

# Administration Console Quick Start

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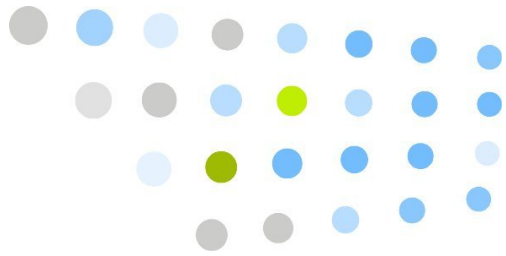
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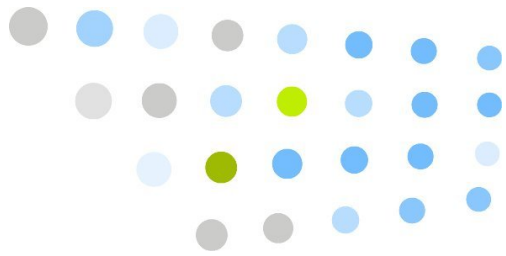
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## Getting Started

This chapter describes Internet Explorer requirements for the Vocera Administration Console and how to log in.

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### Browser Requirements

To access Vocera Voice Web applications (Administration Console, User Console, Report Console, and Staff Assignment), your computer must have the following required software:

**Table 1. Web application software requirements**

Applications	Client-side component	Requirement
All applications	Browser	Internet Explorer version 7, 8, or 9. Internet Explorer versions 10 and 11 are supported in compatibility mode.
Administration Console Report Console	Java Runtime Environment (JRE)	JRE 6.0 (1.6) from <b>www.java.com</b>

**Important:** Do not install another JRE on the Vocera Server or Vocera Report Server machines. The required version of Java is installed with those servers.

### Browser Security Requirements

Configure the following Internet Explorer security settings:

- **Configure the Internet Explorer security level to Medium-low or lower** – Otherwise, Internet Explorer prevents the scripts used by the consoles from executing completely. You can configure security settings through **Tools > Internet Options > Security** in Internet Explorer. See your Internet Explorer documentation for complete information.

- **Disable the pop-up blocker** – Vocera consoles display information in pop-up windows, so disable pop-up blocking in Internet Explorer (that is, configure the browser to allow pop-up windows). Choose **Tools > Internet Options > Privacy**, and then uncheck the **Turn On Pop-Up Blocker** box.

If you are using a third-party tool to block pop-ups, refer to the tool's documentation.

- **Remove scroll bars from pop-up windows** – Pop-up windows may display scroll bars. To remove the scroll bars, choose **Tools > Internet Options > Security**, and select the **Local Intranet** zone. Click **Custom Level** to display the Security Settings dialog box. Enable **Allow script-initiated windows without size or position constraints**.
- **If necessary, add the Vocera Server and Vocera Report Server IP addresses to the list of Trusted Sites** – The security policy in certain situations may prevent you from setting the Internet Explorer security level for the local intranet below Medium. If Internet Explorer continues to display pop-up windows with scroll bars, follow these steps to configure a trusted site for the Vocera Server:

***To add the Vocera Server and Vocera Report Server to the list of trusted sites:***

1. In Internet Explorer, choose **Tools > Internet Options**. The Internet Options dialog box appears.
2. Click the **Security** tab.
3. Click **Trusted Sites**.
4. In the **Security Level for this Zone** box, set the security level to Medium-low, and click **Apply**.
5. Click the **Sites** button. The Trusted Sites dialog box appears.
6. Type the IP address of the Vocera Server, and click **Add**.
7. Type the IP address of the Vocera Report Server, and click **Add**.
8. Click **Close** to close the Trusted Sites dialog box.
9. Click **OK** to close the Internet Options dialog box.

A system administrator can manage the Internet Explorer Trusted Sites for an entire organization using Group Policy Objects (GPOs). See the following Microsoft article for more information:

- [How to Configure Internet Explorer Security Zone Sites Using Group Policies](#)<sup>1</sup>
- **Do not access a Vocera Voice Web application from the server on which it is running** – By default, Windows Server 2003 and Windows Server 2008 ship with Internet Explorer Enhanced Security Configuration enabled, which may display frequent security prompts when you access a Web application from the server on which it is running. Rather than disable Internet Explorer Enhanced Security Configuration on the server, we recommend that you access Vocera Voice Web applications from your desktop or laptop computer.
- **If your Vocera Server or Vocera Report Server has enabled SSL, configure Internet Explorer to NOT save encrypted pages to disk** – If you enable SSL on the Vocera Server or Vocera Report Server, you may need to update the browser security settings for Internet Explorer to make sure the browser does not save encrypted pages to disk. Otherwise, certain pages of the Administration Console, such as the Permission Browser, will not work properly.

**To update Internet Explorer security settings for SSL access:**

1. In Internet Explorer, choose **Tools > Internet Options > Advanced**.
2. Make sure the **Do not save encrypted pages to disk** option is checked.
3. Click **OK**.

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## Logging In

The Administration Console lets you manage a Vocera system. It is a browser-based application, accessible from any computer on the network.

The console URL is either of the following, where *vocera\_ip\_address* is the numeric IP address of the Vocera Server:

**Table 2. Administration Console URLs**

Type of Access	URL
Unencrypted	<code>http://vocera_ip_address/console/adminindex.jsp</code>
SSL	<code>https://vocera_ip_address/console/adminindex.jsp</code>

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<sup>1</sup> <http://blogs.msdn.com/b/askie/archive/2012/06/05/how-to-configure-internet-explorer-security-zone-sites-using-group-policies.aspx>

**Note:** For convenience, set up a Favorites link (bookmark) in your browser for the Administration Console URL. If your Vocera deployment is a cluster, you should use the Client Redirect Utility to access the Administration Console. See [Downloading the Client Redirect Utility](#) on page 29.

After you complete the initial setup and your organization starts using Vocera, access the Administration Console from a computer that is not running the Vocera Server so you don't degrade system performance.

### *Logging In Using Active Directory Authentication*

When Active Directory authentication is enabled, the Administration Console welcome page has an additional field, the **Active Directory** list, which specifies the Active Directory to use for your login.

#### ***To log into the Administration Console using Active Directory credentials:***

1. Open an Internet Explorer browser window.
2. Enter the Administration Console URL to open the Administration Console welcome page.
3. Specify the following values:

<b>Field</b>	<b>Description</b>
<b>User ID</b>	Enter your Active Directory user ID (up to 250 characters). You must be a member of a Vocera group that has administrator privileges.
<b>Password</b>	Enter your Active Directory password (up to 127 characters).
<b>Active Directory</b>	Select the name of your Active Directory from the list. If there are multiple Active Directories listed and you're unsure which one to select, ask your system administrator.

4. Click **Log In**.

The Administration Console opens.



**Figure 1. Administration Console opening screen**

## Logging In Using Vocera Authentication

If Active Directory authentication is not enabled, the **Active Directory** list does not appear on the Administration Console welcome page and you must log into the Administration Console using your Vocera credentials.

### **To log into the Administration Console using Vocera credentials:**

1. Open an Internet Explorer browser window.
2. Enter the Administration Console URL to open the Administration Console welcome page.
3. Specify the following values:

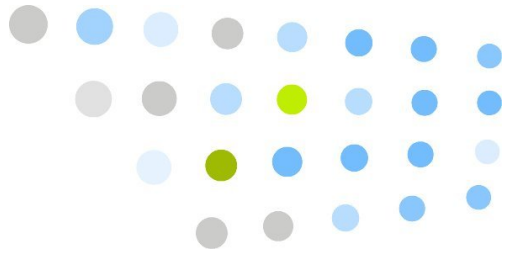
Field	Description
<b>User ID</b>	Enter your Vocera user ID. You must be a member of a Vocera group that has administrator privileges.
<b>Password</b>	Enter your Vocera password.

4. Click **Log In**.  
The Administration Console opens.

## *Logging In Using the Default Administrator Account*

Vocera provides a built-in administrator account with the user ID **Administrator**. The default Administrator password is **admin**, but you can change it to something more secure. See [Setting Passwords](#) in the *Vocera Administration Guide*.

**Note:** Regardless if Active Directory authentication is enabled, the default Administrator account does not use Active Directory credentials to log in.



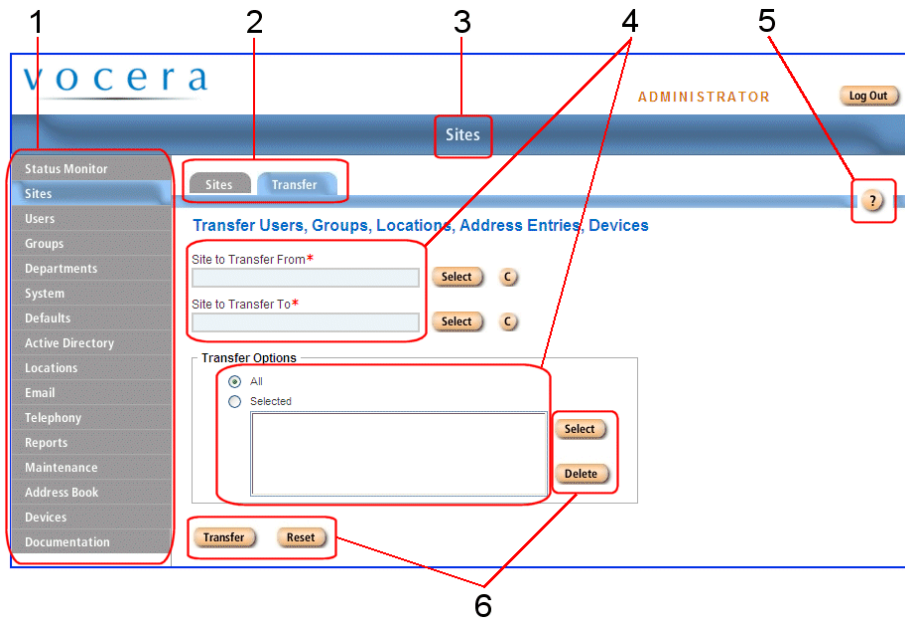
## Administration Console Basics

This chapter describes how to quickly become familiar with the Vocera Administration Console. For more details about Administration Console functionality, use the console's context-sensitive help, or refer to the *Vocera Administration Guide* and the *Vocera Telephony Configuration Guide*.

### Administration Console User Interface

The following figure uses the Sites screen to show some of the user interface controls available in a typical Administration Console screen.

**Figure 2. Administration Console user interface**



1. **Navigation bar.** Click a button to display a screen.

2. **Tabs.** Click a tab to display a page in a screen.
3. **Screen title.** Displays the screen name.
4. **Fields.** Click a field to select or edit a value in a page.
5. **Help button.** Click the **?** button to display context-sensitive help.
6. **Buttons.** Click a button in a page to perform an action.

Some pages have buttons that open dialog boxes. For example, when you click the **Add New User** button on the Users page, it opens the Add New User dialog box.

Dialog boxes have tabs that group complex information to make it easier to enter and understand. Most have both a **Save** and **Save & Continue** button.

- Clicking **Save** will save the data and close the dialog.
- Clicking **Save & Continue** will save the data and clear the fields, leaving the dialog open to allow faster entry of new information.
- If you click **Cancel**, or close the dialog without clicking **Save** or **Save & Continue**, changes are discarded.

## *Administration Console Navigation Bar*

The Administration Console has a navigation bar running down the left side of the screen, allowing you to quickly navigate from one screen to another. The navigation bar includes the following buttons:

- **Status Monitor** – monitor the status of devices and groups.
- **Sites** – create and edit sites, distinct physical locations where the Vocera system is used.
- **Users** – create and edit users.
- **Groups** – create and edit groups.
- **Departments** – designate groups as departments. By designating a group as a department, you provide accounting features and speech recognition enhancements that are not available to other Vocera groups.
- **System** – specify system preferences and passwords, schedule backups and sweeps of data, set up clusters, and view license information.
- **Defaults** – specify default settings for users.
- **Locations** – configure access point locations.
- **Email** – specify email settings.
- **Telephony** – specify settings for your telephony server, either Vocera Telephony Server or Vocera SIP Telephony Gateway.

- **Reports** – print reports of Vocera users, groups, address book entries, and sites.
- **Maintenance** – export and import data, stop and start the Vocera Server, backup and restore Vocera data, and use the Data Check utility.
- **Address Book** – create and edit address book entries.
- **Devices** – manage Vocera devices.
- **Documentation** – view PDF versions of Vocera manuals.

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## Displaying Help

The Administration Console provides context-sensitive help. To display help, click the **?** button on any console page.

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## Before You Add Users

Complete the following tasks before you add users to the system:

1. If necessary, create individual sites so you can select them when you create each new user.

Create individual sites only if your Vocera system supports users at multiple physical locations. Otherwise, leave the **Site** field blank and Vocera will assign the user to the Global site automatically.

2. Create departments and other groups so you can select them when you create each new user.
3. Develop a systematic method for assigning a unique user ID to each user. Users enter their own user IDs to access the User Console, and they enter the user IDs of other users to send an email message from a mail client to a badge.

Here are some possible methods for assigning user IDs:

- Make them the same as existing employee ID numbers.
- Make them the same as existing email addresses, but without the domain reference. For example, if a user's email address is *zrohina@yourcompany.com*, the user ID could be *zrohina*.
- Combine the initial of the first name and the full last name of a user to create a user ID. For example, if a user's name is *zami rohina*, the user ID could be *zrohina*.

You can use any combination of alphanumeric values to create a user ID. Pure alphabetic values are typically easier for users to remember. However, in certain situations, you may need to use numeric or alphanumeric values for user IDs.

For example, Vocera uses the user ID as a PIN to uniquely identify users to a nurse call management system. If you are integrating Vocera with a nurse call management system that requires numeric or alphanumeric PINs, you can provide these values as user IDs.

4. When you enter names into the system, use the character set of the locale. For example, Celine would not be pronounced the same way in French as Céline. It may therefore be necessary to add alternate spoken names (for example, "Sailine") or new dictionary entries.

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## Adding or Editing a User Profile

The **Users** page of the Administration Console lets you add, edit, or delete Vocera users.

### ***To add or edit a user profile:***

1. Click **Users** in the navigation bar.
2. Click **Add New User** to create a user profile, or choose a user name from the list and click **Edit User** to edit an existing user profile.

The **Search for User** option can help you find a user name quickly. As you type a last name, Search for User finds the closest match in the list.

3. The Add/Edit User dialog box opens. Add or edit data as appropriate.

The Add/Edit User dialog box has the following tabs:

- **Info** – lets you specify basic information about a user such as a user name, user ID, and password, as well as accounting information such as an employee ID and cost center ID.
- **Phone** – lets you provide telephone numbers and additional phone-related information for each user.
- **Speech Rec** – lets you provide variations of a user's name or identifying phrases to assist in speech recognition
- **Groups** – lets you specify the groups each user belongs to.
- **Depts** – list of departments a user belongs to. If you are creating a new user, the Departments list is empty until you save the user profile.

To display help for each tab, click the **?** button.

4. After working with a page in the dialog box, do one of the following:
  - Click **Save** to save changes, close the Add/Edit User dialog box, and display the Users page.
  - Click **Save & Continue** to save the user profile and leave the Add/Edit User dialog box open to add or edit another user.
  - Click another tab in the Add/Edit User dialog box to enter additional user information.

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## Adding or Editing a Group

The **Groups** page of the Administration Console lets you add, edit, or delete Vocera groups. An asterisk (\*) next to the name of a group indicates that it is a department.

Vocera groups organize users into roles such as Floor Manager, Cashier, Nurse, Cardiologist, Executive, and so forth. Groups provide different features to different members of an organization:

- To the administrator, groups provide a streamlined way to manage user permissions based on their roles.
- To the badge user, groups provide a way to communicate with users based on their roles.
- To the organization itself, groups provide a way to direct and forward call traffic based on user roles.

Group membership can change over time, and in some environments it can change frequently. A user can be a member of multiple groups at the same time. An administrator can add and remove group members either with voice commands or through the Administration Console. Users can remove themselves from groups, and if you enable the proper permission, they can add themselves or other users to groups.

Use the Add/Edit Group dialog box to create or edit one group at a time. Individual pages in the Add/Edit Group dialog box let you specify different types of information about the group you are creating or editing.

You can change group information at any time. To ensure that no call activity is interrupted, changes take effect as soon as no calls or Genie sessions that affect the group are in progress.

**Note:** When you need to add a large number of groups or group members, you can save time by importing them directly from CSV files to the Vocera database. For details, see the *Vocera Administration Guide*.

After you create groups, be sure to record name prompts for them. If you record prompts, the Genie uses them instead of synthesizing names when speaking to users.

**To add or edit a group:**

1. Click **Groups** in the navigation bar to display the Groups page.
2. Click **Add New Group** to create a group profile, or choose a group name from the list and click **Edit Group** to edit an existing user profile.

The **Search for Group** option can help you find a group name quickly. As you type a name, Search for Group finds the closest match in the list.

3. The Add/Edit Group dialog box opens. Add or edit data as appropriate.

The Add/Edit Group dialog box has the following tabs:

- **Info** – lets you specify the group name, its telephone number, alternate names for the group and its members, and scheduling information.
- **Dept** – lets you specify a group as a department and enter a telephony PIN or Cost Center ID for accounting purposes.
- **Member** – lets you add members to and remove members from a group. You can also make group membership temporary, and change the order in which group members are called when you use sequential scheduling.
- **Forward** – lets you specify forwarding options for the group. The Genie uses the forwarding option when no members of a group are available to take a call.
- **Permissions** – lets you control the ability of users to issue certain commands or perform specific operations.
- **Conference** – lets you maintain the list of users who are in the conference with the same name as the group.

To display help for each tab, click the **?** button.

4. Do one of the following:
  - Click **Save** to save changes, close the dialog box, and return to the Groups page.
  - Click **Save & Continue** to save changes and leave the dialog box open to create another group.
  - Click another tab in the dialog box to enter additional group information.



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## Adding or Editing a Device

As soon as a Vocera device arrives at a site, its identifying information should be entered into the Vocera system so that it can be tracked and monitored appropriately. This should be done even before the device is configured. This helps prevent the device from being lost or transferred to another department. It also allows you to monitor and report on the device status.

There are three ways devices can be added to the Vocera system:

- Automatically load devices when they connect to the Vocera Server.
- A system administrator can import devices from a CSV file.
- A system administrator or system device manager can add devices using the **Devices** screen in the Administration Console.

**Note:** Group device managers cannot use the Administration Console to add devices.

### ***To add or edit device information using the Devices screen:***

1. Click **Devices** in the navigation bar.
2. Click **Add New Device** to add information for a new device, or choose a device from the list and click **Edit Device** to edit information for an existing device.

The **Search** option can help you find devices quickly. In the **Search By** list, select a field to search, and then type a value in text field and click **Search**. As you type a search value, the field displays a drop-down list of closest matching values.

3. The Add/Edit Device dialog box opens. Add or edit data as appropriate.

The Add/Edit Device dialog box has the following tabs:

- **Device Info** – lets you specify the information for a device, such as the serial number, MAC address, color, type, status, site, whether the device is shared, and other information.
- **Device Status** – displays status information about the device, such as the current logged in user, location, and local site, as well as the IP address of the device and whether it is currently in a charger. All of the fields are read-only.

To display help for each tab, click the **?** button.

To ensure the accuracy of serial numbers and MAC addresses, you can use a barcode scanner to scan device labels or inventory sheets.

4. After working with a page in the dialog box, do one of the following:

- Click **Save** to save changes, close the Add/Edit Device dialog box, and display the Devices page.
- Click **Save & Continue** to save the device information and leave the Add/Edit Device dialog box open to add information for another device.

---

## Adding or Editing an Address Book Entry

The **Address Book** page of the Administration Console lets you add, edit, or delete an address book entry.

### *To add or edit an address book entry:*

1. Click **Address Book** in the navigation bar.
2. Click **Add New Entry** to add a new entry, or choose a name from the list and click Edit Entry to edit an existing site.

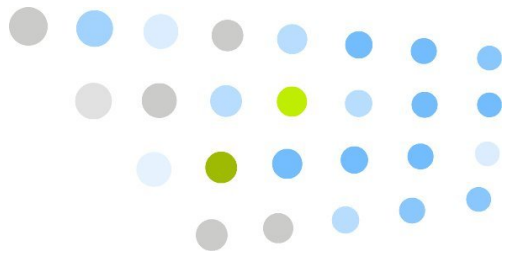
The Add/Edit Entry dialog box appears. Add or edit data as appropriate.

The Add/Edit Entry dialog box has the following tabs:

- **Info** – lets you provide basic information about an address book entry.
- **Speech Recognition** – lets you provide alternate spoken names, phonetic spellings, or additional identifying information so the speech recognition software can recognize variations of a name.

The **Search for Entry** option can help you find a name quickly. As you type a name, Search for Entry finds the closest match in the list.

3. Save your address book entry in either of the following ways:
  - Click **Save** to save the entry and return to the Add, Edit, and Delete Entries page.
  - Click **Save & Continue** to save the entry and begin entering a new address book entry.



## Best Practices

This chapter provides best practices on how to set up your Vocera database using the Administration Console.

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### Best Practices for Configuring Groups

This section provides guidelines for configuring Vocera groups.

#### *Group Membership*

There are two basic types of groups:

- Department groups
- Role-based groups

Here are suggestions to set up groups for each unit/department:

#### **Department Groups**

Department groups are large groups of people working towards a common goal (typically) in a geographically similar area (a unit/floor). Department groups generally have role-based groups as members as opposed to having specific staff as members.

For example I C U would be a department group, having only role-based groups such as I C U Nurse, I C U Tech, I C U Unit Secretary, I C U Nurse Manager, and so on, as members.

#### **Role-based Groups**

Within the large groupings of people, department groups, further sub-division into smaller groups by role/position is possible (and desirable). Not everyone in a department does the same job. These subdivisions are considered role-based groups. The following table provides some examples of role-based groups.

**Table 3. Role-based groups**

Role-based Group	Description
Common Role-Based Groups	<p>These are sub-groupings of people who have a somewhat specific duty to perform<sup>1</sup>. Examples of common role-based groups include: nurses, techs (nursing assistants), unit secretaries, and physicians. Each of these sub-groupings of people typically has staff names as members. These groups may have other common role-based groups as members as well. However, they usually do not include managerial role-based groups as members. Common role-based groups can have staff who are always members of the group (static) or can have staff who change frequently as needed (dynamic).</p> <p>Common role-based groups are usually members of a department group. Avoid getting too granular with your role based groups. As a general rule, if you don't need to give special permissions or send a message/broadcast to them as a specific grouping of individuals, you don't need to make a separate group for them.</p> <p>For example, I C U Nurse, I C U Tech, and I C U Unit Secretary are examples of common role-based groups and would be members of the I C U department group.</p>
Managerial Role-Based Groups	<p>This type of role-based group is also known as a special role-based group. Managerial role-based groups are nested as members of a departmental group. Members of special role-based groups have been promoted or hired into this role and may not want to receive general calls to the "associated" role-based group. Often these special role-based groups are not the correct personnel to respond to the calls anyway or are frequently unavailable due to meeting schedules.</p> <p>I C U Nurse Manager is an example of a managerial role-based group. I C U Nurse Manager would not typically be a member of the I C U Nurse group and would be a member of the I C U department group.</p>

Role-based Group	Description
Room/Bed Role-Based Groups	<p>Room/bed role-based groups are created to facilitate contacting the caregiver(s) responsible for a specific patient. Having a caregiver in a room based group allows other clinicians, doctors, or even patients and patients' families to contact the caregiver responsible for a particular patient without needing to know the caregiver's name. Hospitalists are particularly interested in being able to reach the correct nurse for their patient without researching "who" is responsible for the patient on a particular shift. These groups are often established to interact with nurse call or patient monitoring integrations. Room/bed role-based groups generally have dynamic membership that changes from shift to shift.</p> <p>An example of a room/bed role-based group would be a group named Room 103 A (a patient room in the I C U Department). This room/bed role-based group is used by staff in the I C U department, but it is not nested under the I C U department group.</p>

### *Group Permission and the Charge Role*

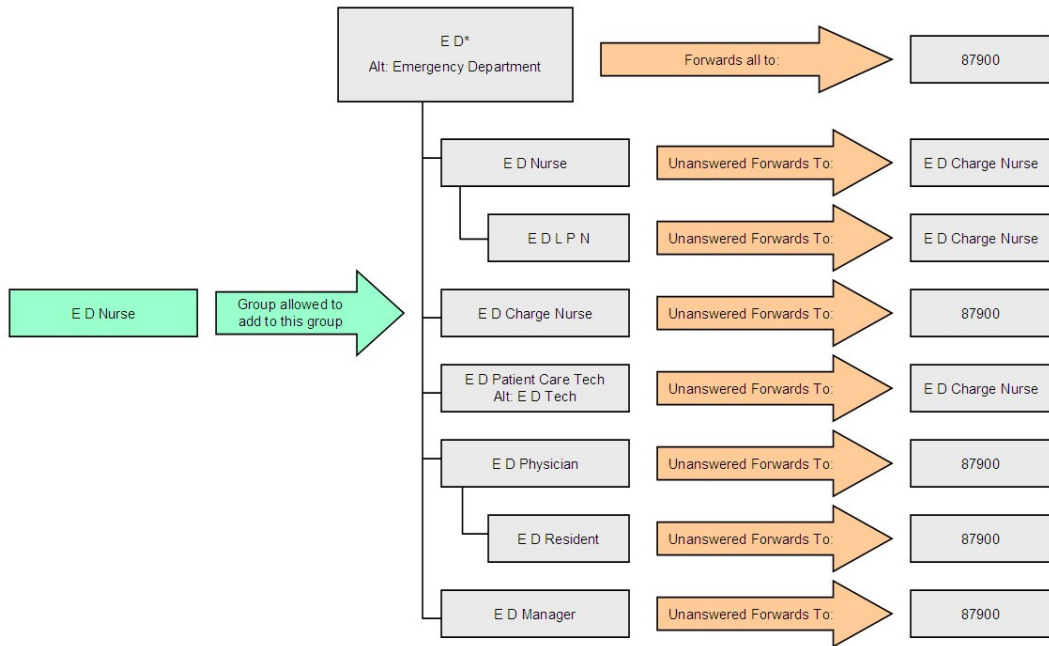
Almost every healthcare unit has a "charge" role. This is a nurse responsible as a lead for a shift. The changing membership shift by shift makes it a dynamic group. For ease of database administration, allow an entire group within the department to add/remove themselves from their particular "charge nurse" group. Assign the group of nurses needing to add/remove from the charge group as the "group of users permitted to add themselves to this group" under the permissions tab for the charge group. By making this permission somewhat broad (by allowing the entire nurse group to add/remove themselves even though there may only be a subset of nurses that will fill this role), administration is simplified as nurses take on this role at varying times.

For example, all I C U Nurses can add/remove themselves from the "I C U Charge Nurse group."

### *Group Nesting*

Why do we nest groups? Group nesting reduces the number of administrative actions necessary with regard to group membership(s), permission(s), and access to specific Vocera feature sets. The following figure shows an example of nested groups:

**Figure 3. Nested groups**



The E D departmental group would only have listed on the members tab in the Administration Console: E D Nurse, E D Patient Care Tech, E D Physician, and E D Nurse Manager.

The E D LPN group may be nested in the E D Nurse group as they would typically be expected to respond to the same broadcasts as an E D Nurse.

The E D Resident group is nested in the E D Physician group allowing them to receive calls, broadcasts, and messages to the E D Physician group.

It is not required to nest the E D Charge Nurse group within the E D Nurse group. The members of the E D Charge Nurse group (in this example) are already an E D Nurse or they would not have the ability to add themselves to the E D Charge Nurse group. It may be desirable to nest it within the E D departmental group for purposes of understanding and compartmentalization.

The E D Nurse Manager is NOT nested in (a member of) the E D Nurse group as this is typically a person who has hired for/promoted to this managerial role and will typically not be providing direct patient care or want to receive calls destined for the E D Nurse group. Even though the E D Nurse Manager is not nested within the E D Nurse group, they can still be notified of situations within the department.

## Propagating Permissions

Because permissions to access the various Vocera features are granted by group, there is a benefit to nesting groups. For example, if we refer to the E D example above, the E D Nurse Manager group is a member of the E D department group. One could deduce that if the nurse Jane Smith is the E D Nurse Manager and a member of the E D Nurse Manager group, and the E D Nurse Manager group is a member of the E D (department group), then Jane Smith is a member of the E D department group. The permissions that you specify for a group flow down to the members of nested groups all the way through to the lowest group level (if  $A \rightarrow B$ , and  $B \rightarrow C$ , and  $C \rightarrow D$ , then  $A \rightarrow D$ ).

## Call Flows

Call flows unlock the power of Vocera and opens the door to improved communications and productivity. A call flow is the movement of calls and/or information through a particular department or group. The call flows discussed in this section are found in the settings made under the Forward tab when editing/adding a group.

The best way to identify the optimal call flow for a group is to ask the question of the group, "If I call the <Vocera Group Name> and no one answers, where you do want the call to go?" You generally do not want a call to a group to go to voicemail. This question should be asked for every group. The goal of group calling is for all groups to end with the caller reaching a live person. It is easy to set up a default call flow and will typically meet more than 85% of almost any department's needs.

Before setting up call flows for groups, you must first make a few assumptions about acceptable call flow behavior:

- When a call is placed to a group, the person calling often does not know or care which person they connect with. However, they expect to reach someone.
- If a call to a staff member is made by name, the person calling explicitly knows who they want, and it is acceptable for the call to go to voice-mail if that person does not answer.
- If a call is placed to a department group, it's likely that the caller doesn't know who or what role they really need to talk to and reaching the first random person in the department group would slow the flow of information. An explicit forward to the unit secretary will ensure the information gets to the right person to receive it.

Based on the previous assumptions, the following call flows are recommended:

- **Department groups** – Forward all calls to the main desk extension of the department.
- **Common role-based groups** – Forward unanswered calls to the main desk extension of the department or to the “charge” role-based group for the department. Be sure to ask this question when you interview the department about their call flow preferences.
- **Role-based groups with dynamic membership (such as a charge nurse role)** – Forward unanswered calls to the main desk extension of the department.
- **Managerial role-based groups** – Forward unanswered calls to the member of this group’s desk extension or to the main desk extension of the department. By default, forward unanswered calls to their desk extension if an office extension is provided. This allows voicemail to be checked in one location if desired.

**Note:** The managerial role-based group must have a single person as the member. If the managerial role-based group contains more than one member that does not share an extension, forward unanswered calls to the main desk extension of the department.

The Vocera server has a timeout value on the length of time allowed for a call to be connected. The call must complete in less than 50 seconds. This timeout value can affect any forwarding you set up. If a call made to a group searches through a group or groups of staff (in the case of nested groups) for longer than 50 seconds before being answered, the caller will be asked to leave a message to the original group they placed the call to. This will occur regardless if you have forwarded unanswered calls to a desk extension. This timeout exists on purpose—would you wait longer than 50 seconds to talk to someone?

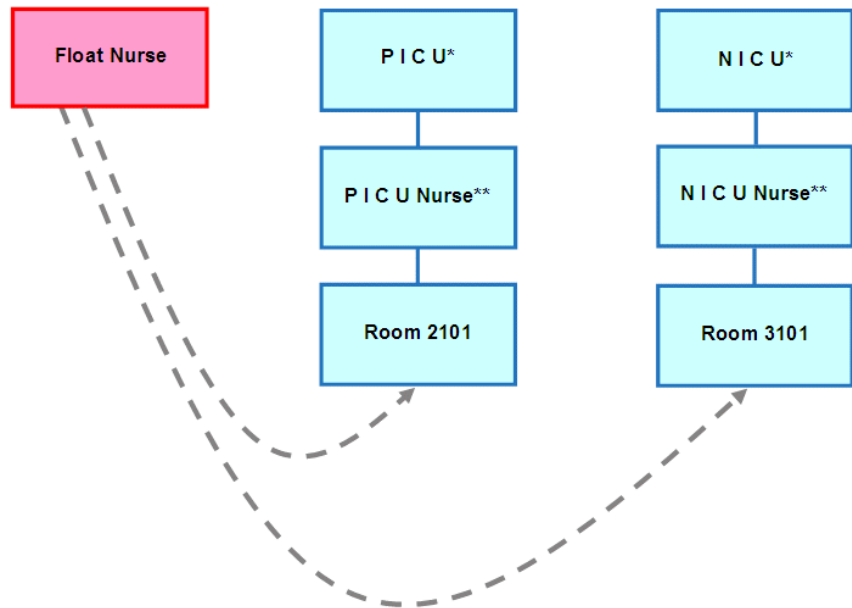
## Float Pools

A *float pool* is a pool of staff members who can be assigned to different units for a given period.

To implement float pool groups in Vocera, create a top-level administrative group for each float pool (for example, Float Nurse or Float Respiratory Therapist). This group should NOT be set to remove users on logout (uncheck the **Remove Users on Logout** box on the Member tab of the group).



**Figure 4. Example of a float pool group**



In the preceding figure, an asterisk (\*) indicates a department group and two asterisks (\*\*) indicates a subdepartment group.

A float nurse can be added to a room/bed group (such as Room 3101) via Staff Assignment or by using voice commands (for example, “Add me to Room 3101”). After being added to a room/bed group, the float nurse will also be a member of the parent department for the duration of that shift, and will therefore receive calls and broadcasts to that department as well as the room/bed group.

**Note:** Conference Groups do not follow the rules of nesting and call flow. If a unit utilizes Conference Groups, float personnel must issue an additional command to add themselves to the appropriate Conference Group (that is, “Join the conference for N I C U Nurse”).

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## Group Naming Conventions

Careful thought should go into the naming conventions you use for Vocera groups. If you are unfamiliar with the terms and names used by clinicians at your hospital, it will be very important for you to interview each department along with those of your staff that call these departments to determine the best group names. It may take some time to discuss naming conventions with your staff and come to a consensus, but it is well worth it.

It is very important to use the group names that the staff members use. Department and group names listed in official documentation such as directories or hospital maps typically do not reflect how the hospital staff would refer to the departments and groups in conversation. For example: Mother Baby Care Center (hospital directory) versus L & D (Labor and Delivery). If the names you assign to Vocera groups do not match the group names that the staff commonly uses, users will experience frustration when the Vocera Genie does not recognize the names, and they may complain about poor speech recognition.

It is sometimes difficult to identify the underlying cause of speech recognition complaints. The problem is often wrongly diagnosed as a flaw in the overall system rather than a problem with inconsistent or unfamiliar group names. For instance, let's say your hospital directory refers to the Orthopedics department as Davis Fourteen; however, all of your staff simply calls it Orthopedics. In this example, you should make sure the department group in the Vocera system is named Orthopedics, not Davis Fourteen.

When group naming conventions are consistent across departments, staff members will have a much easier time learning the names and will be more successful guessing the name of a group when they are not absolutely sure. Additionally, consistent naming conventions improve your ability to scale the database through ease in database administration. If you have one department that has the following groups of users, I C U Nurses, I C U Unit Secretary, and I C U Charge Nurse, you should continue this model for the N I C U group names. This allows you to re-purpose many of the same documentation and templates you have created for the previous unit and it makes it easier for staff to remember all of the group names because they will be similarly structured.

### *Room/Bed Naming Conventions*

For role-based groups created to facilitate calls to hospital rooms or beds, follow these naming guidelines:

- If there are multiple beds in the room, follow the room number by a letter. Leave a space between the room number and the letter. For example: 2013 A, 2014 B, 2014 C, and so on.
- Don't use spelled numbers, such as "Two Zero One Three".
- Don't use alphanumeric ordinals, such as "1st", "2nd", or "3rd".

### Recording Names for Groups

Although Vocera allows users to say a full range of number pronunciations, the Genie always chooses a single pronunciation when responding to users. If you don't like the Genie's pronunciation of a group name, you can record a name for the Genie to use when interacting with users. Users will hear more natural sounding speech and will also learn how to correctly pronounce group names.

For example, suppose you have a group whose name is "2035". The Genie always pronounces this group as "Two Thousand and Thirty Five", but users may commonly pronounce it as "Twenty Thirty Five". To change the Genie's pronunciation, use the "Record a Name" command to specify the name as "Twenty Thirty Five".

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## Best Practices for Alternate Spoken Names

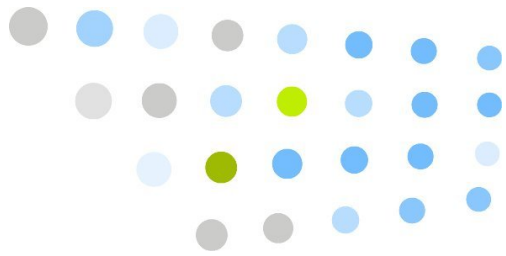
When a user asks the Vocera Genie to contact a person or place in the address book, the speech recognition software tries to match the spoken name to a name in a user profile, a group, or an address book entry. People may not always use the name that is entered in the system, however, or they may pronounce it in a way that the Vocera system does not recognize. Several pages in the Administration Console provide Alternate Spoken Name fields where you can enter data that can help you prevent speech recognition problems in these situations.

The following table lists important rules to follow when entering information in the "Alternate Spoken Name" fields:

**Table 4. DO's and DON'Ts for Alternate Spoken Names**

DO's	DON'Ts
Use the Alternate Spoken Name field to enter another form of the name of a group used by many people. For instance, the department group name may be entered as Emergency Department however many people call this department by saying, "Call E D."	<b>DON'T</b> enter an alternate name unless it is really needed. The more alternate names that are entered, the more entries the system has to search through to determine a match for what a user requested in a command to the Genie.

DO's	DON'Ts
<p>Use enter an Alternate Spoken Name for someone who has recently had a name change. For example, after Rebecca Berry married she changed her name to Rebecca Nunn.</p>	<p><b>DON'T</b> enter phonetic spellings if the words you use are nonsense words. For instance do not enter Lee neh wha enh as a phonetic Alternate Spoken Name for Lee Nguyen. Neh, wha, and enh are not real words and are just as bad for speech recognition as not having the phonetic entry at all. Use real words for example Lee Nguyen could have a phonetic Alternate Spoken Name of Lee When.</p>
<p>Use the Alternate Spoken Name field if someone that goes by their given name as well as a nickname. For example, Lauren Galaty also answers to Laurie Galaty.</p>	<p><b>DON'T</b> use Alternate Spoken Names to spell out different ways of saying a numbered group name. For instance, Room 299 does not need an Alternate Spoken Name of "Room Two Nine Nine". Refer to the section titled "Using Numeric Values in Names" in the <i>Vocera Administration Guide</i> for more information.</p>
<p>Add an Alternate Spoken Name of "Doctor &lt;last name&gt;", where &lt;last name&gt; is the surname of the physician. Most people call physicians using the format of title and last name and often people do not even know a physician's first name, but for those few edge cases, also include an Alternate Spoken Name of "Doctor &lt;first and last name&gt;".</p>	
<p>Enter a phonetic spelling for a name if many users can not pronounce the name.</p>	



## Downloading the Client Redirect Utility

The Download Client Redirect Utility dialog box lets you download and install the Client Redirect Utility, a Java application that makes sure you can always access the Administration Console and the User Console in a clustered environment.

If your deployment uses a cluster, download and install the Client Redirect Utility on each computer that needs to access the Administration Console and the User Console.

When you run the Client Redirect Utility, it launches Internet Explorer and automatically redirects it to the login page of the Administration Console or User Console, regardless of which node in a cluster is active.

### ***To download and install the Client Redirect Utility:***

1. Open the home page of any Vocera Server in the cluster by navigating to `http://vocera_ip_address` (or `https://vocera_ip_address`, if you are using SSL), where `vocera_ip_address` is the IP address of the Vocera Server.
2. Click **Download Client Redirect Utility**.

The **Download Client Redirect Utility** dialog box opens, prompting you to download the client.

3. Click the **Download** button.

A Windows dialog box called File Download - Security Warning asks whether you want to run or save the file Redirect.exe.

**Important:** If the File Download - Security Warning dialog box does not appear, your Internet Explorer security settings are preventing it from launching. Close the Download Client Redirect Utility dialog box and do either of the following:

- Hold down the **Ctrl** key when you click the **Download** button.



- Add the home page of the Vocera Server to your list of trusted Internet Explorer sites.
- Set your Internet Explorer security configuration to medium-low. See your Internet Explorer documentation for complete information.

4. Click **Run**.

When the installer finishes extracting all files, it displays a dialog box indicating that the install was successful.

5. Click **OK** to close the confirmation dialog box.