

# **Vocera Messaging Platform API Guide**

Version 5.3.2

# Notice

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# The Vocera Messaging Platform API

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The Vocera Messaging Platform (VMP) API provides a mechanism to submit and track the status of alerts. This API contains methods, data classes, and schemas.



**Note:** The VMP API uses the SOAP connector. By default, the VMP license is not enabled to use this connector. See the licensing information in the [Vocera Messaging Platform Administration Guide](#) for more details.

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## Concepts

Two Status Change update modes are available: Polling Mode and Callback Mode.

In Polling Mode, the calling application needs to send a paging alert and scan the delivery status by the user's request or according to a time interval.

In Callback Mode, the calling application needs to receive delivery notifications in near real-time mode.

These two modes are compatible and can be used together.

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## Entry Points

The VMP API provides a URL that you can use to display the API in WSDL format.

If you have configured your VMP Server to use SSL, this API is `https://address/wic.asmx?WSDL`. Replace `address` with the IP address or domain name of your VMP Server (or of your load balancer, if you are using VMP in a high-availability environment).



**Note:** Refer to the [Vocera Messaging Platform Administration Guide](#) for more information on SSL configuration and using VMP in a high-availability environment.

If your VMP Server does not use SSL (not recommended), this API is `http://address/wic.asmx?WSDL`.

To send a SOAP request to the VMP Server, use one of the following URLs, depending on whether your server is configured to use SSL:

- `https://address/wic.asmx`
- `http://address/wic.asmx`

As before, replace `address` with the IP address or domain name of your VMP Server or load balancer.

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## Methods

The VMP API defines these methods for processing paging alerts.

- [Paging\\_SendAlert](#)
- [Paging\\_GetAlertStatus](#)
- [Paging\\_ResendAlert](#)
- [Paging\\_DeleteAlert](#)
- [Paging\\_DeleteAlertAll](#)
- [Paging\\_CancelAlertByEventID](#)
- [WebComposeAlert\\_UserExists](#)

## Paging\_SendAlert

This method sends the alert identified by an external system ID.

If a user is not found in the VMP Server, the return array contains the appropriate `PagingAlertUserStatusInfo` with `ERROR` status and `User unknown` detail text.

Table 1: `Paging_SendAlert` method parameters

Parameter	Type	Description
<code>guid</code>	String	A reference to the VMP instance served by the VMP Paging gateway. The default is <code>MAIN</code> .
<code>user</code>	String	The user login (configured in VMP Administrator).
<code>password</code>	String	The user password (configured in VMP Administrator).
<code>message</code>	PagingAlert	The alert message with all options.
<code>responses</code>	PagingAlertResponse[]	The array of responses.
<code>users</code>	PagingAlertUserRef[]	The array of recipients. Supported references are Pager ID, Vocera ID, and AD Username.
<code>dls</code>	String[]	The array of distribution list ids. Supported references are Distribution List ID, and Vocera ID if the distribution list is from the Vocera Voice Server.
<code>callbackInfo</code>	PagingAlertStatusCallbackInfo	The status notification callback descriptor. The VMP Server supports a callback failover mechanism. It is implemented as a callback notification queue. Status change notifications will be kept in the queue for 24 hours. If the VMP gateway cannot successfully submit a notification during the 24 hour period, the notification is discarded. Gateway clients can use the <code>Paging_GetAlert</code> status call to poll the alert status and update their database.

**Return type:** `WWI.WIC.WWS. PagingAlertUserStatusInfo[]`

## Paging\_GetAlertStatus

This method gets the status of the Alert identified by an external system ID.

If a user is not found in the VMP Server, the return array contains the appropriate `PagingAlertUserStatusInfo` with `ERROR` status and `User unknown` detail text.

Table 2: Paging\_GetAlertStatus method parameters

Parameter	Type	Description
guid	String	A reference to the VMP instance served by the VMP Paging gateway. The default is MAIN.
user	String	The user login (configured in VMP Administrator).
password	String	The user password (configured in VMP Administrator).
endPoint	Integer	The type of the client sending the alarm. This value is normally 5 (SOAP).
clientID	String	This can be used for VMI integration and reporting. Vocera recommends integrating VMI using the Vocera Voice Server.
alertExternalID	String	The shared alert ID submitted in Paging_SendAlert.

**Return type:** WWI.WIC.WWS. PagingAlertUserStatusInfo[]

### Paging\_ResendAlert

This method resends the alert referenced by AlertExternalID. The initial alert is deleted from the VMP database.

Table 3: Paging\_ResendAlert method parameters

Parameter	Type	Description
guid	String	A reference to the VMP instance served by the VMP Paging gateway. The default is MAIN.
user	String	The user login (configured in VMP Administrator).
password	String	The user password (configured in VMP Administrator).
alertExternalID	String	The shared alert ID submitted in Paging_SendAlert.
message	PagingAlert	The alert message with all options.
responses	PagingAlertResponse[]	The array of responses.
callbackInfo	PagingAlertStatusCallbackInfo	The status notification callback descriptor. The VMP Server supports a callback failover mechanism. It is implemented as a callback notification queue. Status change notifications will be kept in the queue for 24 hours. If the VMP gateway cannot successfully submit a notification during the 24 hour period, the notification is discarded. Gateway clients can use the Paging_GetAlert status call to poll the alert status and update their internal database.

Parameter	Type	Description
resendToCurrentRecipientsOnly	Boolean	This flag indicates whether VMP should repeat the process of VMP user identification using the shared ids in the original paging alert. If <b>ResendToCurrentRecipientsOnly</b> is false, messages are sent to the same users as the original message.

**Return type:** WWI.WIC.WWS. PagingAlertUserStatusInfo[]

### Paging\_DeleteAlert

This method hides a paging alert from the inbox of the recipients referenced by the Users parameter.

The method returns the alert status for all users to whom this alert was initially sent. For users for which the alert is being deleted, the status flag is CANCELED.

Table 4: Paging\_DeleteAlert method parameters

Parameter	Type	Description
guid	String	A reference to the VMP instance served by the VMP Paging gateway. The default is MAIN.
user	String	The user login (configured in VMP Administrator).
password	String	The user password (configured in VMP Administrator).
endPoint	Integer	The type of the client sending the alarm. This value is normally 5 (SOAP).
clientID	String	This can be used for VMI integration and reporting. Vocera recommends integrating VMI using the Vocera Voice Server.
alertExternalID	String	The shared alert ID submitted in <b>Paging_SendAlert</b> .
users	PagingAlertUserRef[]	The array of recipients for which the alert should be deleted.

**Return type:** WWI.WIC.WWS. PagingAlertUserStatusInfo[]

### Paging\_DeleteAlertAll

This method hides a paging alert from the inboxes of all users to which it was initially sent.

The method returns the alert status for all users to which this alert was initially sent. The status flag is CANCELED for all users.

Table 5: Paging\_DeleteAlertAll method parameters

Parameter	Type	Description
guid	String	A reference to the VMP instance served by the VMP Paging gateway. The default is MAIN.
user	String	The user login (configured in VMP Administrator).

Parameter	Type	Description
password	String	The user password (configured in VMP Administrator).
endPoint	Integer	The type of the client sending the alarm. This value is normally 5 (SOAP).
clientID	String	This can be used for VMI integration and reporting. Vocera recommends integrating VMI using the Vocera Voice Server.
alertExternalID	String	The shared alert ID submitted in Paging_SendAlert.

**Return type:** WWI.WIC.WWS. PagingAlertUserStatusInfo[]

### Paging\_CancelAlertByEventID

This method cancels the group of paging alerts from all users to which it was initially sent.

The method returns the total number of users the alert was canceled from and a list of those users. The status flag is CANCELED for all users.

Table 6: Paging\_CancelAlertByEventID method parameters

Parameter	Type	Description
guid	String	A reference to the VMP instance served by the VMP Paging gateway. The default is MAIN.
user	String	The user login (configured in VMP Administrator).
password	String	The user password (configured in VMP Administrator).
endPoint	Integer	The end point type submitted in Paging_SendAlertPaging_SendAlert. VMP cancels only alerts which match both EventID and EndPoint.
clientID	String	This can be used for VMI integration and reporting. Vocera recommends integrating VMI using the Vocera Voice Server.
eventID	String	The original event ID submitted in Paging_SendAlert.

**Return type:** WWI.WIC.WWS. PagingAlertUserStatusInfo[]

### WebComposeAlert\_UserExists

This method checks if a user with a specified email, pager ID or device ID exists on the VMP Server and can be used as a recipient in the compose alert URL.

Table 7: WebComposeAlert\_UserExists method parameters

Parameter	Type	Description
id	String	The user email address/pager ID/device ID.

Parameter	Type	Description
sid	String	A reference to the VMP instance served by the VMP Paging gateway. The default is MAIN.
user	String	The user login (configured in VMP Administrator).
password	String	The user password (configured in VMP Administrator).

**Return type:** Boolean

## Data Classes

The VMP API methods use these data classes.

- [PagingAlert](#)
- [PagingAlertUserRef](#)
- [PagingAlertResponse](#)
- [PagingAlertStatusCallbackInfo](#)
- [PagingAlertUserStatusInfo](#)
- [PagingAlertDistListStatusInfo](#)

## PagingAlert

The PagingAlert data class contains these fields.

Field	Type	Description
ExternalID	String[32]	The ID of the submitted alert. VMP does not require an external ID to accept incoming SOAP messages. If SOAP messages include an external ID, it must be a unique string that is used for all incoming SOAP messages. This string can be any combination of non-Unicode symbols, including special characters. Each external ID must be unique across all integrations that use the same ClientID field.
EventID	String[40]	Event ID that the alarm is associated with.
CreatorEndPoint	Integer	The type of the client sending the alarm. This value is normally 5 (SOAP).
ClientID	String[20]	This can be used for VMI integration and reporting. Vocera recommends integrating VMI using the Vocera Voice Server.
Subject	String[256]	The alert subject.
Body	String [3000]	The alert message.
BriefBody	String[256]	Short version of a message body. If it is not empty, it is sent to a Vocera badge instead of the full-length <b>Body</b> field.
PatientMrn	String[70]	This field is for internal use only.
Severity	Integer	<ul style="list-style-type: none"> <li>• 0: urgent if OverridePersonal Settings is <b>True</b>, high otherwise</li> <li>• 1: normal</li> <li>• 2: normal</li> </ul>

Field	Type	Description
EscalationLevel	String[32]	If the alert is the result of an escalation, this field contains the level of the escalation.
Expiration	Nullable integer	The number of seconds before the alert delivery expires.
OverridePersonalAlarmSettings	Boolean	<ul style="list-style-type: none"> <li>True: sound and led notification settings defined on the server are used.</li> <li>False: sound and led notification settings defined in user's device profile are used.</li> </ul>
ActionUrl	String	This field is for internal use only.
ResponseType	PagingAlertResponseType	This field is obsolete.
AllowResponseComment	Boolean	This field is part of the old text messaging model, and is obsolete.
Callback	String[32]	Callback phone number.
WaveFilename	String[40]	The wavefile name that the alarm is associated with.
Callable	Boolean	This field is for internal use only.
ParticipationCondition	PagingAlertParticipationCondition	By default, this is ALL. If it is set to ONLINE_ONLY, the message will be queued and delivered to only Voice logged in users.
ParticipationSkipDND	Boolean	Whether to skip delivery to users who are in Do Not Disturb mode.
IntegrationParams	PagingAlertIntegrationParams	This field is for internal use only.

### PagingAlertUserRef

The PagingAlertUserRef data class contains these fields.

Field	Type	Description
PagerID	String[64]	The user's pager ID.
VoceraID	String[64]	The user's Vocera ID.
ADUsername	String[64]	The user's AD username. If the AD username contains a subdomain, VMP matches subdomain and username. If only the username is provided, VMP searches for the user with same username in all domains.

### PagingAlertResponse

The PagingAlertResponse data class contains these fields.

Table 8: PagingAlertResponse fields

Field	Type	Description
ExternalID	String[32]	The ID of the response. VMP does not require an external ID to accept incoming SOAP messages.  If SOAP messages include an external ID, it must be a unique string that is used for all incoming SOAP messages. This string can be any combination of non-Unicode symbols, including special characters.  Each external ID must be unique across all integrations that use the same PagingAlert ClientID field.
Body	String[256]	The text of the response.

### PagingAlertStatusCallbackInfo

The PagingAlertStatusCallbackInfo data class contains these fields.

Field	Type	Description
Protocol	PagingAlertStatusCallbackProto	<ul style="list-style-type: none"> <li>EMAIL</li> <li>HTTP</li> <li>WCTP</li> </ul>
Format	PagingAlertStatusCallbackForm	If the WIC_GENERIC format is used, the VMP gateway returns the PagingAlertUser StatusInfo object. The XSD schema may be found in this document. A WIC_GENERIC compatible callback should respond with the QueryResult class. The XSD is also provided in document below.
Options	PagingAlertStatusCallbackOpti	Custom callback options. Reserved for future use.
Address	String[256]	The callback address (according to protocol), with one of the following possible values: <ul style="list-style-type: none"> <li>EMAIL – an email address</li> <li>HTTP – a URL</li> <li>WCTP – a WCTP address</li> </ul>

### PagingAlertUserStatusInfo

The PagingAlertUserStatusInfo data class contains these fields.

Field	Type	Description
AlertExternalID	String[32]	Alert ID submitted in Paging_SendAlert.
User	PagingAlertUserRef	User reference.
ResponseExternalID	String[256]	Response ID.

Field	Type	Description
Status	PagingAlertStatus	<ul style="list-style-type: none"> <li>• ERROR_USER_DEVICE_DISABLED</li> <li>• ERROR_UNKNOWN_USER</li> <li>• ERROR</li> <li>• QUEUED</li> <li>• SENT</li> <li>• FAILED</li> <li>• DELIVERED_TO_DEVICE</li> <li>• OPENED</li> <li>• RESPONDED</li> <li>• EXPIRED</li> <li>• CANCELED</li> <li>• CALLBACK_INITIATED</li> </ul>
StatusDetails	String	The text description of the status.
StatusChangeTime	DateTime	The time when the status was changed to its current status. The time is provided in the GMT time zone.
ResponseComment	String	This field is part of the old text messaging model, and is obsolete.
TextResponse	String	This field is part of the old text messaging model, and is obsolete.

### PagingAlertDistListStatusInfo

The PagingAlertDistListStatusInfo data class contains these fields.

Field	Type	Description
PublicID	String[128]	The Public ID for the distribution list.
Status	DistListStatus	<ul style="list-style-type: none"> <li>• ERROR_UNKNOWN_DIST_LIST</li> <li>• QUEUED</li> <li>• VOCERA_CALL_QUEUED</li> </ul>

### PagingAlertUserRef XSD

This is XML for the PagingAlertUserRef XSD.

```
<s:complexType name="PagingAlertUserRef">
  <s:sequence>
    <s:element minOccurs="0" maxOccurs="1" name="PagerID" type="s:string"/>
    <s:element minOccurs="0" maxOccurs="1" name="VoceraID" type="s:string"/>
    <s:element minOccurs="0" maxOccurs="1" name="ADUsername" type="s:string"/>
  </s:sequence>
</s:complexType>
```

### PagingAlertUserStatusInfo XSD

This XSD may be used to automatically generate a class that can be used for VMP gateway request de-serialization.

```
<s:complexType name="PagingAlertUserStatusInfo">
  <s:sequence>
    <s:element minOccurs="0" maxOccurs="1" name="AlertExternalID" type="s:string"/>
  </s:sequence>
</s:complexType>
```

```

    <s:element minOccurs="0" maxOccurs="1" name="User" type="tns:PagingAlertUserRef"/>
  >
    <s:element minOccurs="0" maxOccurs="1" name="ResponseExternalID" type="s:string"/>
  >
    <s:element minOccurs="1" maxOccurs="1" name="Status"
type="tns:PagingAlertStatus"/>
    <s:element minOccurs="0" maxOccurs="1" name="StatusDetails" type="s:string"/>
    <s:element minOccurs="1" maxOccurs="1" name="StatusChangeTime" type="s:dateTime"/>
  >
    <s:element minOccurs="0" maxOccurs="1" name="ResponseComment" type="s:string"/>
    <s:element minOccurs="0" maxOccurs="1" name="TextResponse" type="s:string"/>
  </s:sequence>
</s:complexType>

```

## PagingAlertUserStatus XSD

```

<s:simpleType name="PagingAlertStatus">
  <s:restriction base="s:string">
    <s:enumeration value="ERROR_USER_DEVICE_DISABLED"/>
    <s:enumeration value="ERROR_UNKNOWN_USER"/>
    <s:enumeration value="ERROR"/>
    <s:enumeration value="QUEUED"/>
    <s:enumeration value="SENT"/>
    <s:enumeration value="FAILED"/>
    <s:enumeration value="DELIVERED_TO_DEVICE"/>
    <s:enumeration value="OPENED"/>
    <s:enumeration value="RESPONDED"/>
    <s:enumeration value="EXPIRED"/>
    <s:enumeration value="CANCELED"/>
    <s:enumeration value="CALLBACK_INITIATED"/>
  </s:restriction>
</s:simpleType>


```

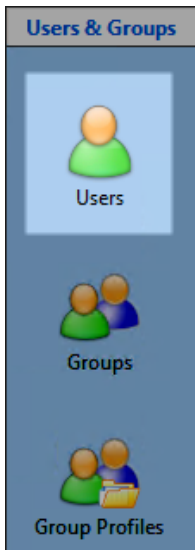
## Configuring API Access for a Third-Party System

If you want a third-party system to be able to access VMP, you must create a VMP user and configure it for API access.

1. Start the VMP Administrator application:

**All Programs > VMP > VMP Administrator**

2. Type admin (or your administrative credentials) in the **VMP Login** dialog, and click **OK**.
3. From the VMP Administrator, select **Users & Groups > Users** .



4. In the toolbar in the Users pane, click **Add** . The **End-User Settings** window appears.

5. In the **First Name** and **Last Name** fields, type a first name and last name. The actual names aren't important.
6. Select the **Enable PC Admin Console Access** checkbox.
7. In the **Vocera credentials** section, in the **Login** and **Password** fields, specify a login name and password. This is the information that the third-party system needs to know to be able to connect to the VMP Server.
8. In the **Confirmation** field, retype the password that you specified in the **Password** field.
9. Click **Next**. The Push Technology and Licensing screen appears.
10. In the **Mobile Device Access** section, clear the **Enable** checkbox.

New User

Step 2: Push Technology and Licensing

Step 1: End-User Settings  
Step 2: Push Technology and Licensing

Mobile Device Access

☒ Enable

Device type: Vocera Smartphone Client

Registration Key:  ☐ Generate key

Device PIN:

Enforce App PIN: Follow System Settings (Shared)

VMP Applications On Device

Application Name	Selected
Alert	<input checked="" type="checkbox"/>
Alert(SMS)	<input type="checkbox"/>
Alert(SNPP/WCTP/TAP)	<input type="checkbox"/>
Chat	<input type="checkbox"/>
Contacts	<input type="checkbox"/>
Content	<input type="checkbox"/>

< Back Finish Cancel Help

11. Click **Finish**.

12. In the Users pane, ensure that the user that you have just created is highlighted.

Name	Login	Device ID	Email	Public ID	Pager ID
API/Access	apiaccess				
Betty Wong	bwong		bwong@dtll.local		
Brian Forsberg	bforberg		bforberg@dtll.local		
Claudia Bernelli	cbernelli		cbernelli@dtll.local		
Default administrator	admin				
Denise Lundberg	dlundberg		dlundberg@dtll.local		
Gail Goodman	ggoodman		ggoodman@dtll.local		
Henry Thomas	hthomas		hthomas@dtll.local		

13. In the toolbar, from the **User preferences** dropdown list, select **User rights**. The Edit Rights dialog box appears.

14. In the Right Groups pane, select **Paging API Gateway**.

Edit Rights

Right Groups

<input type="checkbox"/>	Custom permissions
<input type="checkbox"/>	Contacts manager
<input type="checkbox"/>	Content manager
<input type="checkbox"/>	Distribution lists manager
<input type="checkbox"/>	Groups manager
<input type="checkbox"/>	Own group manager
<input checked="" type="checkbox"/>	Paging API Gateway
<input type="checkbox"/>	Reports viewer
<input type="checkbox"/>	Superuser
<input type="checkbox"/>	System manager
<input type="checkbox"/>	Users manager

Rights

<input checked="" type="checkbox"/>	Allow access to Paging API Gateway
-------------------------------------	------------------------------------

Right Description

OK Cancel Help

Click **OK**. The paging API user is now set up and is ready for the third-party system to use.



**Note:** To access the VMP Server, the third-party system needs the following information:

- The login name and password of the VMP user that you have just created.
- The public hostname or IP address of the VMP Server.

To locate the public hostname or IP address of the VMP Server, select **Configuration > System Options**. In the System Options window that appears, the public hostname or IP address is displayed in the **Vocera Messaging Server Public Host Name / IP** field.

System Options	
System and Networking	
Networking	
Vocera Messaging Server Public Host Name / IP	192.168.2.113
Vocera Messaging Server Internal Host Name / IP	192.168.2.113
Email	
Enable Outgoing Email	No
Display Name	
Email Address	
SMTP Server	
SMTP Port	25
SMTP Authentication	No
Security	
Device validation certificate	<a href="#">Add</a>
Enable smartphone authentication by certificate	No
Enforce SSL for smartphone connections	No
Enforce server certificate validation on smartphone	No
Enforce App PIN	Shared
App PIN Timeout (in seconds)	300
Description	
<input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/>	

## The VCS and VMP Web Console API

This URL interface enables third-party device applications running on the same device as the Vocera Collaboration Suite to perform specified tasks within it. This interface also enables applications running on web browsers to perform tasks within the VMP Web Console.

### The URL API Interface

The URL format to access the API interface depends on the application that you are accessing.

- Vocera Collaboration Suite: `voceracs://invoke?parameter1=value1&parameter2=value2...`
- VMP Web Console: `http://server/Invoke.aspx?parameter1=value1&parameter2=value2...` (replace `server` with the IP address or domain name of the VMP Web Console)

The parameters that can be provided with this URL are listed in the table below. Some parameters, as noted, can be supplied to the Vocera Collaboration Suite only.

Table 9: The URL API Interface

Parameter	Description	Supported Values
<b>commMode</b>	The Vocera Collaboration Suite application command to be performed.	<ul style="list-style-type: none"><li>• <b>Call</b> - Places a normal Vocera call.</li><li>• <b>UrgentCall</b> - Places an urgent Vocera call.</li><li>• <b>Alert</b> - Displays the New Alert screen. The recipient specified in <b>recipientKey</b> is specified as the recipient of the Alert.</li><li>• <b>Chat</b> - Displays a Chat session.</li></ul> If this parameter is not specified, the recipient's Contacts screen is displayed.
<b>recipientKey</b>	The ID of the recipient. This could be an email address, a phone number, or a Vocera ID, depending on the value of the <b>searchScope</b> parameter.	No values provided
<b>searchScope</b>	The contact or user field that should be searched when trying to find the recipient. The search criterion is specified by the <b>recipientKey</b> parameter.	<ul style="list-style-type: none"><li>• <b>email</b> - Search for an email address.</li><li>• <b>voceraID</b> - Search for a Vocera ID as defined on the VMP Server.</li><li>• <b>adID</b> - Search for an Active Directory user account name.</li><li>• <b>userPublicID</b> - Search for a Public ID as defined for a user on the VMP Server.</li><li>• <b>dlPublicID</b> - Search for a Public ID as defined for a Distribution List on the VMP Server.</li></ul>

Parameter	Description	Supported Values
<b>phoneNumber</b>	The phone number to use to place a SIP call through Vocera. If <b>recipientKey</b> and <b>phoneNumber</b> are both supplied, and <b>commMode</b> is <b>Call</b> or <b>UrgentCall</b> , the application uses <b>recipientKey</b> to try to find the recipient. If the recipient is not found using <b>recipientKey</b> , <b>phoneNumber</b> is used to place the call.	No values provided
<b>callbackURL</b>	The URL to bring the user back to the calling application. If <b>callbackURL</b> is specified, a Return icon is added to the Menu screen in place of the Help icon. Tap this icon to invoke the URL specified in <b>callbackURL</b> . The default name associated with this icon is <b>Return</b> . If the <b>callbackLabel</b> parameter is specified, its value becomes the name associated with the icon. This parameter is available for the Vocera Collaboration Suite only.	No values provided
<b>callbackLabel</b>	If <b>callbackURL</b> has been specified, the <b>callbackLabel</b> parameter specifies the name associated with the Return icon. This parameter is available for the Vocera Collaboration Suite only.	No values provided

Here is an example of a URL that can be sent using this interface:

```
voceracs://invoke?commMode=Call&recipientKey=ggoodman@vocera.com&searchScope=email
```

This searches for the email address ggoodman@vocera.com on the Vocera Collaboration Suite application. If this email address is found, a Call is placed to the user with this email address.