

Vocera Collaboration Suite Apple iOS User Guide

Version 2.0.1



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Vocera Communications, Inc.

www.vocera.com

tel :: +1 408 882 5100

fax :: +1 408 882 5101



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Introduction

Vocera Collaboration Suite for Apple iOS is an enterprise-wide solution that combines Vocera's voice and messaging capabilities into one secure, easy-to-use client application.

Modules and Features

The Vocera Collaboration Suite includes the following modules and features:

- Contacts: see [Contacts](#) on page 21
- Call: see [Call](#) on page 29
- Alert: see [Alert](#) on page 43
- Chat: see [Chat](#) on page 53
- Content: see [Content](#) on page 59

The Vocera Collaboration Suite also provides the following features:

- The ability to organize schedules: see [Schedules](#) on page 61.
- A Do Not Disturb capability: see [Do Not Disturb](#) on page 63.

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 created a Vocera Voice Server user ID for you.

Requirements

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

Requirements for the Vocera Collaboration Suite

Before downloading the Vocera Collaboration Suite, ensure that your organization has installed and deployed Vocera Messaging Platform Server 4.9.2 or later and Vocera Voice Server 4.4.2 or later.

The Vocera Collaboration Suite is backwards compatible with Vocera Messaging Platform Server 4.9 and Vocera Voice Server 4.4.1, but some features will not be functional.

iPhone and iPad Requirements

Model	Description
iPhone Models Supported	<ul style="list-style-type: none">• Apple iPhone 4S• Apple iPhone 5• Apple iPhone 5C• Apple iPhone 5S• Apple iPhone 6• Apple iPhone 6 Plus

Model	Description
iPad Models Supported	<ul style="list-style-type: none">• Apple iPad (second generation or later) Wi-Fi• Apple iPad (second generation or later) Wi-Fi + Cellular• Apple iPad mini Wi-Fi• Apple iPad mini Wi-Fi + Cellular
Client OS Requirement	iOS 7.1 or later



Getting Started

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

Installation

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

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

Installing Vocera Collaboration Suite for Apple iOS 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 Vocera Collaboration Suite for Apple iOS 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 Vocera Collaboration Suite for Apple iOS

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 [Installation](#) on page 9 to install Vocera Collaboration Suite.

Connection Status

When the Vocera Collaboration Suite application is unable to connect to the VMP Server, a banner appears that indicates that there is no connectivity to the server. This banner appears in all screens except for the Menu screen.

Launching the App

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

1. Locate the icon for Vocera Collaboration Suite on your iPhone home screen.



2. Tap the Vocera icon to launch the application.

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



Note: You may be required to supply a four-digit personal identification number (PIN) when registering. For details on the PIN, see [Setting Your PIN](#) on page 13.

Configuring a Shared Device

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

1. Start the Vocera Collaboration Suite.
2. In the Configuration screen, select Shared Device.
3. If your Vocera system is set up for autoconfiguration, the VMP Server IP address appears in the Server Name or IP field. If no IP address appears, or if you want to use a different server, enter the 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 IP address appears in the Server Name or IP field. Otherwise, enter the 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.

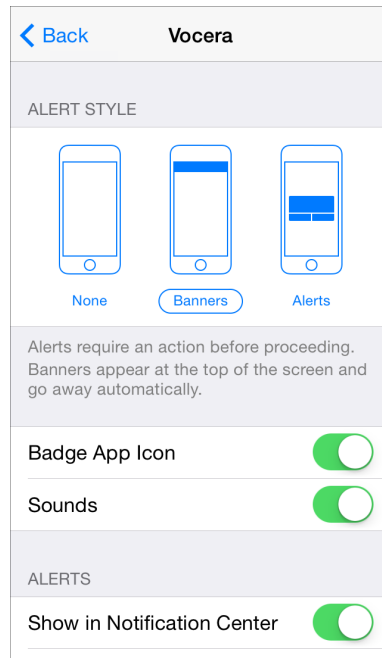
Setting Up Notifications

Your device can use Apple's notification service to notify you when you receive a Vocera notification while the Vocera Collaboration Suite is minimized. The notification can include a sound, a badge app icon, a banner across the top of the screen, or an alert popup message.

1. Choose Settings > Notification Center.
2. In the Notification Center list, tap the Vocera icon.



The Vocera notifications screen appears.



3. Select any or all of the following options.

Field	Description
Alert Style	Select how the app will inform you that you have received a Vocera notification. The default setting is Banners, which displays a banner at the top of the screen.
Badge App Icon	Select On to display the number of notifications on the Vocera Collaboration Suite icon.
Sounds	Select On to have the app play a sound when you receive a Vocera Collaboration Suite notification.
Show in Notification Center	Select On to show notifications in the Notification Center.
Include	The number of most recent notifications to show in the Notification Center. The default is 5.
Show on Lock Screen	Select On to display the notification when the screen is locked, and in the Notification Center when it is accessed from the lock screen.

Note: The notification count shown here may differ from the notification count displayed in the Menu screen when you start the Vocera Collaboration Suite. This is because the notification count shown here displays the number of new notifications since the app was last opened, and the notification count in the Menu screen is counting unread or unheard messages. When you start the app, the notification count shown here is reset to zero, but the notification count in the Menu screen remains unchanged.

If you are having difficulty hearing tones or sensing vibrations on your device, ensure that the Vibrate on Ring setting is active, and that the Ringer and Alerts control is not set to a low volume.

Logging In and Out

If your device is a shared device, you must log in to access the Vocera Collaboration Suite.

Note: 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.

When you are logged in, your name and photo are displayed at the top of the Menu screen.

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.

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*.
5. If your system requires a four-digit PIN, enter it in the screen provided. See [Applying a User PIN](#) on page 13 for more details on the PIN.

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

Logging Out from a Shared Device

To log out of a shared device, tap *Logout*. This is located at the top right of the *Menu* screen. When asked to confirm that you want to log out, click *OK*.

Logging In from an Additional Shared Device

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

Applying a User PIN

When you log into the Vocera Collaboration Suite, you may be asked to provide a four-digit personal identification number (PIN). This ensures that your application is not accessed by an unauthorized user.

A PIN is required if:

- Your system administrator is enforcing the use of a PIN.
- In the *Profile Options*, you have set the *App Level PIN* option. See [Editing the Profile Options](#) on page 17 for more information on the *Profile Options*.

Setting Your PIN

If your system requires all users to supply a four-digit PIN to log into 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*.

1. In the *Enter your PIN* screen, enter your new four-digit PIN.
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 it when you log in.

1. In the *Enter your PIN* screen, type your four-digit PIN.
2. If you do not type the correct PIN, you can do any of the following:
 - Attempt to type the PIN again.
 - Log out from the Vocera Collaboration Suite (if the device is a shared device).

- Reset your PIN. See [Resetting Your PIN](#) on page 14 for more information on resetting your PIN.

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

Resetting Your PIN

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

1. In the Enter your PIN screen, tap **Reset my PIN**. This button appears only after you have typed your PIN incorrectly.
2. In the login screen, type your username and password.
3. Enter your new four-digit PIN.
4. Confirm your new four-digit PIN.
5. Continue using the Vocera Collaboration Suite.

Viewing the Tutorial

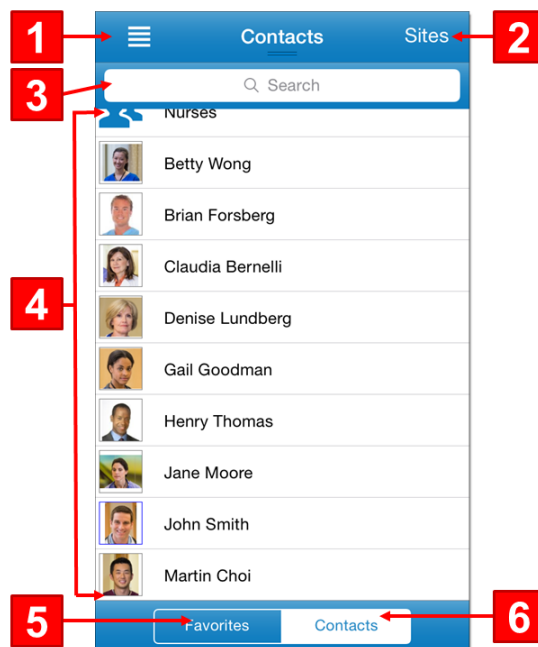
When you start the Vocera Collaboration Suite for the first time, a brief tutorial appears that describes how to interact with its interface. Swipe each screen of the tutorial to view the next screen.


To view the tutorial again, go to the Menu screen, tap **Profile**, **Options**, and **Launch Tutorial**.

Using the Contacts Screen

The **Contacts** screen lists all of the users and groups with which you can communicate. This screen appears when you log into or start the Vocera Collaboration Suite.

This diagram shows the layout of the Contacts screen:



- 1 The  button. This button takes you back to the Menu screen. You can also access the Menu screen by swiping from left to right across your device.
- 2 The Sites button. For more information on sites, see [Displaying Contacts In Sites](#) on page 25.

- 3 The Search 🔍 field. Use this field to search for contacts that match the text that you type. See [Finding a Contact](#) on page 24.
- 4 The list of contacts currently being displayed. This list is affected by any search text that you have typed.
- 5 The Favorites tab. This specifies that only contacts that have been marked as Favorites are to be displayed. This tab is selected by default if you have created any Favorites. For more information on Favorites, see [Adding a Favorite](#) on page 25.
- 6 The Contacts tab. This specifies that all contacts are to be displayed.

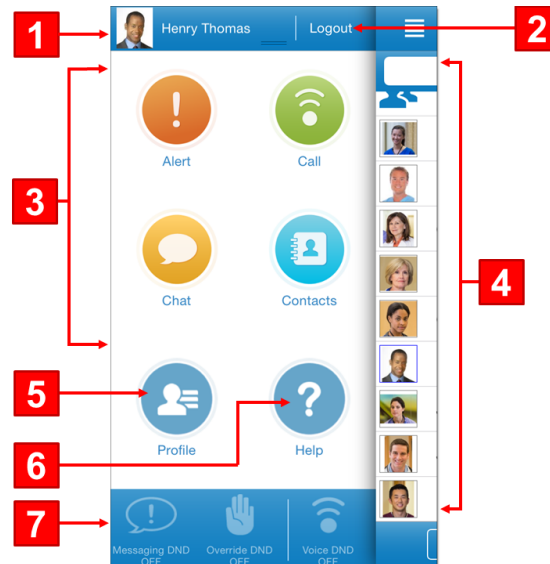
Using the Menu Screen

The **Menu** screen lists all of the ways that you can use Vocera Collaboration Suite to communicate with other users. To access the Menu screen from the Contacts screen or any other module screen, tap the ☰ button or swipe from left to right across your device.



The layout of the Menu screen depends on whether you have access to the Content module. If you have access to this module, the Menu screen looks like this:



If you do not have access to the Content module, the Help icon is displayed instead of the Content icon:



The following table describes the layout of the Menu screen:

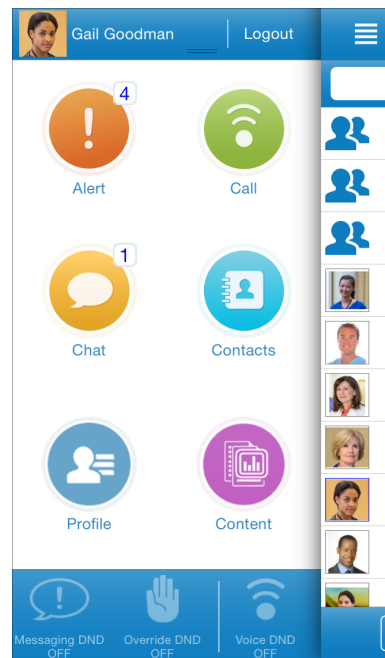
1	The name of the user accessing the Vocera Collaboration Suite. A photo of the user is displayed if it is available.
2	The Logout button. This button is available on shared devices only. See Launching the App on page 10 for more details.
3	<p>The Vocera Collaboration Suite functionality is organized into modules:</p> <ul style="list-style-type: none"> • Alert: see Alert on page 43 • Call: see Call on page 29 • Chat: see Chat on page 53 • Contacts: see Contacts on page 21 <p>If you are using the Vocera Collaboration Suite with a Bluetooth device, a Bluetooth icon  is displayed on the Call icon.</p> <p>If you are using a badge in Dual Mode, a badge icon  is displayed on the Call icon. See Using a Badge in Dual Mode on page 65 for more details.</p>
4	<p>When you are viewing the Menu screen on an iPhone, part of the screen for the last module that you worked in is displayed at the right of the viewing area. Swipe this screen part from right to left to display this module. When you are viewing the Menu screen for the first time, the Contacts module is displayed at the right.</p> <p>When you are viewing the Menu screen on an iPad in landscape mode, the Menu screen is displayed at the left. For all modules other than Profile Options and Do Not Disturb, the module information is displayed on the right of the screen, allowing you to view both simultaneously.</p> <p>When you are using an iPad in portrait mode, and accessing a module, tap <i>Menu</i> to display the Menu screen.</p>
5	Access to the Profile options. For more information, see Editing the Profile Options on page 17.

- 6** Access to the Content module or the online help.
For more details on the Content module, see [Content](#) on page 59. For information on the online help and how to access it, see [Viewing Help](#) on page 18.
- 7** The Do Not Disturb settings (see [Do Not Disturb](#) on page 63).

Because the Menu screen can be easily accessed from any Vocera Collaboration Suite module, you can perform multiple tasks at the same time.

Note: If you have reached the Vocera Collaboration Suite from another application, a banner is displayed at the bottom of the Menu screen. Click this banner to return to that application.

Each module icon on the Menu screen displays a count of the number of unread or unheard messages:



Editing the Profile Options

Use the Profile Options to customize the Vocera Collaboration Suite. To access the Options, go to the Menu screen, tap Profile, and tap Options.

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

Option	Description
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.

Option	Description
Call Notifications	The tone and optional vibration to use when receiving Call notifications.
Alert Notifications	The tone and optional vibration to use when receiving Alert notifications.
Chat Notifications	The tone and optional vibration to use when receiving Chat notifications.
Notify Me	The tone and optional vibration to use when receiving Alert Response notifications.
New Content Notifications	The tone and optional vibration to use when receiving New Content notifications.
# of Alerts to Store	The number of Alerts to be stored. The default is 400, and the maximum allowed is 700.
Store my Alerts for	The number of days for which Alerts are to be saved. The default is 14 days, and the maximum allowed is 30.
Remind me Later	When you select View Later from an Alert notification popup, the number of minutes to wait before reminding you of the Alert.
Inbox Timestamp	The timestamp to use for stored Alerts. This can be one of the following: <ul style="list-style-type: none"> Sent – The time at which the Alert was received by the VMP Server. Received – The time at which the Alert was received by the device.
Default Alert View	Which Alerts are to be displayed in the Alert screen by default. Select one of All , Inbox , or Sent .
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.
User Name	The name of the user using the Vocera Collaboration Suite.
Device ID	The ID of the device that the Vocera Collaboration Suite is running on.
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. You can specify whether to provide additional details to help with troubleshooting. Log files can be uploaded to the server or sent by email to the Vocera support team.

Viewing Help

The Vocera Collaboration Suite contains two sources of help:

- Some screens provide onscreen help that explain the screen in more detail.
- An on-line version of the User Guide is also available.

If onscreen help is provided for a screen, a help indicator appears at the top of the screen:



Tap this indicator to display the onscreen help.

To access the online User Guide:

1. On the Menu screen, tap the [Help](#) icon if it is available, or tap [Profile](#) and then tap [Help](#).
2. Select a topic to display. If this topic has subtopics, continue selecting until the information that you want to view is displayed.

Terminating the App

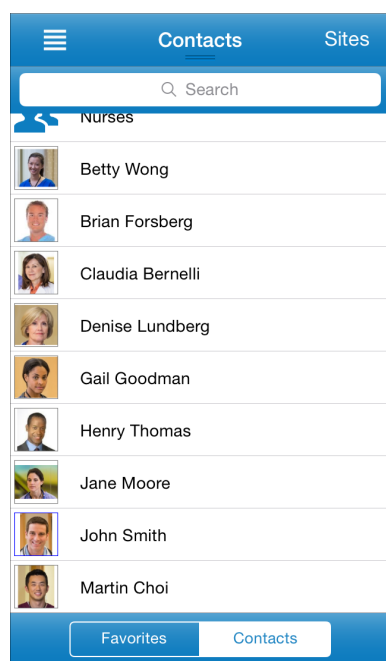
If you terminate the Vocera Collaboration Suite, you still receive notifications from the APNS (Apple Push Notification Service), but with the following limitations:

- Your device does not poll for new messages.
- The message priority is ignored: High, Normal, and Low priority messages are treated equally.
- To receive Vocera Collaboration Suite messages, you must set your Alert Style to [Banners](#). See [Setting Up Notifications](#) on page 11 for more information on the Alert Style and other notification settings.

Contacts

The **Contacts** screen lets you easily access the information of other users and groups from a mobile device. The **Contacts** screen displays:

- All users
- All Distribution Lists to which you belong or have been granted access
- All of your organization's Voice Groups
- All Global Address Book entries that have been set up on the Vocera Voice Server



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 25 for more information on viewing sites.

From the **Contacts** screen, you can use the buttons at the bottom of the screen to specify the Vocera contacts to view. The following view options are available:

Options	Contacts Displayed
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 25.
Contacts	All Vocera contacts.

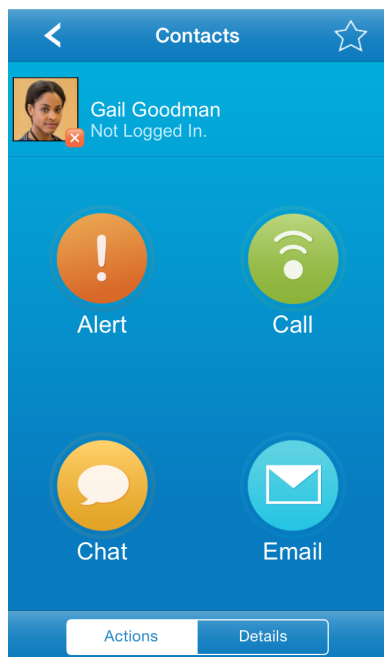
The list of contacts can also contain the following collections of contacts:

- Distribution Lists, which are groups of users, such as on-call doctors or nurses. Distribution Lists are created by the Vocera administrator, and you can view any Distribution List that you belong to or for which you have been granted access permissions.
- Voice Groups, which are groups of users that can receive Vocera calls. Voice Groups can be nested (a Voice Group can contain another Voice Group). These are also created by the Vocera administrator.

Note: When contacts are obtained from multiple sources, the Vocera Collaboration Suite attempts to merge duplicate contacts whenever possible.

Communicating with Contacts

When you tap a contact in the **Contacts** list, the communication options for that contact appear.



The options that are available for a contact depend on the type of contact and on how they access the Vocera system.

Table 1: Contact options

Option	When Available
Alert	If the contact is a Voice user only, a Voice Group, or a Distribution List (if alertable), or if the contact is a Vocera Collaboration Suite user and belongs to at least one alertable Distribution List.
Call	<p>If you are logged in and connected to the Vocera system over Wi-Fi:</p> <ul style="list-style-type: none"> • If the contact is a Voice enabled user, you can make a Vocera call to this contact through Wi-Fi. • If the contact is not a Voice enabled user, but does have at least one phone number, you can place a phone call through the Vocera system to this contact. <p>If you are not logged in to the Vocera system on WiFi (for example, if you are out of the building), the Vocera Collaboration Suite uses Vocera Access Anywhere to make a Vocera call to this contact through your device's phone.</p>
Chat	<p>If the contact is:</p> <ul style="list-style-type: none"> • A Vocera Collaboration Suite user that belongs to at least one chatable Distribution List. • A chatable Distribution List.

Option	When Available
Email	If there is at least one email address available for the contact.

Note: If a communication option is not available, the icon appears gray.

For instructions on how to call someone from the [Contacts](#) list, see [Calling a Contact](#) on page 34 or [Calling a Contact Urgently](#) on page 34.

Sending an Alert from the Contacts Screen

From the Contacts screen, you can send an Alert to any contact.

1. On the Menu screen, tap [Contacts](#). The Contacts screen appears.
2. Tap a contact.
3. Tap [Alert](#).
4. Compose the Alert, and tap [Send](#) when you are finished.

For details on how to compose an Alert, see [Sending an Alert](#) on page 46.

Starting a Chat from the Contacts Screen

From the Contacts screen, you can start a Chat session with any contact.

1. On the Menu screen, tap [Contacts](#). The Contacts screen appears.
2. Tap a contact.
3. Tap [Chat](#).

A Chat session opens with that contact.

Sending Email From the Contacts Screen

From the Contacts screen, you can send an email message to any contact.

1. On the Menu screen, tap [Contacts](#). The Contacts screen appears.
2. Tap a contact.
3. Tap [Email](#).
4. If your contact has multiple email accounts, select the email account to use.
5. Compose your email, and send it when you are finished.

Contact Types and Status

Vocera categorizes contacts as individual users, Voice Groups, and Distribution Lists. The different contact types are indicated by icons as shown:



A Vocera user. This icon appears if the user's picture is not displayed.



A Voice Group or Distribution List.





For each contact that is a person and is a Vocera user, a status icon and text are displayed that indicate the presence and availability of the contact. Each status is one of the following:



Logged In



Logged In-Calls Forwarded

	Do Not Disturb
	Do Not Disturb-Calls Forwarded
	Not Logged In
	Not Logged In-Calls Forwarded


The contact status includes Calls Forwarded only when all calls are being forwarded.

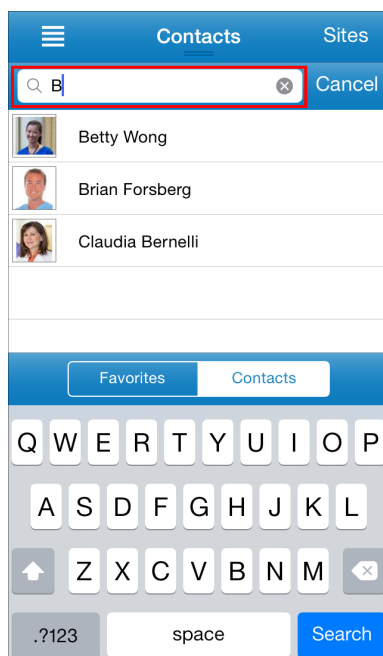
Finding a Contact

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

Finding a Contact on the Contacts screen

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

- In the navigation bar, tap **Contacts**.
If you have created a list of Favorites, tap **Favorites** to search in this list. See [Adding a Favorite](#) on page 25 for more information on Favorites.
- In the **Search**  field, type the first few characters of the contact's name. Each character you type performs an incremental search displaying a list of closest matching contacts.



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

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

Finding a Contact in a Distribution List or Voice 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, select the Distribution List or Voice Group that you want to search.
2. In the Distribution List or Voice Group, tap *Members*.
3. If the Distribution List or Voice Group member is not immediately visible, you can search for the contact. In the *Search* 🔍 field, type the first few characters of the contact's name to display a list of closest matching contacts.

Adding a Favorite


Favorites 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: If a Favorite is a Vocera user, the contact status for the user is displayed in the Favorites list. This lets you quickly determine whether the Favorite is logged in to the Vocera system. See [Contact Types and Status](#) on page 23 for more information on contact status.

1. On the Contacts screen, in the navigation bar, tap *Contacts*.
2. In the *Search* 🔍 field, type the first few characters of the contact. Each character you type performs an incremental search displaying a list of closest matching contacts.
3. Tap on a contact to display it.
4. Tap  to add the contact to your Favorites list.


Removing a Favorite

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

1. On the Contacts screen, in the navigation bar, tap *Favorites*.
2. Tap the contact that you want to remove from the Favorites list.
3. Tap  to remove the contact from your list of Favorites.

Displaying Contacts In Sites

If your Vocera system includes multiple sites, you can specify which sites are to have their contacts displayed on the Contacts screen.

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

Displaying Contact Details

You can display detailed information for any contact in your system.

1. On the Contacts screen, tap the contact.

2. Tap **Details**. A screen appears, listing the contact details.

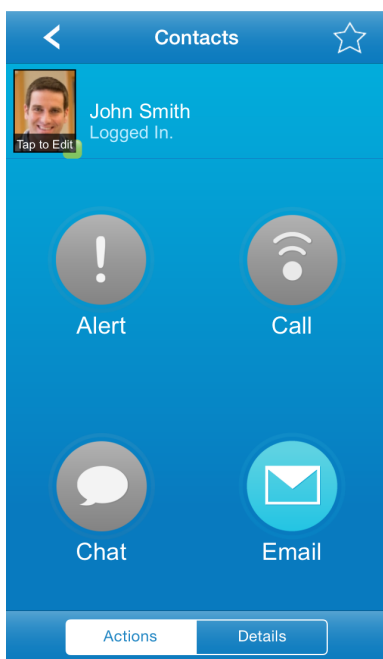
The contact details that are displayed depend on what the Vocera administrator has set up on your system, and may include the site to which the contact belongs, the email address for the contact, and phone numbers for the contact. If you click on a phone number link on this screen, the call is made through the device's phone system, not the Vocera system.

Note: On the iPad, you do not have to tap the contact to display the contact details. The contact details automatically appear at the right of your screen.

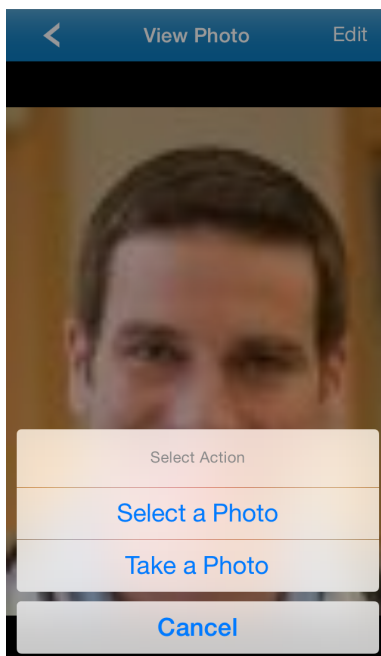
Updating Your Contact Photo


From the Contacts screen, you can update your contact photo.

1. From the Menu screen, tap **Contacts**.
2. Locate your contact information, and tap it. The Contacts screen appears.



3. If the photo is editable, a **Tap to Edit** button appears. Tap the photo to display it in the full screen.
4. Tap **Edit** to edit the photo. A popup menu appears, listing the editing choices that are available to you.



5. Select one of the following options:
 - Select a Photo: Select an existing photo to use as your contact photo.
 - Take a Photo: Take a new contact photo.
 - Cancel: Cancel editing.
6. If you have not updated your photo, tap  to return to the Contacts screen.

Call

In the Vocera Collaboration Suite, you use the Call module to send and receive calls. You can place a call using the Genie, or use the keypad to call an extension, local phone number, or long distance number.

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.

You can also make calls from within other Vocera Collaboration Suite modules:

- For details on how to place a call from within an Alert, see [Placing a Call From an Alert](#) on page 49 or [Returning a Call From an Alert](#) on page 50.
- For details on how to place a call from within a Chat session, see [Placing a Call From a Chat](#) on page 56.

Getting Started with Call



To access the Call module, go to the Menu screen and tap the **Call** button. The Call screen appears.



Figure 1: iPhone call button

The Call screen contains the following buttons:

Table 2: Call screen buttons on mobile devices

Button	Description
	The Call button. Use this button to communicate with the Genie.
	Access the numeric keypad.
Special Actions	Display the special calling actions available from the Call screen: <ul style="list-style-type: none"> • Make a panic call. • Start or join an instant conference.


Note: You can use the Call module 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 63 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. From the Menu screen, tap Call. The Call screen appears.
2. From the Calls screen, tap the Call  button, and wait for the Genie to answer.
3. To end communication with the Genie, tap End.

Note: You can train the Genie to recognize your voice. For details, see [Training the Genie](#) on page 71.

Basic Genie Commands


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

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


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

Leaving a Voice Message

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

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

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

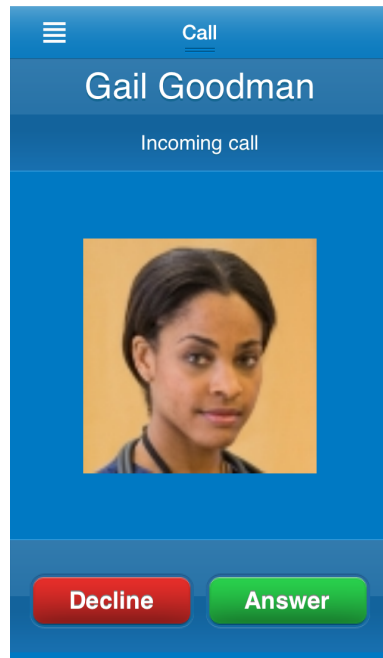
After the tone, say the message. When you are finished, do **not** tap **End**. Tap **Call** .

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

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

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.



Tap Answer to answer the call.

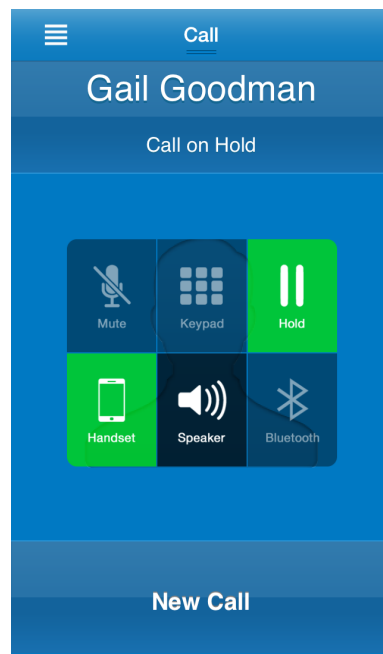
Note: If the screen is locked, swipe to unlock the screen, then press Answer.

See [Editing the Profile Options](#) on page 17 for more details on the Profile Options.

Putting a Caller on Hold

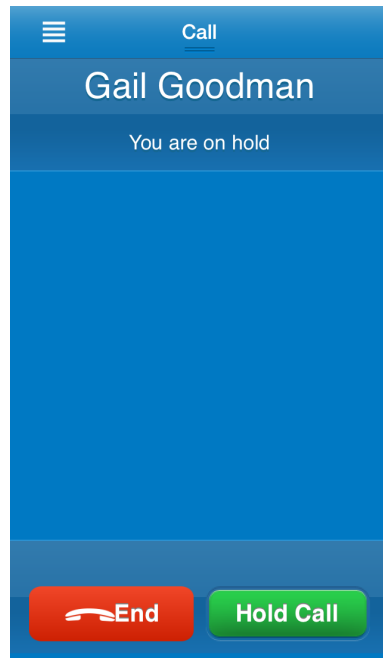
If you have placed a call or are receiving a call, you can put the call on hold.

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



2. To rejoin the call, tap Hold again.

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



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

Ending a Call

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

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

Other Call Operations


From the Call module, 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. On the Menu screen, tap **Call** to display the Call screen.
2. On the Call screen, tap the Keypad  button. The keypad appears.
3. Enter the number.
4. Tap **Call**.
5. When the call is answered, the Call in Progress screen appears.

Using Department Names

If your Vocera administrator has set up departments, they are a convenient way to contact other users on the Vocera system. When you use a department in a voice command, Vocera can:

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

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

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

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

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

Calling a Role

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

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

Calling a Contact

From the Contacts screen, you can call any contact that has Voice capability.

1. In the Contacts screen, in the Search α 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. A screen appears that lists the contact methods available for that contact.
3. Tap Call to call the contact.

Calling a Contact Urgently

From the Contacts screen, you can make an urgent call to any contact that has Voice capability.

1. In the Contacts screen, in the Search α field, type the first few characters of the contact to which you want to make an urgent call. A list of the closest matching contacts is displayed.
2. Tap the name of the contact. A screen appears that lists the contact methods available for that contact.
3. Tap and hold the Call button.
4. Do one of the following:
 - Tap Urgent Call to make the urgent call.
 - Tap Cancel to cancel the call.

Calling from the Favorites List

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

1. In the Contacts screen, tap Favorites.

Note: If you have not added contacts to your Favorites list, see [Adding a Favorite](#) on page 25.

2. In the Favorites list, tap the name of the contact. A screen appears that lists the contact methods available for that contact.
3. Tap **Call** to call the contact, or press and hold **Call** and tap **Urgent Call** to make an urgent call to the contact.

Calling a GAB Entry

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

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

1. In the Contacts screen, in the **Search** field, type the first few characters of the Global Address Book entry that you want to call. A list of the closest matches is displayed.
2. Tap the name of the Global Address Book entry. A screen appears that lists the contact methods available for that entry.
3. Tap **Call** to call the Global Address Book entry.
4. If more than one phone number is defined for this entry, tap the phone number that you want to call.

Dialing a GAB Entry

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

1. In the Contacts screen, in the **Search** field, type the first few characters of the Global Address Book entry that you want to call. A list of the closest matches is displayed.
2. Tap the name of the Global Address Book entry. A screen appears that lists the contact methods available for that entry.
3. Tap **Details**.
4. In the screen that appears, tap the **Business Phone** link to call the Global Address Book entry's work phone number, or tap the **Cell Phone** link to call the entry's cell phone number.

Calling a Voice Group

You can call or broadcast to any of the Voice Groups that have been set up in your Vocera system. When you call a Voice Group, you are actually calling an available member of that group, not everyone in it. The Vocera system determines which member to try first, based on the ordering method the system administrator or group manager chooses.


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

1. In the Contacts screen, in the **Search** field, type the first few characters of the Voice Group that you want to call. A list of the closest matching contacts is displayed.
2. Tap the name of the group. A screen appears that 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 30.

Calling a Voice Group Urgently

You can make an urgent call to any Voice Group.

1. In the Contacts screen, in the Search  field, type the first few characters of the Voice Group that you want to call. A list of the closest matching contacts is displayed.
2. Tap the name of the group. A screen appears that lists the contact methods available for that group.
3. Tap and hold Call.
4. Tap Urgent Call.

Placing a Second Call

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

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

Switching Between Calls

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

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

Receiving a Second Call

The Vocera Collaboration Suite allows you to switch between a cellular phone call and a Vocera Wi-Fi call. However, the Vocera Collaboration Suite application cannot automatically put a cellular call on hold when you answer another call. The following tables recommend how to handle a second incoming call when the current active call is a cellular call or a Vocera call.

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

Current Active Call	Cellular call
Incoming Call	Vocera Collaboration Suite call
What Happens	You hear a Vocera Collaboration Suite ringtone, and an alert appears onscreen telling you to end the cellular call before switching to Vocera Collaboration Suite to accept the new call.
Recommended Action	<p>Do one of the following:</p> <ul style="list-style-type: none"> • 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.

Sending a Page

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


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

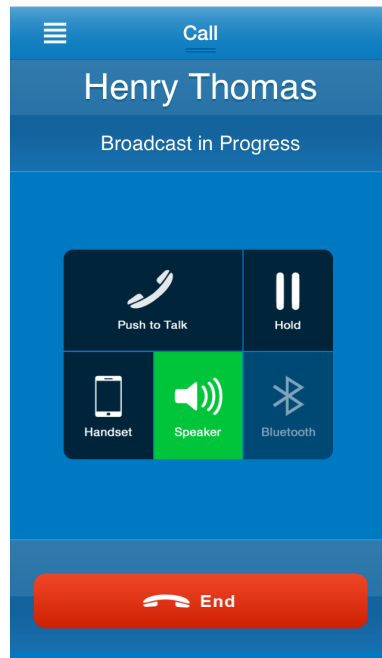
Additional voice commands let you use a Vocera device to send a numeric page to any arbitrary number. If you dial full 7- or 10-digit numbers to send a page in your environment, issue the command, "Page an outside number." When the Genie prompts you for the number of the pager, say the area code and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

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

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.

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. A screen appears that lists the contact methods available for that group.
3. Tap and hold Call.
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.

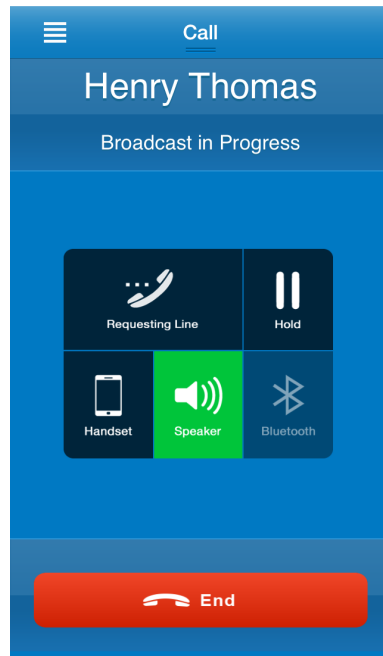
1. In the Contacts screen, in the Search α field, type the first few characters of the Voice Group that you want to broadcast to. A list of the closest matching contacts is displayed.
2. Tap the name of the group. A screen appears that lists the contact methods available for that group.
3. Tap and hold Call.
4. Tap Urgent Broadcast.

Broadcasting Using the Genie

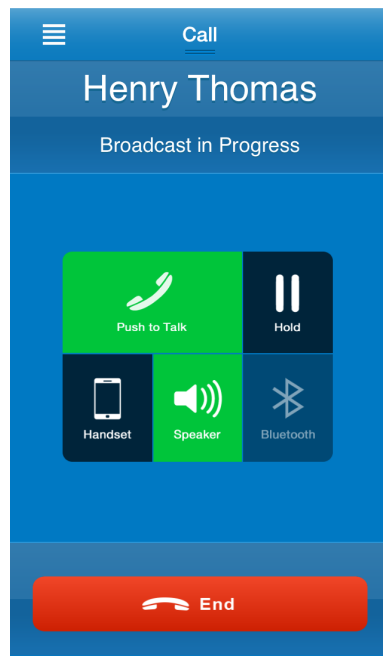
You can use the Genie to make a broadcast or an urgent broadcast to a Voice Group. The following table lists the commands that you can use.

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 30.

Buttons Available During a Broadcast

Recipients of a broadcast may cancel it by tapping **End** during the broadcast. Recipients may also respond to everyone in the broadcast group by touching and holding **Push To Talk** before the broadcast ends.

The following table describes the buttons available during a broadcast:

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

You can also specify whether to use the handset, speaker, or Bluetooth to communicate. See [Selecting the Communication Method](#) on page 41 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.

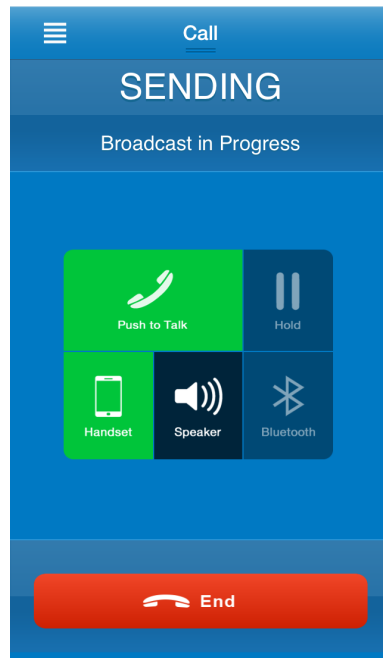
Because this feature initiates an urgent broadcast, it interrupts any other calls or broadcasts that are in progress.

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

Using Instant Conferences

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

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:



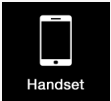

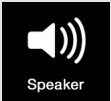

- If someone else is broadcasting, the screen indicates that the line is busy. When the line becomes free, tap **Push to Talk** to gain access to it.
3. When you have gained access, begin talking. Everyone in the conference hears you.
 4. When you are finished talking, tap the **Push to Talk** button.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

Selecting the Communication Method

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 5: Communication Methods

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

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

Note: The 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.

Alert

In the Vocera Collaboration Suite, the Alert module enables you to process:

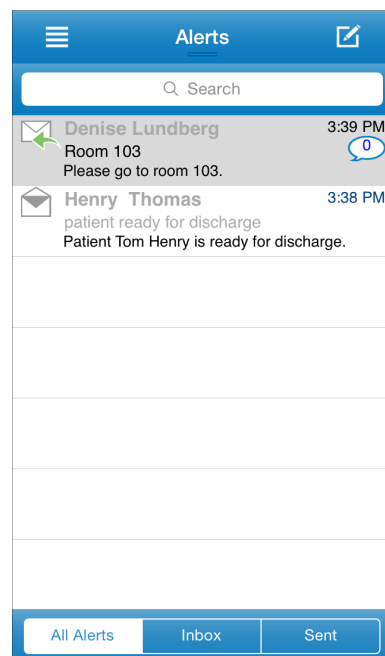
- Alerts
- Text messages
- Alerts from third-party systems and other apps
- Messages sent from the VMP Web Console.

The Alert module provides reliability, security, and storage of sent and received Alerts.

Note: In the Profile Options, you can specify the maximum number of Alerts to store and the length of time to store them. See [Editing the Profile Options](#) on page 17 for more details.

Viewing Alerts

In the Vocera Collaboration Suite, all Alerts that you have sent and received can be viewed from the Alert screen. To view the Alert screen, tap *Alert* in the Menu screen. A list of Alerts appears.



On the Alert screen, you can tap any of the buttons at the bottom of the screen to specify what Alerts are to be displayed. The following options are available:

Option	Description
All Alerts	Display both sent and received Alerts.
Inbox	Display received Alerts only.
Sent	Display sent Alerts only.

Received Alerts include the following:

- Alerts sent to a Distribution List or Escalation Distribution List that you belong to.
- Alerts sent to an On-Call Distribution List that you belong to, when your on-call status was set to On-Call or Monitor. See [Schedules](#) on page 61 for more information about changing your on-call status.
- Messages sent from applications that use the Vocera Administration Interface (VAI).
- Alerts from third-party systems and other apps.
- Messages sent from the VMP Web Console.
- Pages sent from a Vocera Voice user or from a standard paging device.

Tap any Alert to open the Alert Overview view. (See [The Alert Overview View](#) on page 50 for more details on this view.)

Note: You can use the Profile Options to specify whether All Alerts, Inbox, or Sent is to be displayed by default when the Alert screen first appears. For details, see [Editing the Profile Options](#) on page 17.

Alert Information

When an Alert is displayed in the Alert screen, the following information is displayed:



- | | |
|----------|--|
| 1 | The message status indicator. If appears below the message status indicator, the Alert is of High priority. If appears below the message status indicator, the Alert is of Low priority. |
| 2 | The sender or recipients. |
| 3 | The subject of the Alert. |
| 4 | A message preview, consisting of the first few words of the Alert. |
| 5 | The timestamp. |
| 6 | The response status indicator, if this is an Alert that has been sent to you or an Alert that you have sent that may have received a response. |







The timestamp displays the following, depending on when the Alert was sent or received:

Table 6: Alert timestamp types

Date	Timestamp Displayed
Current day	The time of the message in HH:MM AM/PM format
Previous day	Yesterday
2 to 6 days ago	The day of the week
More than 6 days ago	The date on which the Alert was sent







The message status indicator is one of the following:

Table 7: Alert message status indicators

Indicator	Description
	The Alert has been received, but has not yet been viewed.
	The Alert has been received and viewed.
	A Mass Alert has been received. This is an Alert that has been sent to more than 200 recipients. For more details, see Creating a Mass Alert on page 49.
	The Alert has been sent successfully.
	A time-sensitive Alert has been sent.
	The Alert was sent unsuccessfully.

Each received Alert that is displayed in the Alert screen, except for Mass Alerts, includes a response status indicator, which is one of the following:

Table 8: Received alert status indicators

Indicator	Description
	This is the Responded Alert status. The Alert has been received and responded to.
	The Alert has been sent, but not all recipients have responded. Note: The number displayed in this response status is the number of recipients who have responded to the message. The total number of recipients, including those who have not yet responded, is listed in the Alert Overview View. See The Alert Overview View on page 50 for more details.
	The Alert has been received, but no response has been sent.
	The Alert has been received, and the attempt to send a response has failed.
	A time-sensitive Alert has been received but has not been responded to. When it is responded to, the response status changes to Responded Alert.
	A time-sensitive Alert has been received, and the response time has expired.

Responding to an Alert

When an Alert is sent to you, or is sent to a Distribution List or Voice Group that you belong to, it may appear on your device as a popup message or trigger an audible tone or vibration notification.


Alerts that require a response include a red [Response Required](#) button. Tap this button to provide your response. The required response may be either a text response or a multiple choice response.

- If the Alert requires a text response, type the response in the field provided and click [Send](#).
- If the Alert requires a multiple choice response, select one of the choices provided. If a field is provided for an additional text comment, you can optionally type the additional comment into this field. Click [Send](#) when you are done.
- If the [Call Back](#) button appears at the bottom of the screen, tap this button to call the person or destination that the Alert originated from.

For details on viewing Alerts you have responded to or sent, see [Viewing Alerts](#) on page 43.

Starting a Chat or Call When Responding to an Alert

When responding to an Alert, you can start a Chat session with the person who sent you the Alert if this person has Chat capability, and you can place a call or an urgent call if this person has Voice capability.


1. Tap .
2. Do one of the following:
 - Tap **Chat** to start a Chat session with the person that sent you the Alert.
 - Tap **Call** to call the person that sent you the Alert.
 - Tap **Urgent Call** to make an urgent call to the person that sent you the Alert.
 - Tap **Cancel** to return to the Alert screen.

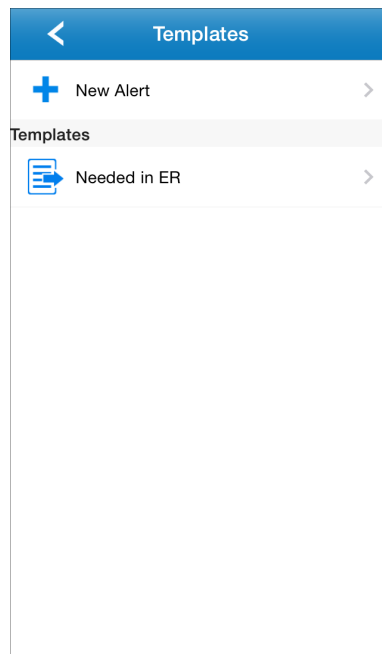
Note: If a response is required, starting a Chat session or placing a call is not considered a response. The **Response Required** button is still displayed at the bottom of the Alert screen.

You can also start a Chat session or place a call or urgent call after the Alert has been responded to. For details, see [Starting a Chat From an Alert](#) on page 49 or [Placing a Call From an Alert](#) on page 49.


Sending an Alert

Use the following steps to compose and send an Alert.

1. From the Menu screen, select **Alert**.
2. Tap .
3. If you have had any Alert Templates defined for your use, the Templates screen appears.



To create an Alert without using a template, tap **New Alert** and continue with these steps. Follow the instructions in [Sending an Alert From a Template](#) on page 48 to create an Alert from a template.

4. Tap in the **To:** field and tap  to display the list of contacts. Filter the list of contacts using the following options, available at the bottom of the screen:
 - **Favorites:** Show favorites only.
 - **All:** Show all users and groups.

- DL: Show groups only.
 - Users: Show users only.
5. Tap one or more contacts to add these persons or groups to the list of Alert recipients, and tap Done.
- Note:** If you have added more than one recipient and want to remove recipients that you have added, select the recipients and tap Remove Recipients.
6. Tap in the Subject field and use the device keyboard to enter the subject text.
 7. Tap in the Message field and use the device keyboard to enter the message text.
 8. Configure the Alert Options.

Table 9: Alert options

Option	Description
Priority	Select one of the following options: <ul style="list-style-type: none"> • High • Normal • Low
Alert Expiration	The amount of time in which a response is expected. If the Alert is not responded to before it expires, it remains in the responder's mailbox but cannot be responded to. Select one of the following: <ul style="list-style-type: none"> • Never • 2 Minutes • 5 Minutes • 10 Minutes • Custom - Enter the amount of time, in minutes, before the Alert expires.
Override Notifications	Whether to override the user's device notification settings. This is set by default if the Alert Priority is set to High. This option is available only if the Vocera administrator has configured the server to allow overrides.
Response Options	Select from one of the following options: <ul style="list-style-type: none"> • None • Text Response - The user must respond with a text reply. • Multiple Choice - The user must respond by selecting from a choice you configure. For details about creating Multiple Choice options, see Creating Multiple Choice Responses on page 47.
Notify Me	Whether to notify you if a specified number of users have responded to this Alert within an indicated time. See Setting up Response Notification on page 48 for more details.


9. Tap Send.


Note: If you send an Alert to a user who is logged into a badge, the Alert is received as a text message on that device.

Creating Multiple Choice Responses

Multiple choice responses can be added to an Alert to prompt the user for a specific reply, and to increase the speed at which a response can be provided.

Use the following steps to create multiple choice responses for Alerts.

1. When composing an Alert, tap Response Options.
2. Select Multiple Choice. The Multiple Responses pane appears.
3. In the text field provided, enter the first response option. When you have finished typing this option, another response option field appears.
4. Repeat the previous step until all response options have been provided. To remove a response option, tap .

5. Set **Allow Text Comment** to **On** if you want to allow the responder to provide a text comment when selecting a response option.
6. Tap  when finished.

Sending an Alert From a Template

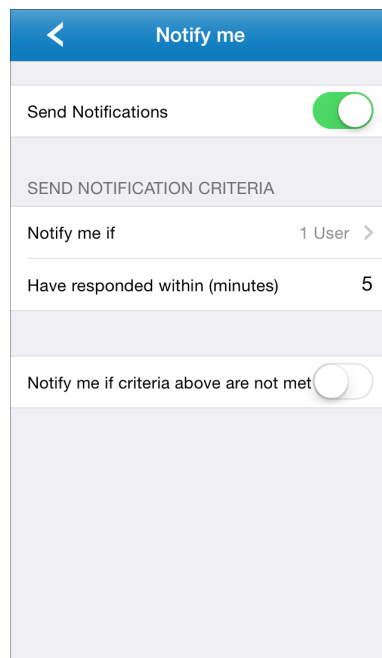
If there are Alerts that you commonly send, your Vocera administrator may have defined one or more Alert Templates to make it easier to create and send these Alerts.

1. From the Menu screen, select **Alert**.
2. In the Templates screen, the Templates pane lists the Alert Templates that have been created for you. Tap the name of an Alert Template to use it to configure your new Alert. The New Alert screen appears, and the fields in the new Alert contain the values that have been pre-defined in the Alert Template.
3. To edit the Alert before sending it, tap on any field to change its contents. For more details on the fields in the New Alert screen, see [Sending an Alert](#) on page 46.
4. Tap **Send**.

Setting up Response Notification


If you are sending an Alert and want to ensure that it was responded to, you can specify that you are to receive a response notification when a predefined number of users have responded to the Alert during an indicated time. You can also specify that you are to receive a negative response notification if these response criteria have not been met.

1. When creating a new Alert, tap the **Notify Me** option. The **Notify Me** screen appears.



See [Sending an Alert](#) on page 46 for more information on creating an Alert.

2. Select **Send notification**.
3. Tap **Notify me if** to specify the number of users that must respond to the Alert before the response notification is sent. Select a number from the options that are displayed.
4. Tap **Have responded within** to specify the amount of time, in minutes, that must have elapsed before the response notification is sent. Type the number of minutes, and click **Save**.

5. Select **Notify me if the criteria above are not met** if you want to receive a negative response notification when the criteria that you have specified in the previous steps are not met. If you specify this option, you will always receive a response notification, either positive or negative.
6. Tap  when finished.

Creating a Mass Alert


When you create an Alert that has more than 200 recipients, the Alert is automatically treated as a Mass Alert.

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

When you receive a Mass Alert, the text == Mass Alert == is shown as the recipient, and no response status indicator is displayed.

Starting a Chat From an Alert


You can start a Chat session with anyone that you have sent an Alert to, provided that person is able to use the Chat module at this time.

1. In the Menu screen, select **Alert**.
2. Tap **All Alerts** or **Sent**.
3. Tap to select the desired Alert.
4. Tap to select **Status Overview**.
5. If you are viewing an Alert that was sent to multiple recipients, select a recipient from the **Recipient Status** list.
6. Tap .
7. Tap **Chat** to start the Chat session, or tap **Cancel** to cancel the Chat session.

Placing a Call From an Alert

You can place a call or an urgent call to anyone that you have sent an Alert to, provided this person has Voice capability.

The call is placed using your organization's Wi-Fi network whenever possible. If you are not able to access the network, the call is placed using Vocera Access Anywhere.

1. In the Menu screen, select **Alert**.
2. Tap **All Alerts** or **Sent**.
3. Tap to select the desired Alert.
4. Tap to select **Status Overview**.
5. If you are viewing an Alert that was sent to multiple recipients, select a recipient from the **Recipient Status** list.
6. Tap .
7. Tap **Call** to place the call, or tap **Urgent Call** to place the urgent call. Tap **Cancel** to cancel the call.

Note: For more information on Vocera Access Anywhere, see [Cellular Call Functionality](#) on page 68.

Returning a Call From a Page

If you have received a page, you can call this number through the Call module.

1. From the Menu screen, select Alert.
2. Tap All, Inbox, or Sent.
3. In the list of Alerts, locate and tap the page.
4. Tap Vocera Call Back to call the number provided in the page.

Returning a Call From an Alert

If you have received an Alert that contains a callback phone number, you can call this number from the smartphone native dialer.

1. From the Menu screen, select Alert.
2. Tap All, Inbox, or Sent.
3. Tap to select the Alert that contains the phone number.
4. Tap the phone number to call the phone number in the page using the smartphone native dialer.

The Alert Overview View

The *Alert Overview* view is accessed by tapping an Alert in the All Alert, Sent, or Inbox views. This view includes the following Alert details:

Table 10: Alert Overview items

Item	Description
From	The Alert sender.
To	The Alert recipients. This appears only if you have sent the Alert.
Subject	The Alert subject line.
Priority	The Alert priority.
Override	This field indicates if the Alert Override option is set to On or Off.
Sent	The date and time the Alert was sent.
Message	The Alert text.


For Alerts that you have sent, the *Alert Overview* view also includes the following:

Item	Description
Recipients	The number of Alert recipients.
Opened	How many recipients opened the Alert.
Delivered	How many recipients received the Alert.
Can't Deliver	How many recipients did not receive the Alert.
Responded	The number of recipients that have responded. This appears only if your Alert requires a response.
Status Overview	Filter the Alert status by: <ul style="list-style-type: none"> • All Statuses • Delivered • Opened • Responded • Can't Deliver • Not Opened • Not Responded

For Alerts that have been sent to you, the *Alert Overview* view displays the response to the Alert, if it exists, and the date and time at which the response was sent.

Resending an Alert

When you have sent an Alert, you can resend the Alert to an expanded list of recipients or a completely new list of recipients. This is useful if the recipients of the original Alert have not responded.


1. From the Menu screen, select **Alert**.
2. Tap **Sent** to view a list of the Alerts that you have sent.
3. Tap the Alert that you want to resend.
4. Tap **Status Overview**.
5. Tap .
6. From the popup menu that appears, select **Filter List** to create a copy of the Alert with the original recipients, or select **New List** to create a copy of the Alert with no recipients.
7. Follow the instructions in [Sending an Alert](#) on page 46 to edit the Alert recipients, subject, message, and options.
8. Tap **Send** to resend the Alert.

Deleting an Alert

You can delete any Alert that is being displayed in the Alert screen.

1. In the Menu screen, tap **Alert**.
2. In the Alert that you want to delete, swipe from right to left. This displays the Alert Options buttons.
3. Tap **Delete** to delete the Alert.

To hide the Alert Options buttons, swipe from right to left again.

Note: On the iPad, you can tap  to delete the Alert that you are viewing.



Chat

The Chat module lets you communicate with other staff members in your organization using a text-based chat interface. Chat interactions are generally less urgent than a Call or an Alert, but the Chat module still provides reliability, security, and logging of all Chat sessions.



Once you start a Chat session, you can return to it at any time. Each communication is time-stamped, providing a clear history of the conversation.

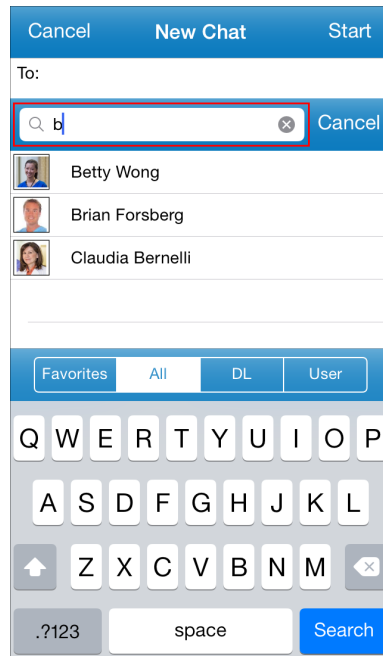
The Chat module conveniently allows you to select a contact from your Favorites list, Distribution Lists, users, or the complete directory.

Note: For information about initiating a Chat session from an Alert, see [Starting a Chat From an Alert](#) on page 49.

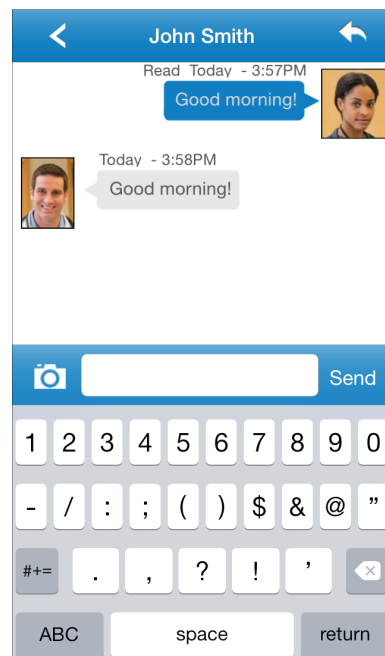
Starting a New Chat

The Chat screen lets you start new Chat sessions and rejoin existing Chat sessions.

1. On the Menu screen, tap **Chat**. The Chat screen appears.
2. Tap . The New Chat screen appears.
3. Filter the recipient list using the following options, available at the bottom of the screen:
 - Favorites: Show favorites only.
 - All: Show all users and Distribution Lists.
 - DL: Show Distribution Lists only.
 - Users: Show users only.
4. In the **Search**  field, type the first few characters of the name of the contact with which you want to have a Chat session. Each character you type performs an incremental search displaying a list of closest matching contacts.




5. Tap on one or more contacts to include them in the Chat session. You can include users or Distribution Lists.
Note: To remove a contact from the Chat session, tap the contact name in the To field and tap Remove Recipients. Tap the contact name again to continue with the Chat session.
6. Tap Start.
7. To send a message, type text in the Message box at the bottom, and then tap Send.



When an error in delivery occurs, you are prompted to resend the message. Tap OK to resend it.

Sending a Photo in a Chat

While in a Chat session, you can send a photo or other image.

1. Tap . In the Photo menu that appears, choose one of the following:

- Take Photo: Take a new photo.
- Choose Existing: Select an existing photo.

On an iPad, tap  to select an existing photo, or tap  to take a photo.

2. If you have selected Take Photo, use your device's camera to take the photo. Tap Retake to take another photo, or tap Use Photo to send the photo.
3. If you have selected Choose Existing, select the photo to send from your camera's list of photos, or click Cancel to cancel sending a photo.

The photo is sent to all other Chat session participants, and a thumbnail of the photo is displayed in the Chat screen. A photo thumbnail also appears on the screen if another Chat session participant sends a photo to you. Tap on the thumbnail to view the photo.

Note: Photos sent or received in a Chat session are not stored in your device's photo gallery.



Viewing Existing Chats


To view all existing Chat sessions, tap Chat. All current Chat sessions are displayed in the following format:



- | | |
|----------|---|
| 1 | The name of the person with which you are having the Chat session. |
| 2 | The Chat status. |
| 3 | A message preview, consisting of the first few words of the last message. |
| 4 | The time that the last message was sent or received. |

Each Chat status is one of the following:

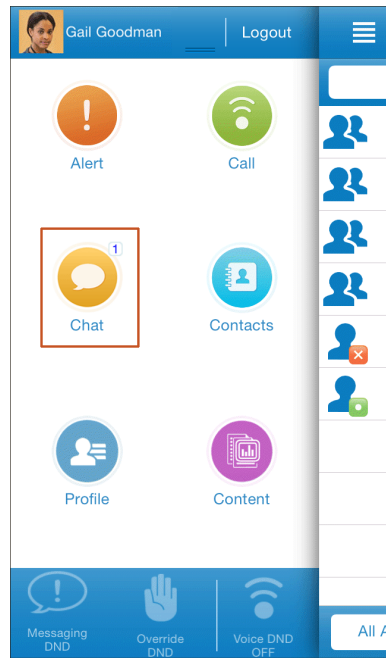
Indicator	Description
	You have sent the last message.
	You have received the last message.

Tap an existing Chat session to open it. When in a Chat session, tap  to return to the list of current Chat sessions.

Chat Notifications

When you receive a Chat message and Chat is not opened on the device, your device sends a notification consisting of a popup message on the device, along with a tone, a vibration, or both. You can click on the popup message to enter the Chat session.

The Menu screen indicates that someone is trying to start or continue a Chat session with you:



Tap the Chat button to locate the Chat session that is active.

Sending an Alert From a Chat

If you are in a Chat session, you can send an Alert to the person that you are chatting with.

1. In the Chat session, tap . This button is available only if you are in a Chat session with one person.
2. Tap Alert to create the Alert. In the New Alert screen, the To: field lists the person with which you are having the Chat session.
3. To complete and send the Alert, follow the instructions in [Sending an Alert](#) on page 46.

When you have sent the Alert, you are returned to the Chat session.

Placing a Call From a Chat

If you are in a Chat session, you can place a call or an urgent call to the person that you are chatting with if that person has Voice capability.

The call is placed using your organization's Wi-Fi network whenever possible. If you are not able to access the network, the call is placed using Vocera Access Anywhere.

1. In the Chat session, tap . This button is available only if you are in a Chat session with one person.
2. Do one of the following:
 - Tap Chat to place a call to the person that you are having a Chat session with.
 - Tap Urgent Call to place an urgent call to the person that you are having a Chat session with.
 - Tap Cancel to cancel the call.

When you have finished the call, you are returned to the Chat session.

Note: For more information on Vocera Access Anywhere, see [Cellular Call Functionality](#) on page 68.

Closing a Chat

You can close any Chat that is being displayed in the Chat screen.

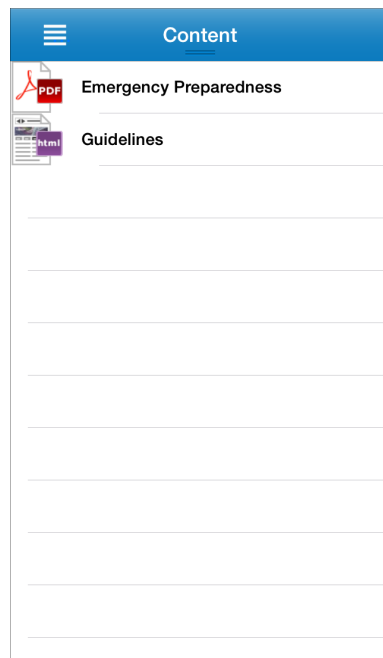
1. In the Menu screen, tap **Chat**.
2. In the Chat session that you want to close, swipe from right to left. This displays the **Close** button.
3. Tap **Close** to close the Chat session.

To hide the **Close** button, swipe from right to left again.

Note: On the iPad, while in a Chat session, you can tap **Close** to close it.

Content

The Content module provides a portal for reviewing organizational content from your device. Access to the Content module and to all documents that are sent through the Content module is managed by the Vocera administrator.



The Content module can be used to provide crucial documents to users for disaster or emergency preparedness plans. These documents can outline chains of command, communication procedures, and other important protocols to keep organizations running in a crisis. The Content module stores these vital documents on users' smartphones, so they are available when electric power or the network are down.

The types of documents that can be viewed within Content are:

- Image files (JPG, JPEG, PNG, GIF)
- Excel Files (2003, 2007, 2010)
- PDF
- Word (2003, 2007, 2010)
- HTML (Basic)
- Text Files

Note: A PDF viewer must be installed to view PDF files.

Viewing and Managing Content

This section describes how to access documents stored in the Content module.

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

1. On the Menu screen, tap **Content**.
2. 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.

Schedules

The Vocera Collaboration Suite scheduling feature provides dynamic on-call scheduling and shift workflow options. Schedules are defined by the Vocera administrator or an authorized user.

To access the on-call features from the client, go to the Menu screen and tap **Profile**. The **My Status** section of the Profile screen displays the on-call features.

Note: The **My Status** section of the Profile screen appears only when you are a member of an On-Call Distribution List.

The **My Status** section of the Profile screen includes the following options:

Table 11: Client scheduling options



Option	Description
My Shifts	Tap to review your On-Call shifts.
My Status	Tap to view and modify your on-call status. For details, see Modifying Your On-Call Status on page 61.
Manage On-Call Lists	Tap to view and modify the on-call status of all users in the Distribution List. For details about managing the status of other users, see Modifying Any On-Call Status on page 62.

Modifying Your On-Call Status

If you are a member of an On-Call Distribution List, a published schedule can be used to determine when you are on call. This schedule automatically sets your on-call status. You can change your on-call status if this privilege is provided by the Vocera administrator.

1. On the Menu screen, tap **Profile**.
2. Tap **My Status**.
3. Tap the name of the Distribution List for which you want to change your on-call status.
4. Change your status to one of the following:
 - **On-Call** - Receive Alerts sent to the list.
 - **Not On-Call** - Do not receive Alerts sent to the list.
 - **Monitor** - Receive Alerts sent to the list, but a response is not expected even when an Alert requires one.

If you do not want to update your on-call status, tap **My Status** to return to the list of users.

5. Tap  to return to the list of Distribution Lists, then tap  again to return to the User Profile screen.

Tip: Select **Monitor** to receive Alerts sent to the list without the expectation of a response or action for the Alert. A shift manager might find it useful to monitor the shift and ensure that Alerts are handled appropriately.



Modifying Any On-Call Status

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

1. On the Menu screen, tap Profile.
2. Tap Manage On-Call Lists.
3. Tap the Distribution List that you want to edit.
4. Tap the name of the user whose on-call status you want to change.
5. Change the user's status to one of the following:
 - On-Call - Receive Alerts sent to the list.
 - Not On-Call - Do not receive Alerts sent to the list.
 - Monitor - Receive Alerts sent to the list, but a response is not expected even when an Alert requires one.

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

If you do not want to update a user's on-call status, tap the list name at the top left of the screen to return to the list of users.

6. Repeat the above step until all users have had their on-call status changed as needed.
7. Tap  to return to the list of Distribution Lists, then tap  again to return to the User Profile screen.



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 Messaging

When Messaging - Do not Disturb is selected, all pop-up, vibration, and tone notifications for Alert and Chat messages are disabled.

Alerts can be set to override your notification preferences. If you don't want an Alert to be able to override your Messaging - Do not Disturb setting, select the Override - Do not Disturb mode.

Do Not Disturb for Voice

Voice - Do not Disturb is available only when you are connected to your organization's Wi-Fi network. When Voice - Do not Disturb 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.

Some Vocera calls may still be put through even when you are in Voice - Do not Disturb mode:

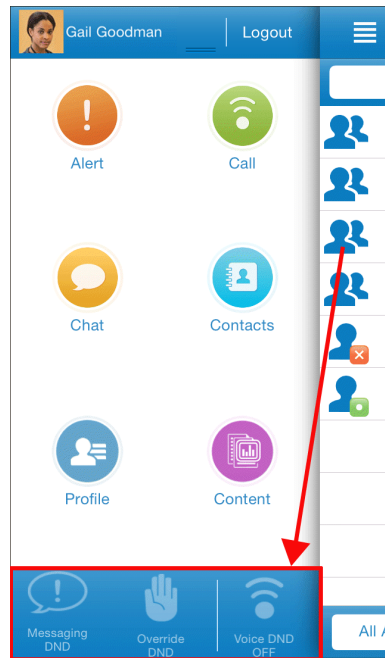
- VIP buddies or a person with VIP status can optionally interrupt Voice - Do not Disturb mode. VIP Status is a permission granted by the system administrator.
- Urgent calls and urgent broadcasts always break into Voice - Do not Disturb mode — you do not get the opportunity to reject them. The system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

Note: You cannot use Voice - Do not Disturb 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 Voice - Do not Disturb option is inaccessible.

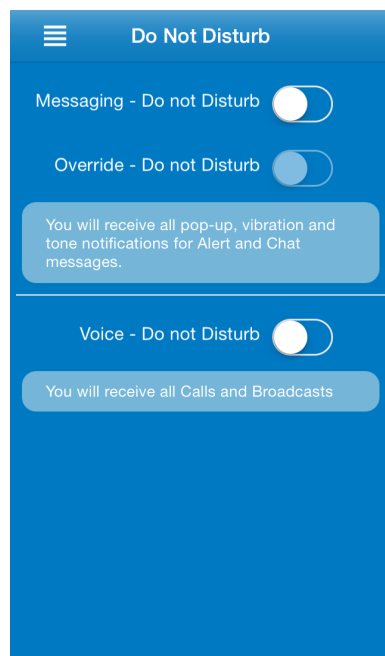
Setting Do Not Disturb

The Do not Disturb and Do not Override notification settings appear at the bottom of the Menu screen. You can turn the settings on or off.

1. Tap the section of the screen that displays the Do not Disturb and Do not Override notification settings.




The Do Not Disturb screen appears.



2. To specify that you are not to be disturbed by messages but calls are to be allowed, tap the Messaging - Do not Disturb switch.
3. To specify that you are not to be disturbed by calls but messages are to be allowed, tap the Voice - Do not Disturb switch.

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

4. If you don't want Alerts to be able to override Messaging - Do not Disturb, turn the Override - Do not Disturb switch on.
5. Tap  to return to the Menu screen.

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 voice communication.

1. Log in to the badge.

Note: When you log in to the badge, you will be warned that you are already logged in, since you are using the Vocera Collaboration Suite on your device. If you are asked whether you still want to log in to the badge, say "Yes".

2. Use the Vocera badge as needed to send and receive Vocera calls and broadcasts. You can still use the Vocera Collaboration Suite to participate in Chat sessions.

All messages are sent to your badge and are silently copied to your Vocera Collaboration Suite app's Inbox.

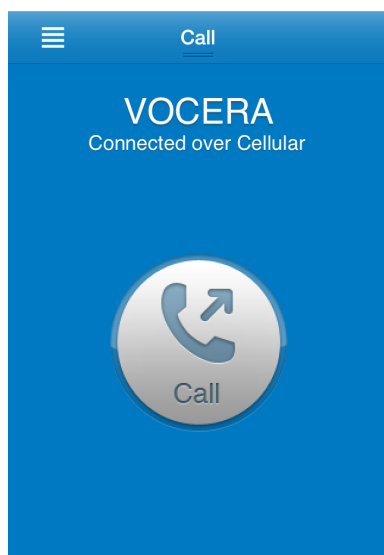
When you are using a badge in Dual Mode, a badge icon  is displayed on the Call icon in the Menu screen. If you initiate a Call from your app, it is connected through your badge instead of the app.

3. When you are finished with the badge, log off from it. Calls are now received on the app, and all new messages are now delivered to the app's Inbox.

Note: 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 Alerts.

Remote Usage

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



Forwarding Vocera Calls


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

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

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


Starting Call Forwarding

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

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

Stopping Call Forwarding

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

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

Missed Call Notifications

If you forward Vocera calls to your cell phone, you may receive a cellular call from another Vocera user. Although the call was forwarded, Vocera still regards it as a missed call. Depending on how notifications are configured for your Vocera system, 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.

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, Chats, and Alerts. Vocera Access Anywhere also provides the following calling functionality:

- You cannot put Vocera Collaboration Suite in *Voice - Do not Disturb* 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

Category	Command
Miscellaneous	Turn Auto Answer on Turn Auto Answer off Turn Announce Through Speaker on Turn Announce Through Speaker off



Training the Genie

If the Genie has difficulty understanding your speech, don't get frustrated—you can train the Genie to recognize the way you say names and commands. The Genie can learn the names of people, groups, and locations as well as most commands. You can also train the Genie to recognize a nickname, if that is the way you always call a person you know.

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

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

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

Notification Handling

While using the Vocera Collaboration Suite, you may receive any of the following notifications, in order of priority from highest to lowest.

Table 12: Notification Types

Notification Type	Background Tone	Foreground Tone
Any Vocera Call	App sends tone until ended by server	App sends tone until ended by server
Alert with override	App sends tone forever	App sends tone forever
High priority Alert	Local notification for 30 seconds	App sends tone for 60 seconds
Normal priority Alert	Local notification for 30 seconds	App sends tone for 30 seconds
Low priority Alert	Local notification no tone	No tone
Alert response notification	Local notification for 1 second	App sends tone for 1 second
New Content notification	Local notification for 1 second	App sends tone for 1 second
Chat message	Local notification for 1 second	App sends tone for 1 second

For tones longer than one second, the Vocera Collaboration Suite uses a set of pre-defined rules to determine what to do when multiple notifications are sent. This ensures that notifications do not collide with each other.

If the Vocera Collaboration Suite is in the foreground, the following table of actions lists what happens when multiple notifications are sent.

	Existing Vocera Call	Existing Alert with override	Existing High priority Alert	Existing Normal priority Alert
New Vocera Call	N/A	Action 3	Action 3	Action 3
New Alert with override	Action 2	Action 1	Action 4	Action 4
New High priority Alert	Action 2	Action 1	Action 1	Action 4
New Normal priority Alert	Action 2	Action 1	Action 1	Action 1

The foreground notification type actions listed in the above table are:

1. Lower or equal priority notification arrives:
 - a. Multiple Alert notifications use the same notification tone.

- b. The previous notification is stopped and the new one is started.
- 2. Lower priority notification arrives when in a Vocera Call or a cellphone call:
 - a. The previous notification continues to be sent.
 - b. The new notification is silent.
 - c. The lower priority notification tone is played and the popup appears after the Call is finished.
- 3. New incoming Vocera Call arrives:
 - a. The previous notification is stopped and the new tone is played.
 - b. The previous notification is resumed after the Call is ended.
 - c. If the previous popup has not been dismissed, it is hidden, and it is redisplayed after the Call is finished.
- 4. Higher priority notification arrives that is not a Vocera Call:
 - a. The previous notification is stopped and the new tone is played.

If the Vocera Collaboration Suite is in the background, the following table of actions lists what happens when multiple notifications are sent.

	Existing Vocera Call	Existing Alert with override	Existing High priority Alert	Existing Normal priority Alert
New Vocera Call	N/A	Action 3	Action 4	Action 4
New Alert with override	Action 2	Action 1	Action 4	Action 4
New High priority Alert	Action 1	Action 1	Action 1	Action 4
New Normal priority Alert	Action 1	Action 1	Action 1	Action 1


The background notification type actions listed in the above table are:

- 1. Lower or equal priority notification arrives:
 - a. The previous notification continues to be sent.
 - b. The new Local Notification is silent.
- 2. Notification of Vocera Call is being sent and Alert with override arrives:
 - a. The previous notification continues to be sent.
 - b. The new Local Notification is silent.
 - c. The tone is played after the Call is finished.
- 3. Alert with override notification is being sent and new Vocera Call notification arrives:
 - a. The previous notification is stopped and the new tone is played.
 - b. The previous notification is resumed after the Call is ended.
- 4. Higher priority notification arrives:
 - a. The previous notification is stopped and the new tone is played.
 - b. The lower-priority tone is stopped. When the higher priority notification is responded to, a new Local Notification is sent for the lower-priority item. This changes the notification time for this item.


Command Reference


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

Summon and Dismiss the Genie

Action	Recommended Commands
Summon the Genie	Press the Call button. Wait for the Genie to answer. Click Call . Wait for the Genie to answer. On the Call screen, tap Call . Wait for the Genie to answer.
Dismiss the Genie	Cancel (or press the Hold/DND button). Cancel (or press the End key or choose the Vocera DND Button command). Tap End .
Summon or Dismiss the Genie	Press the application button  .

Log In and Log Out

Action	Recommended Commands
Log in	Press the Call button Application button  and then say your first and last name when prompted. Note: If you use Cisco Extension Mobility, log into Extension Mobility instead. When you log into Extension Mobility, you are also automatically logged into Vocera Connect for Cisco. Click Call and say your first and last name when prompted. On the Call screen, tap Call and say your first and last name when prompted.
Log out	Log me out.
Find out who is logged in to your device	Who am I?
Listen to the welcome tutorial	Play Welcome Tutorial.

Action	Recommended Commands
Log in at a site you are visiting	<ol style="list-style-type: none"> 1. Click Call. Press the Call button and then wait to hear the log-in prompt. 2. Press the application button  and then wait to hear the log-in prompt. 3. On the Call screen, tap Call and then wait to hear the log-in prompt. 4. Connect to your home site as follows: Connect to <i>Santa Cruz</i>. 5. Wait for the next log-in prompt, then say or spell your name as usual: <i>April Buckley</i>.

Record Your Name and Greeting

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

Call a User or Group Member

Action	Recommended Commands
Call another user	Call <i>John Smith</i> .
Call a group member	Call <i>Tech Support</i> .
Place an urgent call	Urgently call <i>John Smith</i> . *
Call a user with a department name	Call <i>John Smith in Hardware</i> .
Call a user with a first name and department	Call <i>Sue in Hardware</i> .

* = requires permission or telephony integration

Dial a Telephone Number

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

* = requires permission or telephony integration

Broadcast to a Group

Action	Recommended Commands
Initiate a broadcast to a group	Broadcast to <i>Tech Support</i> .
Initiate an urgent broadcast to a group	Urgently broadcast to <i>Tech Support</i> . *
Initiate an urgent broadcast to the emergency broadcast group	Double-click the Call button.

Action	Recommended Commands
Initiate an urgent broadcast to the emergency broadcast group	Press and hold the Hold/DND button.
Initiate an urgent broadcast to the emergency broadcast group	<i>Not supported</i>
Initiate an urgent broadcast to the emergency broadcast group	Double-tap Call.
Cancel a broadcast	<p>Press the Call button while listening to the broadcast.</p> <p>Do either of the following:</p> <ul style="list-style-type: none"> • Press the application button . • Press the red Power/End button. • Press the EndCall softkey button. <p>Choose the Vocera Call Button command while listening to the broadcast.</p> <p>Tap End Call while listening to the broadcast.</p>
Reply to everyone	<ol style="list-style-type: none"> 1. Press and hold the Call button before the broadcast ends. <ul style="list-style-type: none"> • When it is OK to talk, the device plays a chime. • If somebody else has already started to reply, you hear a warning sound. 2. Begin speaking. <p>Everyone in the broadcast group hears you immediately.</p> 3. When finished, release the Call button. <p>Everyone in the broadcast group hears a chime, letting them know they can now reply.</p> <ol style="list-style-type: none"> 1. Press any key from 1 through 9. <ul style="list-style-type: none"> • When it is OK to talk, the device plays a chime. • If somebody else has already started to reply, you hear a warning sound. 2. To end your reply, press any key from 1 through 9 again. <p><i>Not supported</i></p> <ol style="list-style-type: none"> 1. Touch and hold Push To Talk before the broadcast ends. <ul style="list-style-type: none"> • If it is OK to talk, you hear a beep. Other users also hear a beep to indicate that a reply is starting. • If somebody else has already started to reply, you hear a chirp. 2. Begin speaking. <p>Everyone in the broadcast group hears you immediately.</p> 3. When finished, release the Push To Talk button. <p>Everyone in the broadcast group hears a chirp, letting them know they can now reply.</p>

* = requires permission or telephony integration

Forward a Call

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

* = requires permission or telephony integration

Transfer a Call

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

* = requires permission or telephony integration

Use Instant Conferences

Action	Recommended Commands
Join a conference	Join the conference for Managers . *
Leave a conference	Leave the conference for Cashiers . *

Action	Recommended Commands
Start conferencing or reply (when you are in a conference)	<ol style="list-style-type: none"> Press and hold the Call button. <ul style="list-style-type: none"> When it is OK to talk, the badge plays a chime. If somebody else in the conference has already started to speak, you hear a warning sound. Begin speaking. Everyone in the conference hears you immediately. When finished, release the Call button. Everyone in the conference hears a chime, letting them know they can now reply. <p><i>Not supported</i></p> <ol style="list-style-type: none"> On the Call screen, touch and hold Call. <ul style="list-style-type: none"> If it is OK to talk, you hear a beep and the Push To Talk button is enabled. Other users also hear a beep to indicate that an instant conference is starting. If somebody else in the conference has already started to speak, you hear a chirp. Begin speaking. Everyone in the conference hears you immediately. When you are finished talking, <i>touch and hold</i> Push To Talk for a couple seconds tap Push To Talk to disable it. Everyone in the conference hears a chirp, letting them know they can now reply. <p>Important: DO NOT tap (instead of touch and hold) Push To Talk. If you tap Push To Talk, you leave the conference and hear the Genie, allowing you to say a command. If you unintentionally leave the conference, you can rejoin it by touching and holding Call again.</p> <ol style="list-style-type: none"> To end the call, tap End Call. The conference broadcast is still active for other members. If the conference is silent for 10 seconds, the broadcast session ends automatically.
Find out what conference you are in	What conference am I in?
Find out who is in your conference	Who is in my conference?
Find out who is in any conference	Who is in the conference for <i>Intensive Care</i> ?

* = requires permission or telephony integration

Send and Receive Numeric Pages

Action	Recommended Commands	Version
Send a numeric page to a Vocera user, buddy, or address book entry	Send a page to <i>Tom Mailer</i> . * Send a page to <i>Tech Support</i> . *	
Send a numeric page to a Vocera group	Send a page to <i>Tech Support</i> . *	Vocera 4.1 GA or later
Send a numeric page to any arbitrary pager number	Dial a pager number. *	
Allow badge users to send you numeric pages *	Enable pages. *	
Stop receiving numeric pages from badge users *	Disable pages. *	

* = requires permission or telephony integration

Block and Accept Calls

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

* = requires permission or telephony integration

Send Messages

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

Play Messages

Action	Recommended Commands
Play new voice messages	Play messages. Play messages from <i>John Smith</i> . Play messages from <i>Marketing</i> .
Play new text messages	Play text messages.
Play old (previously played) voice messages	Play old messages. Play old messages from <i>John Smith</i> . Play old messages from <i>Marketing</i> .
Play old (previously played) text messages	Play old text messages.
Delete voice messages, played or not	Delete all messages. Delete messages from <i>John Smith</i> .
Delete text messages, played or not	Delete all text messages. Delete all text messages from <i>John Smith</i> .
Find out who called or left a message while you were unavailable (if you have Missed Call Notification turned off)	Who called?

Action	Recommended Commands
Issue commands while playing a message. (Press the Call button before saying the command.)	Delete. Save.
Issue commands while playing a message. (Choose the <i>Vocera Call Button</i> command before saying the command.)	Next. Repeat. Time.
Issue commands while playing a message. (Go to the Call screen and tap <i>Call</i> before saying the command.)	Date. Cancel.

Locate Users and Groups

Action	Recommended Commands
Find out what location you are closest to	Where am I? *
Locate another user	Where is John Smith? *
Locate the nearest member of a group	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> ? *
Find a member of a group close to a given location	Locate members of <i>Tech Support</i> close to The First Floor. *

* = requires permission or telephony integration

Work With Your Groups

Action	Recommended Commands	Version
Find out what groups you belong to.	What groups am I in?	
Find out who belongs to a group.	Who is a member of <i>Code Blue</i> ?	
Add yourself to a group	Add me to <i>Code Blue</i> . *	
Add yourself to multiple groups *	Add me to multiple groups. <i>Each time you hear a tone, say the name of a group to which you want to be added. When you are finished, press the Call button.</i> <i>Each time you hear a tone, say the name of a group to which you want to be added. When you are finished, choose the Vocera Call Button command.</i> <i>Each time you hear a tone, say the name of a group to which you want to be added. When you are finished, tap Call.</i>	Vocera 4.1 GA or later
Remove yourself from a group	Remove me from <i>Code Blue</i> . *	
Remove yourself from multiple groups *	Remove me from multiple groups. <i>Each time you hear a tone, say the name of a group from which you want to be removed. When you are finished, press the Call button.</i> <i>Each time you hear a tone, say the name of a group from which you want to be removed. When you are finished, choose the Vocera Call Button command.</i> <i>Each time you hear a tone, say the name of a group from which you want to be removed. When you are finished, tap Call.</i>	Vocera 4.1 GA or later



* = requires permission or telephony integration



Manage Groups

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

* = requires permission or telephony integration

Place a Three-Way Conference Call

Action	Recommended Commands
Initiate a three-way conference call	Conference <i>James Madison</i> and <i>Mary Lamb</i> .
Add another party to a call (unsupervised method)	<ol style="list-style-type: none"> 1. Press the Hold/DND Hold softkey button to put your call on hold. 2. Press the Call button application button  to summon the Genie and say: Invite <i>Robin Hood</i>. <ol style="list-style-type: none"> 1. Choose the Vocera DND Button command to put your call on hold. 2. Choose the Vocera Call Button command to summon the Genie and say: Invite <i>Robin Hood</i>. <ol style="list-style-type: none"> 1. Tap Hold to put your call on hold. 2. Tap New Call to summon the Genie and say: Invite <i>Robin Hood</i>.
Add another party to a call (supervised method)	<ol style="list-style-type: none"> 1. Press the Hold/DND Hold softkey button to put your call on hold. 2. Press the Call button application button  to summon the Genie and say: Call <i>Robin Hood</i>. Your badge connects to the new party. 3. After speaking with the new party, press the Hold/DND Hold softkey button. When the Genie asks if you want to conference the parties, do either or the following: <ul style="list-style-type: none"> • Answer “ Yes ” to create a three-way conference call between you and the other two parties. • Answer “ No ” to place the new party on hold while you speak with the original caller. <ol style="list-style-type: none"> 1. Choose the Vocera DND Button command to put your call on hold. 2. Choose the Vocera Call Button command to summon the Genie and say: Call <i>Robin Hood</i>. Your device connects to the new party. 3. After speaking with the new party, choose the Vocera DND Button command. When the Genie asks if you want to conference the parties, do either or the following: <ul style="list-style-type: none"> • Answer “ Yes ” to create a three-way conference call between you and the other two parties. • Answer “ No ” to place the new party on hold while you speak with the original caller. <ol style="list-style-type: none"> 1. Tap Hold to put your call on hold. 2. Tap New Call to summon the Genie and say: Call <i>Robin Hood</i>. Your device connects to the new party. 3. After speaking with the new party, tap Call. When the Genie asks if you want to conference the parties, do either or the following: <ul style="list-style-type: none"> • Answer “ Yes ” to create a three-way conference call between you and the other two parties. • Answer “ No ” to place the new party on hold while you speak with the original caller.
Switch between an active call and a call on hold	<p>Press the Hold/DND Hold softkey button.</p> <p>Choose the Vocera DND Button command.</p> <p>Tap Hold.</p>

Action	Recommended Commands
End a conversation and return to the other party	<p>Press the Call button application button  while talking to the person you want to disconnect.</p> <p>Choose the <i>Vocera Call Button</i> command while talking to the person you want to disconnect.</p> <p>Tap <i>End Call</i> while talking to the person you want to disconnect.</p>
Initiate an urgent three-way conference call	Urgently conference <i>John Smith</i> and <i>Mary Jones</i> . *
Urgently add another party to an ongoing call	<p>Press the Hold/DND Hold softkey button to put your call on hold. Press the Call button application button  to summon the Genie and say either of the following:</p> <p>Choose the <i>Vocera DND Button</i> command to put your call on hold. Press the <i>Vocera Call Button</i> command to summon the Genie and say either of the following:</p> <p>Tap <i>Hold</i> to put your call on hold. Tap <i>New Call</i> to summon the Genie and say either of the following:</p> <ul style="list-style-type: none"> • Urgently invite <i>Robin Hood</i>. * • Urgently call <i>Robin Hood</i>. *
Placing a three-way conference call between different sites	<ol style="list-style-type: none"> 1. Connect to a remote site: Connect to <i>Santa Cruz</i>. 2. Wait for the next Genie prompt, then say: <i>Conference April Buckley</i>. 3. After April is connected, press the Hold/DND Hold softkey button to put the call on hold. After April is connected, choose the <i>Vocera DND Button</i> command to put the call on hold. After April is connected, tap <i>Hold</i> to put the call on hold. 4. Connect to another remote site: Connect to <i>Scotts Valley</i>. 5. Invite another user to the conference call: Invite <i>John Smith</i>.

* = requires permission or telephony integration

Work with Sites

Action	Recommended Commands
Call a user at your current site	Call <i>April Buckley</i> .
Call a user whose home site is the same as your current site	Call <i>April Buckley</i> .
Call a user at a remote site or any arbitrary site	<ol style="list-style-type: none"> 1. Connect to <i>Santa Cruz</i>. 2. Wait for the next Genie prompt, then say: <i>Call April Buckley</i>.

Dictation

Action	Recommended Voice Commands	Version
Start recording a dictation session	<p>Start dictation. *</p> <p>For more information about using the badge to record a dictation session, see the <i>Vocera Dictation User Guide</i>.</p>	Vocera 4.1 GA or later

* = requires permission or telephony integration

Getting Help

Action	Recommended Voice Commands	Version
Get help	Help.	Vocera 4.1 GA or later

Note: If your system does not have a custom Help prompt, when a Vocera user says the "Help" command the system uses the standard Help prompt: "No help is currently available."

Miscellaneous

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