture in a message conversation, or tap an entry for a VCS user in a patient care team list, detailed information and communication options for the contact appear.



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

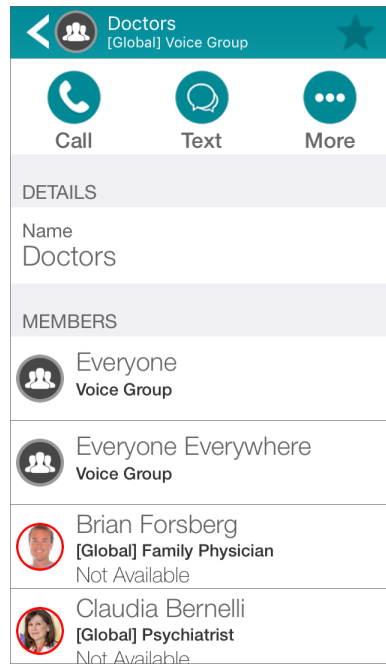
- Green: The contact is available.
- Orange: The contact has set Do Not Disturb.
- Red: The contact is unavailable.

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

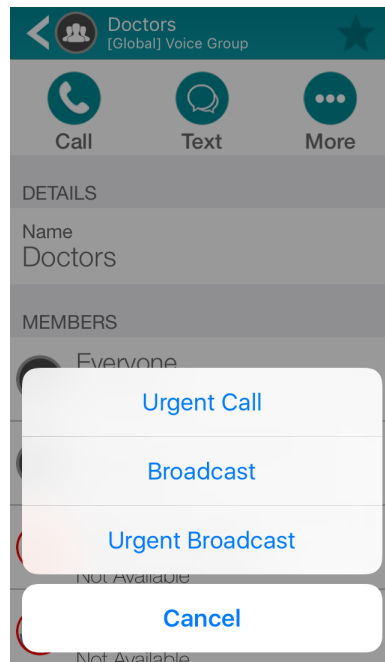
- Tap **Call** to make a Vocera call to this contact.
- Tap **Urgent Call** to make an urgent Vocera call to this contact.
- Tap **Text** to send a secure message to this contact.
- If email contact information is provided for this contact, tap the contact's email address to send an email message to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

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

From a contact details page for a Vocera group or Distribution List, you can communicate with the contact in some or all of the following ways:



- Tap **Call** to make a Vocera call if the contact is a Vocera group. You cannot do this if the contact is a Distribution List.
- Tap **Text** to send a secure message.
- Tap **More** to view additional communication options:



- Tap **Urgent Call** to make an urgent Vocera call.
- Tap **Broadcast** to start a broadcast.
- Tap **Urgent Broadcast** to start an urgent broadcast.

For more information on broadcasts, see [Starting a Broadcast](#) on page 81.



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

Contact Searching

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

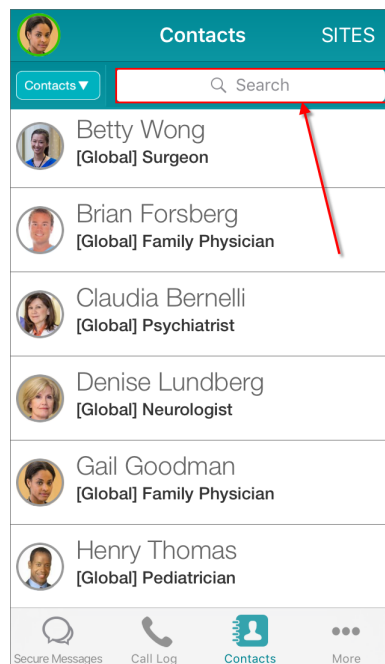
Searching the Contacts Screen

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

1. In the Contacts screen, use the toggle switch at the top left of the screen to select **Contacts**. Or, if you have created a list of Favorites, select **Favorites** to search in this list. See [Adding a Favorite](#) on page 95 for more information on Favorites.
2. In the **Search** field, type the first few characters of the contact's name. Each character you type performs an incremental search displaying a list of closest matching contacts.



Note: You cannot search for the Vocera Genie contact.



If you are searching in the Favorites list, and additional matches can be found in your complete list of Contacts, a count of the number of Contacts matches is displayed. Tap this display to go to the Contacts tab and view the list of matches.



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

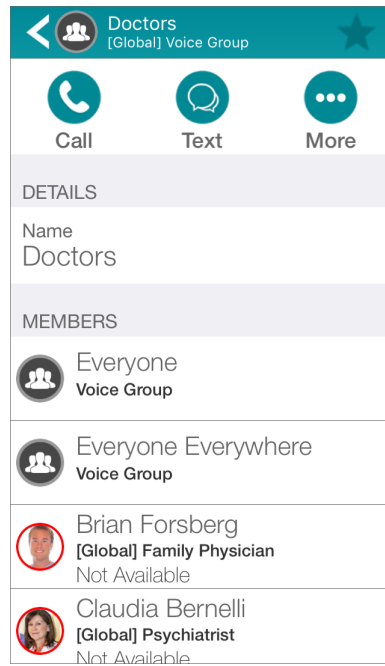
Finding a Contact in a Group

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



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

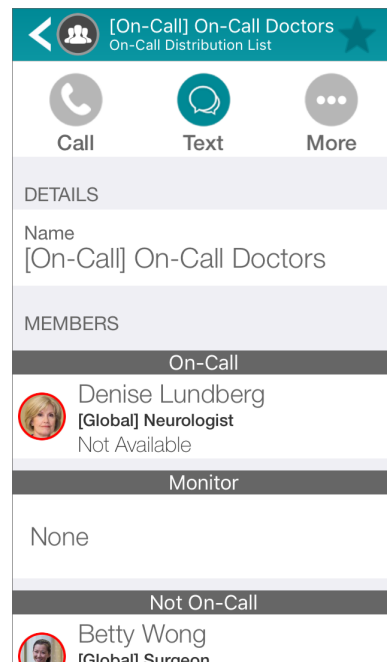
1. In the Contacts screen, tap the Distribution List or Voice group that you want to search. The members of the list or group are displayed.



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



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



About Favorites

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

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

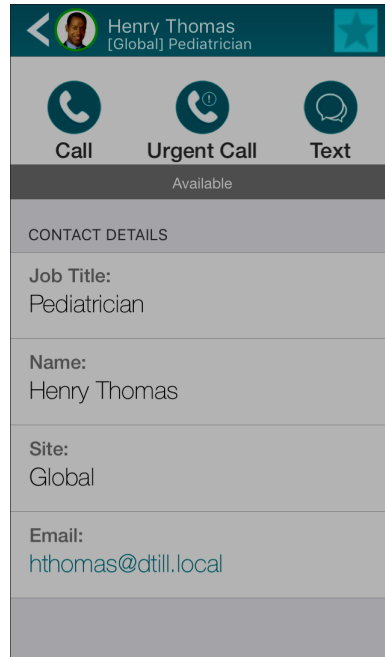


Note: The Vocera Genie is automatically added to your Favorites list.

Adding a Favorite

Follow these steps to add a Favorite.

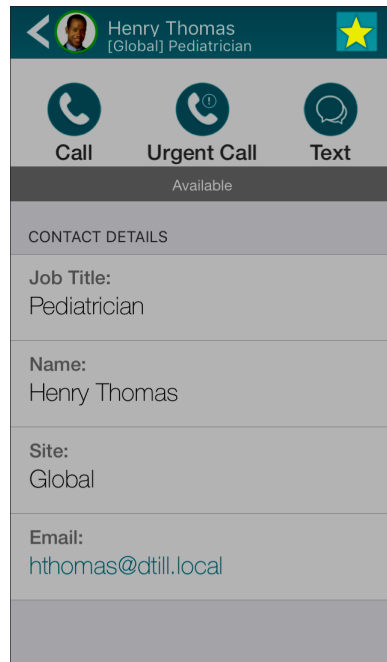
1. Use the toggle switch at the top left of the screen to select **Contacts**.
2. In the **Search** field, type the first few characters of the contact. Each character you type performs an incremental search displaying a list of closest matching contacts.
3. Tap on a contact to display it.
4. Tap the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



Removing a Favorite

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

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



Sorting Favorites

You can arrange your Favorites list in any order.

1. Use the toggle switch at the top left of the screen to select Favorites.
2. Tap and hold the Favorite that you want to move.
3. Drag the Favorite up or down to position it in the Favorites list.
4. Repeat the previous steps until your Favorites are in the order you want.



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

Displaying Contacts In Sites

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

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

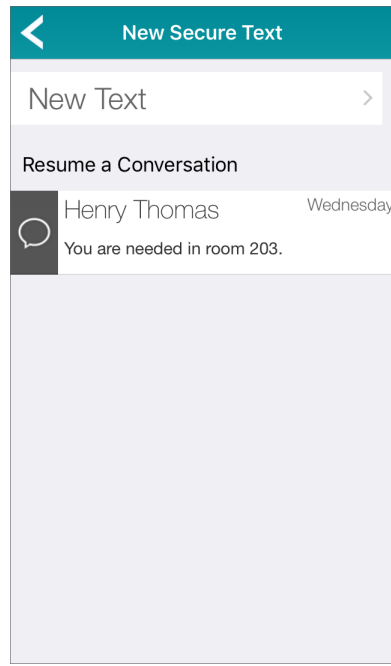
1. On the Contacts screen, tap Sites.
2. In the list of sites that appears, select the sites to be displayed and clear the sites that you do not want to be displayed. You cannot clear your home site.
3. Tap the Back arrow button at the top left of the screen to return to the Contacts screen.

Messaging a Contact

You can send a secure message to a contact.

1. In the Contacts screen, tap the contact.
2. Tap Text.

A screen appears, listing the previous conversations you have had with this contact.



3. Tap an existing conversation to continue it, or tap **New Text** to start a new secure message.



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

Patients

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



Note: For more information on how VCS is integrated with Engage, see [Real-time Situational Awareness](#) on page 52.

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

| Patients | |
|---|-----------------------------|
| My Patients ▼ | Search by name, room or MRN |
| ACUNA, GABRIEL Room: CC473 DoB: 14/Jun/1984 (33y) Unit: FACILITY CARDIO MRN: 12345640202275565 | |
| Adair, Eugene Y. Room: 12030 DoB: 14/Mar/1973 (44y) Unit: HATH 12Med MRN: EugeneAdair19730314 | |
| ADAMS, BARBARA S Room: CC593 DoB: 27/Dec/1945 (68y) Unit: FACILITY CARDIO MRN: 1234564020180919 | |
| ADAMS, BARBARA S Room: N593 DoB: 27/Dec/1945 (68y) Unit: FACILITY NICU MRN: 909090180919 | |
| Adams, Janae V. | |

A toggle switch at the top left of this screen enables you to toggle between the following lists:

- All Patients: all patients in the system
- My Patients: patients assigned to you

| Patients | |
|--|-----------------------------|
| My Patients ▼ | Search by name, room or MRN |
| ACUNA, GABRIEL Room: CC473 DoB: 14/Jun/1984 (33y) Unit: FACILITY CARDIO MRN: 12345640202275565 | |
| Adair, Eugene Y. Room: 12030 DoB: 14/Mar/1973 (44y) Unit: HATH 12Med MRN: EugeneAdair19730314 | |

From the list that you have chosen, tap a patient link to display patient information and care team links for that patient. See [Viewing Patient Information](#) on page 55 and [Contacting the Care Team](#) on page 56 for more details.

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

Schedule

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

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

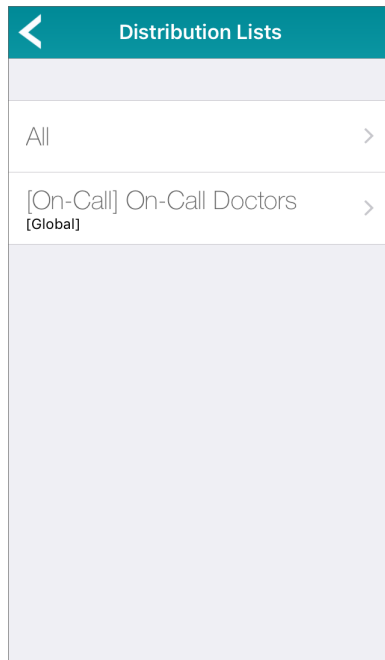


Note: The Vocera administrator creates schedules from the VMP Web Console.

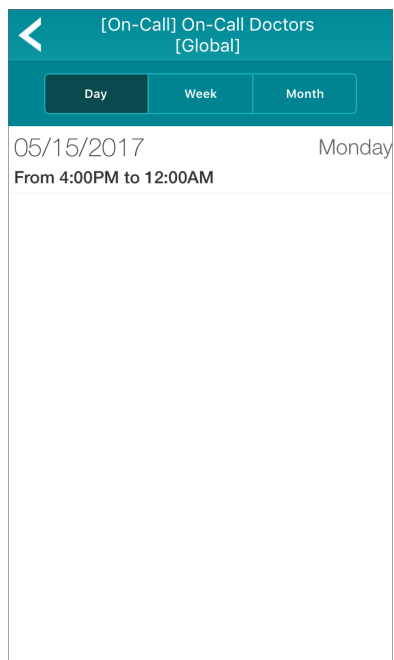
Viewing Your Schedules

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

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



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



On-Call

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

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

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

- Specify whether you are On-Call or Not On-Call.
- Set the On-Call status of other users in the list.

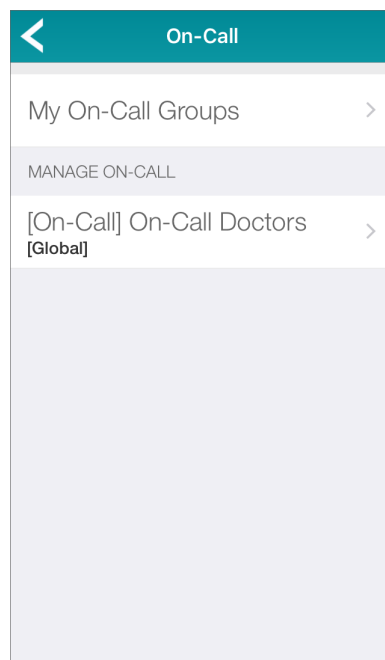


Note: The Vocera administrator creates On-Call Distribution Lists from the VMP Administrator.

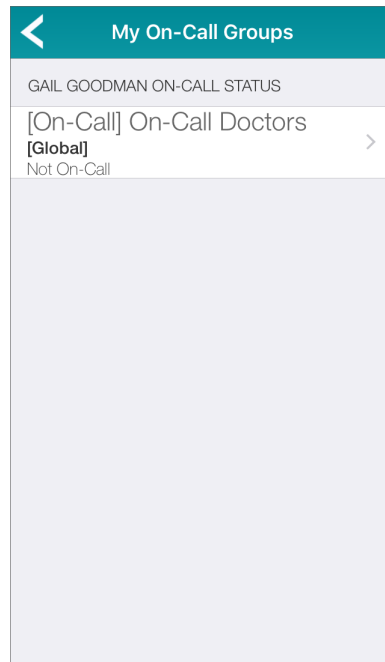
Modifying Your On-Call Status

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

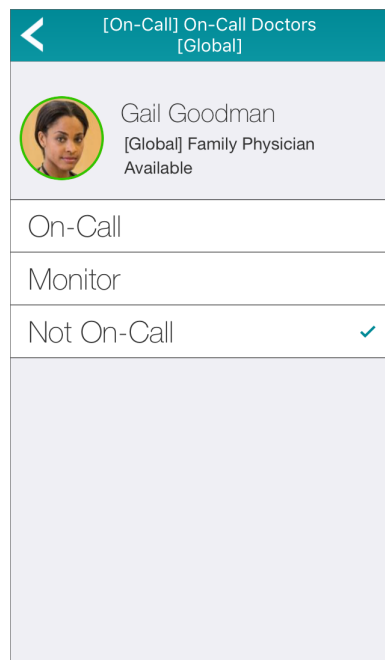
1. In the navigation bar, tap **More**.
2. Tap **On-Call**. The On-Call screen appears.



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.

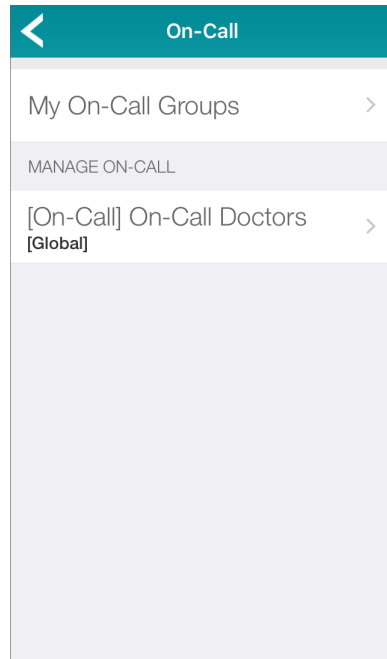


5. Tap one of the following to change your status:
- On-Call - Receive messages sent to the list.
 - Monitor - Receive a copy of messages sent to the list without responding to them. This is useful if you a shift manager or other supervisor who wants to monitor the shift and ensure that messages are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

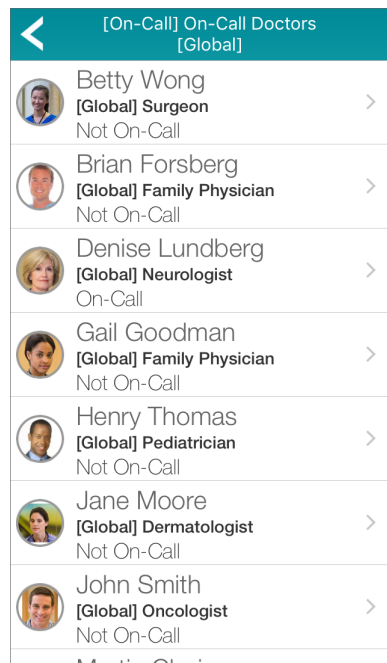
Modifying Any On-Call Status

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.

[On-Call] On-Call Doctors
[Global]

 Henry Thomas
[Global] Pediatrician
Available

On-Call

Monitor

Not On-Call ✓

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.

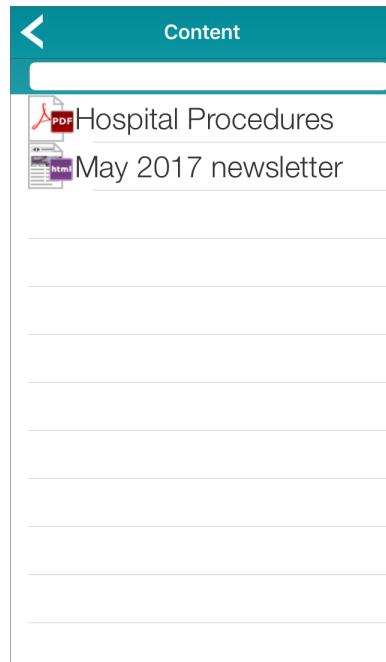


Note: At least one user in the on-call group must have a status of On-Call at all times.

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 and granted you permission to view.



This content can include crucial information such as disaster and emergency preparedness plans, or any other document that is of general use or interest.

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

The types of content that can be made available are:

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



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

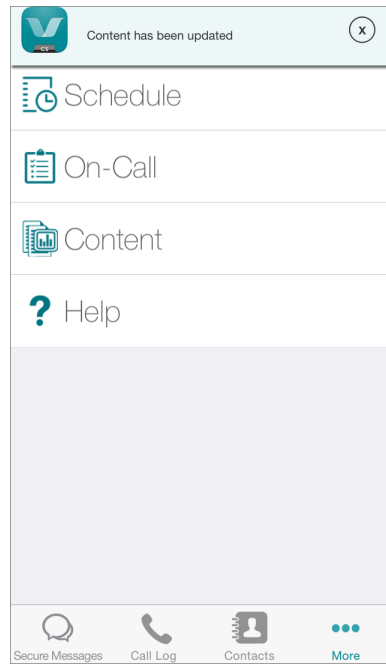
When a Word document is selected, the first page displays. To view other pages of the Word Document, scroll down. You can tap embedded hyperlinks within the document.

All supported image types display in a full screen format.

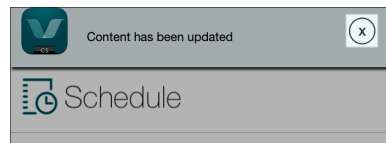
After you open a document, you can perform any Clipboard actions supported by your device.

New Content Notifications

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



Tap **Close** to hide this notification.



Help

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

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

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

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

Other VCS Features

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

Do Not Disturb

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

Do Not Disturb for Text

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

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

Do Not Disturb for Call

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

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

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

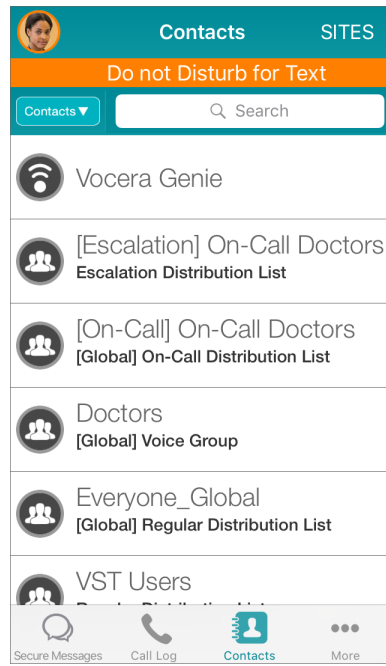
- A person with VIP status can optionally interrupt Do Not Disturb for Call mode. VIP Status is a permission granted by the system administrator. See the Vocera Voice Server Administration Console Guide for more details.
- Your system administrator may have configured the Vocera Voice Server to enable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



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

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.

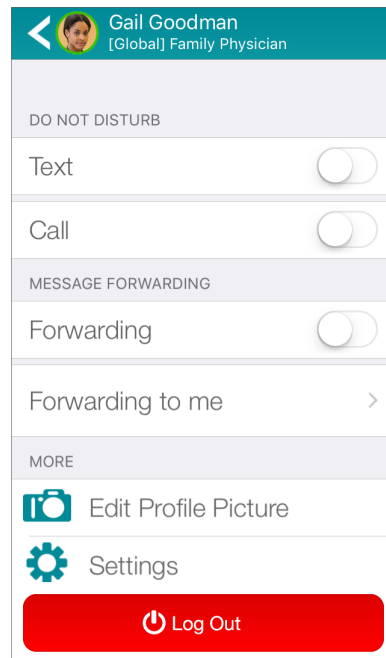


1. Tap your profile picture to display the user profile.



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.

When you log in, you will notice the following:

- The badge warns you that you are already logged in, since you are using the Vocera Collaboration Suite on your device. If you are asked whether you still want to log in to the badge, say "Yes".
- Your Vocera Collaboration Suite app also warns you that you have been logged into another device and that it is logging you out. This warning only applies to the Call functionality. You are still logged into the Vocera Collaboration Suite app and can send and reply to messages and initiate Calls from the Contacts list.

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

- You can still use the Vocera Collaboration Suite to participate in message conversations.
- All messages are sent to your badge and are delivered to your Vocera Collaboration Suite app's Inbox with a single notification tone. You can respond to a message from the app if you prefer.
- When you are using a badge in Dual Mode, if you initiate a Call from the app from your Contacts list, it is connected through your badge instead of the app.

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



Note: When you log out of the Vocera Collaboration Suite app while in Dual Mode, your Vocera administrator can specify whether you are also logged out of the badge. The

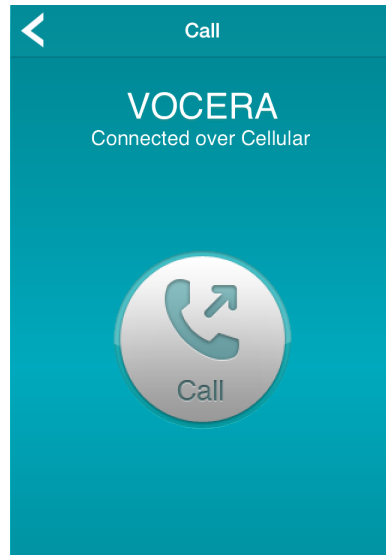
VCS logout in dual mode also causes a badge logout configuration option in the VMP Administrator controls this behavior.

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

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

VCS Access While Off-Network

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



Call Forwarding

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

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

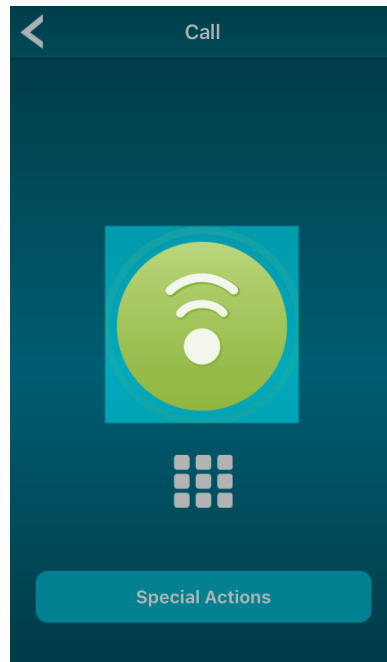


Note: Your system administrator must grant you permission to forward calls. If you attempt to issue these commands without the proper permissions, the Genie reminds you.

Starting Call Forwarding

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

1. On the Call screen, tap **Call**.

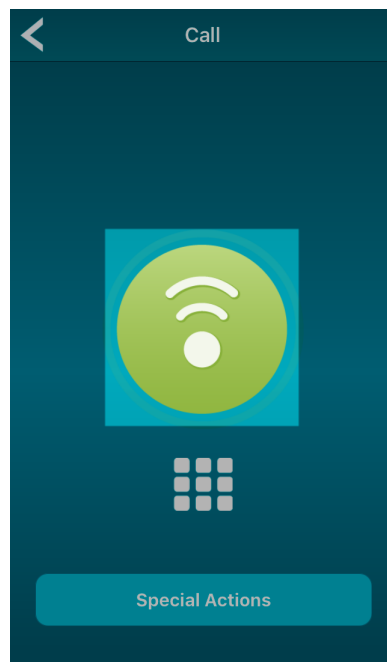


2. Say "Forward Calls to my Cell Phone." The Genie prompts you to choose conditions under which you wish call forwarding.
3. Say "Offline."

Stopping Call Forwarding

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

1. On the Call screen, tap **Call**.



2. Say "Stop Forwarding."

Missed Call Notifications

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

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

Cellular Call Functionality

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

Vocera Access Anywhere also provides the following calling functionality:

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

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

| Category | Command |
|-----------------------------------|---|
| Log in and out | Log me in as <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 |

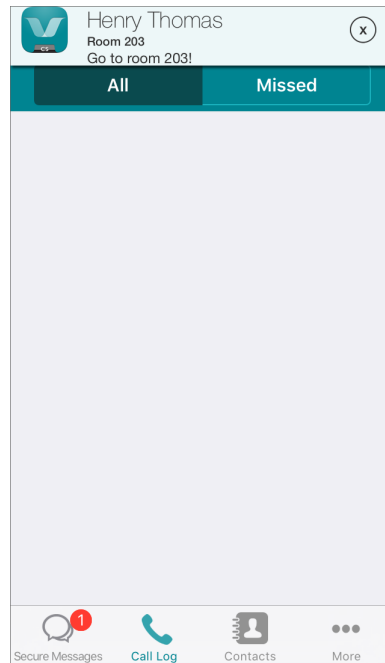
Notification Behavior on Apple iOS Devices

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

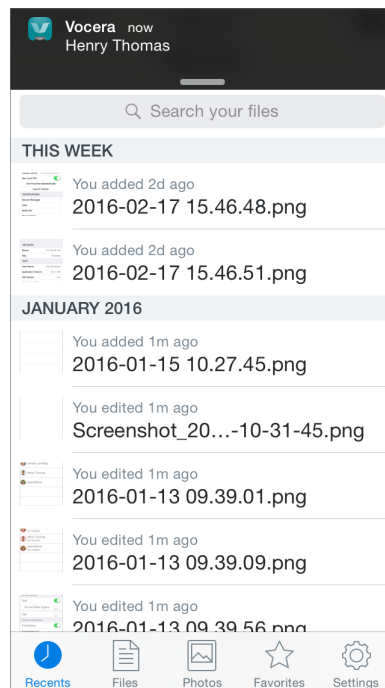
Here is how notifications behave when you receive a message.

- 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:

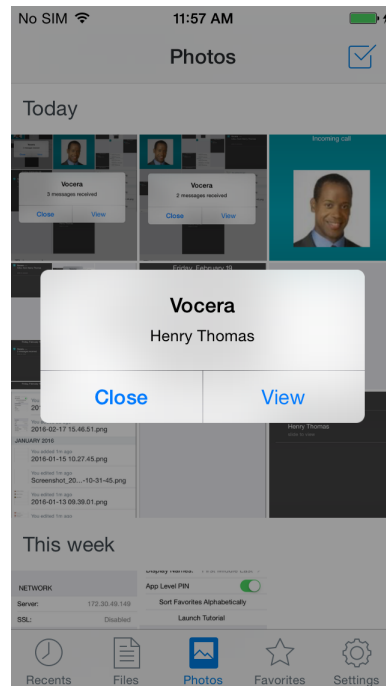


If you are using iOS 11 or later:

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

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

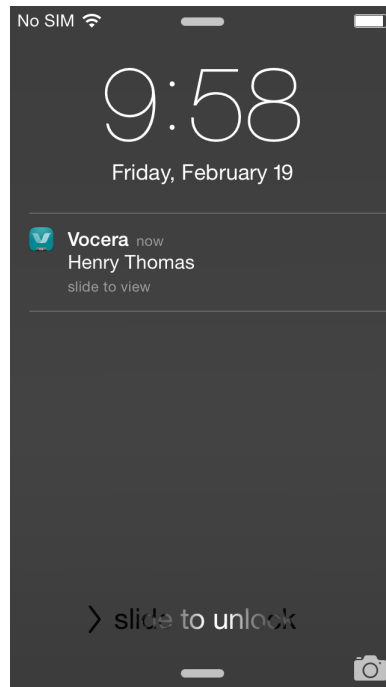
If your alert style is **Alerts** and your operating system is older than iOS 10, an alert appears in the center of the screen:



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

To specify notifications and the notification alert style, tap **Settings** > **Notifications** > **Vocera**, and change the settings as desired. See [About Profile Options](#) on page 13 for more information on setting the tone and vibration for each message priority.

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



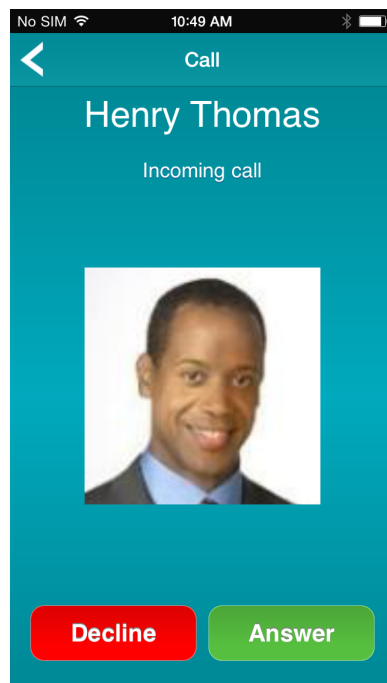
Swipe the notification to go to the VCS app and respond to the message.

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

Notification Behavior When Receiving Calls

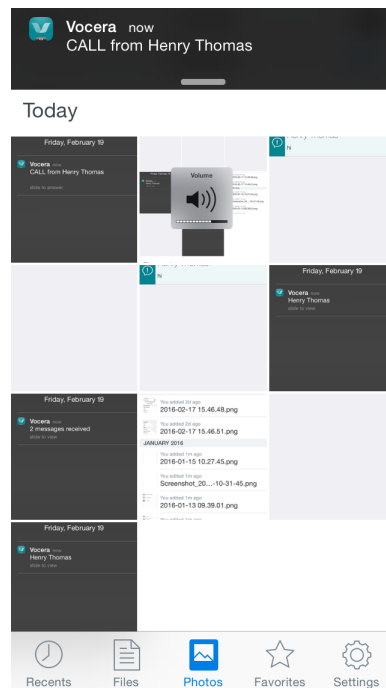
Here is how notifications behave when you receive a call.

- 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:

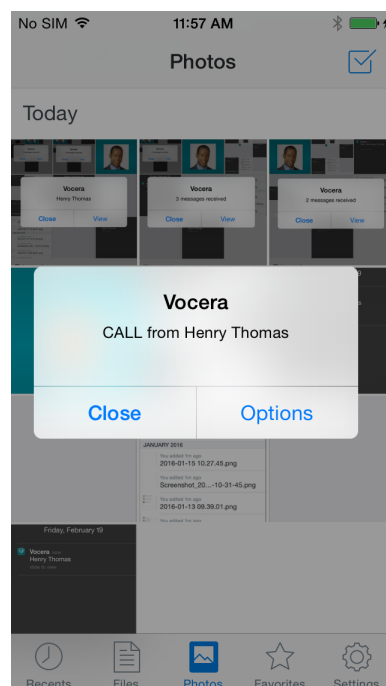


If you are using iOS 11 or later:

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

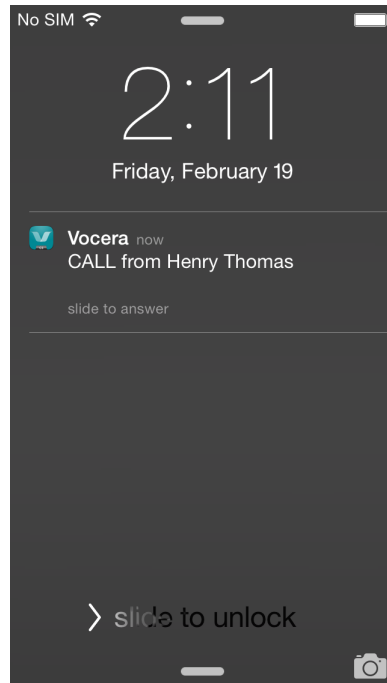
For operating systems older than iOS 11, the banner remains on the screen until acknowledged.

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



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

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



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

- If your screen is locked, and your device is using iOS 10 or later, you can answer a call without unlocking your screen. See [Answering a Call When the Device Is Locked](#) on page 69 for more details.

When in a call:

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