Vocera Vina User Guide for Apple iOS

Version 6.1.2



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Vocera Communications, Inc.
www.vocera.com
tel :: +1 408 882 5100
fax :: +1 408 882 5101

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About Vocera Vina

Vocera Vina is a smartphone app that optimizes patient safety by helping clinicians to make decisions in real-time.

With Vocera Vina, you can:

- See the most important communications first with ranking by priority.
- Easily triage the importance of incoming communication and form a meaningful picture of a situation quickly to inform clinical decision making.
- Find people quickly, even across a geographically dispersed organization; communicate faster and more easily.
- Allow uninterrupted focus on critical patient-care activities.
- Enable the whole care team to see the full history of calls, messages, alerts, and alarms pertaining to a patient or event, linked within a single conversational thread.
- Drive accountability and responsibility with an audit trail for messages.

Getting Started with Vina

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

To get started with Vina, you need to:

- Ensure that the necessary requirements are in place.
- Install the application.
- Log into the application. Supply a Personal Identification Number (PIN) if required.
- Customize your application by editing the system settings.

Logging In and Out

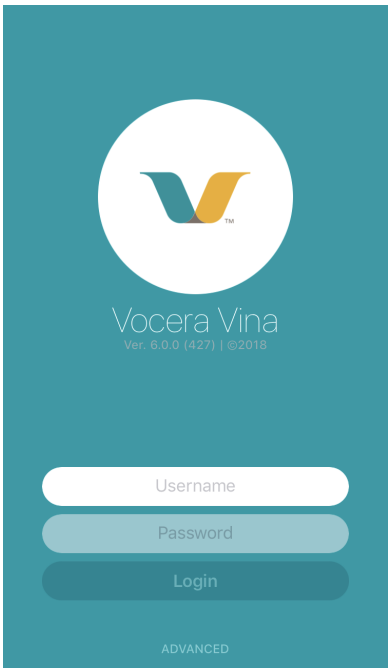
You must log in to access Vocera Vina. You can log out when you are no longer using it.

If you exit from Vocera Vina, you remain logged in when you launch Vocera Vina again. You can log into the system on only one Vocera device at a time. If you log into a second device, the first device provides a notification that warns you that you have been logged out of that device.

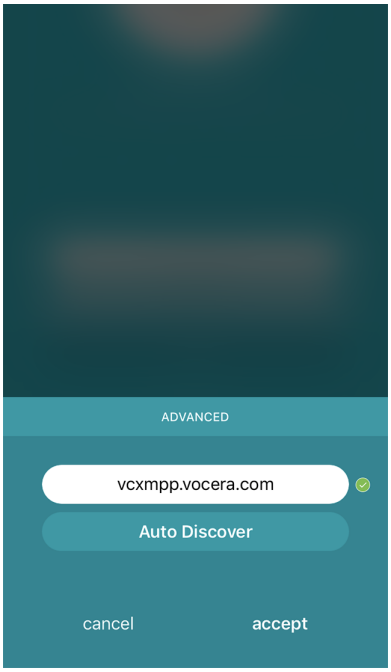
Specifying the Server

You can specify the domain name or the IP address of the server that your Vocera Vina client will access.

1. Start your Vocera Vina application. The Login screen appears.



2. Tap Advanced to display the Advanced dialog box.



3. Do one of the following:
   a. If your administrator has set up a default server for you, its domain name or IP address is displayed. Tap Accept to use this server.
   b. Tap Auto Discover to ask the Vocera Vina app to search for a server that it can use. If it finds one, and this is the server that you want to use, tap Accept.
   c. If no default server appears, or you do not want to use the server that Vocera Vina has found for you, type the domain name or IP address of the server in the field provided, and tap Accept.

The Vocera Vina app will verify that the server that you have specified is valid. After this validity check is successfully completed, you can log into Vocera Vina. See **Logging In** on page 8 for more details.

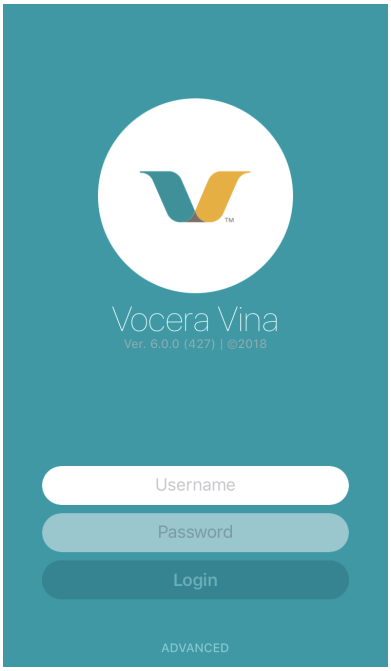
Note: When the Vocera Vina app finds a server, it is saved in the client settings, and it is used the next time you log in.

Logging In

Before you can use Vocera Vina, you must log in.

Note: See **Specifying the Server** on page 7 for information on how to specify the server that your Vocera Vina app is to use.

1. Start your Vocera Vina application. The Login screen appears.



2. In the Username field, type your username.

   Note: To log into a different server than the server that you normally use, include the domain of the other server with your username. For example, if your username is `myusername`, your device normally accesses `server1.vocera.com`, and you want to log into `server2.vocera.com`, type `myusername@server2.vocera.com` in the Username field.

3. In the Password field, type your password.
4. Tap Login.

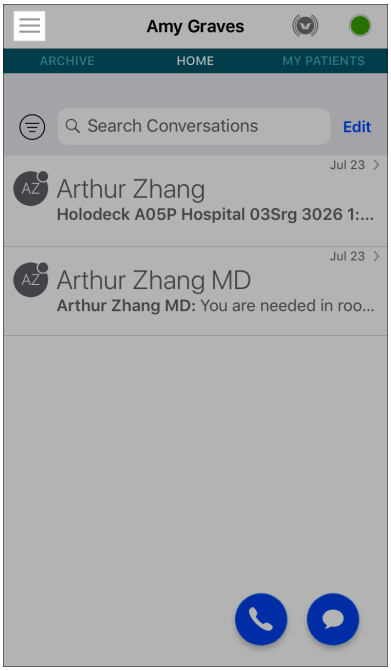
You are now logged in to Vocera Vina, and can use all of the features that have been made available to you.

Note: If you are logging in for the first time, you may see a notice asking you whether you want to trust your connection. This happens when your device's operating system is unable to verify that your device is connecting to the correct server. Contact your administrator if this message appears and you have any concerns.

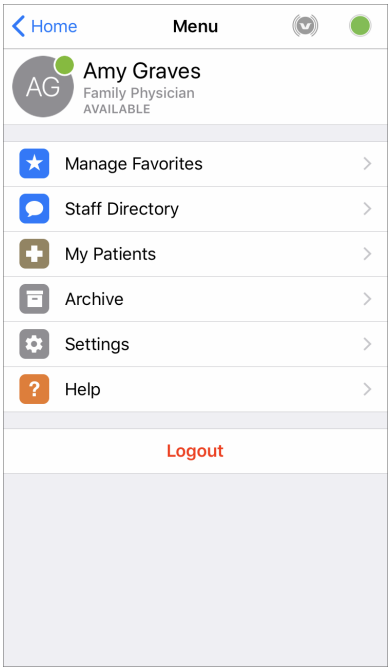
Logging Out

When you are no longer using the Vocera Vina application, you can log out from it.

1. Tap the Menu icon at the top left corner of the Home screen.



The application menu appears.



2. Tap Logout.
3. In the Confirm Logout dialog box, tap Logout again to confirm that you want to log out of Vocera Vina.

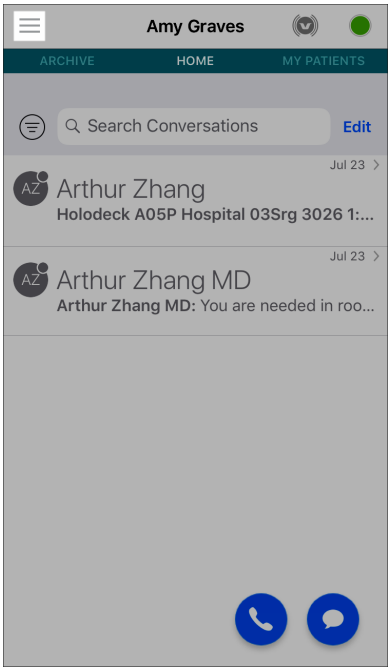
Enabling Secure Access

You can set up a Personal Identification Number (PIN) to access Vina if your system requires secure access. If you have set up Touch ID on your phone, and your administrator has authorized it for use, you can use it to securely access Vina on devices designated for personal use.

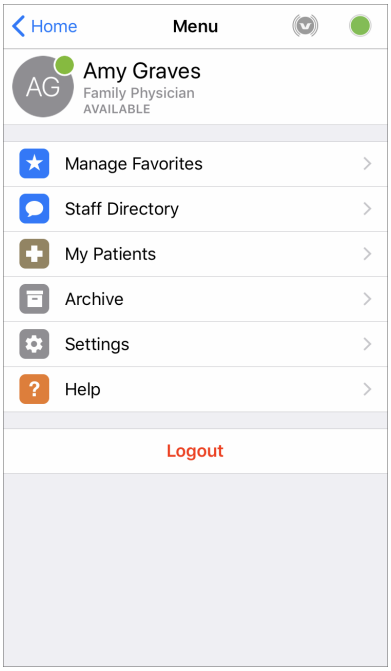
You will need to provide authentication when you have not accessed the application for a period of time specified by the system administrator. In this case, you can accept incoming calls and view alert notifications, but you cannot accept an alert until you have provided your Touch ID or PIN.

To set a PIN:

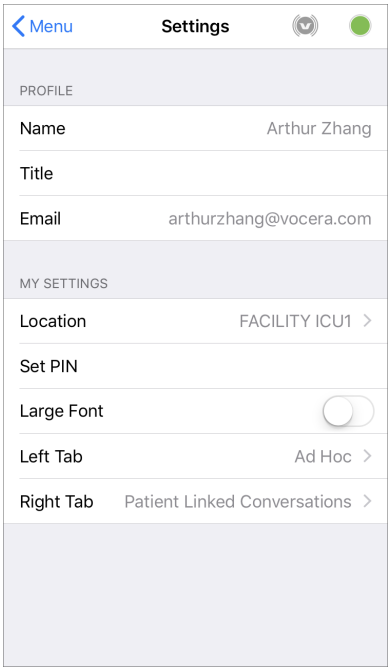
1. Select the Menu icon at the top of the Home screen.



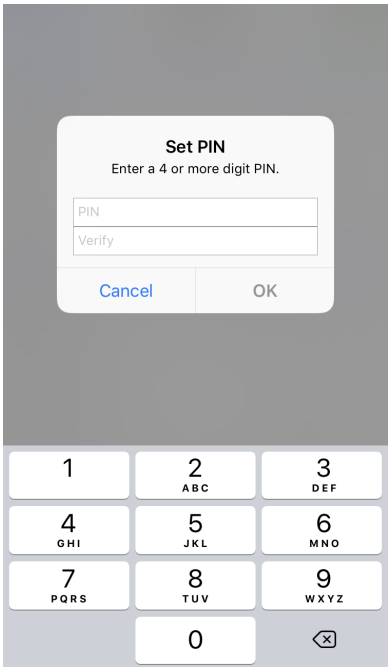
2. In the Home screen, select Settings.



The Settings screen appears.



3. Tap Set PIN. The Set PIN dialog box appears.



4. In the PIN field, type the sequence of digits that you want to use as your PIN. This sequence must be between 4 and 6 digits long.
5. In the Verify field, type this sequence of digits again.
6. Tap OK to confirm your new PIN, or tap Cancel to exit and return to the Settings menu.

To enable Touch ID, select Settings in the Home screen and select Touch ID. This option is available only if your administrator has authorized it.

When the App is Stopped

Stopping (force quitting) the Vocera Vina app is not recommended, as unexpected behavior may result.

When the app is stopped:

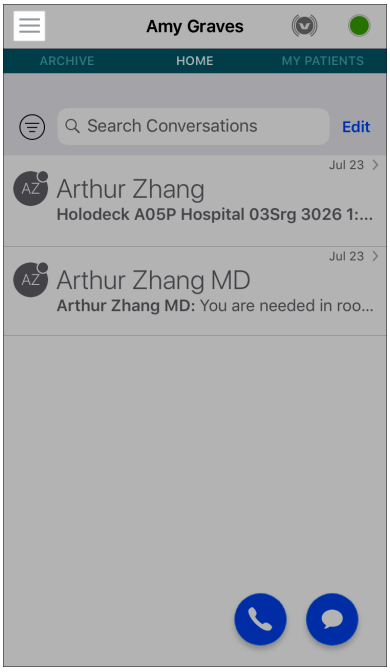
- Incoming Vocera calls, broadcasts, panic calls, and conferences are not received.

- When off the network, the Vina app relies solely on the Apple Push Notification Service (APNS) to receive notifications for Secure Messages. The polling mechanism that ensures reliable message delivery is disabled by stopping the application. Once the app is stopped, there is a delay of between 30 seconds and five minutes in delivering notifications to the device.
- Tone and alert overrides no longer work. Even when a Vina text communication is received, you may miss urgent notifications.

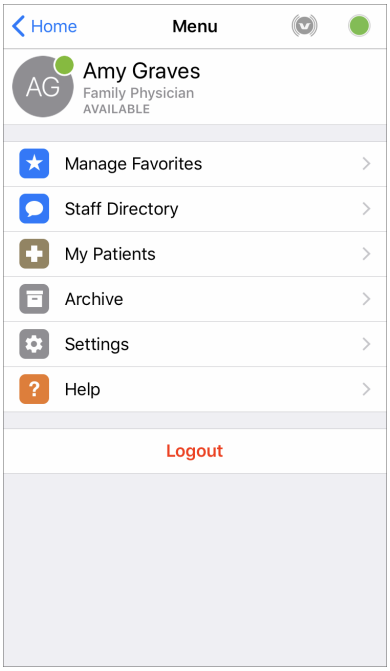
Editing the System Settings

Use the system settings to customize Vocera Vina.

To display the system settings screen, select the Menu icon at the top of the Home screen.



In the Menu screen, select Settings.



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

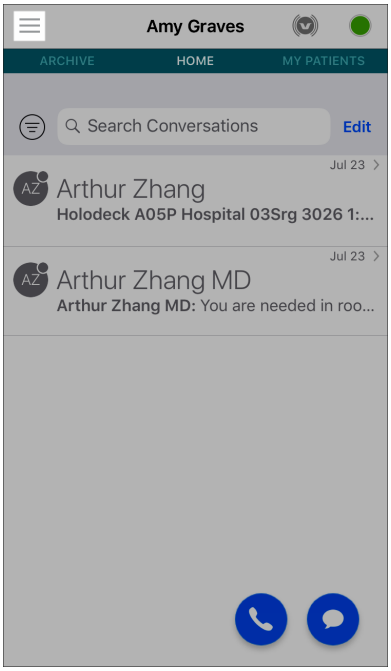
Option	Description
Name	Your name.
Title	Your job title.
Email	Your email address.
Location	The name of the facility and unit to which you belong. See **Specifying the Facility and Unit** on page 18 for details on how to change these.
Set Pin	Tap here to set a Personal Identification Number (PIN) for your application. You can use this to log in instead of your password. See **Enabling Secure Access** on page 10 for more details.
Touch ID	Enable Touch ID on your device. This option is available only if your administrator has authorized it.
Large Font	Select this option to display text in a larger size.
Left Tab	Select what is to be displayed on the left tab of the Home screen.
Right Tab	Select what is to be displayed on the right tab of the Home screen.

Customizing the Display Tabs

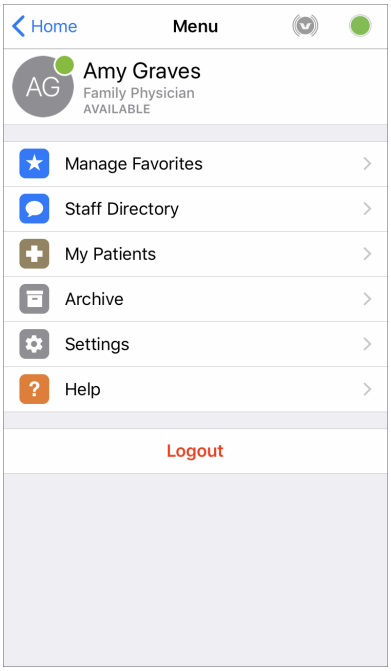
In the Home screen, tabs enable you to display specific conversations or patient information. You can change the appearance of these tabs if your administrator has granted permission to do so.

To specify a custom tab:

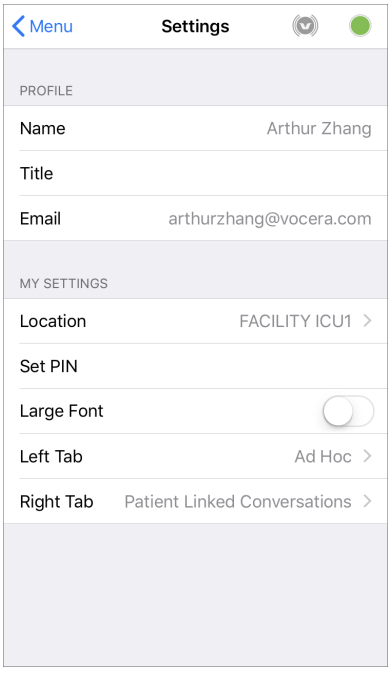
1. Select the Menu icon at the top of the Home screen.



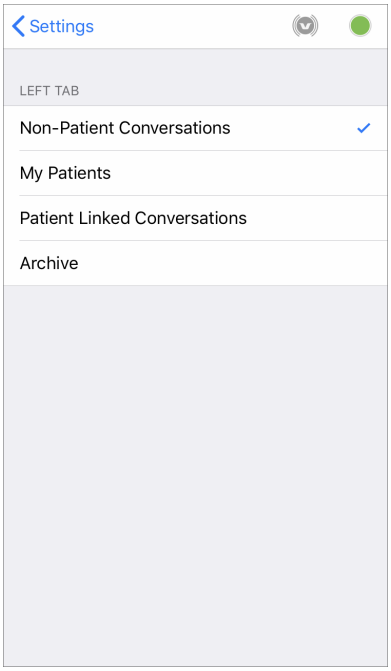
2. In the Menu screen, select Settings.



The Settings screen appears.



3. Select the tab that you want to customize:
   a. To customize the left tab, select Left Tab.
   b. To customize the right tab, select Right Tab.
4. For the tab that you have selected, choose what you want to display:



By default, you can choose from the following options:

Option	Description
Non-Patient Conversations	Conversations that do not include patient information.
My Patients	A list of the patients that have been assigned to you, if any.
Patient Linked Conversations	Conversations that include patient information.
Archive	Archived conversations. See **Viewing Archived Conversations** on page 75 for more information on viewing archived conversations.

Note: Your administrator may have provided custom tab options from which you can select.

5. Tap the Back icon at the top left of the screen to return to the Settings screen.

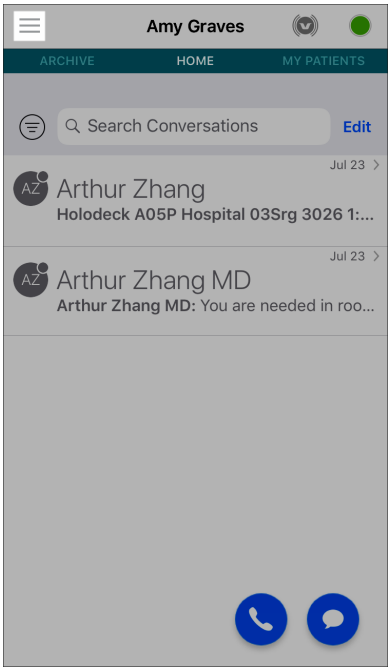
The tab that you have customized is now updated to contain the information that you have selected.

Specifying a Larger Font

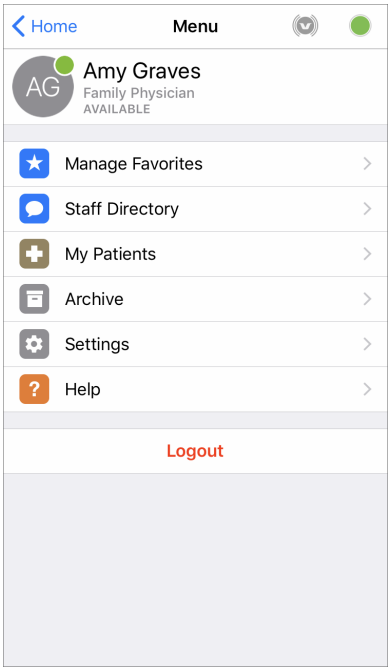
You can specify that text displayed in the Vina app is to appear in a larger font size.

To specify the larger font size:

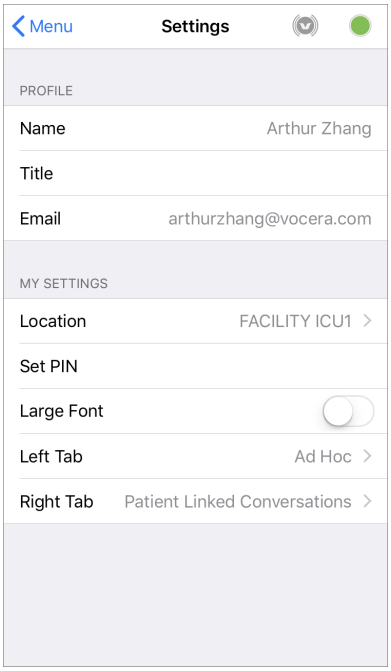
1. Select the Menu icon at the top of the Home screen.



2. In the Menu screen, select Settings.



The Settings screen appears.



3. Set the Large Font> option. This displays text in the larger font when possible.

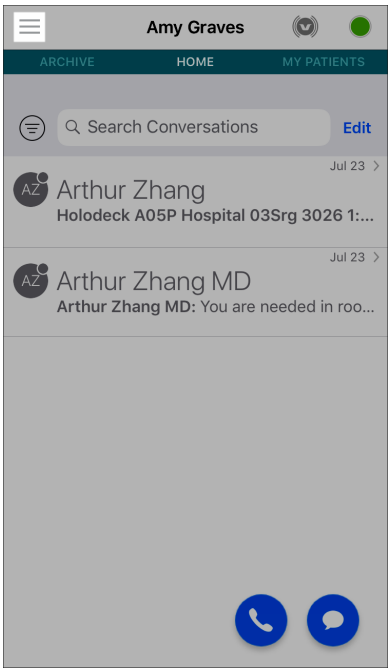
Note: When you log out and log back in again, this setting is preserved.

Specifying the Facility and Unit

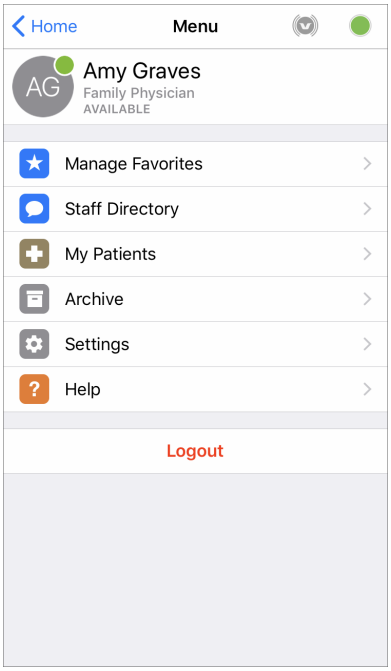
If your environment supports multiple facilities and units, you can set your current facility and unit.

To specify your facility and unit:

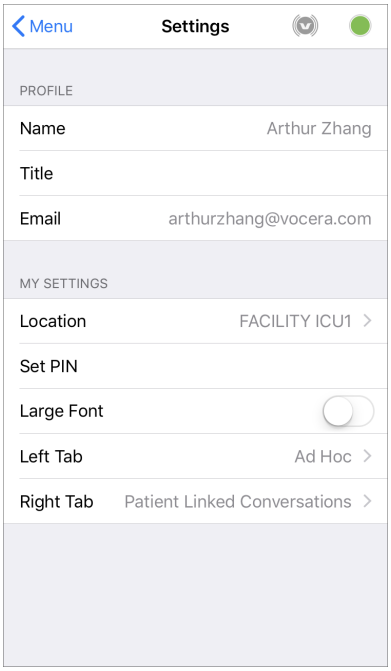
1. Select the Menu icon at the top of the Home screen.



2. In the Menu screen, select Settings.



The Settings screen appears.

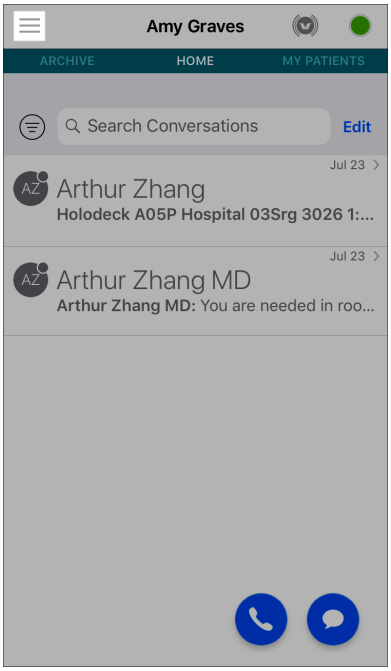


3. Tap Location. This displays the facilities and units that are available to you.
4. Tap the facility and unit that you want to use.
5. Tap Back to return to the Settings menu.

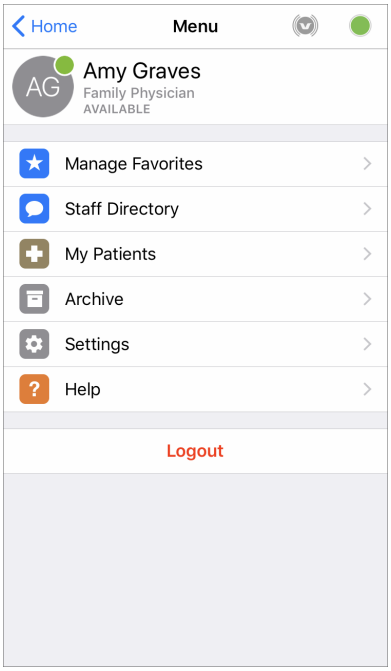
Viewing Online Help

You can view a copy of this user guide as online help.

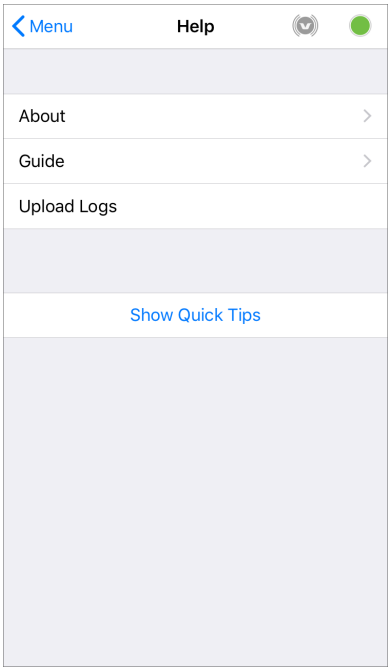
1. Select the Menu icon at the top of the Home screen.



2. In the Menu screen, select Help.



3. From the Help menu, select Guide.



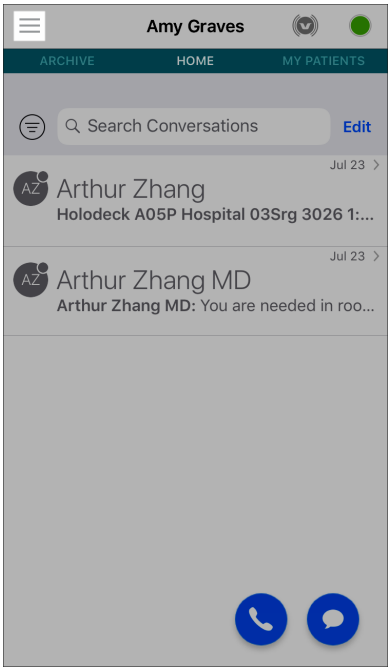
This guide is displayed in a format that is convenient to access from your device.

Viewing Device and Server Information

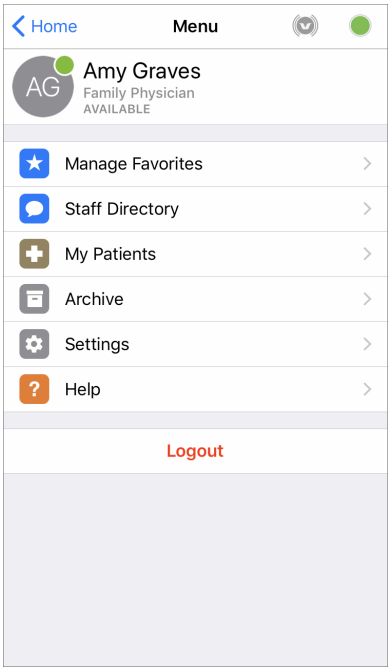
From the Help screen, you can view information on the device and the server that you are using. This information can be used for troubleshooting.

To view device and server information:

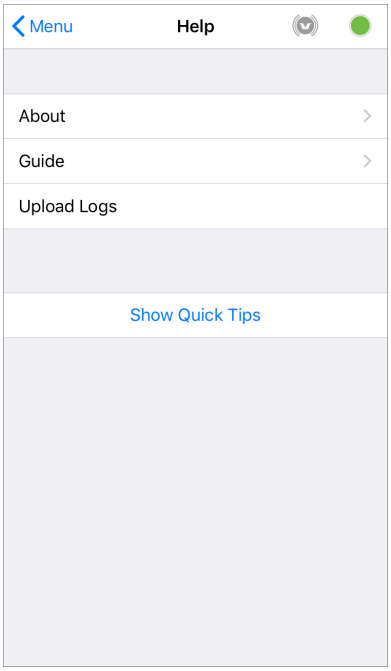
1. Select the Menu icon at the top of the Home screen.



2. In the Menu screen, select Help.



3. From the Help menu, select About.



The About screen appears, displaying the following app and server information.

Information Item	Description
App Version	The version of the Vocera Vina app that you are using.
OS version	The version of the Apple iOS operating system that you are using.
Username	The username that you have used to log into the Vocera Vina app.
XMPP Domain	The Extensible Messaging and Presence Protocol (XMPP) server domain name.
XMPP User ID (JID)	Your user id on the server.
DHCP Search Domains	The current DHCP search domains.
XMPP Server Address	The XMPP server IP address and port (formatted as IP:port). This is used for messages.

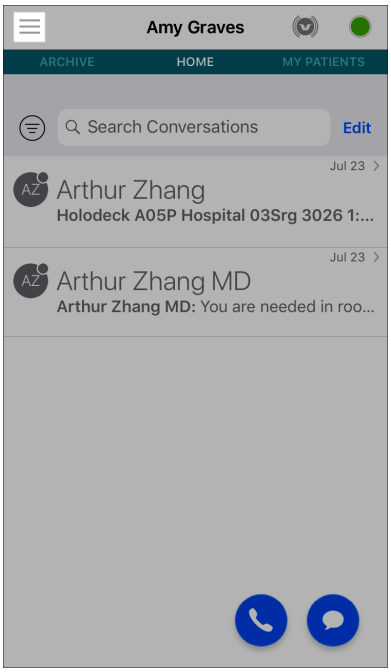
Information Item	Description
Signaling Server Address	The signaling gateway IP address and port (formatted as IP:port). This is used for calls.
Access Point MAC	The media access control (MAC) address for the access point to which your device is connected. If you are not connected to Wi-Fi, this value is empty.

Uploading Logs

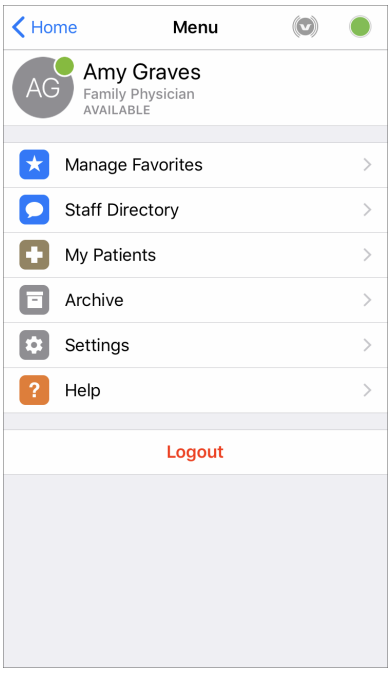
From the Help screen, you can upload log information to the server. This provides information for Vocera technical support if something goes wrong.

To upload logs:

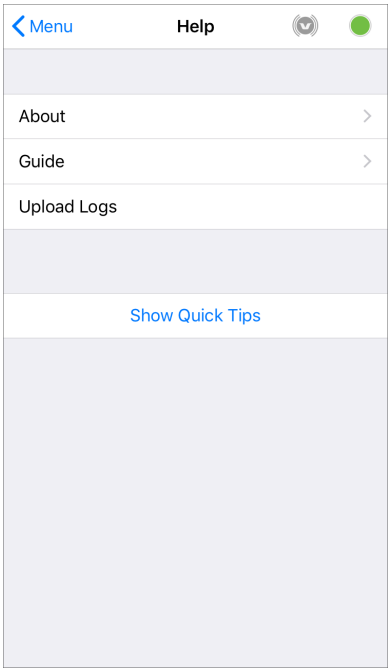
1. Select the Menu icon at the top of the Home screen.



2. In the Menu screen, select Help.



3. From the Help menu, select Upload Logs.



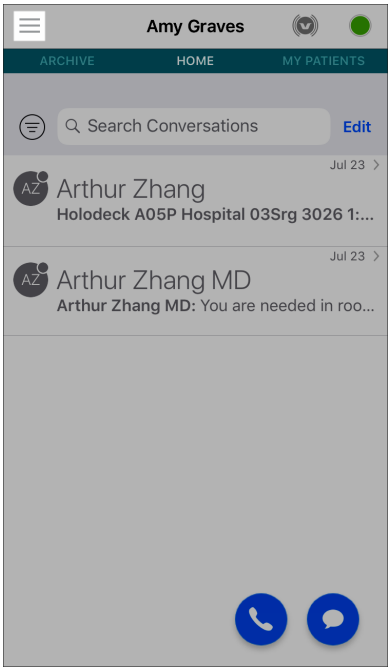
The logs are uploaded to the server, and Vocera Vina displays a message that shows the status of the upload, including the time the last upload was completed if successful, or an error message if not successful.

Viewing Quick Tips

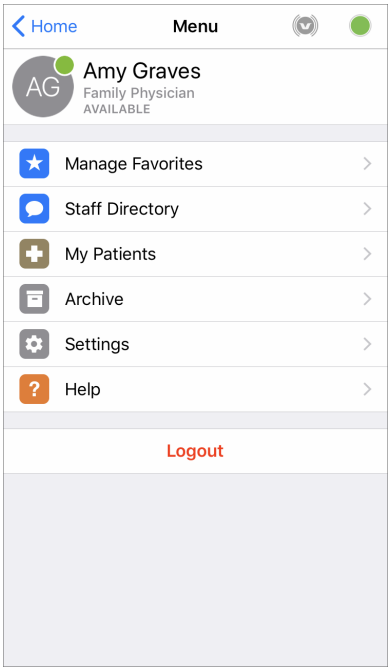
When you log into Vocera Vina for the first time, a dialog box containing helpful quick tips appears.

To view quick tips:

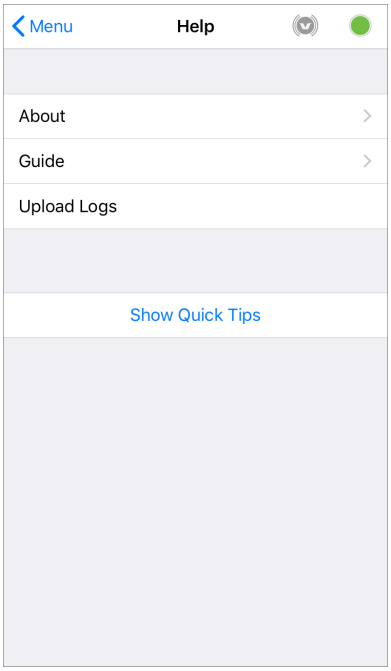
1. Select the Menu icon at the top of the Home screen.



2. In the Menu screen, select Help.

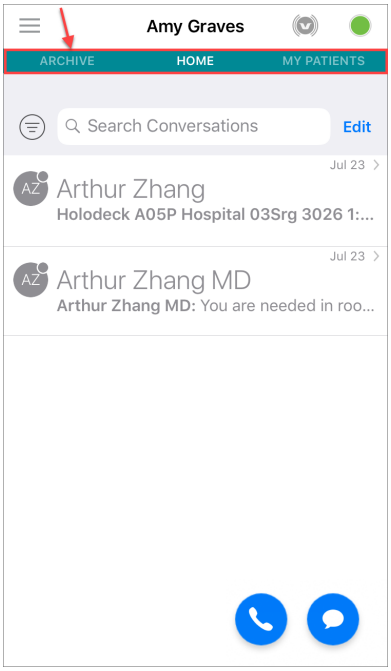


3. From the Help menu, select View Quick Tips.

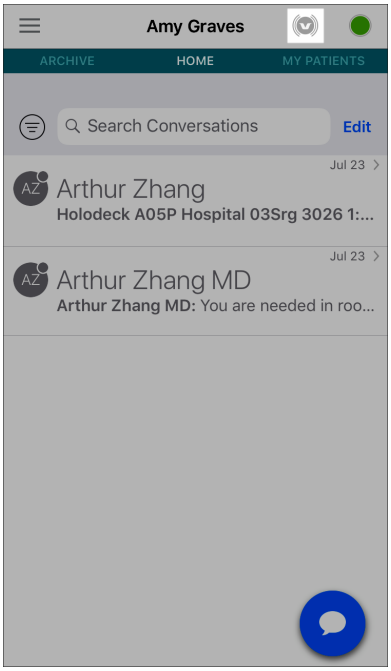


The tips that are displayed:

- When you are in a screen that contains a tab ribbon, swipe left or right to move from one tab to another.

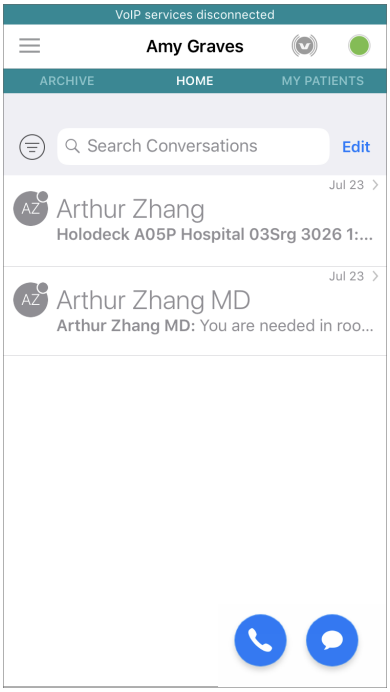


- In the Home screen, press and hold a conversation to select it and activate multi-select. You can mark selected conversations as read, or you can leave selected conversations.
- Tap the Vocera icon to display the Genie.



The Status Banner

If there is a problem with your server connection, a banner appears at the top of the screen.



When your services are restored, the message **All services connected** is displayed briefly, and then the status banner disappears.

Keyboard Accessibility Capabilities

The Vocera Vina app supports the speech-to-text dictation capabilities provided by your device's keyboard to permit greater accessibility for people who have a disability.

Important: Because Apple sends the audio to cloud services outside our secure texting applications, make sure you use this feature as prescribed by your organization's HIPAA guidelines.

Locking Your Device

Vocera recommends that you lock your device when not in use. This ensures that you do not accidentally perform an unwanted task while the device is in your pocket or stored elsewhere.

Contact your device's manufacturer for details on how to lock your device.

The Home Screen Layout

When you log into Vocera Vina, you see the Home screen, which lists all of the notifications sent to you and all of the conversations that you have participated in.

From the Home screen, you can:

- Access the application menu, including your contacts and favorites
- Start a new conversation or call
- Access the Vocera Genie
- Set your availability
- Set your conversation filtering
- Select multiple conversations to leave or mark as read

Here is the layout of the Home screen:



1	Tap here to display the application menu. From this menu, you can view your availability status, view your profile picture, manage your favorites, change your settings, view help, or log out.
2	Your name, as specified in the server. If your administrator has included a personal title for you (such as MD or RN), this title is displayed after your name.
3	Tap this icon to filter the conversations on this screen. See **Filtering Conversations** on page 73 for more details. If this icon is not visible, swipe down on your screen to display it.

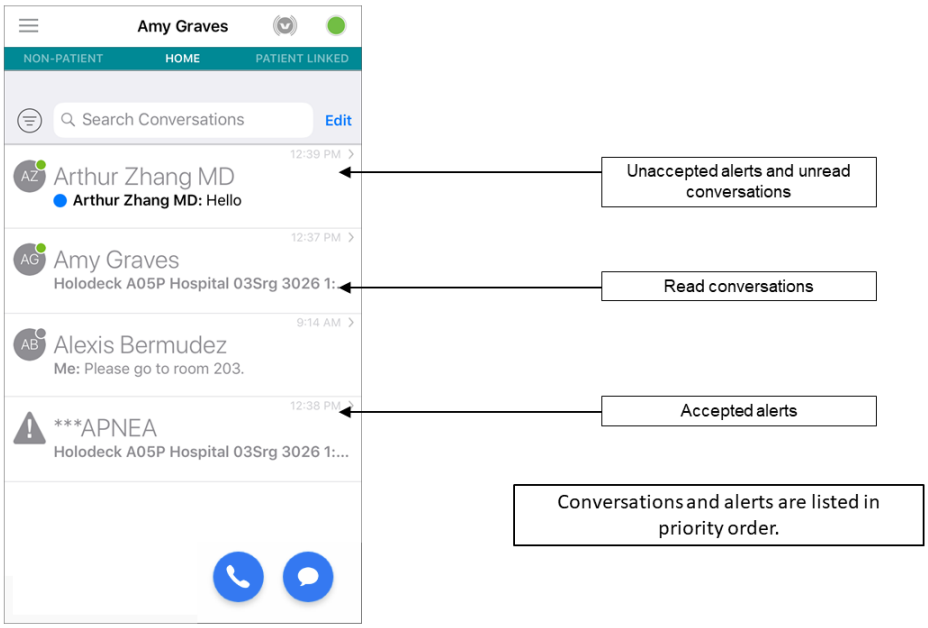
4	In Vocera Vina, conversations and alerts are organized into tabs. These tabs can be one of the following: • Non-Patient: Conversations that do not include patient information. • Home: All conversations. By default, this is the middle tab. • My Patients: Links to all patients that have been assigned to you. • Patient Linked: Conversations that include patient information. • Archive: Archived conversations. Your site administrator may also have defined customized tabs for you. In the Home screen, conversations are organized in a specific order. See **Conversation Priority** on page 29 for more information on how conversations are organized. Tap a tab name to display its contents, or swipe left or right to switch from one tab to another. You can specify what tabs are to be displayed on the screen. See **Customizing the Display Tabs** on page 14 for details.
5	Type in the search field to search for a specific recipient with which you are having a conversation. If the search field is not visible, swipe down on your screen to display it.
6	Tap a conversation to view or edit it. See **About Conversations** on page 33 for more information on conversations. In each conversation, the time of the latest activity in this conversation is displayed at the top right. You can press and hold a conversation to display checkboxes that enable you to select multiple conversations. See **Selecting Multiple Conversations** on page 71 for more details.
7	Tap the presence and availability icon to indicate whether you are available or unavailable. See **Setting Presence and Availability** on page 139 for more details.
8	Tap this icon to display the Vocera Genie. See **Calling with the Genie** on page 89 for more information on the Genie.
9	Tap the Call icon to place a call. See **Placing a Call** on page 87 for more details.
10	Tap the Chat icon to start a new conversation. See **Starting a Conversation** on page 33 for more details.

Conversation Priority

In Vocera Vina, conversations and alerts are grouped into priority classes. This ensures that high-priority tasks are easily located for urgent resolution.

The priority classes are:

- Unread alerts or urgent-priority mass alerts (highest priority)
- Alerts and conversations with unsent, unacknowledged, or unread messages
- Read and accepted alerts and conversations (lowest priority)



The more detailed sorting order is:

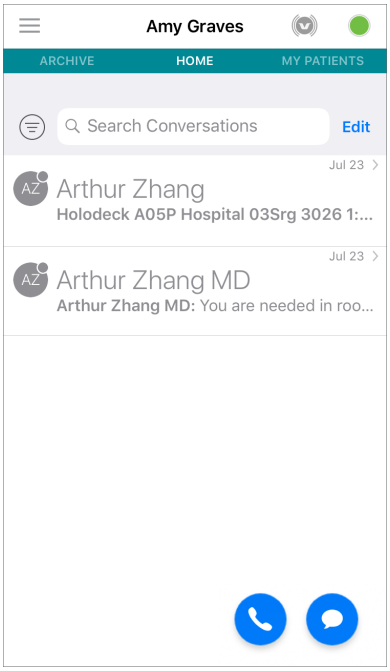
- Urgent priority mass alerts
- Unread or unaccepted alerts:
  - Unread or unaccepted urgent priority alerts
  - Unread or unaccepted high priority alerts
  - Unread or unaccepted normal priority alerts
- Alerts or conversations with unacknowledged acknowledgement-requested messages:
  - Alerts with unacknowledged acknowledgement-requested messages (sorted in priority order)
  - Conversations that have a patient context with unacknowledged acknowledgement-requested messages
  - Conversations with unacknowledged acknowledgement-requested messages
- Alerts or conversations that contain a message that failed to send:
  - Alerts that contain a message that failed to send (sorted in priority order)
  - Conversations that have a patient context that contain a message that failed to send
  - Conversations that contain a message that failed to send
- Alerts and conversations in which the latest message is unread:
  - Alerts in which the latest message is unread (sorted in priority order)
  - Conversations in which the latest message is unread
  - Conversations in which the latest message is unread
- Read or accepted alerts and conversations:
  - Conversations that have a patient context
  - Conversations that do not have a patient context
  - Urgent priority alerts
  - High priority alerts
  - Normal priority alerts

Within a specific category, conversations are sorted with the most recent first.

Ribbon Colors

In the Home screen and other screens, a ribbon at the top of the screen displays the tabs that are available to you. The color of this ribbon indicates the context of the current conversation.

For example, when you start the app and view the Home screen, the tabs are displayed in a green ribbon:



Here are the possible colors for the tabs ribbon, and the context that each color represents.

Color	Priority
	No context. This is used for the Home and Non-Patient tabs in the Home screen, and for all conversations that do not have a patient context.
	Patient context. This is used for the Patient Linked tab in the Home screen, and for all conversations that are about a specific patient.
	Urgent priority alerts and messages.
	High priority alerts and messages.
	Normal priority alerts and messages.

Notifications and Apple iOS

If you are using Vocera Vina on an Apple iOS device, take note of the following important information related to notification settings.

To improve how alerts are received, set notifications as follows:

1. On your app's home screen, tap Settings.
2. Tap Notifications and Vocera Vina.
3. Turn on Allow Notifications.
4. Turn on Show on Lock Screen.
5. Turn on Show in History.
6. Turn on Show as Banners.
7. Set the banner type to Persistent.
8. Set Show Previews to Always (Default).

Notifications in iOS Version 12

If you are using Vocera Vina on a device that is using iOS version 12 or later, notifications from the same app are, by default, stacked in a group sorted by time received. This means that more recent lower-priority notifications may cover up older higher-priority notifications.

To revert to the notification behavior used in earlier versions of iOS, do the following:

1. On your app's home screen, tap Settings.
2. Tap Notifications and Vocera Vina.
3. Turn off the Notification Grouping option.

Notifications and the Apple Watch

If you have connected an Apple Watch to the iPhone on which you have installed the Vocera Vina app, Vocera recommends that you disable Vocera Vina notification mirroring on your Apple Watch.

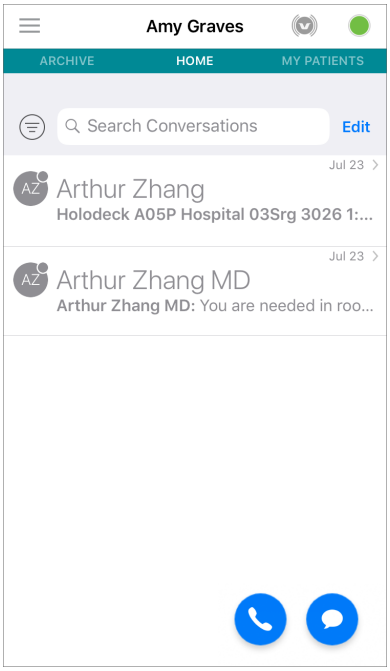
This is because the iPhone screen does not wake up automatically when a notification is received while the device is not active.

To disable notification mirroring on your Apple Watch:

1. Open the Apple Watch app on your iPhone.
2. Tap the My Watch tab.
3. From the menu, select Notifications.
4. Disable Vocera Vina.

About Conversations

When you start Vina, the Home screen displays a list of the conversations and group chats that you have participated in. You can use messaging and chat-style conversations to communicate with other users in your network.



You can:

- Start a conversation with another user.
- Start a group chat with multiple users.

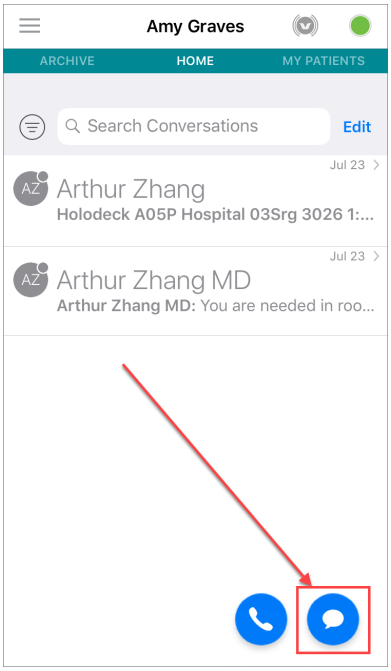
Note: Your administrator may have defined the maximum number of conversations or group chats that can appear on your screen. Contact your administrator if you have any concerns about this.

Note: You can miss a message if it is sent in a conversation or group chat that has scrolled off your screen.

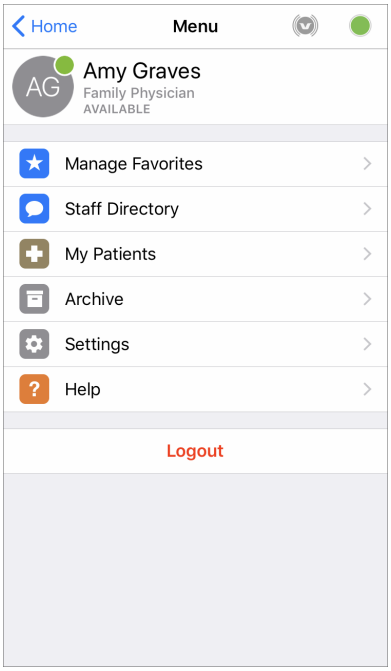
Starting a Conversation

When you are viewing the screen that displays the list of conversations, you can start a new conversation.

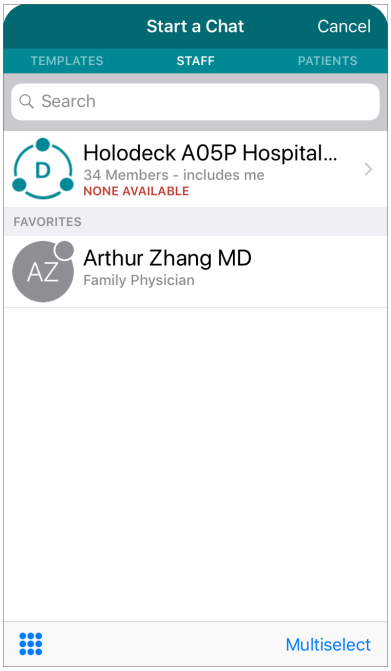
1. Do one of the following:
   - In the Home screen, tap the Chat icon at the bottom of the screen.



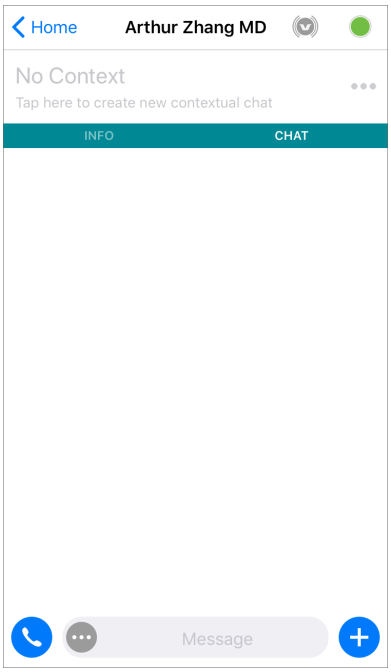
- In the Menu screen, tap Staff Directory.



The Start A Chat screen appears.



2. Select the contact with which you want to have a conversation:
   a. If the contact is defined as a favorite, tap the link for that contact to start the conversation. (See **About Favorites** on page 131 for more information on Favorites.)
   b. If the contact is a member of a group, tap the group to display the contacts that are members of the group, then tap on the member to start the conversation.
   c. Tap the search icon and type search text consisting of some or all of the contact's name. All contacts matching this search text are displayed. Tap the entry for the contact with which you want to start a conversation.
3. When you have selected a message participant, the chat screen appears, and you can start the conversation. See **Adding a Message** on page 49 for information on how to do this.

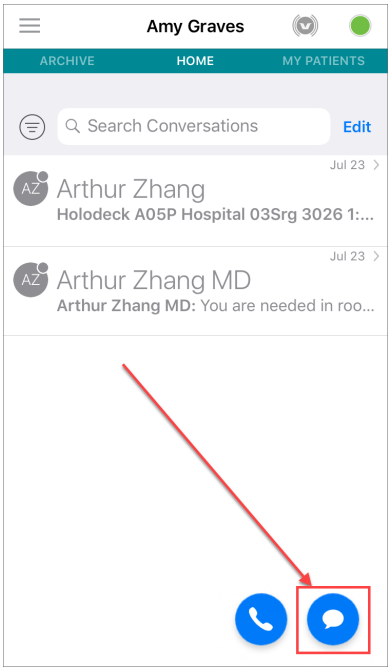


If you have previously started a 1-on-1 conversation with this contact, the existing conversation is rejoined. Conversations that are between more than two users or contain a patient reference are always new conversations.

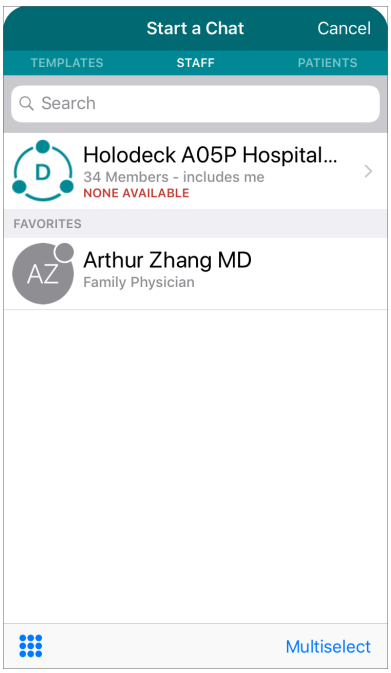
Starting a Chat With a Group or Department

You can start a group chat with all members of a group or department to which you belong.

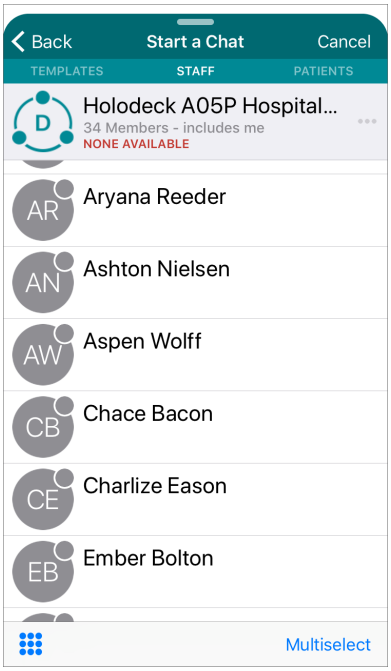
1. In the Home screen, tap the Chat icon at the bottom of the screen.



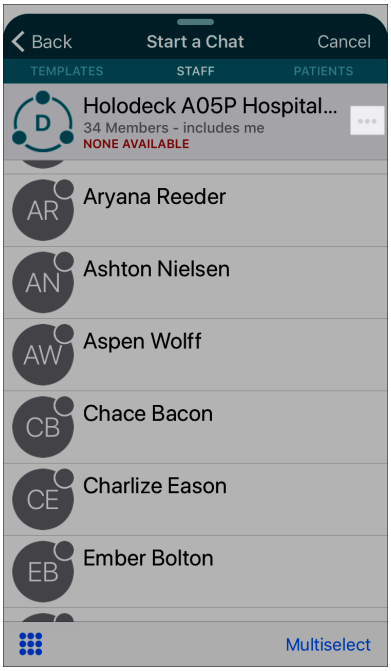
The Start A Chat screen appears.



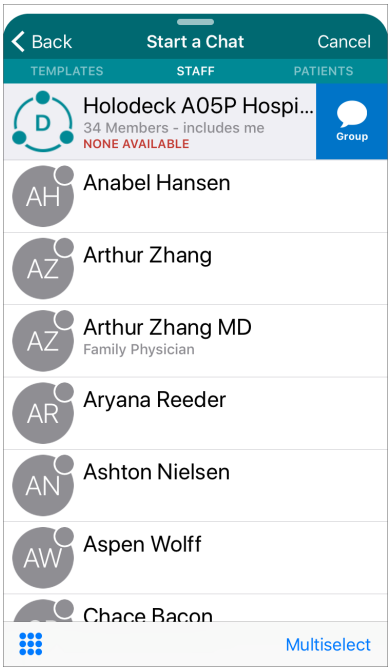
2. Tap the name of the group or department, or use the Search box to search for the group or department name and then tap it. A list of members appears. If you are a member, the text "includes me" appears.



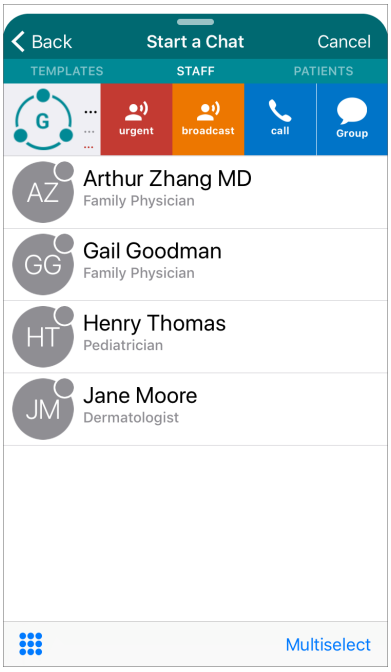
3. Tap the ... icon next to the group or department name.



4. Tap the Group icon that appears. If you are viewing a department, your screen looks like this:



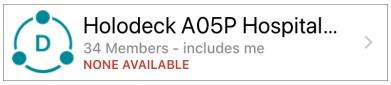
Note: If you are viewing a group, your screen looks like this:



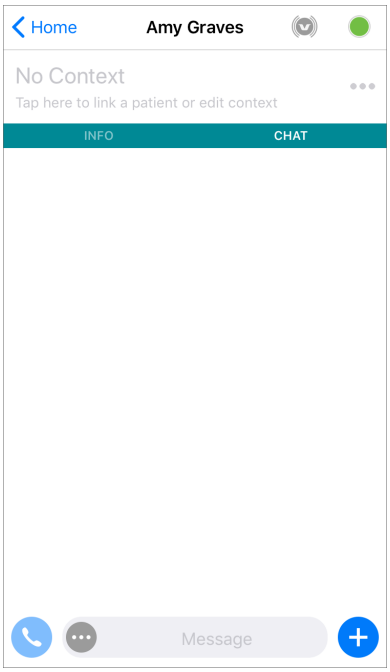
Note: Groups have a G in their icon:



Departments have a D in their icon:



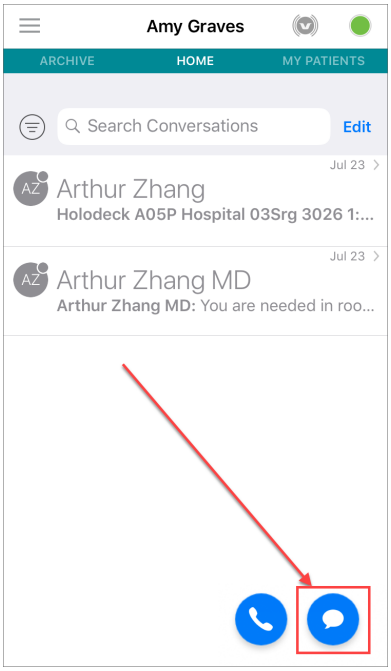
Vina creates a chat room in which all of the members of the group or department are invited to be participants.



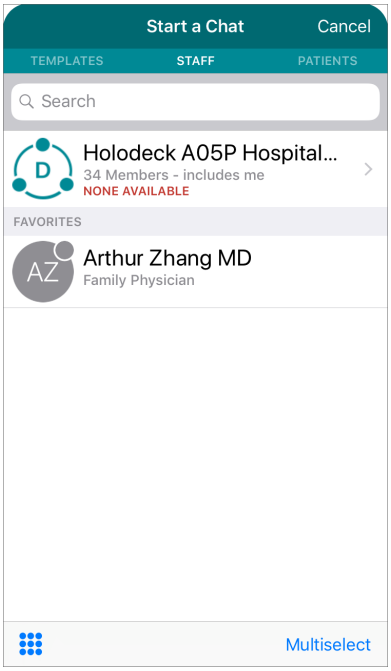
Starting a Multi-User Conversation

You can start a multi-user conversation with members of a group or with two or more favorites.

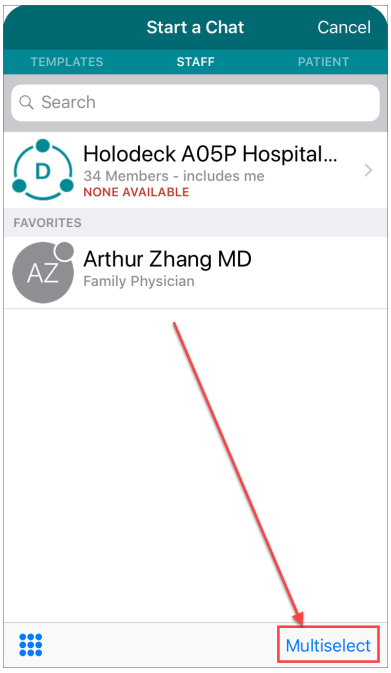
1. In the Home screen, tap the Chat icon at the bottom of the screen.



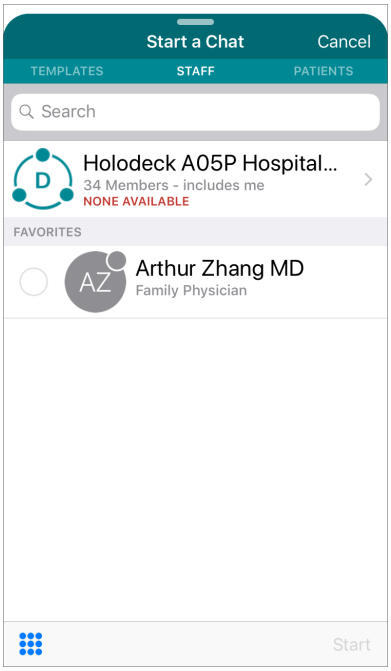
The Start A Chat screen appears.



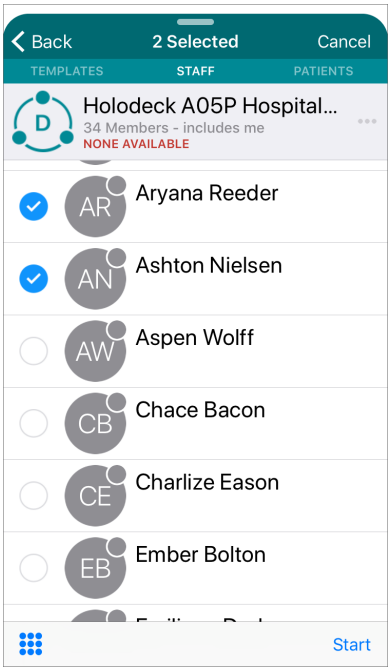
2. In the ribbon at the top of the screen, tap Staff if it is not already selected.
3. Tap Multiselect.



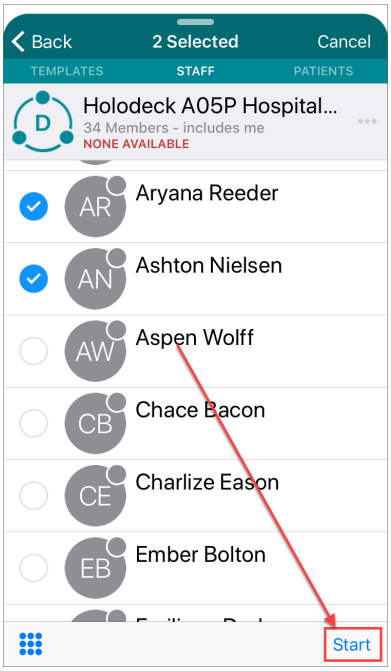
Checkboxes appear to the left of each favorite.



4. Select the contacts with which you want to have a conversation:
   a. To select favorites, tap the checkbox to the left of each favorite to add the favorite to the conversation. (See **About Favorites** on page 131 for more information on Favorites.)
   b. To select members of a group, tap on the group to display the members of the group, then tap the checkbox to the left of a member to add the member to the conversation.



5. Tap Start to start the conversation.

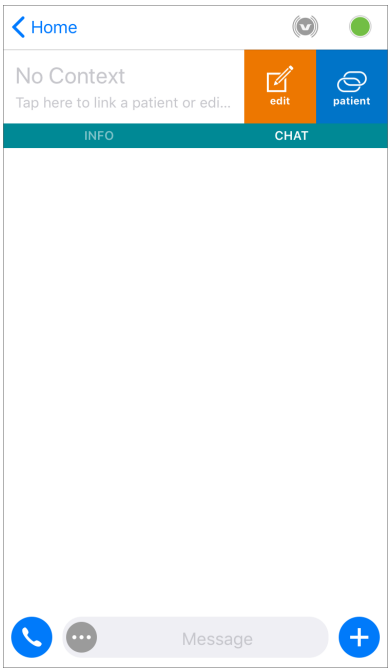


Creating a Conversation Context

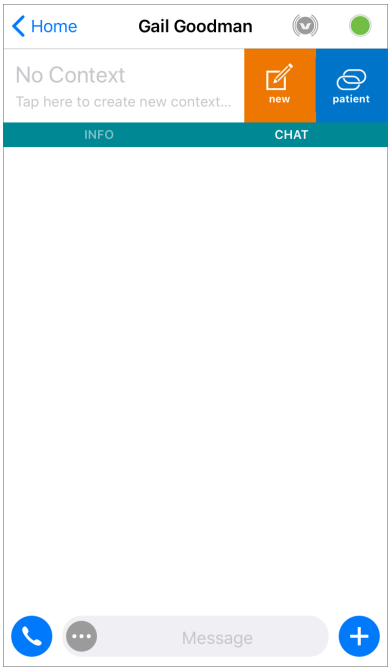
Each group chat in the Vina app can have a context, which is the subject of the chat. If a group chat does not have a context, or has a context that is not a patient link, you can specify a context. If you are in a conversation with one other person, you can create a group chat with this person and define a context for it.

Note: For information on adding a patient context to a group chat, see **Adding a Patient to a Chat** on page 61.

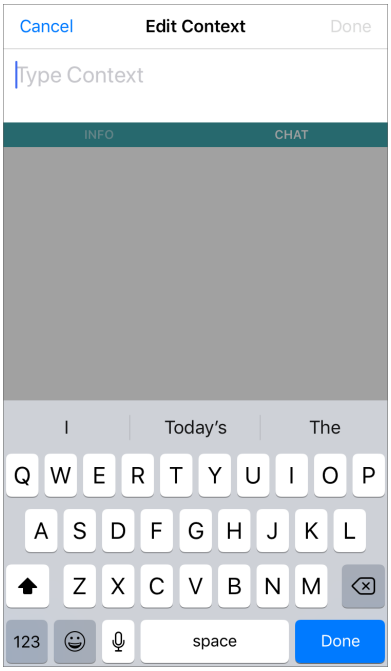
1. Do one of the following:
   a. In your group chat, tap the existing context, or tap No Context if no context is defined. The Edit and Patient options appear.



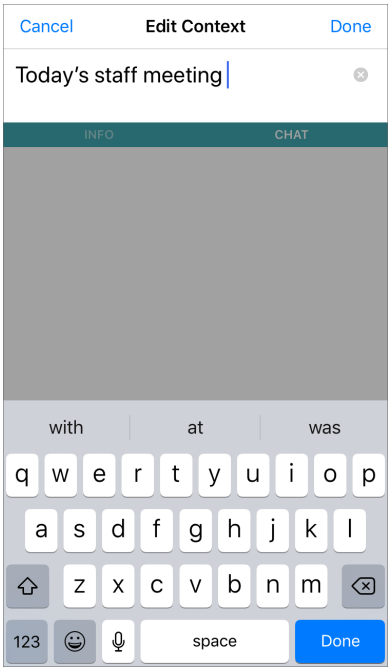
   b. In your conversation, tap No Context. The New and Patient options appear.



2. Tap Edit. The screen is updated to enable you to type a context.

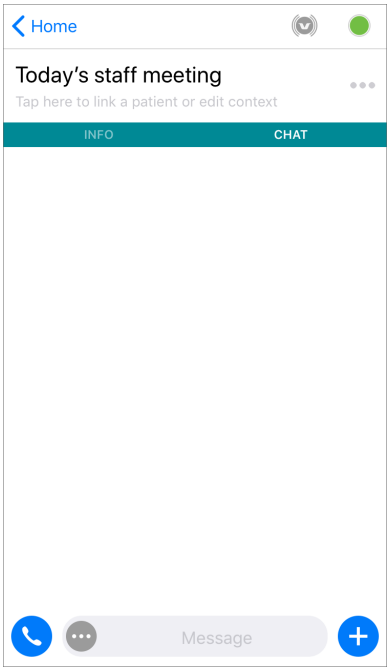


3. Type the context that you want to use.



4. Tap Done to confirm that you want to change the context.

If you are in a group chat, the context that you have specified is added. If you are in a conversation, a new group chat is created with the conversation participants and the context that you have specified.



Starting a Care Team Chat

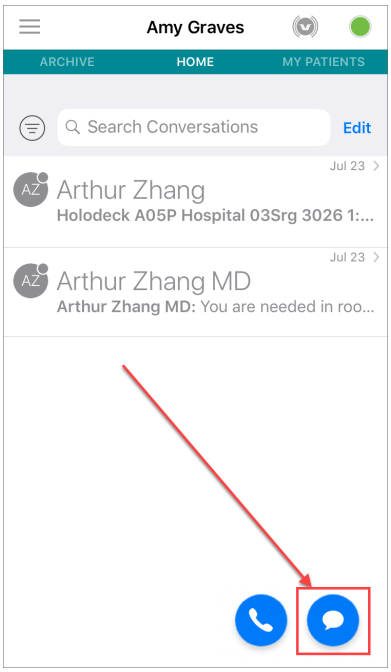
You can start a group chat with some or all of the members of the care team assigned to a patient, with the patient as the context of the group chat.

You can do this in one of two ways:

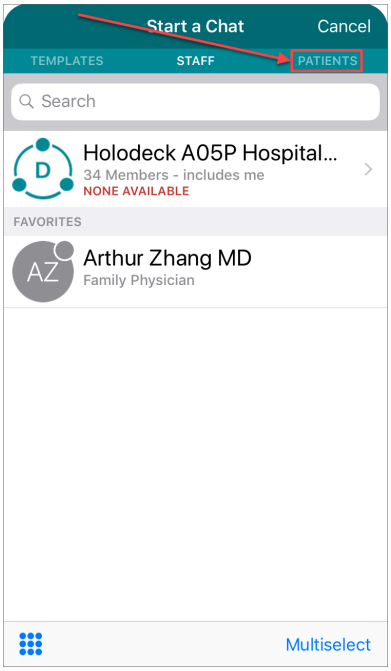
- Locate the patient in your My Patients list.
- Start a conversation using the Chat icon at the bottom of the Home screen, and specify the patient there.

1. To locate a patient in your My Patients list, follow the instructions in **Viewing Patients** on page 55.

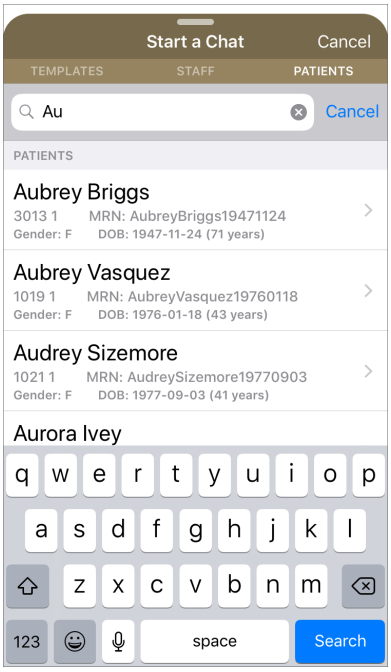
2. To locate a patient using the Chat icon:
   a. In the Home screen, tap the Chat icon at the bottom of the screen.



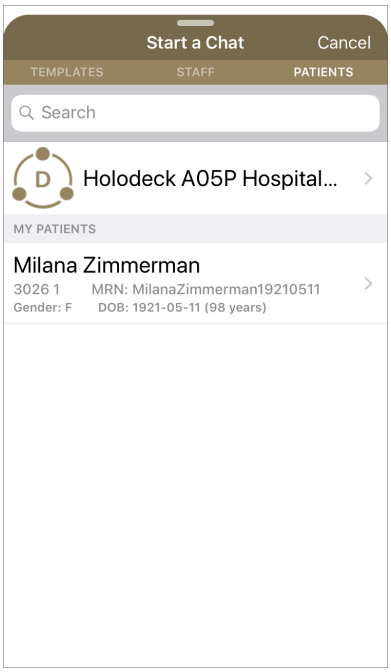
   b. In the ribbon at the top of the Start a Chat screen, tap Patients.



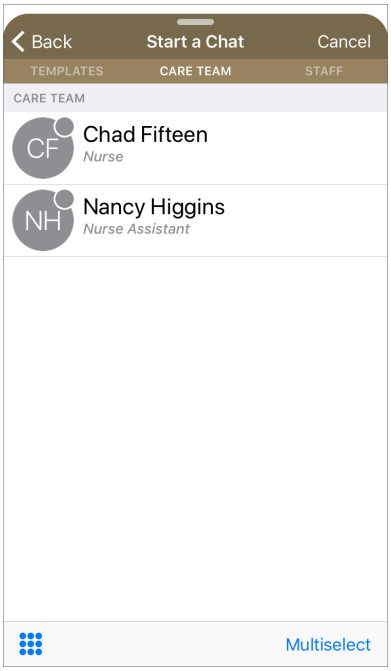
   c. The screen now displays your department and the list of patients assigned to you. To search for another patient or department, type at least two characters of the patient's first or last name or the department name. A list of matches is displayed, with departments listed first, then patients.



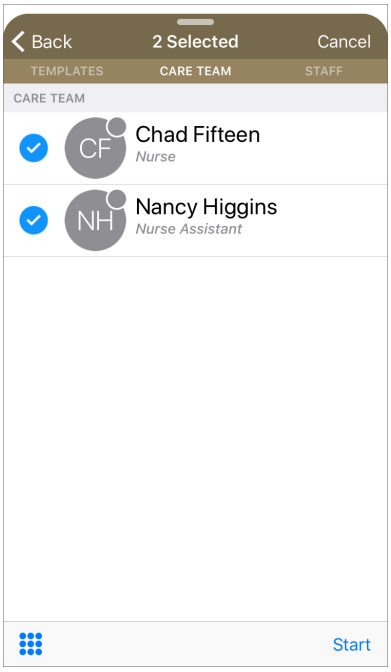
3. In the list of patients that is displayed, tap the name of the patient that you want to discuss. You can also tap a department name to display a list of its patients, and then tap the name of a patient on that list.



For the patient that you have selected, a list of the care team members appears.

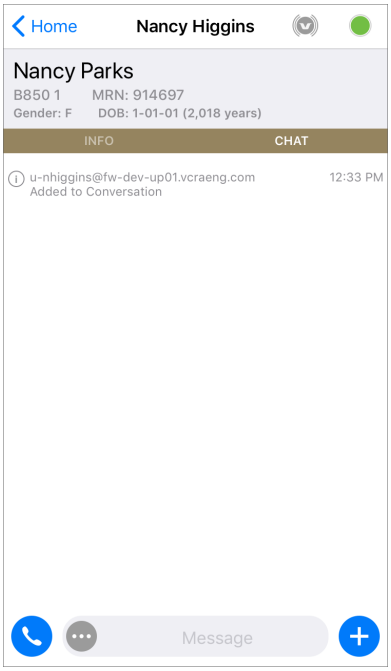


4. You can either start a group chat with multiple members of the care team or start a chat with a specific care team member.
   a. To start a group chat with multiple members of the care team, tap Multiselect, select the members that you want to include in the chat, and tap Start.

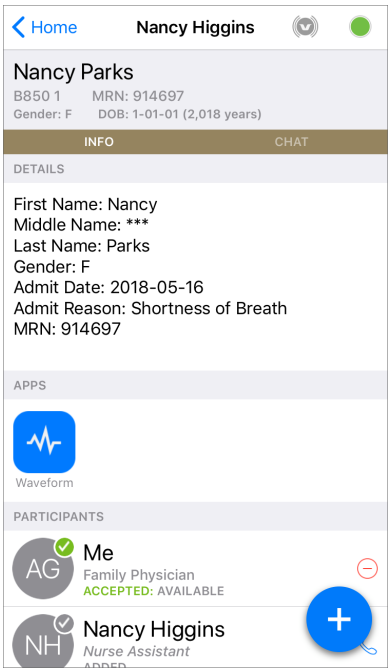


   b. To start a group chat with a care team member, tap the name of the care team member.

   The chat starts.

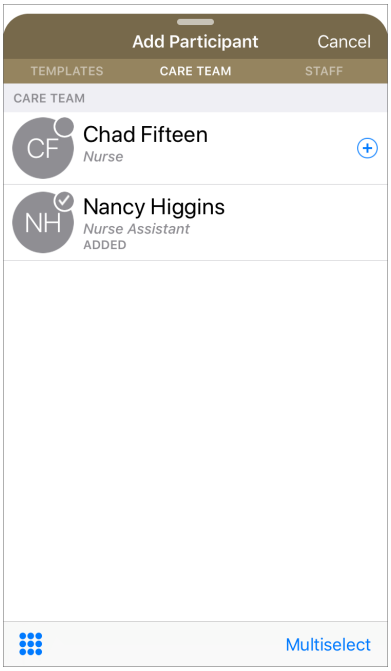


5. To add participants to the conversation after you have started it, tap Info. A list of the conversation participants appears at the bottom of the screen.



Note: To call a member of the care team that is participating in this conversation, tap the call icon to the right of the member's name.

6. Tap the plus sign at the bottom right of the screen to add a participant. The list of care team members appears.



Type the plus sign next to a care team member to add him or her to the conversation. To add multiple members to the conversation, tap Multiselect, select the checkboxes of the members that you want to add, and then tap Add.

Note: For information on how to add care team members to an existing patient conversation, see **Adding the Care Team to a Patient Conversation** on page 67.

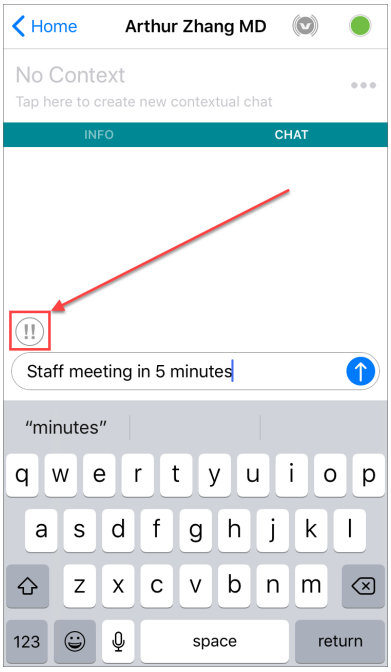
Adding a Message

You can add a new message to a conversation or group chat that you are in.

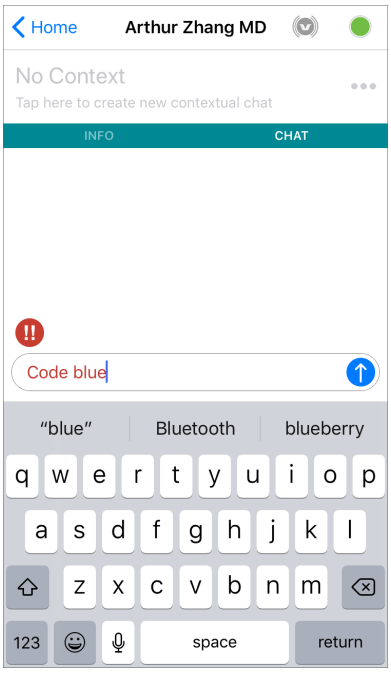
1. To send a message, type the text in the field at the bottom of the screen.



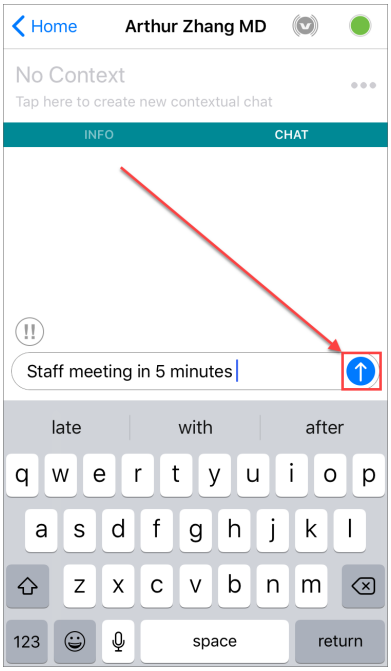
2. To ask for an acknowledgment to your message, tap the exclamation marks icon above the text. This icon appears when you start typing your message.



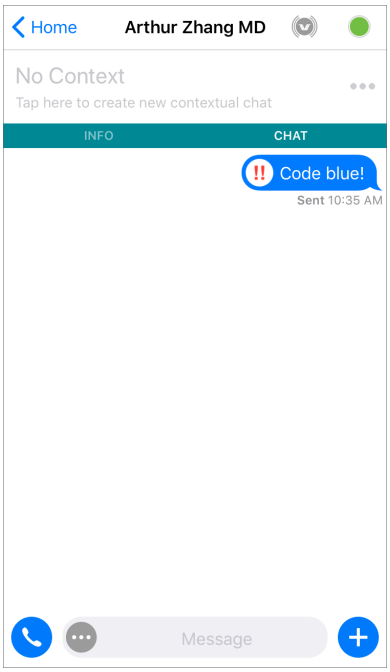
This is a convenient way to mark message text as high priority and ensure that it is acknowledged and not just read. When you have tapped this icon, the message text that you are typing appears in red on your screen.



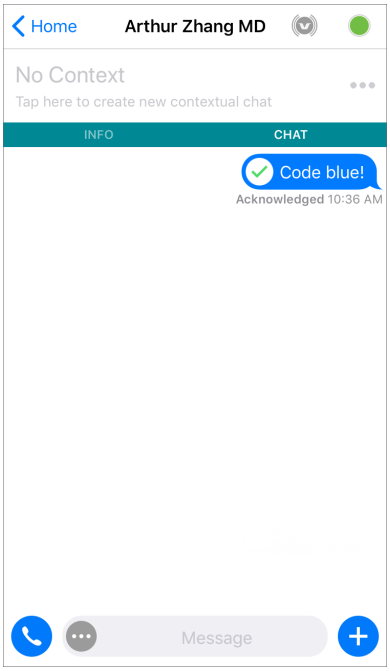
3. Tap the Send icon to send the message.



The sent message appears on the screen of all other participants in the conversation or group chat. If you have sent a message that requires an acknowledgement, the screen indicates this:



If the message has been acknowledged by all participants, you see this:



For a complete list of all possible statuses for sent and received messages, see **Message States** on page 52.

Message States

Each sent message in a conversation or group chat displays a message state that is based on the current users and the most recent received delivery information. Each received message indicates whether you have read or acknowledged it.

Each sent message displays one of the following message states:

State	Description	Timestamp Shown
<None>	Message sent, but no received response from the server.	<None>
Failed	Not received by server. The client has disconnected or 20 seconds have elapsed. **Note:** If you send a Failed message and then kill your Vocera Vina app, the failed message may not be displayed in the message conversation.	Time the failure was detected
Sent	Received by the server in a conversation or chat.	Time the server received the message
Delivered to some	No one has read or acknowledged the message. Some of the users have received the message, but not all.	Most recent received time
Delivered	No one has read or acknowledged the message. All users have received the message.	Most recent received time
Read by some	No one has acknowledged the message. Some of the users have displayed the message, but not all.	Most recent displayed time
Read	No one has acknowledged the message. All users have displayed the message.	Most recent displayed time
Acknowledged by some	Some of the users have acknowledged the message but not all.	Most recent acknowledged time
Acknowledged	All of the users have acknowledged the message.	Most recent acknowledged time

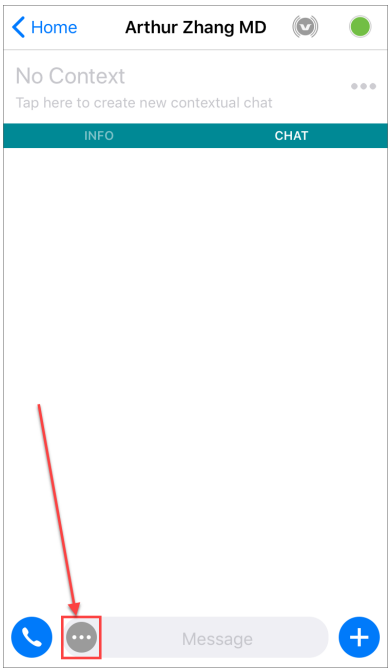
Each received message displays one of the following states:

State	Description	Timestamp Shown
Received	The message has been received, but the entire message has not been displayed on the screen.	N/A
Read	You have read the message.	The time that you read the message
Acknowledged	You have acknowledged the message.	The time that you acknowledged the message.

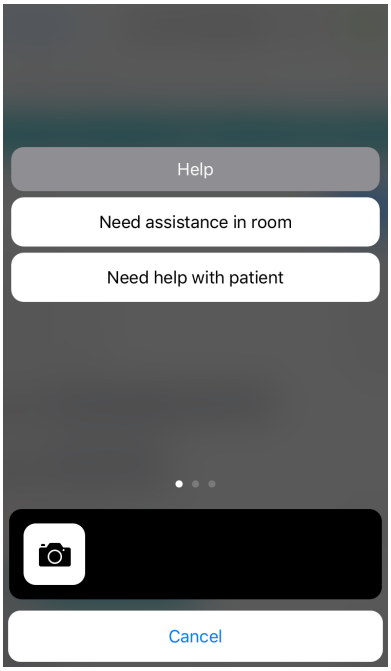
Sending a Quick Response

Some of the messages that are most frequently used in a conversation or group chat are available in a menu for easy access. This enables you to send a quick response when you receive an urgent message.

1. To send a quick response in a conversation or group chat, tap the Additional Messaging Options icon.



2. If your administrator has organized your quick responses into categories, swipe right to view additional categories.
3. Choose a quick response from the list provided. The quick response is added to your conversation.

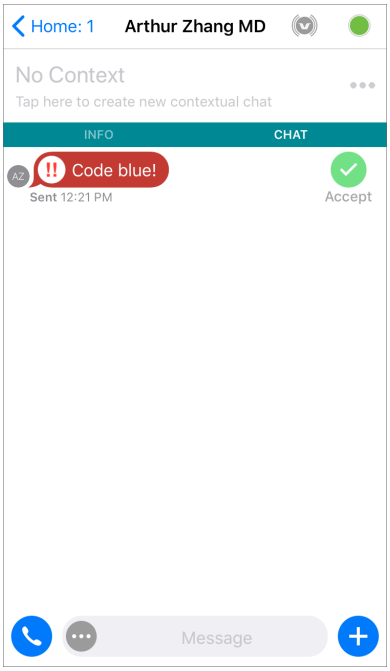


If you decide not to send a quick message, tap your device's Back icon to return to the conversation or group chat.

Acknowledging a Message

You may be sent a message that requires you to acknowledge to the sender that you have seen it.

If you receive a message that requires acknowledgment, it is displayed with a red background:

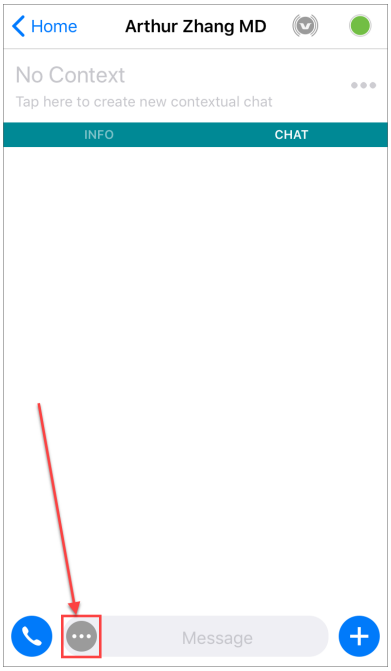


Tap Accept to acknowledge the message.

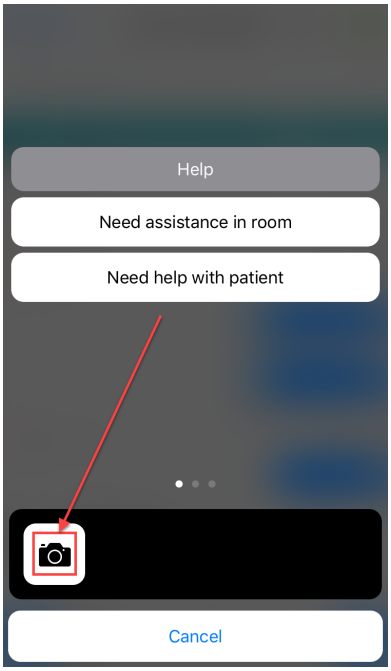
Adding a Photo

When you are in a conversation or group chat, you can take a photo to add to it.

1. Tap the Additional Messaging Options icon.



2. Tap the camera icon that appears.



3. Take the photograph.
4. Tap Retake to take the photograph again, or tap Send to send the photograph. Tap the Back button to cancel taking the photograph.

A thumbnail of the photograph appears in the conversation or group chat. Tap on the thumbnail to view the photograph.

About Patients

Vocera Vina is designed to be patient-oriented - information related to a specific patient in your care can be accessed and shared quickly and easily.

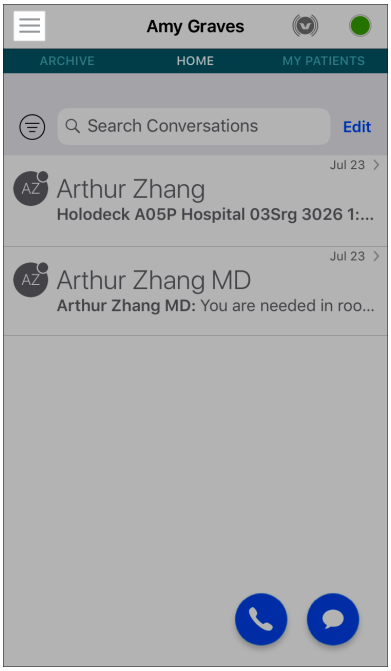
You can:

- View a list of all patients that have been assigned to you.
- View all conversations related to that patient.
- Create a new conversation related to the patient.
- View detailed information for a patient, including waveform data if it is available.

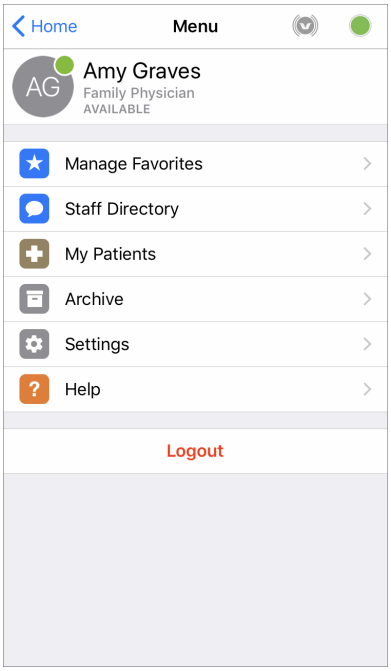
Viewing Patients

You can view a list of all patients that have been assigned to you.

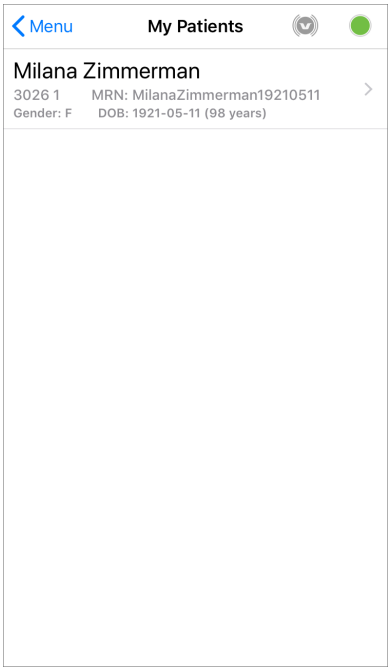
1. Select the Profile icon at the top of the Home screen.



2. In the Menu screen that appears, select My Patients.

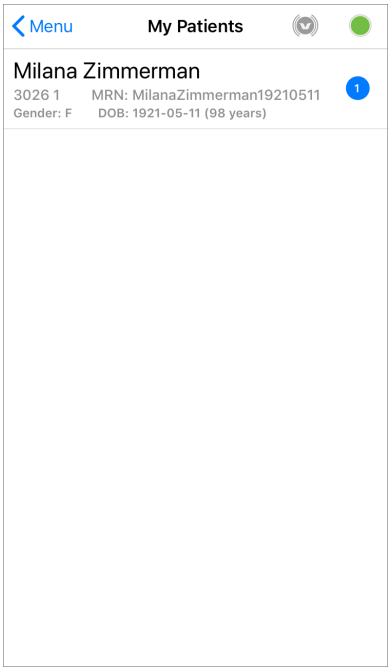


A list of the patients assigned to you is displayed. Each patient entry in the list contains the patient's name, facility, room, unit, and bed number:

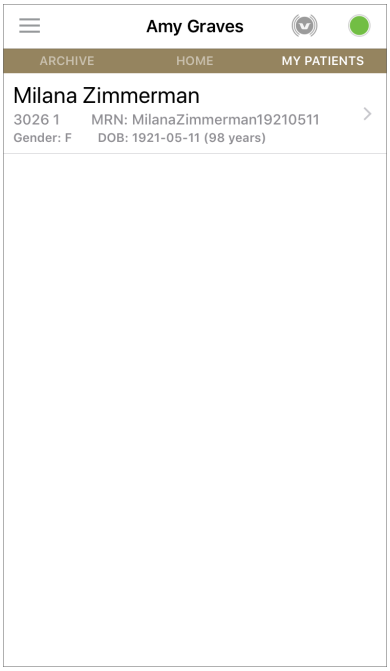


Each patient entry also contains some detailed information for the patient. To view more detailed information for the patient, tap the entry.

For any patient in the list, if there are any conversations that contain unread messages, a count of these conversations is displayed to the right of the patient name.



The Home screen may be configured to include a My Patients tab. If this tab is available, you can tap it to display the list of the patients that have been assigned to you.

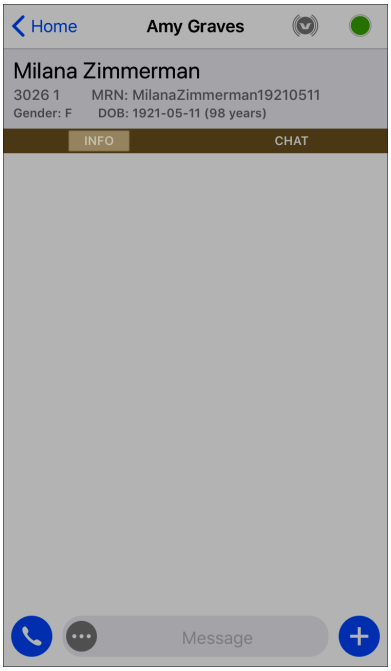


See **Customizing the Display Tabs** on page 14 for information on how to customize your tabs if this option is available to you.

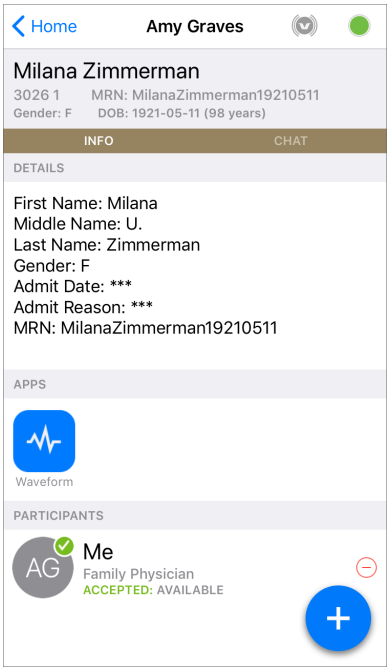
Viewing Patient Details

If you have added a patient to a group chat, you can view detailed information for that patient.

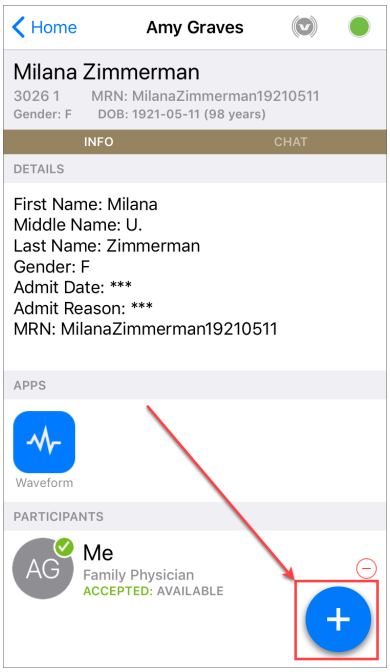
1. In your group chat, tap Info.



The patient details appear. A list of the group chat participants also appears.



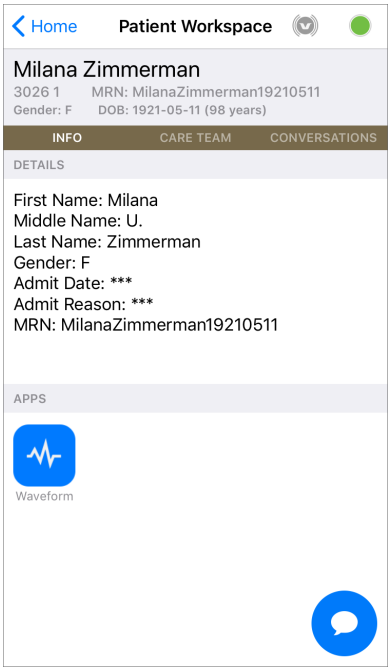
Tap the Add Participant icon to add other participants to the conversation. (For a patient-related alert, when you add other participants, a list of the care team members for that patient appears.)



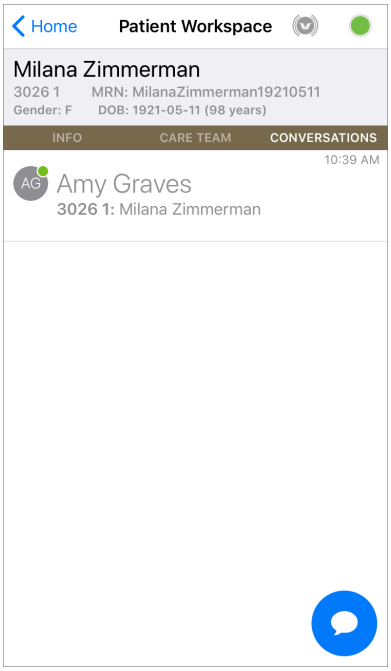
Viewing a Patient Conversation

If you have added a patient to a conversation, you can access this conversation from the detailed information screen for that patient.

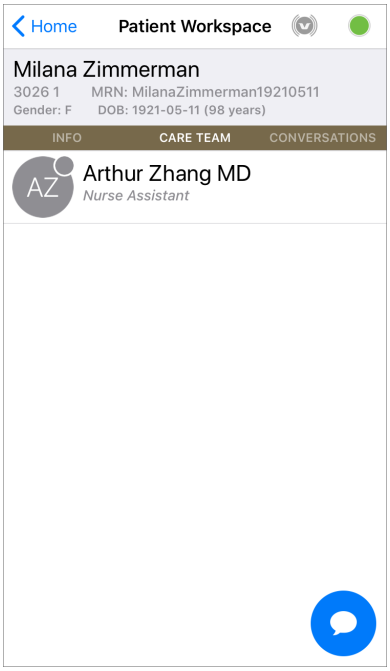
1. Follow the steps described in **Viewing Patients** on page 55 to view a list of the patients that have been assigned to you.
2. Tap a patient name and the Info tab to display detailed information for that patient.



3. Tap the Conversations tab to view a list of conversations about this patient. Tap a link to a conversation to return to it.



From this screen, you can tap the Care Team tab to view the care team members for this patient.

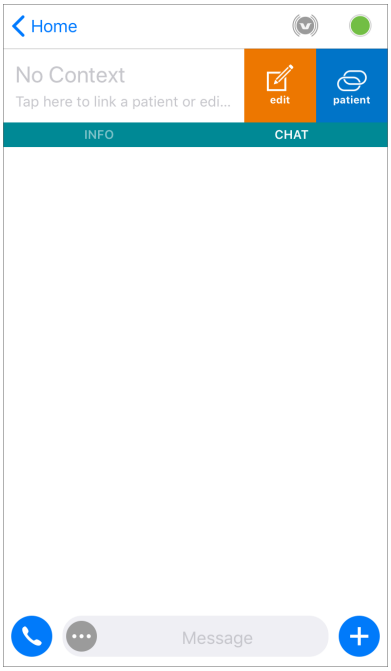


See **Starting a Care Team Chat** on page 44 for information on how to start a conversation with a patient care team.

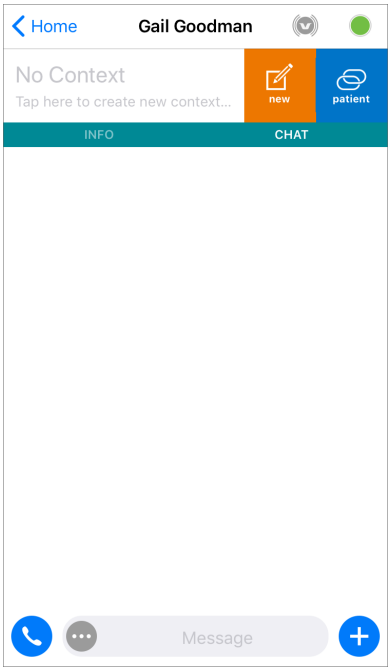
Adding a Patient to a Chat

If patient information is available, you can add patient information to an existing group chat. If you are in a conversation with one other person, you can create a group chat with this person that contains patient information.

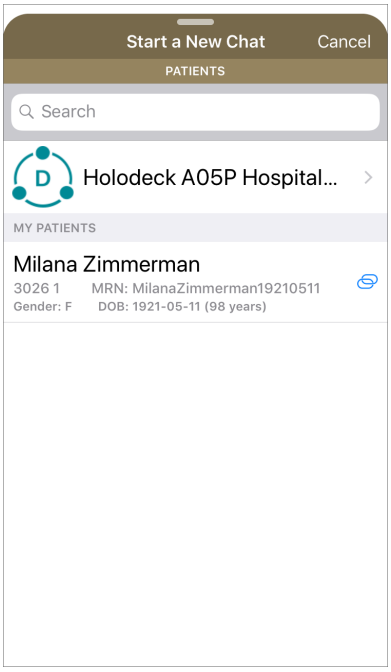
1. In your conversation or group chat, tap No Context.
   a. If you are in a group chat, the Edit and Patient options appear.



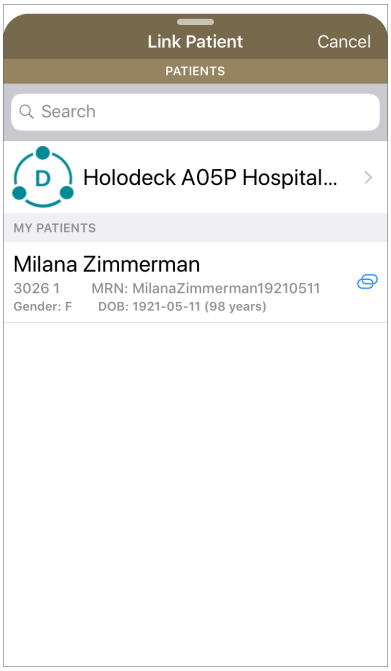
   b. If you are in a conversation, the New and Patient options appear.



2. Tap Patient to display the patients that are available to you.
   If you are in a conversation, adding a patient creates a group chat between you and the other person in the conversation. The Start a New Chat screen appears, which enables you to select the patient with which the new group chat is to be associated.

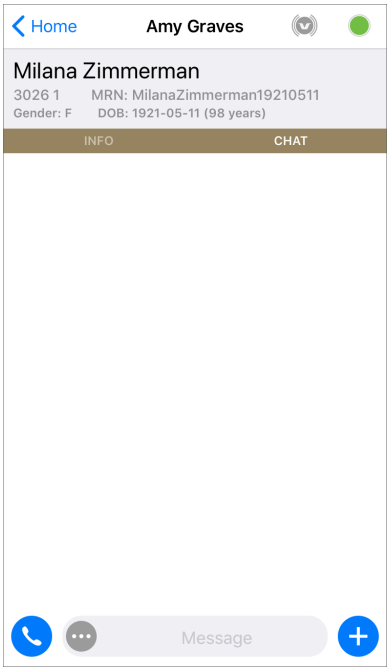


   If you are already in a group chat, the Link Patient screen appears, which enables you to associate a patient with your existing group chat.



3. If the patient that you want to associate with your group chat is part of a unit, tap the unit name to display its members.
4. Tap the entry for the patient that you want to associate with your group chat.

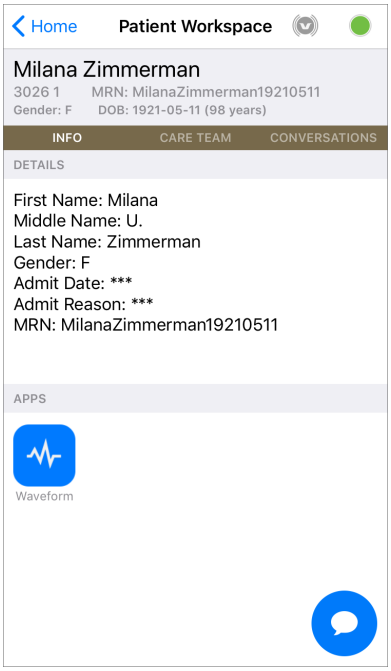
The patient is now added to the existing group chat, or a new group chat is created that includes this patient.



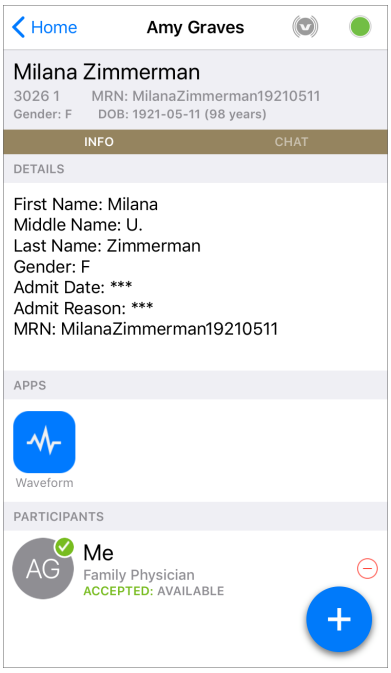
Viewing Patient Waveform Data

If patient waveform data is available in your environment, you can view waveform data for any patient assigned to you or any patient in a group chat.

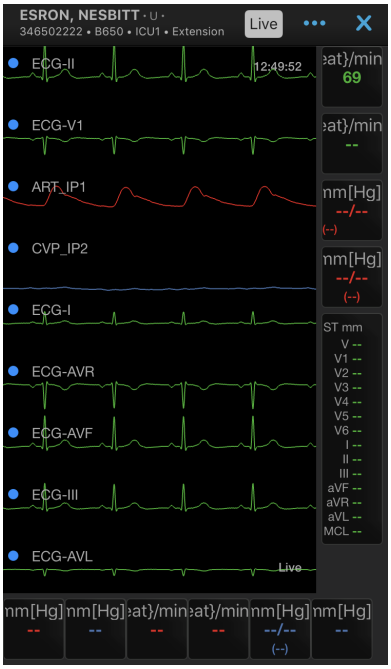
1. Do one of the following:
   - Follow the steps described in **Viewing Patients** on page 55 to view a list of the patients that have been assigned to you, and then tap a patient name to display detailed information for that patient.



- In your group chat, tap Info.
  The group chat now displays the patient details.



2. If waveform data is available for this patient, a Waveform icon appears on this page. Tap this icon to open the AirStrip One app on your device. This app displays the live waveform that reflects the current state of the patient.



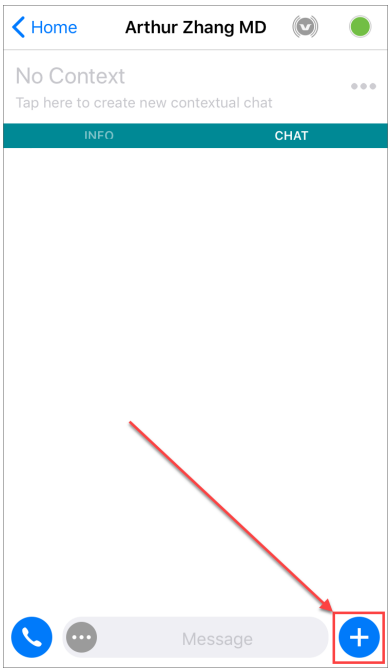
Note: You must have installed the AirStrip One app on your device, and your administrator must have configured it to work with your server.

Adding a Participant to a Conversation

If you are in an existing group chat, you can add another participant to it. If you are in a conversation with one other person, and you want to add a participant, you can create a new group chat consisting of you, the other person in the conversation, and the new participant.

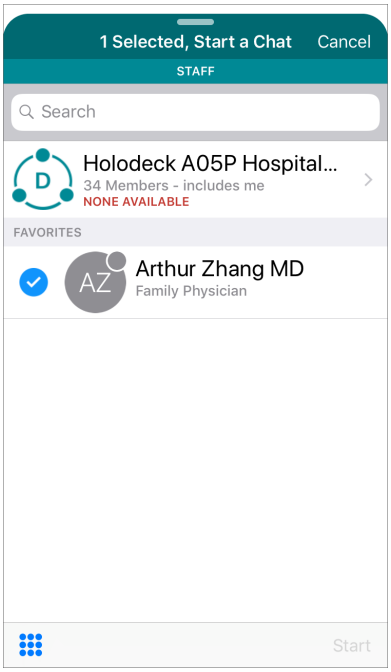
Note: The maximum number of participants in a conversation is 50.

1. In your conversation or group chat, tap the Add Participant icon.

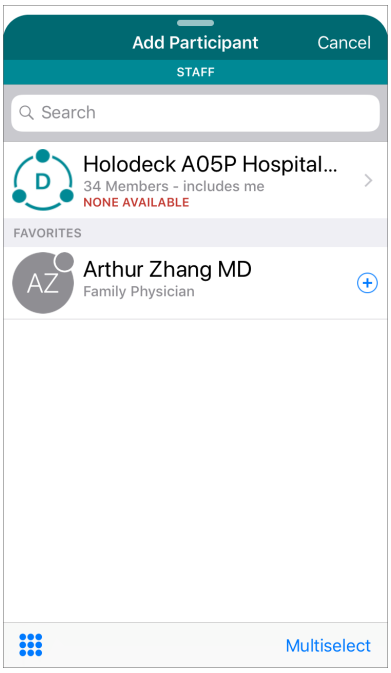


2. The screen that appears next depends on whether you are in a conversation with one other person or a group chat.

- If you are in a conversation with one other person, a screen appears that starts a group chat:



- If you are in a group chat, a screen appears that enables you to add participants to your group chat:



3. Links to your groups and your favorites appear. Do one of the following:
   a. Tap a group name to display the members of the group.
   b. Tap a favorite to add this user to the group chat.
   c. Tap the search icon to display the Search Directory screen, and then type two or more characters. From the list of users that match your search text, tap the user that you want to add to the group chat.
4. If multiple users are displayed, you can add more than one participant to your group chat. To add multiple participants, tap Multiselect and select the checkbox to the left of each user that you want to add, and then tap Start or Add.

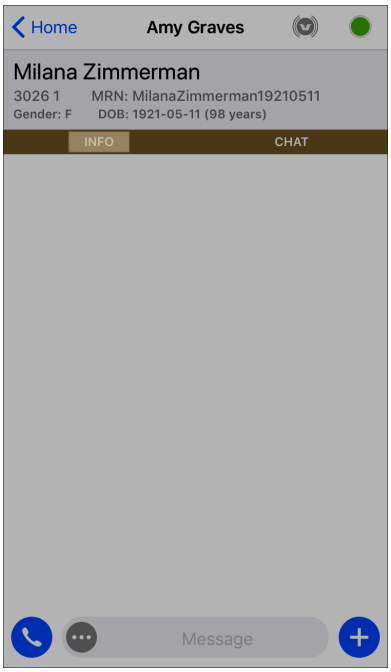
The new user is added to the existing group chat, or the new group chat is created.

Adding the Care Team to a Patient Conversation

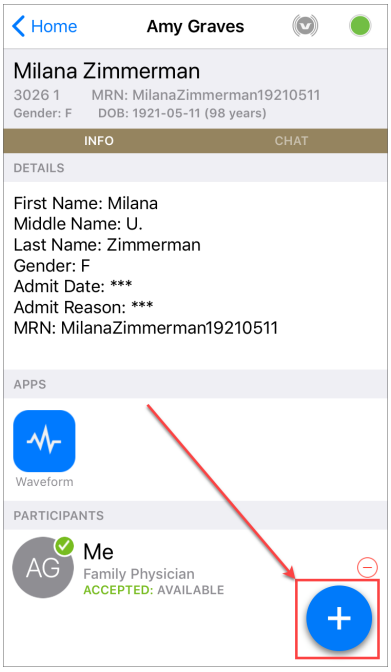
If you have added a patient to a group chat, you can add one or more members of the patient care team to the chat.

For information on how to start a new conversation with a patient care team, see **Starting a Care Team Chat** on page 44.

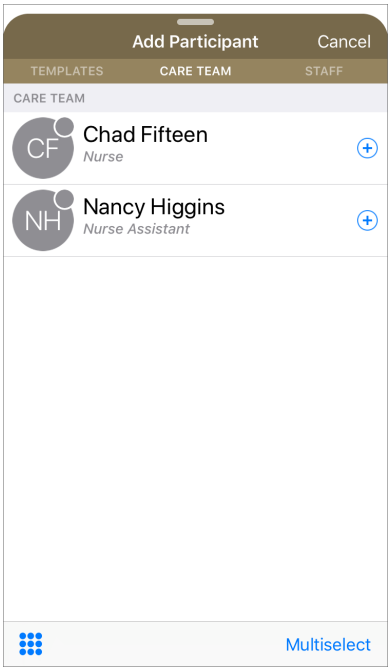
1. In your group chat, tap Info.



2. Tap the Add Participant icon.



3. In the ribbon at the top, tap Care Team. The patient care team is displayed.



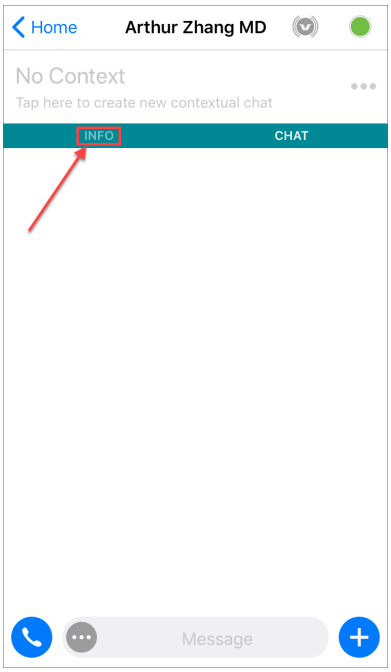
4. Tap the name of the care team member that you want to add to the group chat. To add multiple care team members, tap Multiselect and select the checkbox to the left of each care team member that you want to add, and then tap Add.

Important: If you add a new member to a conversation, you are responsible for making sure that this member is allowed to view the patient information.

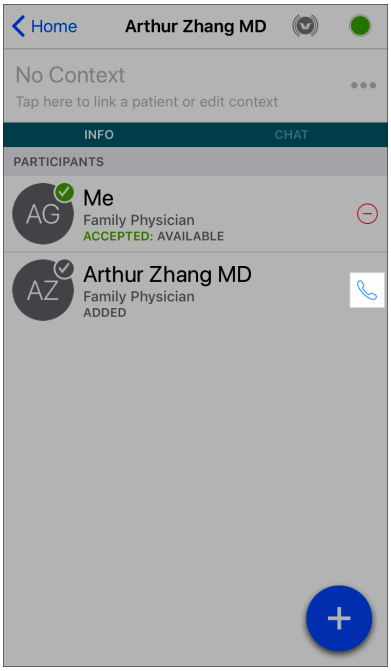
Calling a Participant

You can call any participant of a conversation or group chat that you are in.

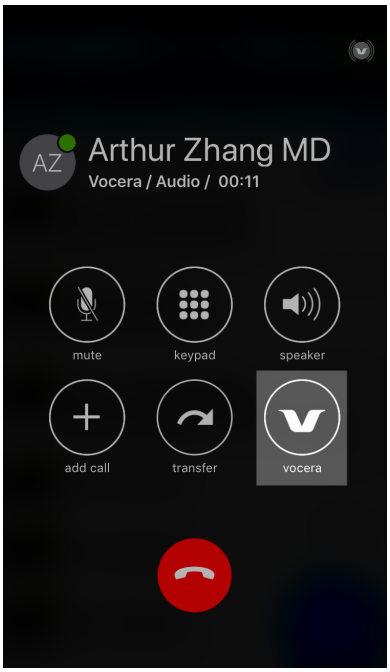
1. In your conversation or group chat, tap Info.



2. A list of the participants appears. Tap the phone icon next to the participant that you want to call.

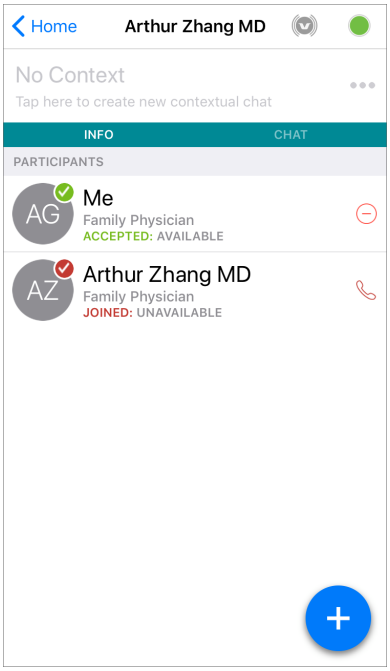


Vina places the call to the participant that you have selected. In this call, tap Vocera to return to the conversation:



The conversation now includes a record of the call, indicating whether you successfully placed or received the call, or whether the call was missed.

If the user that you are trying to call has made himself or herself unavailable, the call icon on this screen is red.



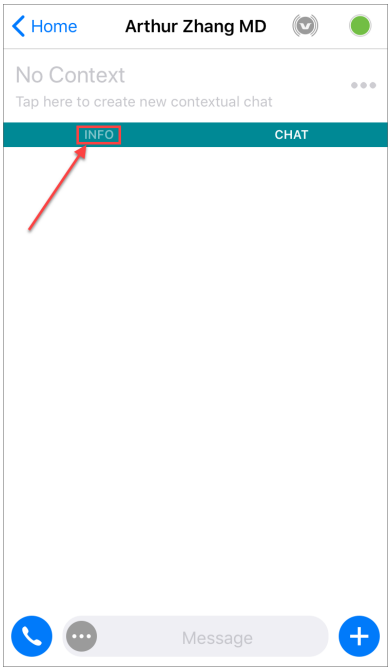
You can tap this icon to make an urgent call to this user if the group to which you belong has been granted permission to make urgent calls.

For more information on calls, see About Calls on page 87.

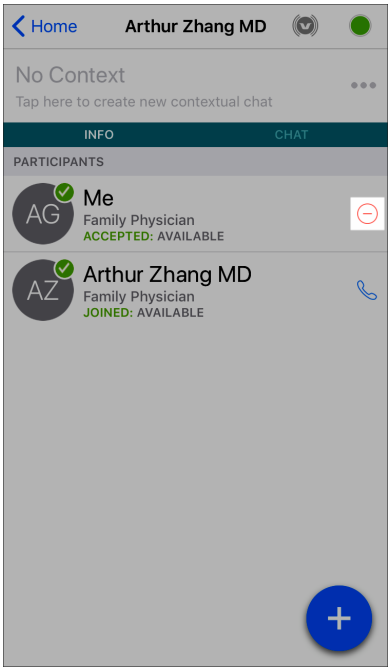
Leaving a Conversation

You can leave any conversation or group chat that you are in.

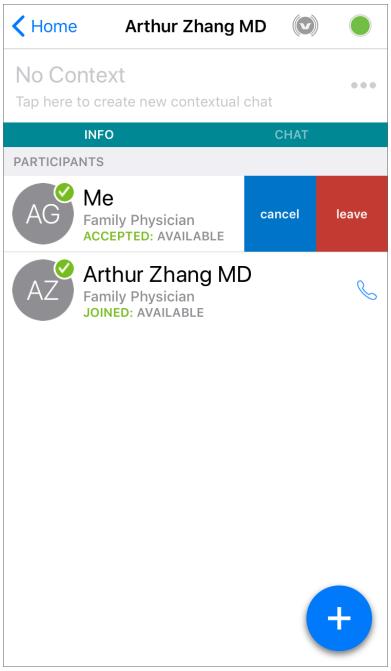
1. In your conversation or group chat, tap Info.



2. A list of the participants appears. Tap the subtract icon next to Me.



3. Tap Leave to confirm that you want to leave the conversation or group chat.

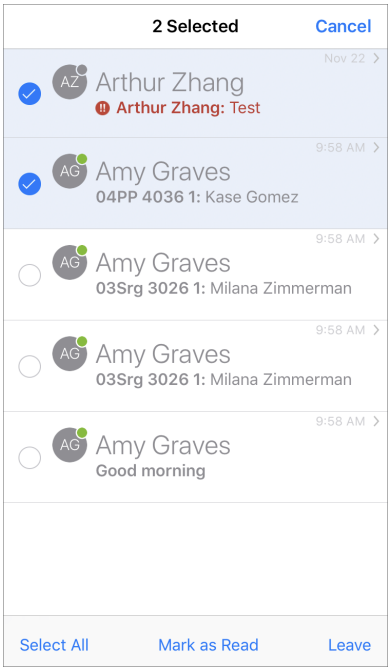


The conversation or group chat is removed from the list in the Home screen.

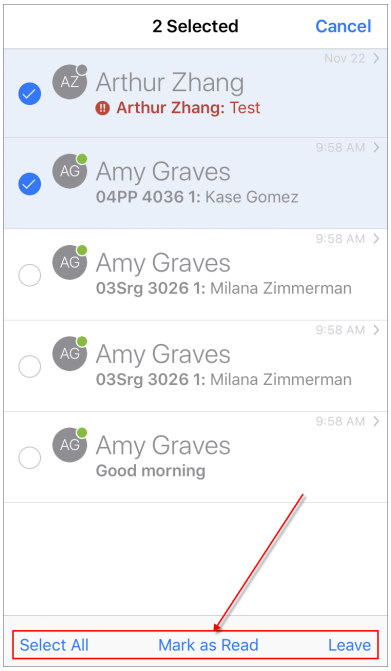
Selecting Multiple Conversations

You can select multiple conversations to delete or mark as read. This enables you to clear clutter in your inbox quickly.

1. On the Home screen, press and hold a conversation. The screen changes to enable you to select conversations, and the conversation that you have pressed is selected.
2. Tap the conversations that you want to select.



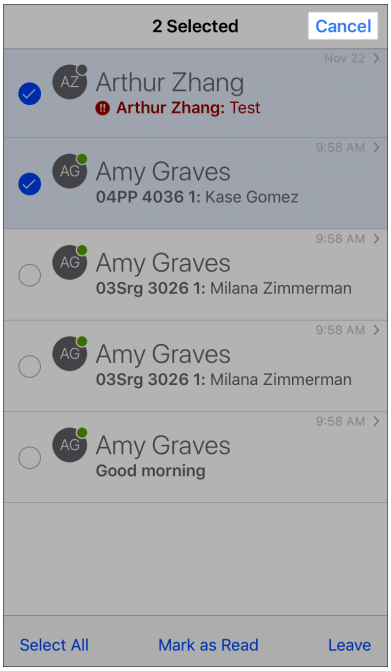
3. From the menu at the bottom of the screen, choose the action that you want to perform on the conversations that you have selected:



- Select all: select all conversations.
- Mark as Read: mark all selected conversations as read.
- Leave: leave all selected conversations. This option appears if you have not selected any conversations that are alerts that you accepted.
- Complete: complete all selected conversations. This option appears if you have selected only conversations that are alerts that you accepted.
- Leave & Complete: leave and complete all selected conversations. This option appears if some of the conversations that you have selected are alerts that you accepted.

4. If you have selected Leave, Complete, or Leave & Complete, tap OK in the confirmation dialog box to confirm that you want to leave or complete the selected conversations.

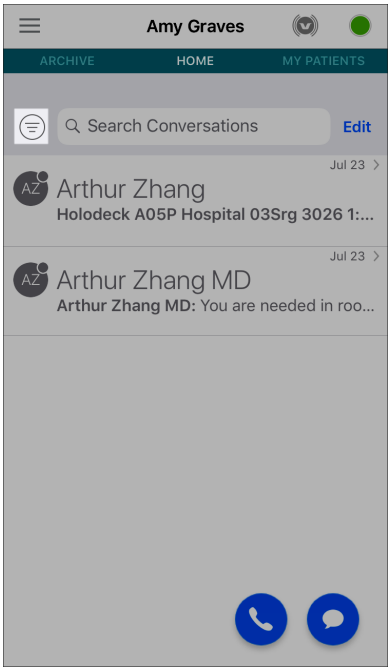
   Tap Cancel to cancel your selection and return to the Home screen.



Filtering Conversations

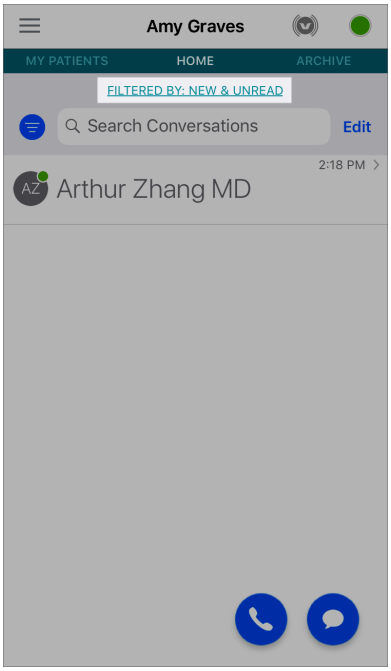
If you have a large number of conversations on your home screen, you can filter the screen to control what messages are displayed. This makes it easier to access only those conversations that are important to you.

1. On the Home screen, tap the Filter icon.

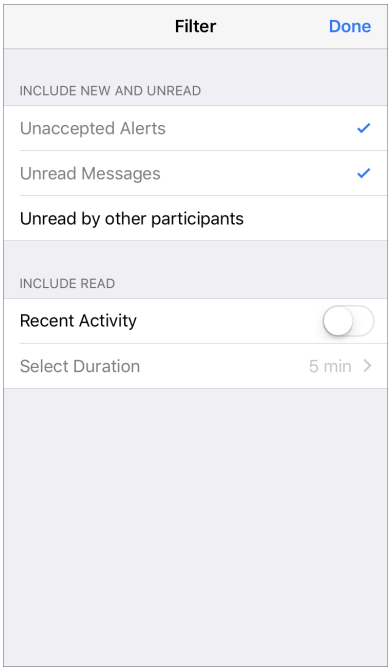


Note: If the Filter icon is not visible, swipe down to display it.

2. Tap the filtering status.

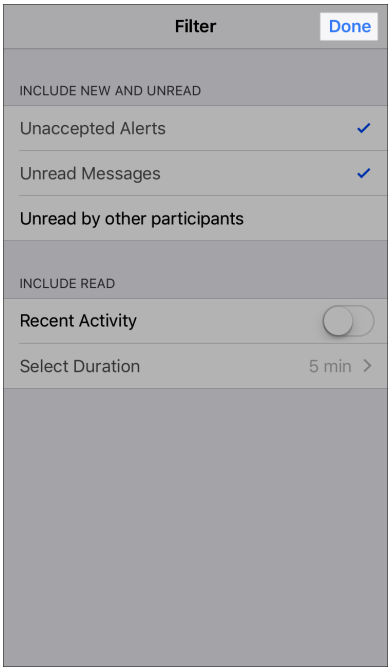


The Filter menu appears.



3. In the Filter menu, specify whether the filtered message list is to include any or all of the following.
   In the Include New and Unread section, specify any or all of the following types of messages:
   - Unaccepted Alerts: alerts that you have not read and acknowledged.
   - Unread Messages: messages that you have received but not read.
   - Unread by other participants: messages that you have sent that one or more recipients have not read.

   In the Include Read section, specify any or all of the following:
   - Recent Activity: Select this option to filter by recent activity only.
   - Select Duration: If you have selected Recent Activity, specify the amount of time that is to be considered recent. The default is five minutes.
4. Tap Done to return to the Home screen.



To remove filtering, tap the Filter icon again.

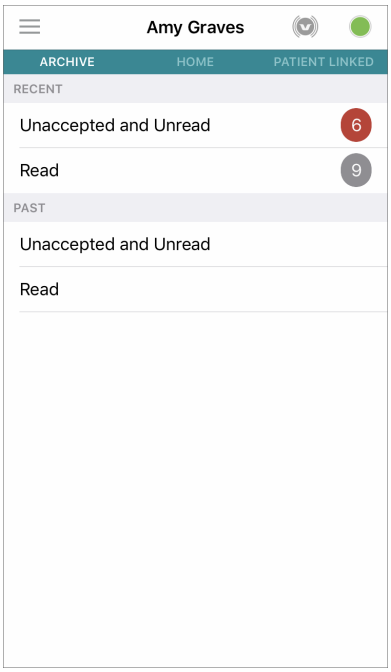
Viewing Archived Conversations

You can view conversations that you have previously archived. This enables you to ensure that you have caught up with all important communications.

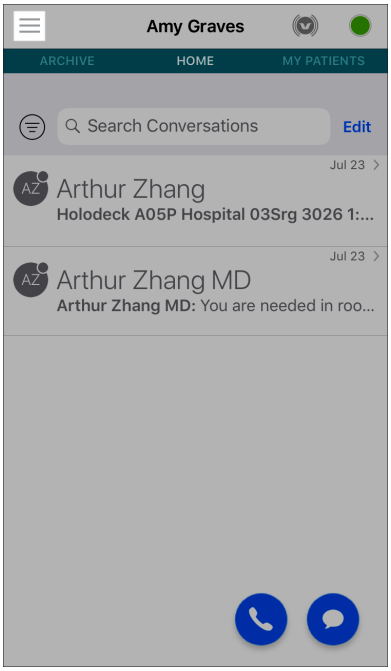
You can search up to 12 months of archived conversations.

To view archived conversations:

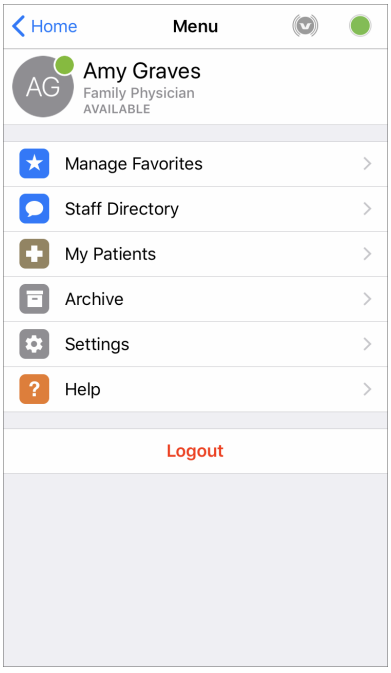
1. Do one of the following:
   - If the Archive tab is available on the Home screen, tap it. A list of archived conversations appears.



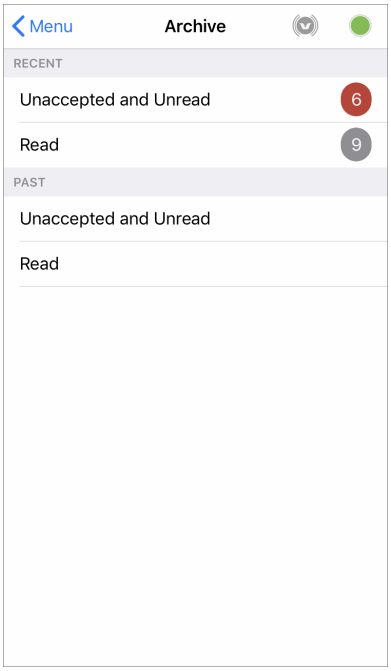
     For details on how to set tabs on the Home screen, see Customizing the Display Tabs on page 14.
   - If the Archive tab is not available, select the Menu icon at the top of the Home screen.



In the Menu screen, select Archive.

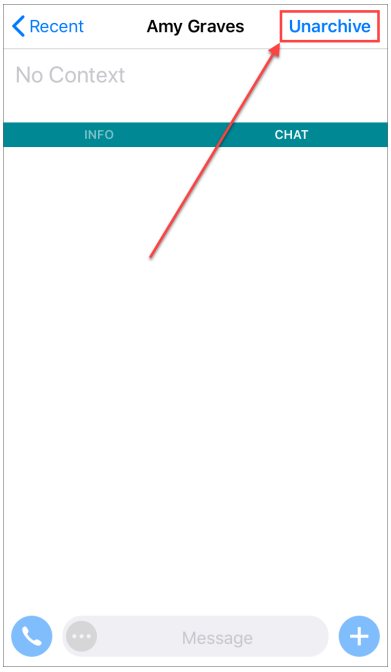


A list of archived conversations appears.



2. Select from one of the following:
   - In the Recent section, tap Unaccepted and Unread to view a list of recent unaccepted alerts and unread conversations, or tap Read to view a list of recent previously viewed conversations.
   - Similarly, in the Past section, tap Unaccepted and Unread to view a list of past unaccepted alerts and unread conversations, or tap Read to view a list of past previously viewed conversations.

   Beside each Unaccepted and Unread link and each Read link, there is a count of the total number of alerts and conversations in this category. For Unaccepted and Unread links, the background color of this count represents the color of the highest-priority alert in the list of archived alerts. (For more information on alert priority, see **Receiving an Alert** on page 83.) If no alerts have been archived, this background color is blue.
3. In the list that you have selected, tap the conversation that you want to view.
4. If you want to unarchive a conversation, and the conversation can be unarchived, tap Unarchive:



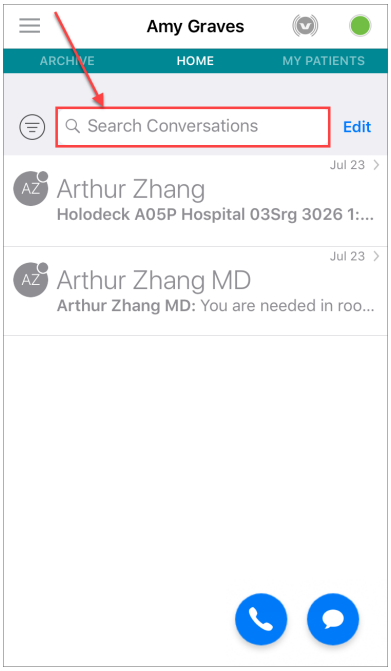
Completed alerts and mass notifications cannot be archived. If your conversation is with one person only, you do not need to unarchive it - it is automatically added to your Home screen if you send another message to this person.

Searching Conversations

You can search for group names or contact names in conversations. Both active and archived conversations are searched.

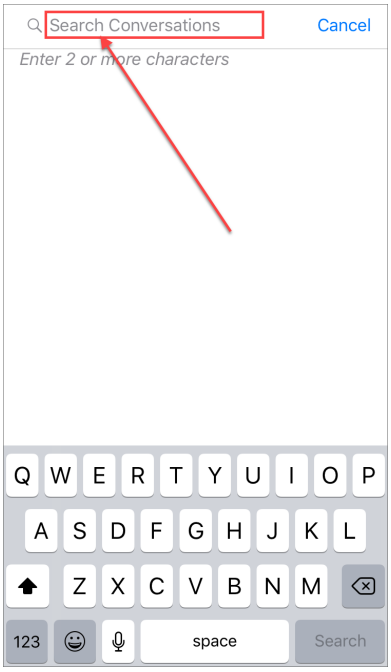
To start a conversation search:

1. In the Home screen, tap in the Search field.

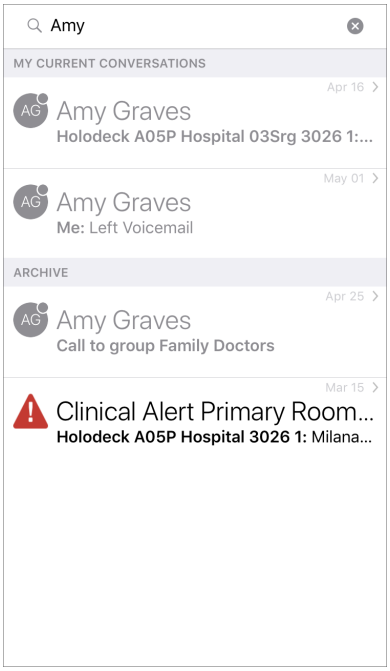


Note: If the Search field is not visible, swipe down to display it.

2. In the Search screen that appears, type the name of the contact or the group for which you want to search.



The conversations that include this user or group are displayed. Archived conversations are included in a separate section.



Using a Template

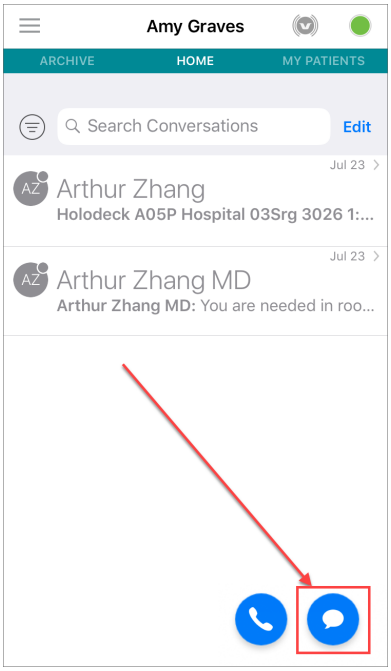
Your administrator may have created message templates for you to use. These templates enable you to send emergency messages or other messages quickly, as many of the fields in the message have already been defined for you.

The following types of templates may be available to you:

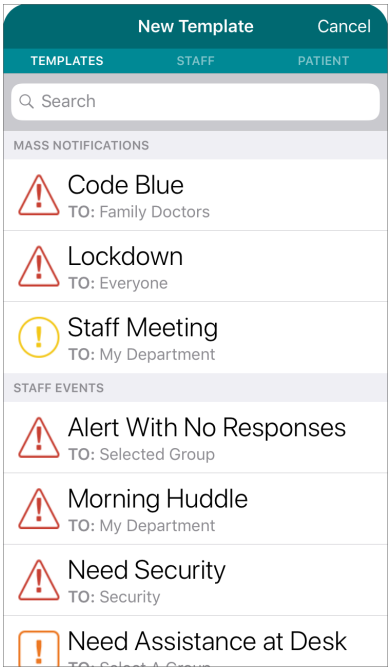
- Mass Notifications: these are messages that are sent globally or to a group. This template type can be used for emergencies, such as a lockdown. You can specify the level of urgency of the mass notification.
- Staff Events: this is another type of message that can be sent globally or to a group, but is typically used for non-urgent communication. It can have most of its fields pre-populated to make it easier to communicate with a large number of users.
- Patient Events: this is a patient-specific template that can be used to communicate important information about a change in a patient's status, such as a request for transport for patient discharge. You do not need to type the patient details or location to use this type of template.
- Location Events: this is a template that is related to a specific location. This is useful, for example, if you want a room to be cleaned for use by a new patient: you can send a pre-populated message to environmental services, specifying the room number.

To create a message using a template:

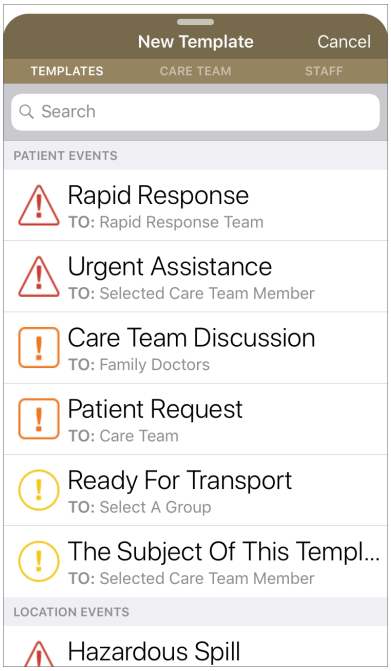
1. In the Home screen, tap the Chat icon at the bottom of the screen.



2. Do one of the following:
   - To create a message using a template without linking it to a patient, tap Templates in the ribbon at the top of the screen. A list of available templates appears.



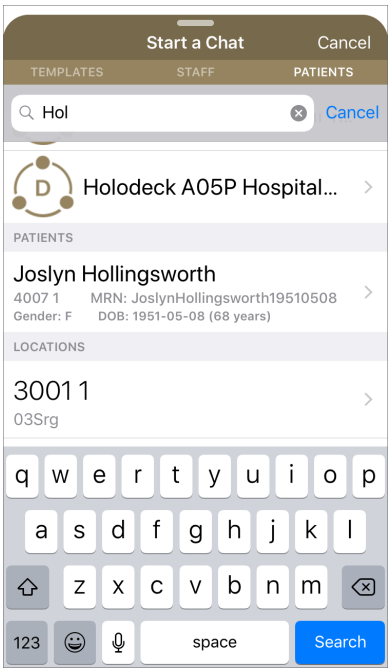
     Mass Notifications templates and Staff Events templates appear if your administrator has made them available to you.
   - To create a message using a template and link it to a patient, tap Patients to display the list of patients assigned to you. Tap the patient that you want to associate with the template, and tap Templates in the ribbon at the top of the screen.



To search for a department, patient, or location not shown here, type at least two characters of the department name, the patient's first or last name, or the location name. A list of matches is displayed, with departments listed first, then patients, then locations.

Note: A location is returned as a search result only if there is no patient there.

In the list of departments, tap a department to display the list of patients in that department. Then, tap the patient or location that you want to use as the context.

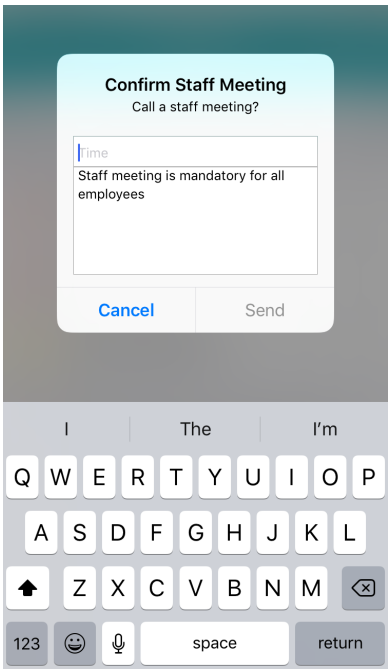


Patient Events and Location Events templates related to the patient or location context that you have selected appear if your administrator has made them available to you.

3. In the list of templates available to you, tap the template that you want to use.

   Each template that is available to you displays a TO: field that lists the group that will receive the message generated from this template.

4. If Select A Group is listed in the TO: field for the template, select the group that is to receive the message generated from this template. If the template sends a message to a specific team member, select the team member.
5. If the template includes fields to be filled in (for example, the time and location of a staff meeting), in the screen that appears, fill in the fields or edit the existing text in the fields to complete the template.



6. Tap Send to send the message or alert that you have built from the template.

About Alerts

If patients have been assigned to you, you may receive alerts that notify you of requests or status updates related to these patients. You may also receive alerts that are not patient-specific (such as staff meetings). You will receive alerts only if your system is configured to generate them.

Alerts are categorized as one of urgent, high, and normal priority. When you receive an alert, a system notification appears if the alert has not already been accepted. Depending on your settings and on the alert priority, if the alert is not older than 120 seconds, you may also hear a ringtone or your device may vibrate. High-priority alerts always require an immediate response.

Alerts that expect a response within a specified time will expire after this time is reached.

Note: You can miss a message if it is sent in an alert that expires before you read it.

Receiving an Alert

When you receive an alert, you receive a notification if the alert has not already been accepted and if it is not older than 120 seconds. The alert is added to the list of conversations in the Home screen.

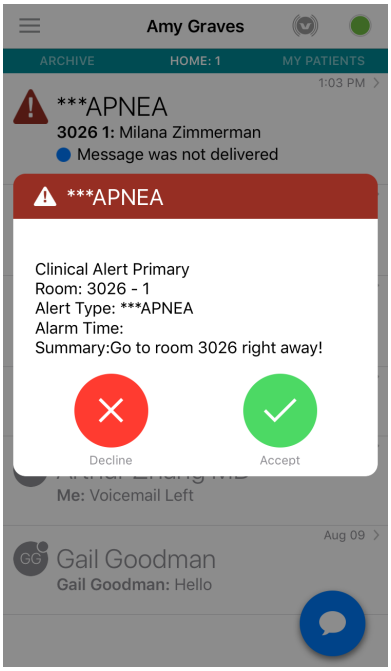
If the context of the alert is a specific patient, information on this patient is displayed in the alert.

The icon next to the alert indicates its priority:

Icon	Priority
	Urgent
	High
	Normal

1. If the alert has urgent priority, a popup dialog box appears on your screen, displaying the alert information.

   Note: This popup appears only if this is the first time the urgent-priority alert has been sent.



The options available depend on your system configuration and on how alerts are escalated in your environment. You may see any or all of the following:

- Accept: accept the alert.
- Accept & Call: accept the alert and call the location from which the alert originated.
- Decline: decline the alert.

If you accept the alert, the Alert Details screen appears, which provides more information about the alert. See **About Alert Details** on page 84 for a description of the Alert Details screen.

Note: If you accept the alert, no one else can accept or decline it. You cannot accept an alert if you have previously declined it.

2. If the alert has high or normal priority, you receive the alert notification (message, ringtone, or vibration) configured on your system. The new alert is added to the list of conversations in the Home screen.

   Tap the alert to accept or decline it and to display the Alert Details screen, which provides more information about the alert. See **About Alert Details** on page 84 for a description of the Alert Details screen.

If you are viewing an alert, and you receive another alert, the following rules apply:

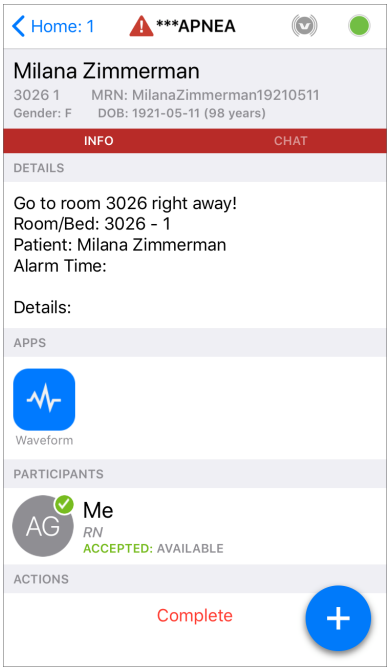
- If you receive a urgent-priority alert, the dialog box for the urgent-priority alert appears.
- If you receive a high-priority or normal-priority alert, it is added to the list of alert conversations.

Note: Your administrator may have configured alerts to expire after a specified number of minutes.

Note:
If you are in a call using your Vocera Vina app and you receive an alert, your device does not vibrate to notify you of the alert.

About Alert Details

When you have accepted an alert, you view the Alert Details screen, which displays detailed information for the alert.



The Alert header contains the context of the alert, which can be a patient or a location.

The background color for the ribbon in the Alert Details screen depends on the priority of the alert:

Color	Priority
	Urgent
	High
	Normal

Tap the Chat icon at the bottom right of the screen to add a participant to the conversation based on this alert. When adding a participant, you can:

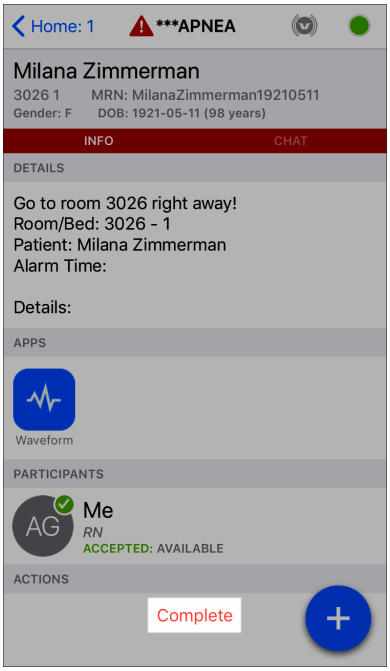
- Use a Patient Events or Location Events template to send a message. See **Using a Template** on page 79 for more details on templates.
- Add a care team member to the conversation.
- Add any staff member to the conversation.

Leaving or Completing an Alert

If an Alert has been accepted by any recipient, you can leave the Alert. You can complete an Alert if you have accepted the Alert, if you originated the Alert, or if you have the necessary administrative permissions.

To leave an Alert, tap Leave.

To complete an Alert, tap Complete. This completes the Alert for everyone who has received it.



To leave or complete an Alert from the Home screen, press and hold on the Alert. A dialog box appears, asking you whether you want to leave or complete the Alert.

The Complete option appears if you have the right to complete the Alert. Otherwise, the Leave option appears.

About Calls

The Vina application enables fast, simple, person-to-person voice connection over your company's wireless network.

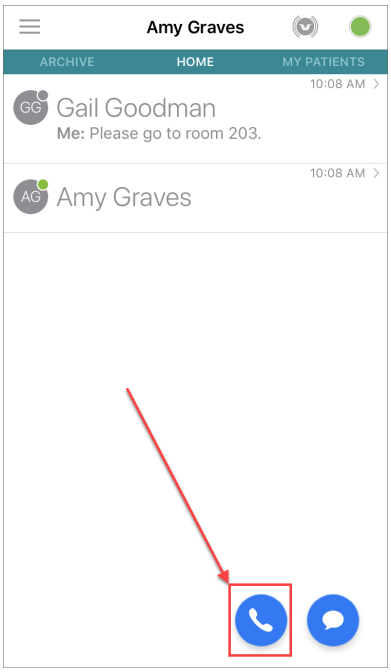
Vina provides the voice capabilities of the Vocera badge within your smartphone. Using voice commands, you can instantly connect to the people that you need to reach in an emergency or in any other crucial situation.

You can either use the Genie to call anyone in your network, or you can call a person with which you are having a conversation or who is in a group chat with you.

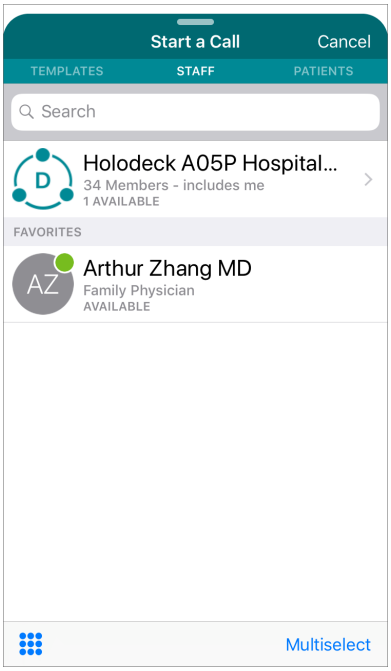
Placing a Call

From the Home screen, you can use the Call icon to place a call quickly.

1. In the Home screen, tap the Call icon.

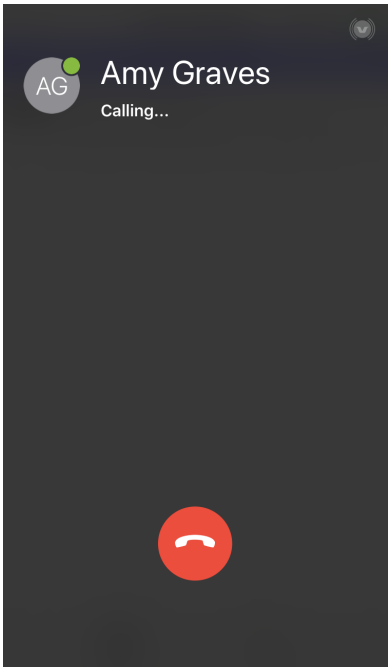


The Start A Call screen appears.



Note: If you tap Multiselect, this displays the Start A Chat screen, from which you can select multiple users with which you want to have a conversation. See **Starting a Multi-User Conversation** on page 39 for details.

2. Select the contact that you want to call:
   a. If the contact is defined as a favorite, tap the link for that contact to start the call. (See **About Favorites** on page 131 for more information on Favorites.)
   b. If the contact is a member of a group, tap the group to display the contacts that are members of the group, then tap on the member to start the call.
   c. Tap the search icon and type search text consisting of some or all of the contact's name. All contacts matching this search text are displayed. Tap the entry for the contact with which you want to start a call.
3. When you have selected the person that you want to call, the screen indicates that you are making a call.



Calling with the Genie

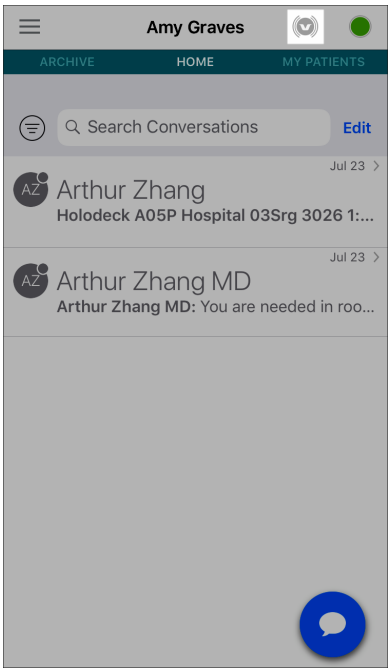
You can make calls using the Genie, which is the voice interface to the Vocera system.

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

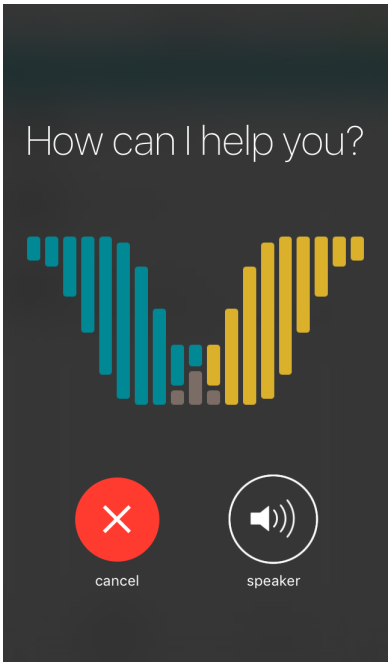
- “Call Charles Jones.”
- “Record a message for Tech Support.”
- “Block all calls.”

1. If the Vocera icon appears on the screen, tap it.

   Note: Most screens provide this icon.



   The Vocera Genie screen appears.



2. Speak your command in a normal tone of voice. The Genie will respond.
   For a list of the most commonly used Genie commands, see **Basic Genie Commands** on page 90. For a more complete Genie reference, see **Commands - Quick Reference** on page 122.

Note: You can train the Genie to recognize your voice. For details, see **Training the Genie** on page 121.

Basic Genie Commands

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

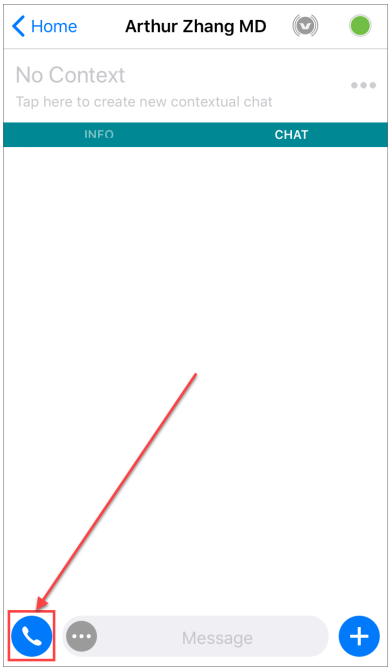
Action	Genie Command (Examples in *Italics*)
Call a Vocera user.	Call *John Smith*.
Call a group member.	Call *Four West Nurse*.
Place an urgent call to a user or group.*	Urgently call *John Smith*. Urgently call *Four West Nurse*.
Call an extension.*	Dial extension *5120*.
Call a local or long distance number.*	Dial an outside number.
Send messages to users or groups.	Record a message for *John Smith*. Record a message for *Four West Nurse*.
Listen to voice or text messages.	Play messages. Play text messages.

* Command requires special permission

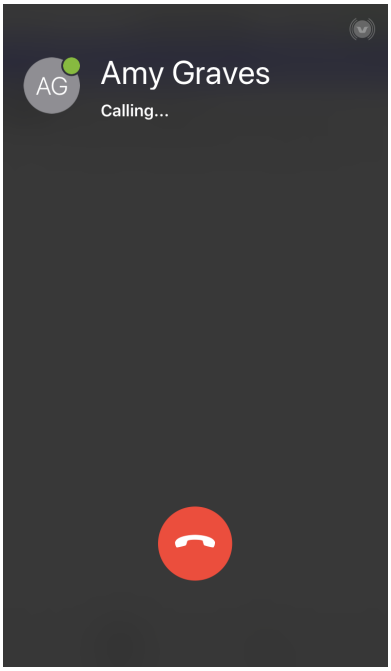
Calling From a Conversation

If you are in a conversation with another person, you can call this person.

1. In your conversation, tap the Call icon.



2. Your screen indicates that you are making a call.

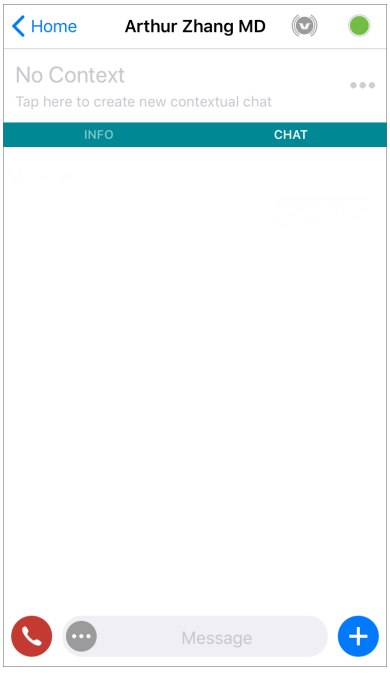


Note: If the call icon is red, the person that you are trying to call is unavailable. See **Setting Presence and Availability** on page 139 for more information on setting presence and availability.

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.

Note: If you are in a call, you may receive a second call from another user. See **Answering a Call** on page 99 for details.

If the user that you are trying to call has made himself or herself unavailable, the call icon on this screen is red.



You can tap this icon to make an urgent call to this user if the group to which you belong has been granted permission to make urgent calls.

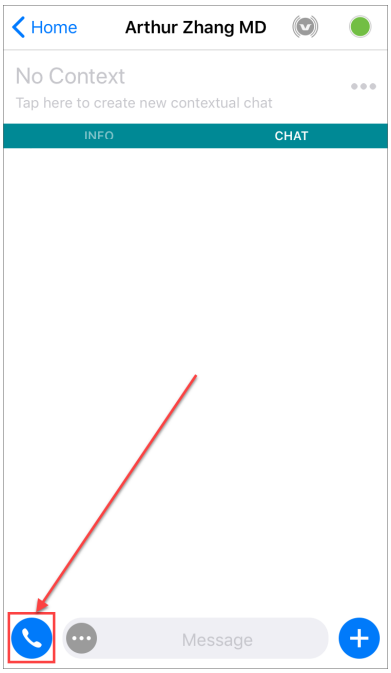
If you answer a cellular call on your device, your Vocera call is disconnected. This includes any call that is on hold.

Note: If you receive a cellular call on your device, and the Accept and Hold and Accept and End buttons are presented as options, selecting either button disconnects the Vocera call. A Vocera call cannot be put on hold for a cellular call.

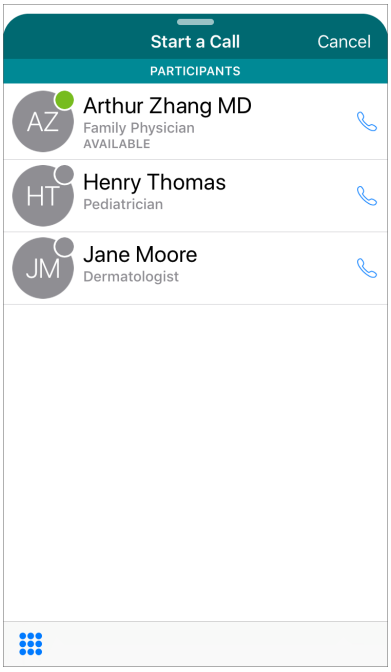
Calling From a Group Chat

If you are in a group chat, you can call one or more other people who are in the group chat with you.

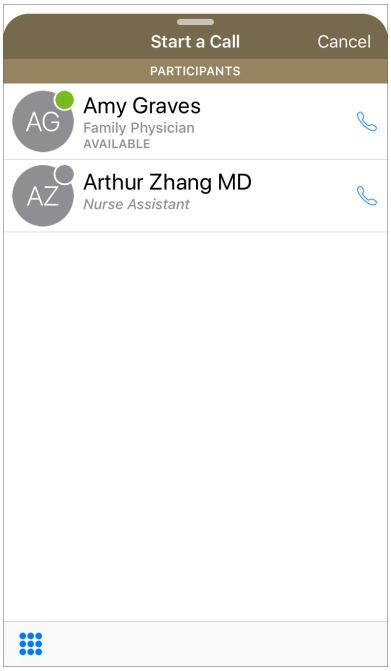
1. In your group chat, tap the Call icon.



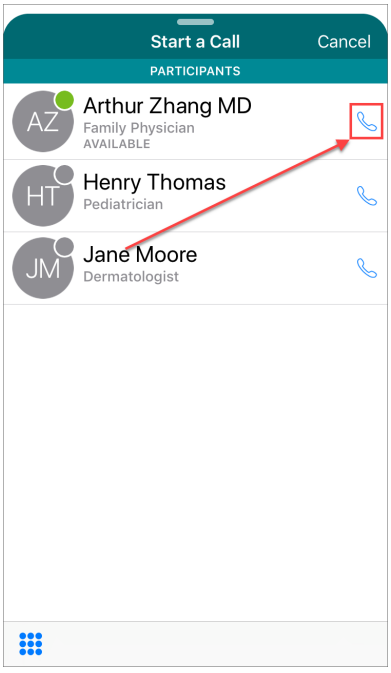
2. If your group chat has only one active participant, this person is called directly.
3. If your group chat contains two or more active participants, a screen appears that lists these active participants:



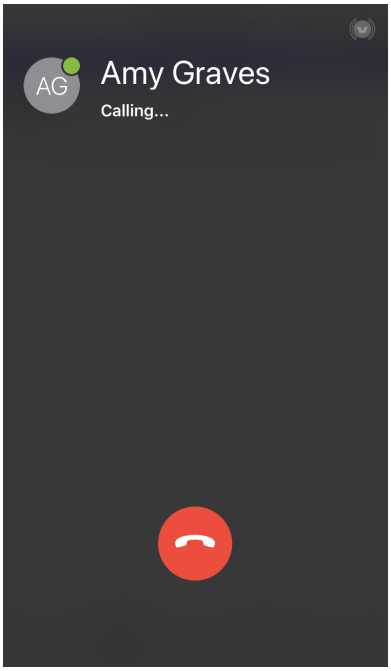
If your group chat has a patient context, the screen color indicates this:



4. To select a participant to call, tap the call icon next to the participant's name:



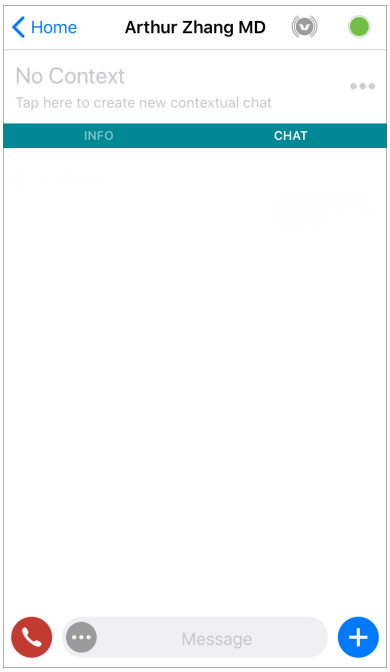
5. Your screen indicates that you are calling your selected recipient.



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.

Note: If you are in a call, you may receive a second call from another user. See **Answering a Call** on page 99 for details.

If the user that you are trying to call has made himself or herself unavailable, the call icon on this screen is red.



You can tap this icon to make an urgent call to this user if the group to which you belong has been granted permission to make urgent calls.

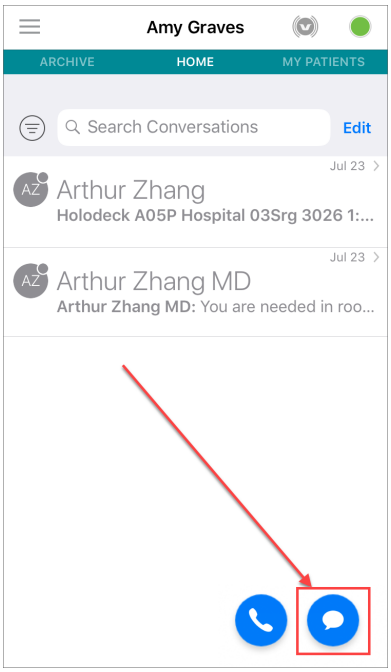
If you answer a cellular call on your device, your Vocera call is disconnected. This includes any call that is on hold.

Note: If you receive a cellular call on your device, and the Accept and Hold and Accept and End buttons are presented as options, selecting either button disconnects the Vocera call. A Vocera call cannot be put on hold for a cellular call.

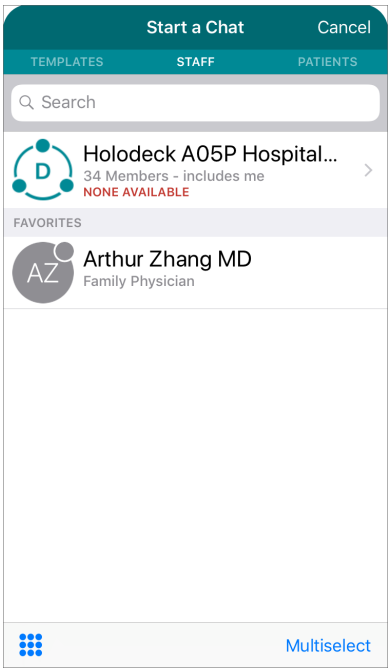
Calling a Group

If you are in a group chat, and the group has voice capability, you can place a call to the entire group.

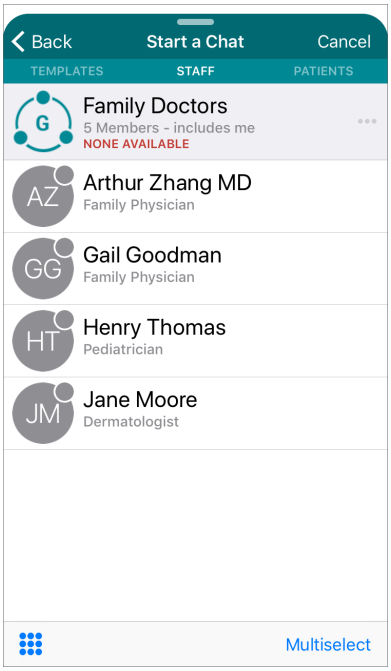
1. In the Home screen, tap the Chat icon at the bottom of the screen.



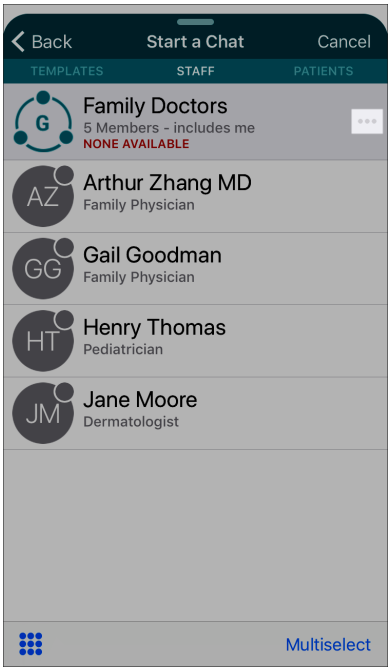
The Start A Chat screen appears.



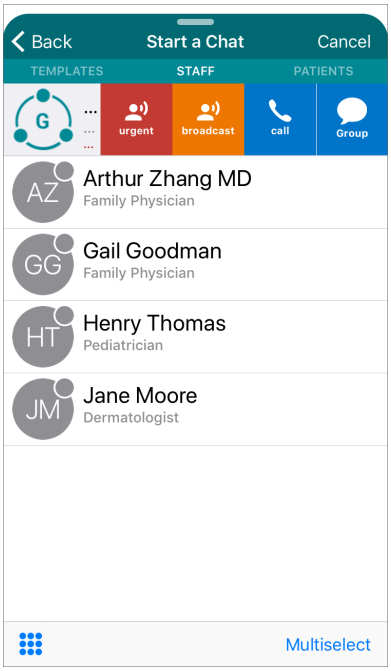
2. Tap the name of the group, or use the Search box to search for the group name and then tap it. A list of the group members appears. If you are a member of the group, the text "includes me" appears.



3. Tap the ... icon next to the group name.



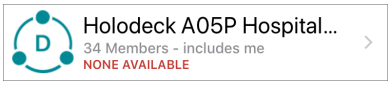
4. Tap the Call icon that appears.



The call icon appears only for groups, not departments. Groups are indicated with a G in their icon:



Departments are indicated with a D in their icon:

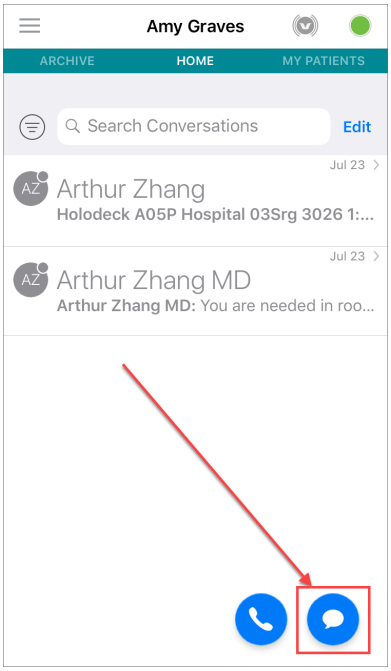


When you are calling a group, the recipients see your name and the name of the group that you are calling. This ensures that they know that this is a group call.

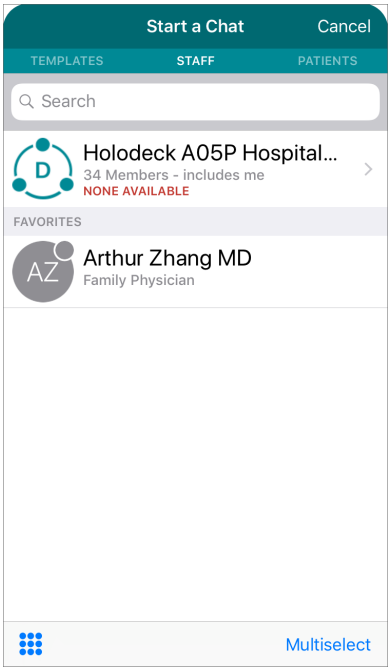
Calling with the Dialpad

You can call a phone number from the dialpad provided.

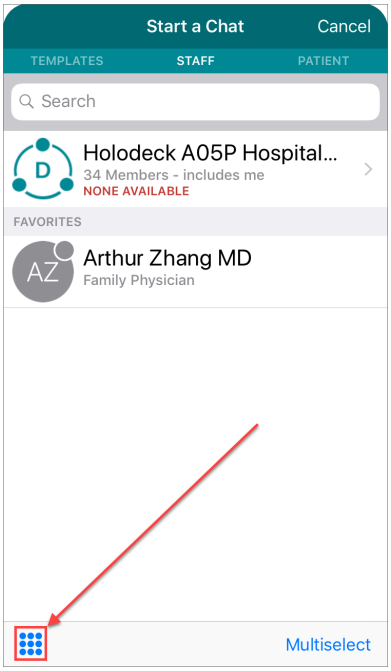
1. In the Home screen, tap the Chat icon at the bottom of the screen.



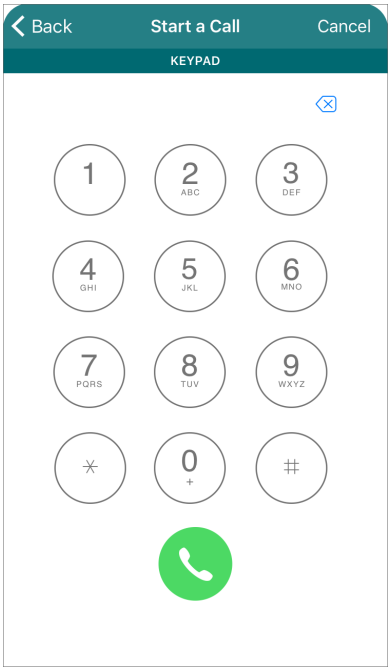
The Start A Chat screen appears.



2. Tap the dialpad icon.



3. In the keypad that appears, type the phone number that you want to dial.



The call screen that appears is identical to the screen that appears when you call a user, except that a phone number is displayed instead of a name.

Answering a Call

When someone calls your Vocera device, the screen displays the context of the call.

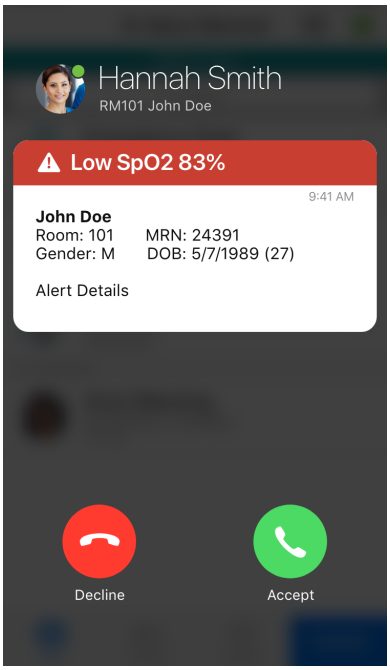
The information that is displayed depends on the type of call:

- If the context is an Alert conversation, you see the Alert priority, subject, and message.
- If the context is a conversation that is linked to a patient, you see the patient name, MRN, location, gender, and date of birth.
- If the context is a multi-user conversation, you see the subject of the conversation.

Here are some examples of how this context information may be useful:

- If you are a primary care provider, such as a nurse, and you receive and triage a critical alarm for a patient. When you call the hospitalist, he or she immediately knows that the critical alarm is the subject of the call, and can take the call and decide what to do next.
- If you are a physician, you can call another member of a critical care patient's care team, and can provide full patient demographics and the room number of the patient. The care team member sees that the call is regarding the critical care patient, and can respond urgently.
- If you are in a multi-user conversation (such as patient rounds) and you receive an incoming call, the context of the call helps you decide whether to accept the call right away or decline it and continue with your conversation.

Whenever you receive a call, you see the name and photograph of the caller. If the caller is calling a broadcast group, and you are receiving the call because you are a member of the group, the name of the group is displayed.



1. Tap Accept to answer the call, or Decline to decline it.

If you answer a cellular call on your device, your Vocera call is disconnected. This includes any call that is on hold.

Important: If your device is in silent mode, the Vocera Vina app is in the background, and your screen is locked, you will not hear a ringtone for an incoming call, even if the call is urgent.

Note: If you receive a cellular call on your device, and the Accept and Hold and Accept and End buttons are presented as options, selecting either button disconnects the Vocera call. A Vocera call cannot be put on hold for a cellular call.

Note: If you have locked your device screen and you answer a call, and then you attempt to add a second call while still in the first call, you are presented with the device's contact list instead of the users from Vocera Vina.

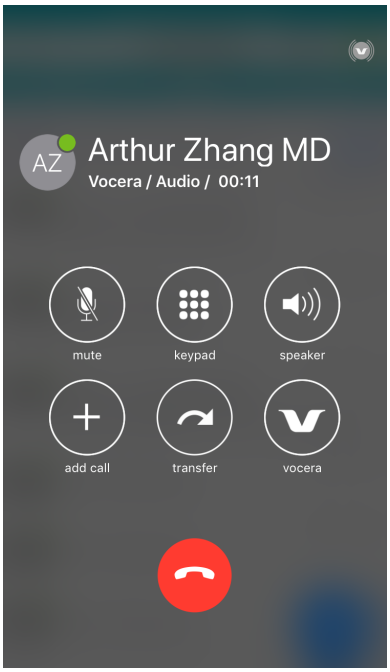
Call Options

While you are in a call, you see the context of the call, the elapsed time of the call, and the list of actions that you can perform. You also may see the elapsed time of the call.

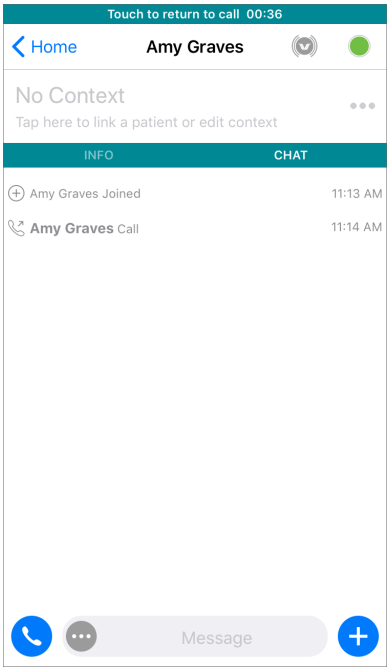
The context of the call is one of the following:

- If the context is an Alert conversation, you see the Alert priority, subject, and message.
- If the context is a conversation with one or more patient care team members, you see patient information: for example, the patient name, MRN, location, gender, and date of birth.
- If the context is a multi-user conversation, you see the subject of the conversation.

While in a call, you can choose from the following options:



- Tap the Mute button to mute the call.
- Tap the Speaker button to put the call on your device's speakerphone. This option also allows headset selection if this is available.
- Tap the Add Call button to start another call.
- Tap the Vocera button to display the conversation that is associated with the call context. If there is no call context, the Secure Messages screen appears. While you are away from the call, the elapsed time of the call is displayed at the top of the screen.

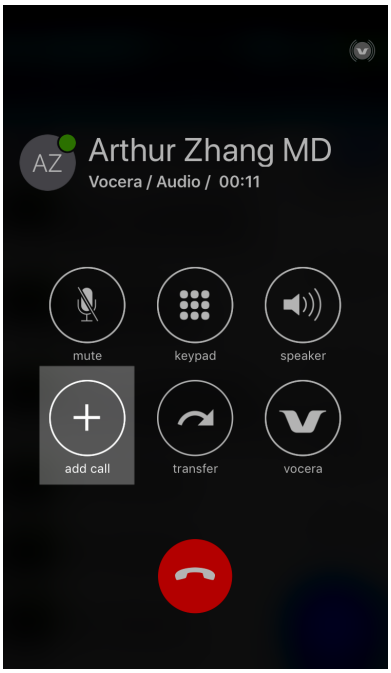


Note: If you tap the Vocera button when you are in a call when the device is locked, you may see the call options screen again. If this happens, tap Vocera again to display the conversation context.

Placing a Second Call

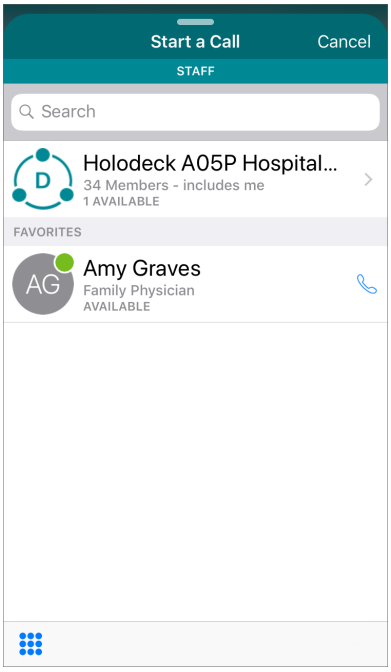
While you are in a call, you can place an additional call.

1. Tap the Add Call icon.

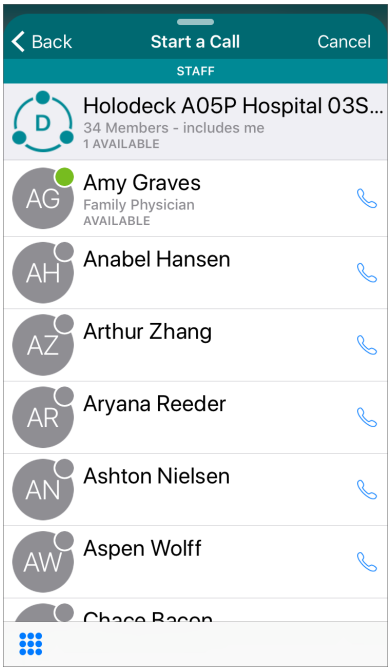


Note: The existing call is placed on hold.

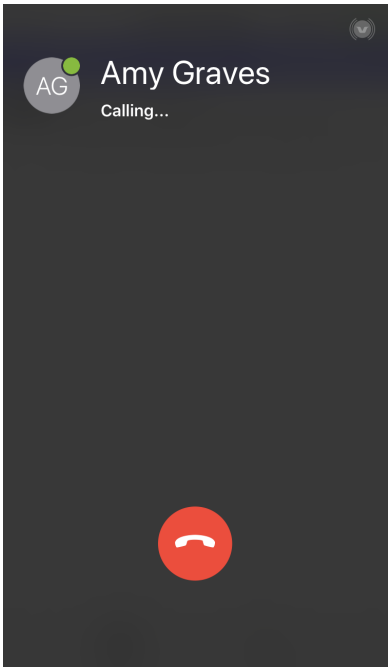
2. A link to the members of your unit and your list of favorites appear.



To call a favorite, tap its link. To call a member of your unit, tap the unit, then tap the member of the unit that you want to call.



3. After you have selected a recipient, your screen indicates that you are making a second call.



When your second call is completed, you are returned to your first call.

Note: You can only be in two calls at a time. The Add Call icon is disabled if you are already in two calls.

If you answer a cellular call on your device, your Vocera calls are disconnected. This includes any call that is on hold.

Switching Between Calls

If you are in one call and have a second call on hold, you can switch to the second call.

1. While in your first call, tap Switch Call.

You can now resume your second call. The first call is put on hold.

Merging Two Calls

If you are in one call and have a second call on hold, you can merge the two calls into a single conference call.

1. Tap Merge Call. The Genie sends the following notifications:
   - You hear "I am conferencing two parties."
   - Your callers hear a tone that indicates that another caller has joined their conversation.

   The screen now indicates that you are in a conference call with your two callers.

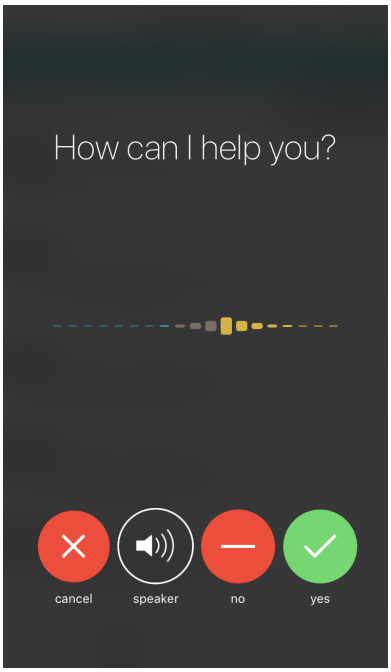
Note: If one of your two calls already is a conference call, you can merge your second call with this conference call.

Leaving a Message

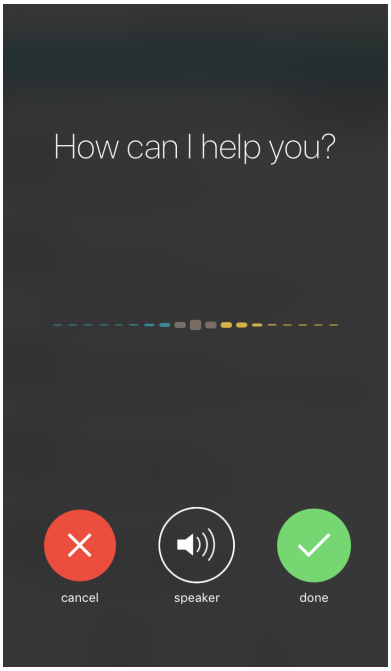
If you place a call and the person you are calling is unavailable, you can leave a message.

1. When the Genie informs you that the person that you are calling is unavailable and asks you whether you want to leave a message, tap Yes.

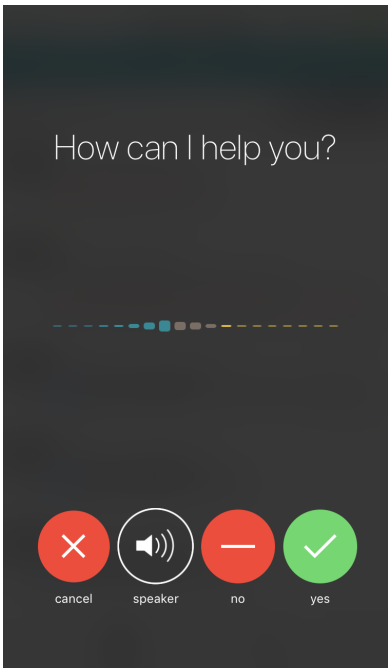
   Note: You might first be asked whether you want to leave a page for this person, if this capability has been set up.



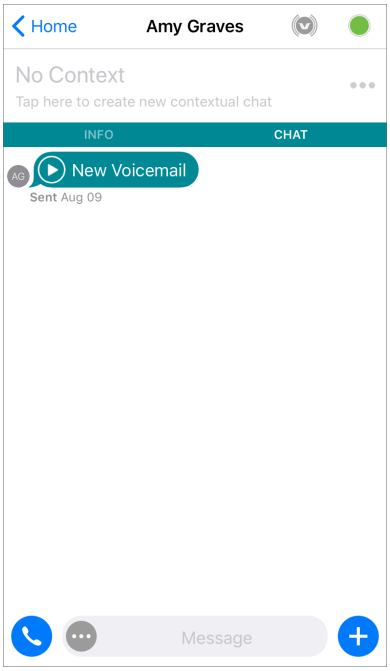
   If you tap No, your call is ended without leaving a message.
2. The Genie then prompts you to leave a message. When you hear the tone, speak your message. Tap Done when you are finished.



3. The Genie then asks you whether you want to send the message. Tap Yes to send the message to the person that you are trying to call, or tap No to cancel.



When you send the voicemail message, it appears on the receiver's screen in the conversation that the receiver is having with you.



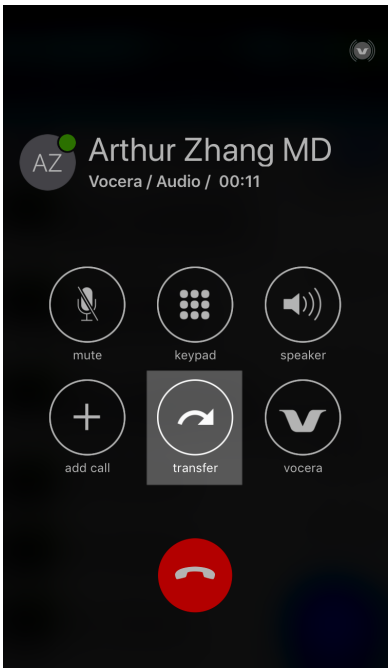
If you have called a group, the voicemail message appears in the multi-user conversation for this group. Any user in the group can play this voicemail message.

Note: You can use the Genie to call yourself and leave a voicemail message. You can also use the Genie to create a voicemail reminder for yourself - see **Creating a Reminder** on page 117 for more details.

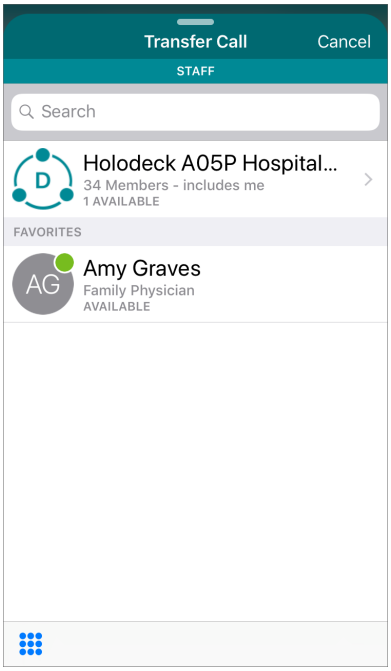
Transferring a Call

If you are in a call, you can transfer it to another user.

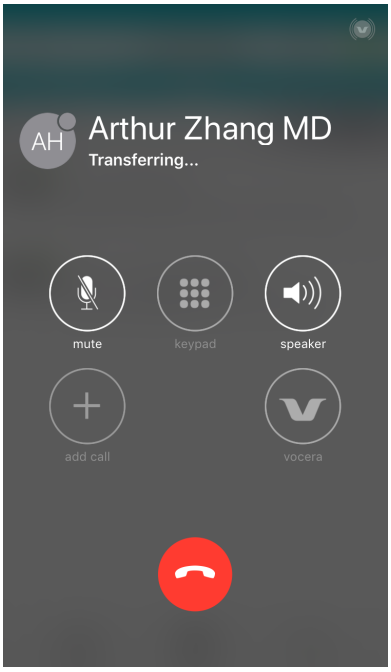
1. While you are in the call, tap Transfer.



Links to your unit and favorites appear.



2. To transfer your call to a favorite, tap its link. To call a member of your unit, tap the link to the unit, then tap the member of the unit to which you want to transfer your call.
3. A screen appears that indicates that your transfer is in progress.



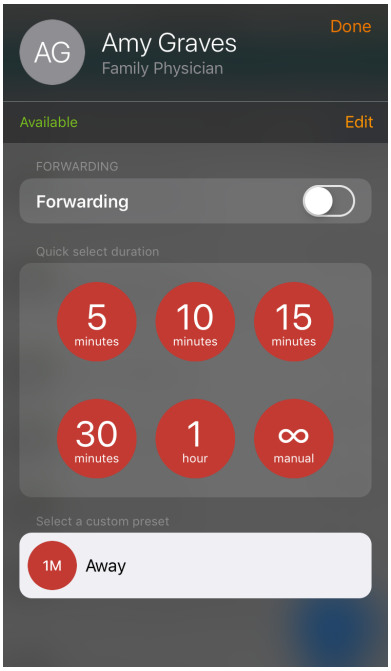
To cancel a transfer that is in progress, tap the red End Call icon at the bottom of the screen.

When the transfer is completed, a new call is placed to the person to whom the call is being transferred.

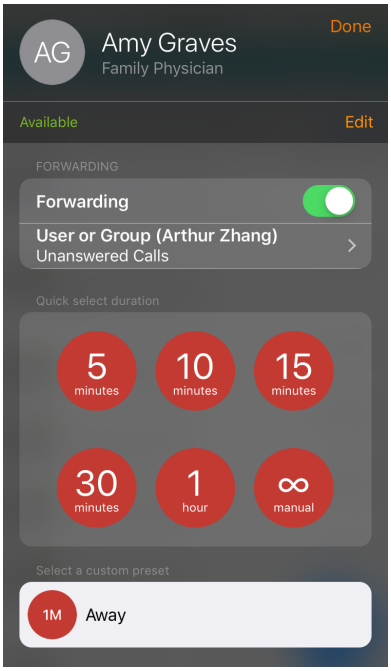
Forwarding Your Calls

You can specify where your calls are to be forwarded while you are unavailable, such as to a nearby desk phone or to someone else in your department.

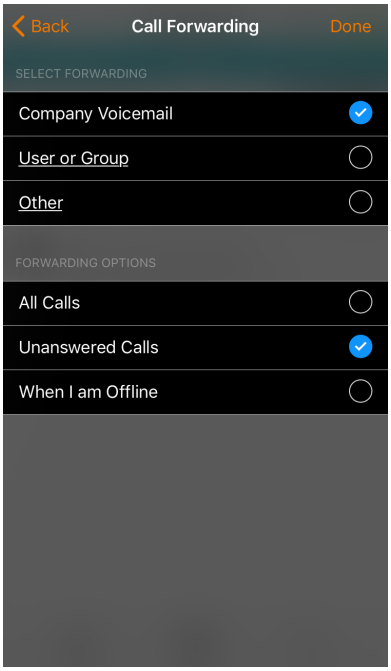
1. On the Home screen, tap the availability icon (the green dot) at the top right. A screen appears that lists the presence and availability options.



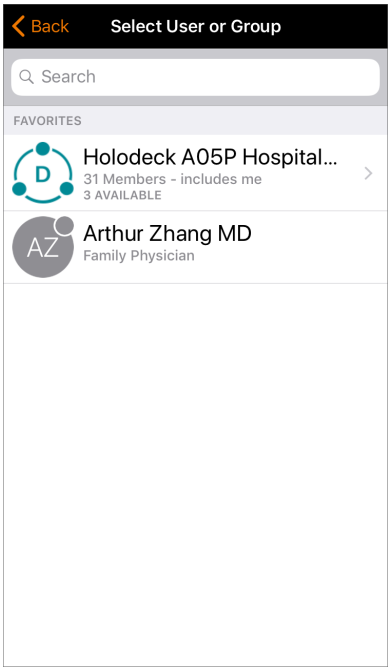
2. Turn on Forwarding. The current forwarding setting appears.



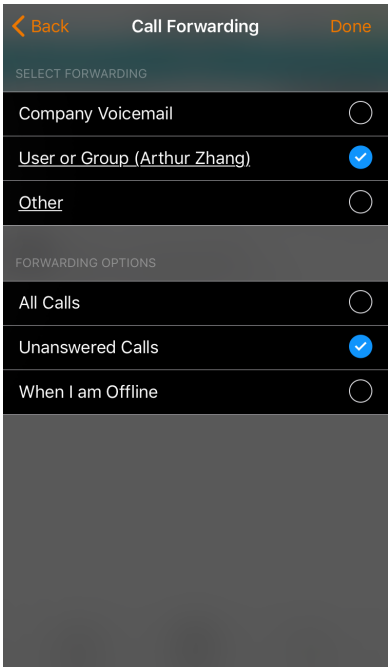
3. Tap the current forwarding setting to display the list of forwarding options.



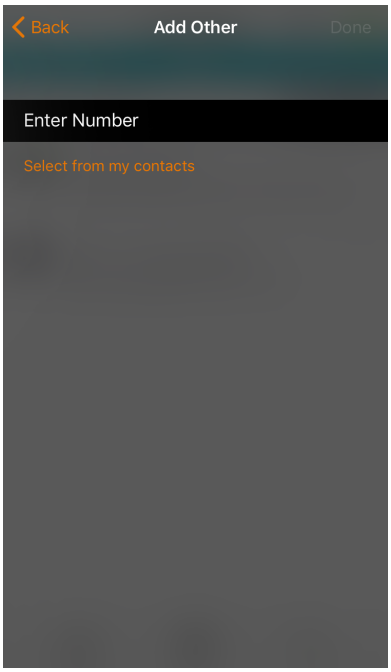
4. Select one of the following, if available.
   - Select Company Voicemail to forward your calls to your company's voicemail.
   - Select User or Group to forward your calls to another user or group. When you select this option, a screen appears that enables you to select the user or group to forward to.



   When you have selected a user or group, your choice appears in the User or Group option.

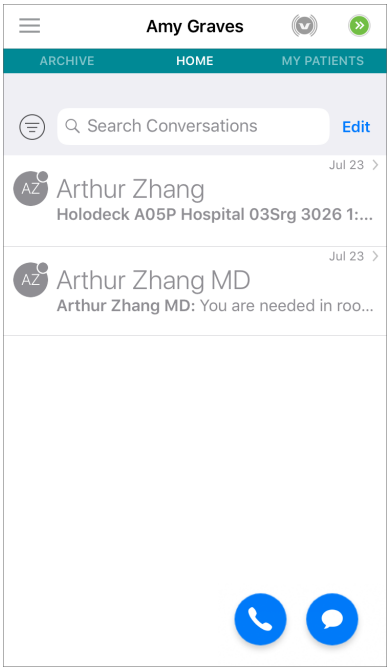


- Select Other to specify a phone number to which your calls are to be forwarded. On the screen that appears, type the number or select the number from your contacts list.



5. Tap Done to start call forwarding.

When you have turned call forwarding on, the availability icon at the top right of the screen is updated to include an arrow. This reminds you that you are forwarding your calls.

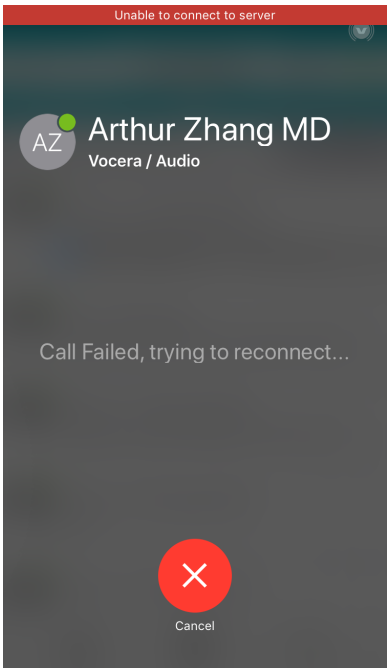


To start receiving your calls again, return to the presence and availability screen and turn off Forwarding.

Preserving a Call When Wi-Fi is Unstable

If you temporarily lose your Wi-Fi connection, Vocera Vina preserves your call until your connection is restored.

When you lose your connection, your client device plays a sound, and a Call Failed screen appears. When your connection is restored, you can continue your call.



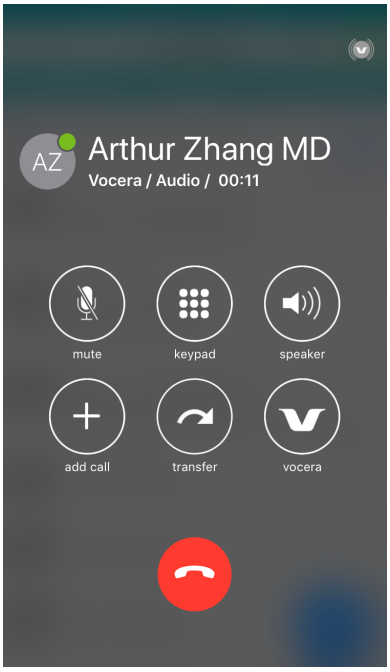
Tap Cancel to cancel the call while you are disconnected.

Note: If you have placed a call on hold and the connection is lost and restored, your call becomes active. If your recipient has placed the call on hold when the connection is lost, it remains on hold when the connection is restored.

Ending a Call

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

To end a call, tap the red End Call icon at the bottom of the screen.



If the other party ends the call, you are disconnected automatically.

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

About Broadcasts

If your administrator has added you to a broadcast group, you can receive broadcasts to the group, and you can initiate broadcasts if you have been granted the necessary permission. A broadcast simultaneously contacts everyone in the group who is online and available, including badge users.

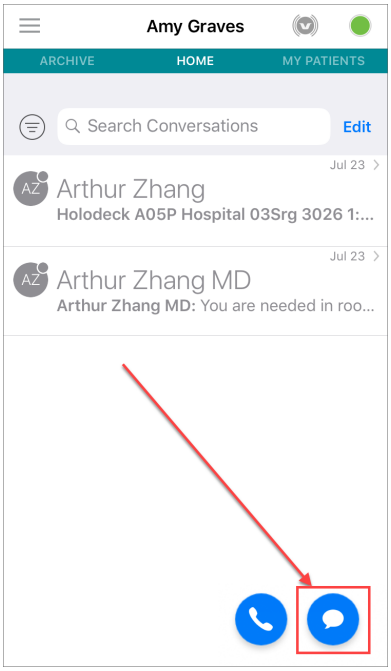
Your administrator may also have granted you, or other users, permission to make an urgent broadcast to the group. An urgent broadcast automatically breaks through to all recipients, regardless of what they are doing at the time.

Creating a Broadcast

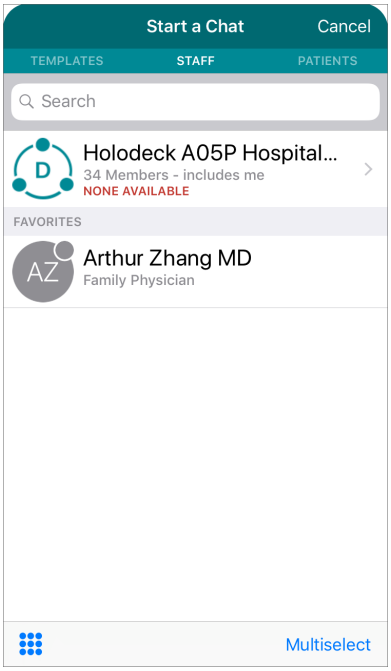
If your administrator has added you to a broadcast group, you can create a broadcast or an urgent broadcast if you have the necessary permission.

Note: You can also initiate a broadcast from the Genie. See **Starting a Broadcast from the Genie** on page 115 for details.

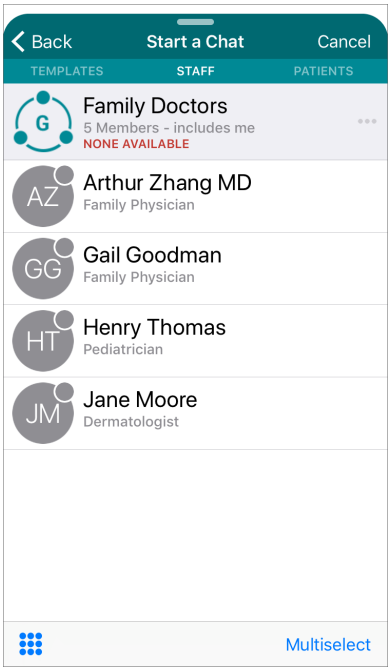
1. In the Home screen, tap the Chat icon at the bottom of the screen.



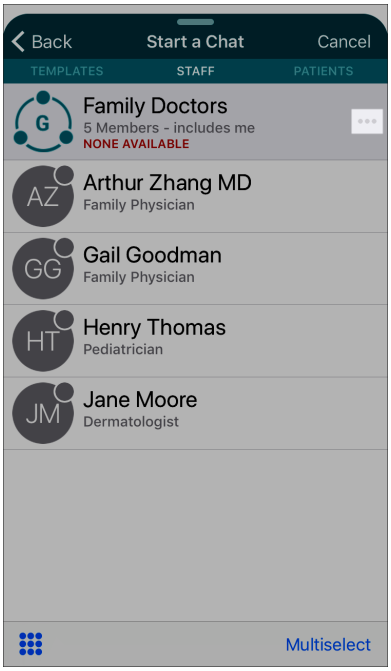
The Start A Chat screen appears.



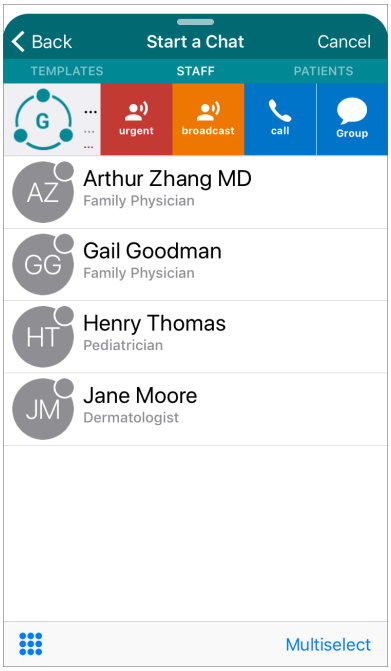
2. Tap the name of the group, or use the Search box to search for the group name and then tap it. A list of the group members appears. If you are a member of the group, the text "includes me" appears.



3. Tap the ... icon next to the group name.



Additional options appear.

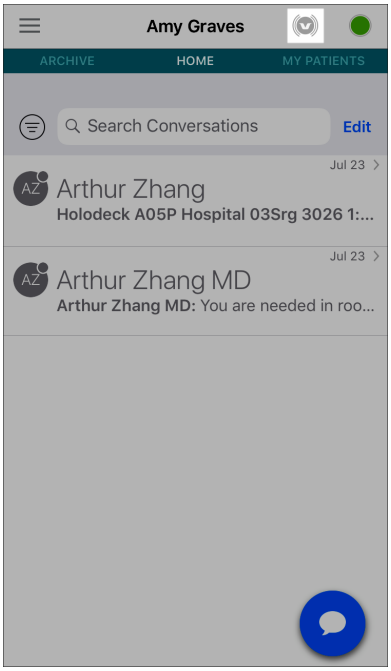


4. Select the broadcast method that you want to use:
   - Urgent: Start an urgent broadcast if your administrator has given you permission to do this.
   - Broadcast: Start a broadcast if your administrator has given you permission to do this.

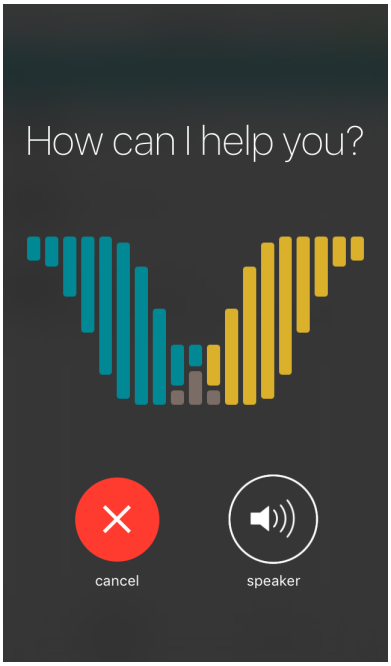
Starting a Broadcast from the Genie

If your administrator has added you to a broadcast group and has given you permission to initiate broadcasts, you can use the Genie to initiate a broadcast to the group.

1. In the Home screen, tap the Vocera icon.

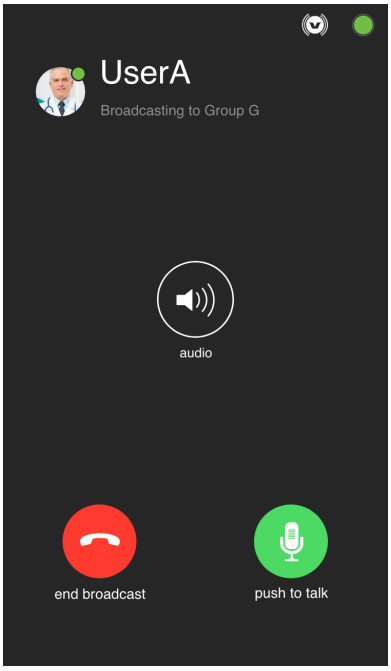


The Vocera Genie screen appears.



2. Do one of the following:
   - To start a broadcast, speak the command "Broadcast to *groupname*", where *groupname* is the group name that your administrator has provided to you.
   - If your issue is urgent, and your administrator has granted permission to start an urgent broadcast, speak the command "Urgently broadcast to *groupname*", where *groupname* is the group name that your administrator has provided to you. An urgent broadcast automatically breaks through to all recipients, regardless of what they are doing at the time.

   The broadcast screen appears, indicating that the broadcast has started.



Note: You cannot start a broadcast to the group if a broadcast has already been started.

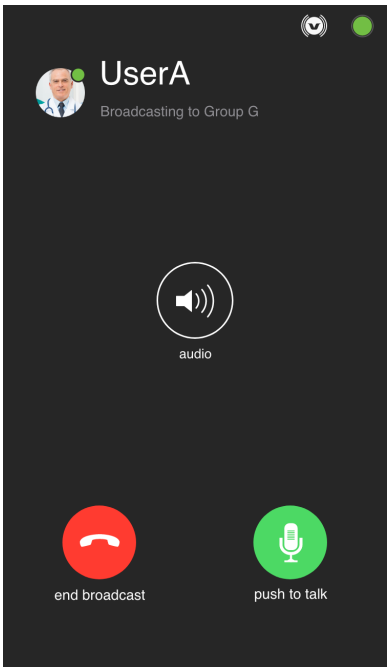
3. To request to speak in the broadcast, tap Push To Talk. The screen indicates whether it is OK to talk or whether the line is busy.
4. If it is OK to talk, begin speaking. Everyone in the broadcast group hears you immediately.

5. When you are finished speaking, tap Push To Talk again. Everyone in the broadcast group hears a chirp, letting them know they can reply.
6. To end the broadcast, tap End Broadcast. The broadcast ends for all users.

Joining a Broadcast

If your administrator has added you to a broadcast group, and a member of the group has initiated a broadcast, your device automatically joins the broadcast.

The broadcast screen appears, indicating that the broadcast has started.



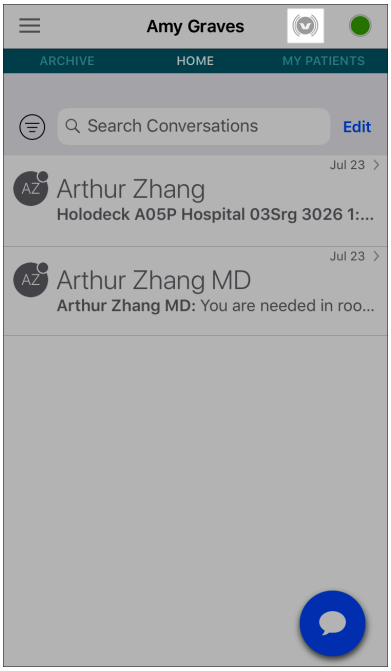
1. To request to speak in the broadcast, tap Push To Talk. The screen indicates whether it is OK to talk or whether the line is busy.
2. If it is OK to talk, begin speaking. Everyone in the broadcast group hears you immediately.
3. When you are finished speaking, tap Push To Talk again. Everyone in the broadcast group hears a chirp, letting them know they can reply.
4. To leave the broadcast, tap End Broadcast. If the broadcast originator and other users are still on the broadcast, it continues without you.

Note: If you join a broadcast when Vina is in the foreground and your screen is locked, the handset is displayed as the default audio channel. This is due to an issue in the iOS operating system.

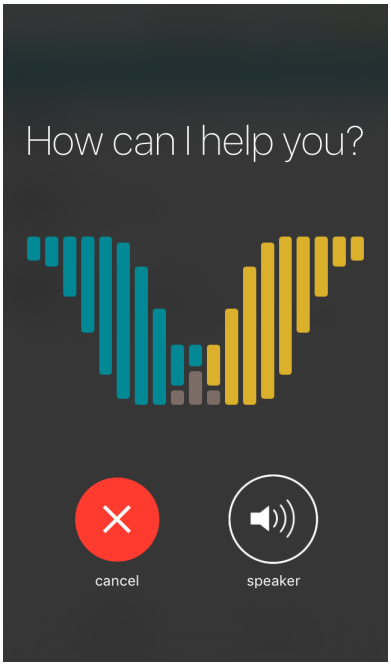
Creating a Reminder

You can use the Genie to create a voicemail reminder for yourself that is to appear on your Home screen at a time that you specify.

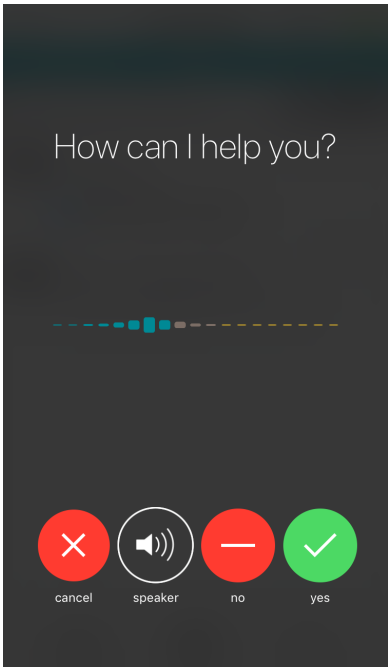
1. In the Home screen (or in any screen that displays it), tap the Vocera icon.



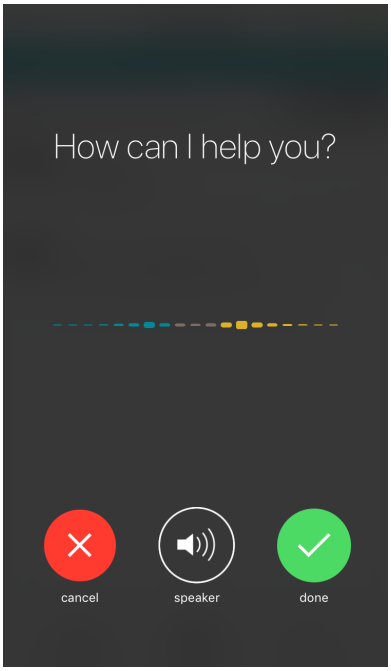
The Vocera Genie screen appears.



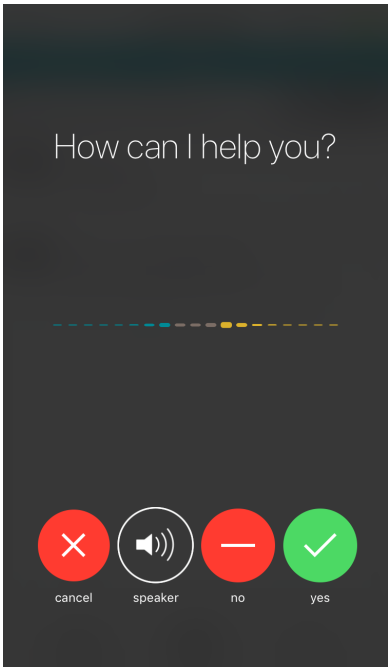
2. When the Genie says "Vocera", say "Record a reminder."
3. The Genie then asks you when you want your reminder to appear. You can respond with a time relative to the current time, such as "In ten minutes", or a specific time, such as "1:30 pm today".
4. When the Genie asks you to confirm the time at which you want your reminder to appear, say "Yes" or tap Yes.



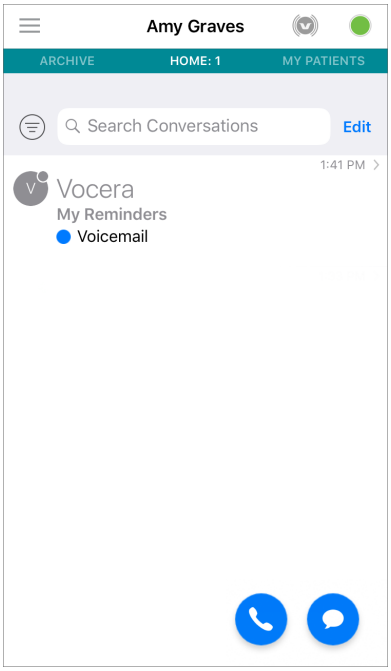
5. Record your reminder. When you are finished, tap Done.



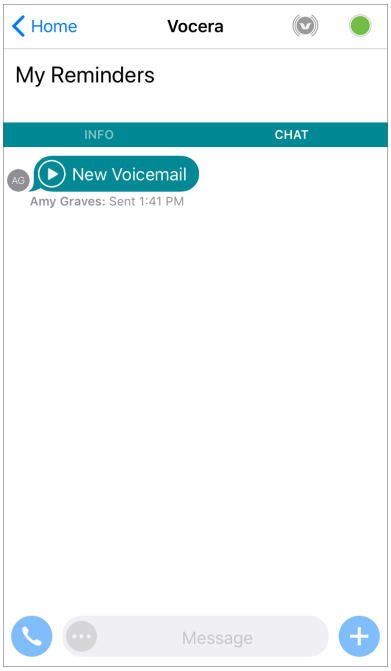
6. When the Genie asks you to confirm that you want to send a reminder, say "Yes" or tap Yes.



7. At the specified time, your reminder appears on the Home screen as a conversation.



Tap the reminder to display the My Reminders screen, which contains a link to the voicemail that you recorded.



Note: This screen also contains any other voicemail messages that you have sent to yourself.

8. Tap New Voicemail to play your reminder.

Note: The My Reminders screen is formatted to look like a conversation, but you cannot add a message to it.

Additional Genie Capabilities

The Genie is the voice interface to the Vocera system. These sections describe the capabilities of the Genie that are not covered elsewhere.

See About Calls on page 87 for more details on making calls.

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.

Commands - Quick Reference

This section provides a list of voice commands for quick reference that you can use on your Vocera badge or smartphone app.

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.

Blocking and Accepting Calls

You can use block and accept calls commands to block calls, accept calls, and to find out who is currently blocked from calling your badge.

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

* = requires permission or telephony integration

Broadcasting to a Group

You can use broadcast commands to initiate broadcast to a group, urgent broadcast, emergency broadcast group, cancel and reply to the broadcast.

Action	Recommended Commands
Initiate a broadcast to a group	Broadcast to *Tech Support*.
Initiate an urgent broadcast to a group	Urgently broadcast to *Tech Support*. *

* = requires permission or telephony integration

Calling a User or Group Member

You can use voice commands to call, a user, group member, make urgent calls, and a user using department and first name.

Action	Recommended Commands
Call another user	Call *John Smith.*
Call a group member	Call *Tech Support.*
Place an urgent call	Urgently call *John Smith*. *

* = requires permission or telephony integration

Changing Genie Persona

You can switch Genie persona using this command.

The table below lists the voice command used to alternate between Genie personas.

Action	Recommended Voice Commands	Alternative Forms
Change the Genie from one persona to another.	Change Genie	

Dialing a Telephone Number

You can use voice commands to dial an extension, an outside phone number, and redial the last phone 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

Easter Eggs

Review the complete list of Easter Eggs clinicians can use for entertainment.

The following table shows the commands and Genie response :

Commands	The Genie Says...
Call Captain Kirk	*Captain Kirk is busy in another Galaxy at the moment!*
Make it so	*OK, I made it but you will have to unmake it!*
Beam me up	*Sorry the transporter feature is still under development.*
Beam me down	*I don't think I can do that!*
Good bye	*Live long and prosper!*
I'm having a bad day	*Take a deep breath and know that you are helping to save a life today.*
My Vocera is broken	*Are you sure it's not your wireless or the way you are holding your badge.*
Genie, I have a wish	*Your wish is my command*
Genie, obey my commands	*First you must follow my rules!*
Santa Claus	*Ho Ho Ho, Santa hopes you feel better*
Mrs. Claus	*Santa is watching you, be brave*
Easter Bunny	*Hopping you feel better*
I need a hug	*Warm fuzzies coming your way*
Houston, we have a problem	*Keep calm, and call a super hero*

Forwarding a Call

You can forward a call to your desk phone, cell phone, home phone, voice mail, or another other outside number.

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 *Tech Support*. Forward my calls to *John Smith*. Stop forwarding.
When asked **which** calls to forward, answer:	All. Unanswered. Offline.

* = requires permission or telephony integration

Getting and Exiting Genie Help

You can initiate and end an interactive session with the Help Genie using these commands.

You can ask for Genie Help at any time while you are logged in. When you log in on your Badge for the first time, Genie guides you through a series of prompts to record your name. Once your name recording is complete, Genie announces, “You can get help on how to use commands by saying, Genie help!” .

This table shows the command to bring up the Vocera Help Genie.

Action	Recommended Voice Commands	The Help Genie says...
Get the Help Genie	Help. or Genie Help.	What would you like help with?
Exit the Help Genie	Cancel.	Help canceled.

Locating Users and Groups

You can use voice commands to locate where you are, another users, the nearest member of the group, and member of a group close to a given location.

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 *Tech Support?* * Where is the closest member of *Tech Support?* * Locate nearest member of *Tech Support?* * Locate closest member of *Tech Support?* *
Find a member of a group close to a given location	Locate members of *Tech Support* close to The First Floor. *

* = requires permission or telephony integration

Identifying Yourself

You can ask the Genie who you are logged in as.

Action	Recommended Commands
Find out who is logged in to your device	Who am I?

Managing Groups

You can use a few voice commands that help you manage your groups.

Action	Recommended Commands
Add a member to a group	Add *Lynn Faulkner* to *Code Blue.* *
Remove a member from a group	Remove *Lynn Faulkner* from *Code Blue.* *
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

Miscellaneous Commands

Some important tasks and the recommended commands are described in this topic.

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.

Placing a Three-Way Conference Call

You can initiate a three-way conference call, add another user, switch between an active call and a call on hold, end a conversation and return to the other party, initiate an urgent three-way conference call, add another party to an ongoing call, call between different sites.

Action	Recommended Commands
Initiate a three-way conference call	Conference *James Madison* and *Mary Lamb.*
Switch between an active call and a call on hold	Tap Hold.
End a conversation and return to the other party	Tap End Call while talking to the person you want to disconnect.
Initiate an urgent three-way conference call	Urgently conference *John Smith* and Mary Jones. *

* = requires permission or telephony integration

Playing Messages

You can use voice commands to play voice messages.

Action	Recommended Commands
Play new voice messages	Play messages. Play messages from *John Smith.* Play messages from *Marketing.*
Play old voice messages (previously played)	Play old messages. Play old messages from *John Smith.* Play old messages from *Marketing.*
Delete voice messages, played or not	Delete all messages. Delete messages from *John Smith.*

Recording Your Name and Greeting

You can record your name and greetings using voice commands.

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

Sending Messages

You can record and send messages, and emails with voice notes.

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

Transfering a Call

You can use voice commands to help you transfer a call to a badge and to a desk.

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

* = requires permission or telephony integration

Finding out Who Called

You can use voice commands to check who called when you were off network, logged out, or on another call.

When you use the **Who Called** commands, Genie announces the name or phone number of the person who called, and the time and date of the message. If a name is not associated with the phone number of the incoming call, the phone number is announced. If both the name and phone number are known in the system, the name is announced. If the call was made to a group, Genie announces the names of the group and the person who is placing the call. Message histories are stored for the current and previous work days.

Action	Recommended Voice Commands	Alternative Forms
Find out who called or left a message while you were unavailable	Who called?	Who called me?
Find out who called or left a message on the current work day.	Who called today?	Who called me today?
Find out who called or left a message the day before.	Who called yesterday?	Who called me yesterday?

Working With Your Groups

You can use voice commands to help you work with your group.

Action	Recommended Commands
Find out what groups you belong to.	What groups am I in?
Find out who belongs to a group.	Who is a member of *Code Blue*?
Add yourself to a group	Add me to *Code Blue.* *
Add yourself to multiple groups *	Add me to multiple groups. *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.

Action	Recommended Commands
Remove yourself from a group	Remove me from *Code Blue.* *
Remove yourself from multiple groups *	Remove me from multiple groups. *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.

* = requires permission or telephony integration

Cellular Network Access

If your administrator has configured a Vocera Access Anywhere (VAA) number for your system, you can access the Vocera Genie, make calls or urgent calls to users in the directory, or check your voicemail.

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.”

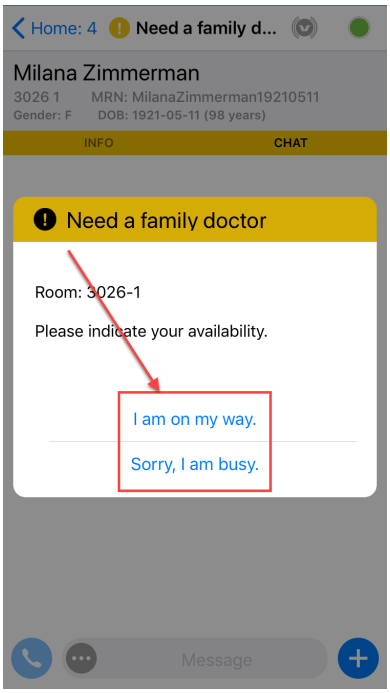
Category	Command
Log in and out	Log me in as *John Smith* Log me out
Voiceprint	Record my voiceprint Erase my voiceprint
Locate Users and Groups	Where am I? Where is the nearest member of *Tech Support*? Where is the closest member of *Tech Support*? Locate nearest member of *Tech Support*? Locate closest member of *Tech Support*?
Assign Access Points to Locations	Begin tour End tour Assign location
Miscellaneous	Turn Auto Answer on Turn Auto Answer off Turn Announce Through Speaker on Turn Announce Through Speaker off

About Personal Messages

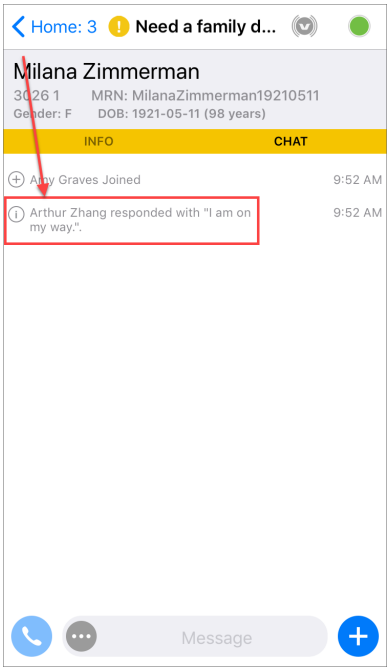
An administrator can send you a personal message if he or she needs to communicate with you.

If no response options have been provided, tap View to view the message, or tap Dismiss to dismiss it.

If response options have been provided, tap the response option that you want to send:

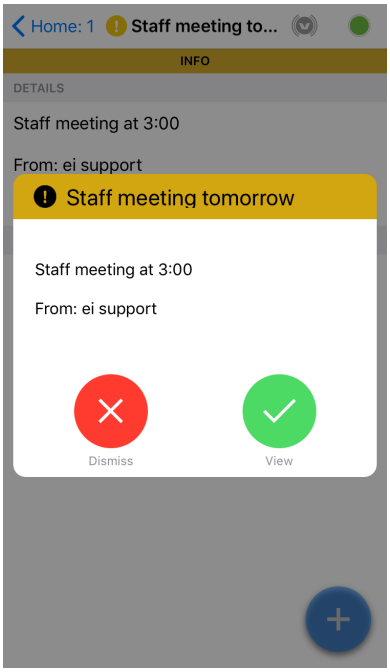


When you select a response, it appears in the conversation for this message.


Home: 3
Need a family d...
Milana Zimmerman
3026 1
MRN: MilanaZimmerman19210511
Gender: F
DOB: 1921-05-11 (98 years)
INFO
CHAT
Amy Graves Joined
9:52 AM
Arthur Zhang responded with "I am on my way.".
9:52 AM
Message

About Mass Notifications

If your administrator has assigned you to a group, you may receive mass notifications sent to all members of the group.



The icon next to the mass notification indicates the priority:

Icon	Priority
	Urgent
	High
	Normal

Tap View to view the mass notification, or tap Dismiss to dismiss it.

About Contacts

From the Menu icon at the top of the Home screen, you can view your contacts and define favorites.

About Favorites

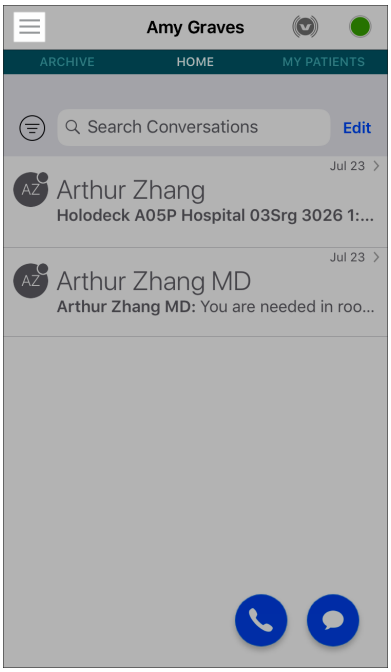
The Favorites feature lets you create a list of contacts you communicate with frequently.

Maintaining a favorites list allows you to find a contact without having to search the directory. Favorites can be individuals or groups.

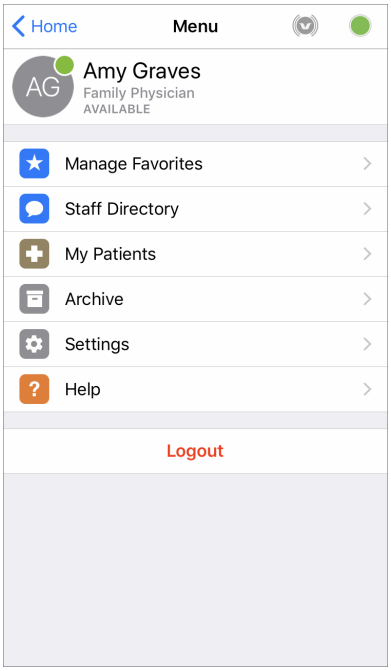
Adding a Favorite

Follow these steps to add a Favorite.

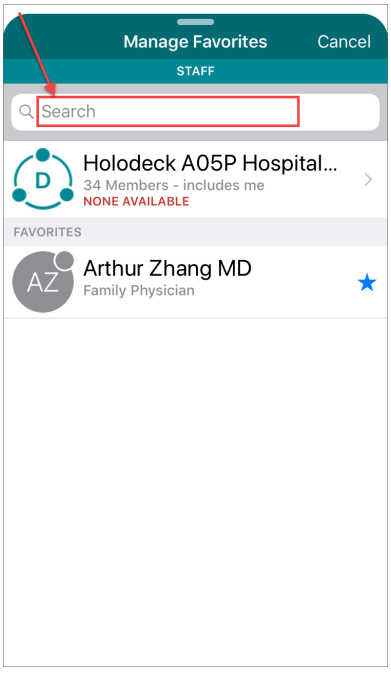
1. Select the Menu icon at the top of the Home screen.



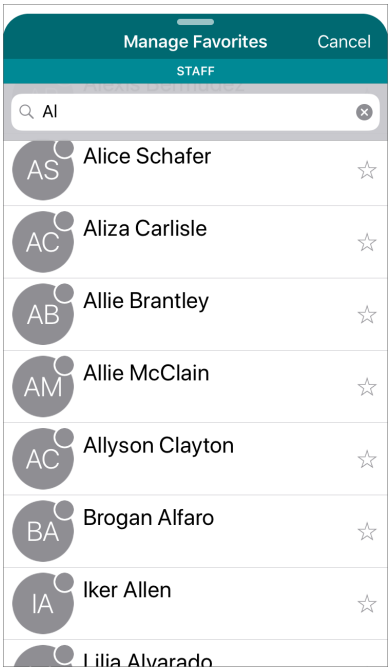
2. In the Menu screen, select Manage Favorites.



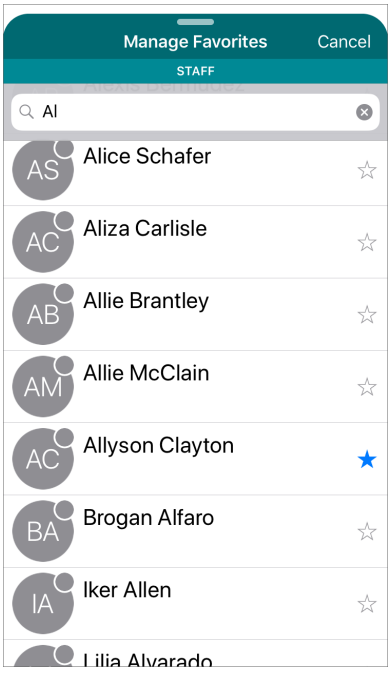
3. To start a search, tap in the Search box.



In the Search box, type the first few characters of the name of the user that you want to set as a favorite. A list of users and groups matching your search text is displayed.



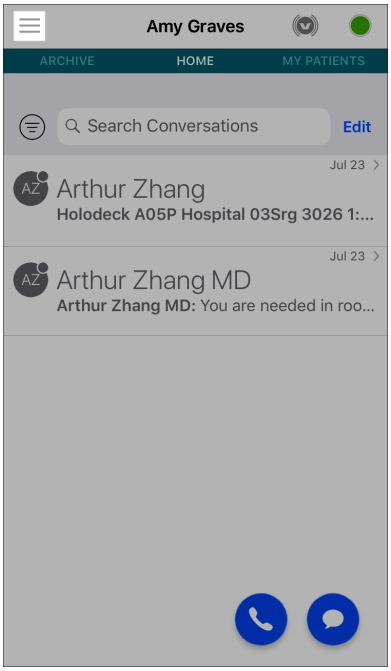
4. Tap on the star next to a user to mark this user as a favorite.



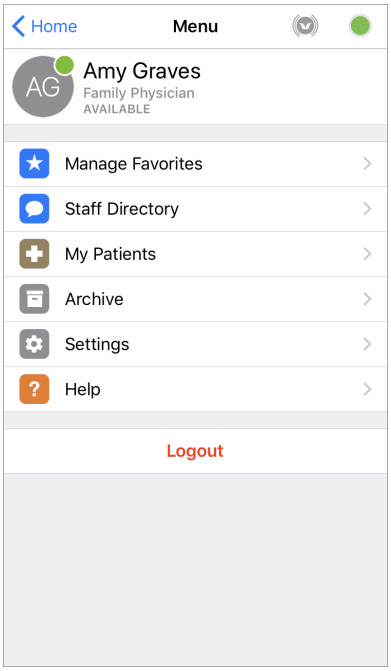
Removing a Favorite

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 list of contacts.

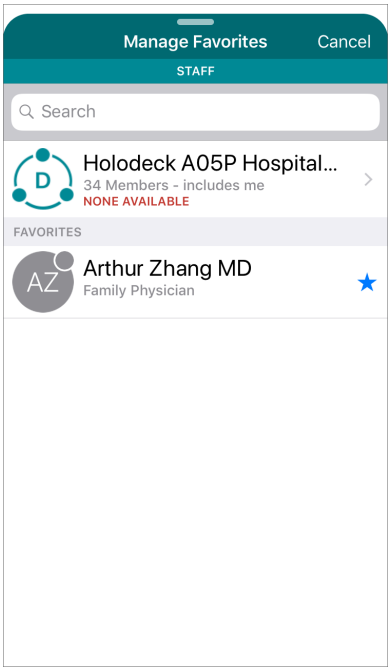
1. Select the Profile icon at the top of the Home screen.



2. In the Menu screen, select Manage Favorites. This displays your list of Favorites.



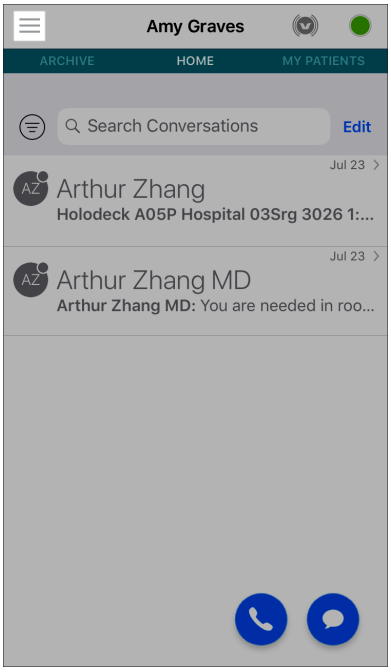
3. To remove a Favorite, tap the blue star next to it.



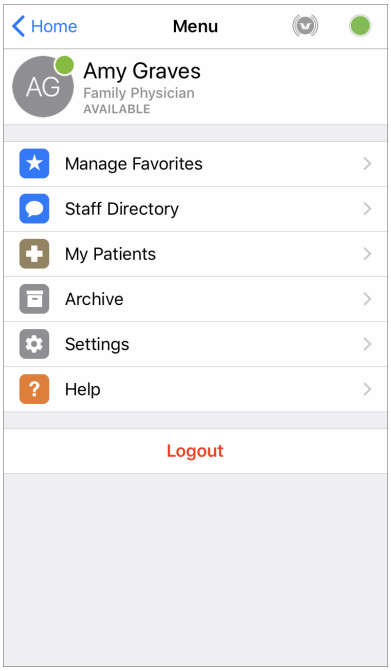
Adding a Group Favorite

You can add a group to your list of Favorites.

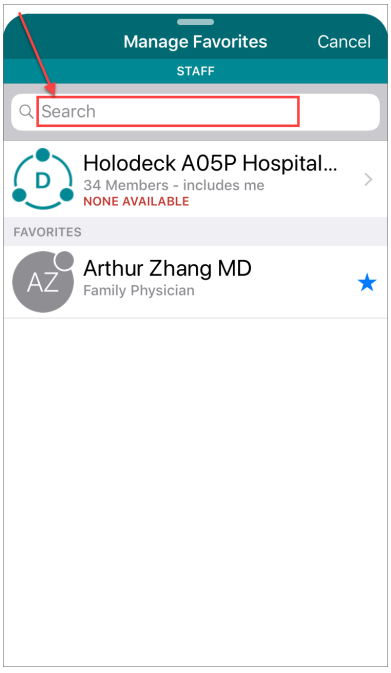
1. Select the Menu icon at the top of the Home screen.



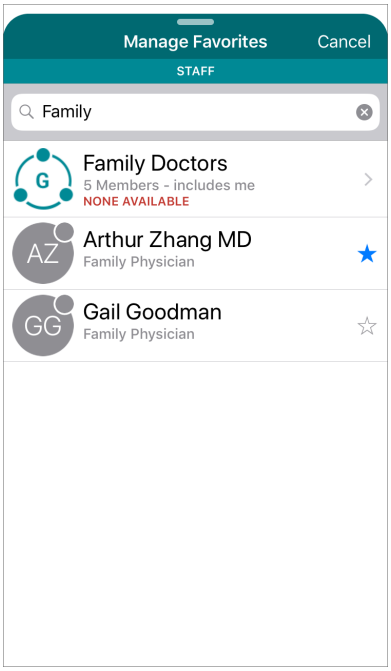
2. In the Menu screen, select Manage Favorites.



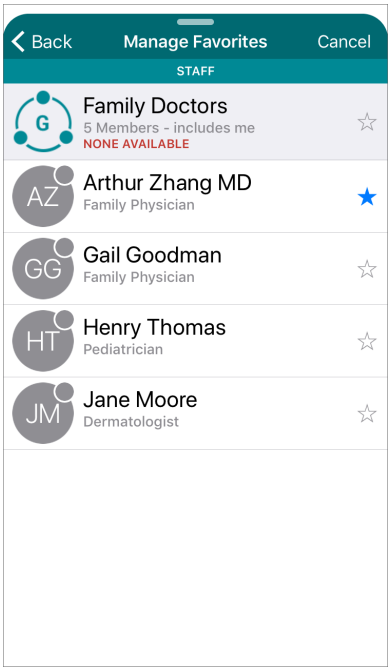
3. To start a search, tap in the Search box.



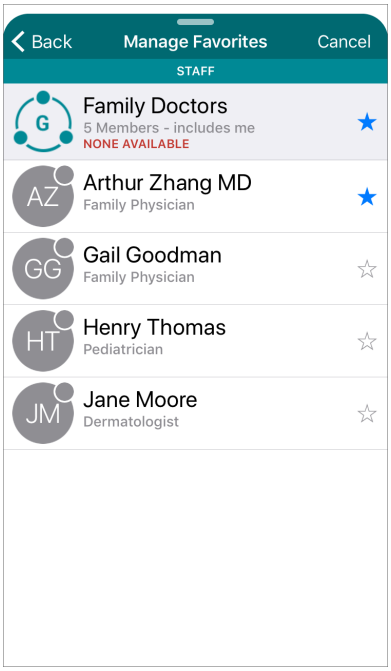
In the search box, type the first few characters of the name of the group that you want to add as a favorite. A list of users and groups matching your search text is displayed.



4. Tap on the group to display its members.

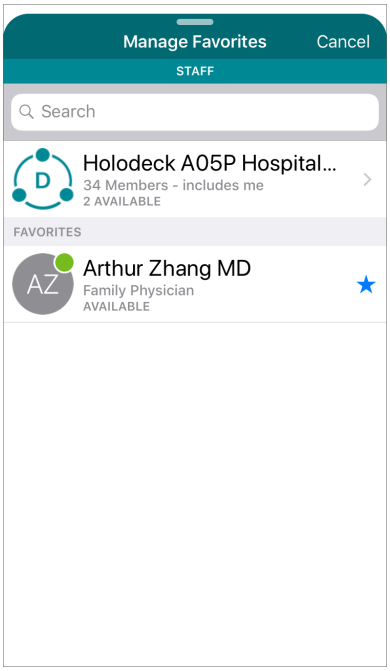


5. Tap on the star next to the group to mark it as a favorite.



Personal Titles

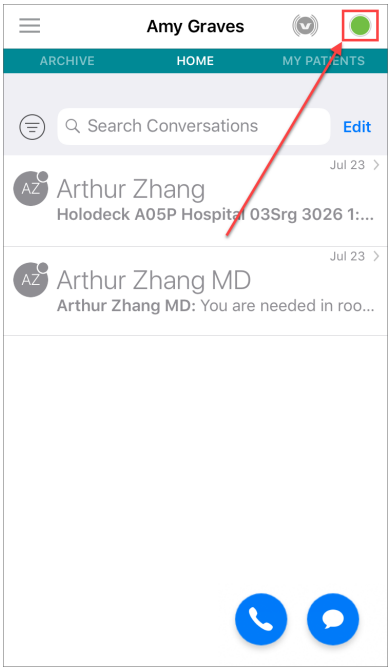
If a contact has a personal title defined (such as MD or RN), this title always appears after the user's name.



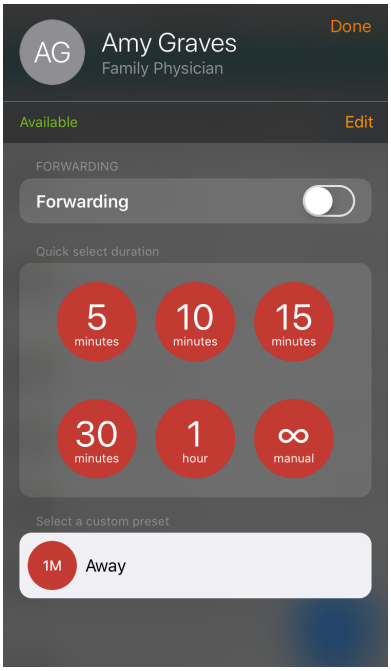
Setting Presence and Availability

You can specify that you are unavailable, either for a specified period of time or until you make yourself available again.

1. To specify a period of time in which you are unavailable, tap the green dot at the top right corner of the Home screen.

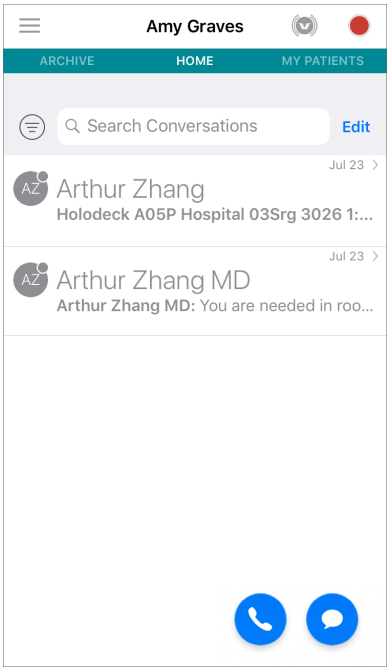


A screen appears, displaying a list of options to select:



2. Select one of the following:
   - To specify that you are unavailable for a predefined period of time, tap one of the options in the Quick select duration section. After this time has elapsed, you are listed as available.
   - To specify a custom unavailability interval, tap Manual. You remain unavailable until you make yourself available again.
   - To specify a custom preset, tap one of the options in the Select a custom preset section.

When you have specified an unavailability interval, a red dot is displayed in the top right corner of the Home screen.

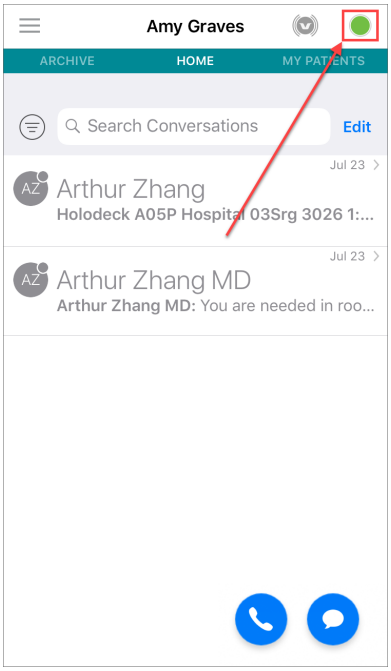


If you tap this red dot, Do Not Disturb is removed, and you become available again.

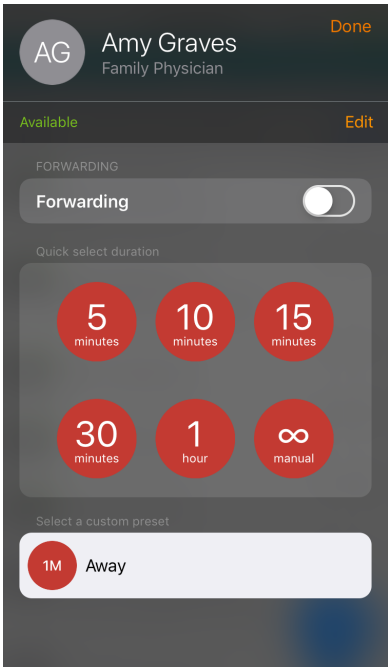
Setting a Custom Availability Message

You can specify the availability message that you want other users to see.

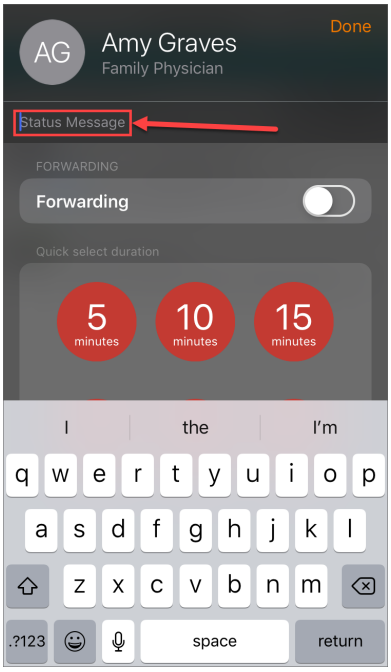
1. Tap the green dot at the top right corner of the Home screen.



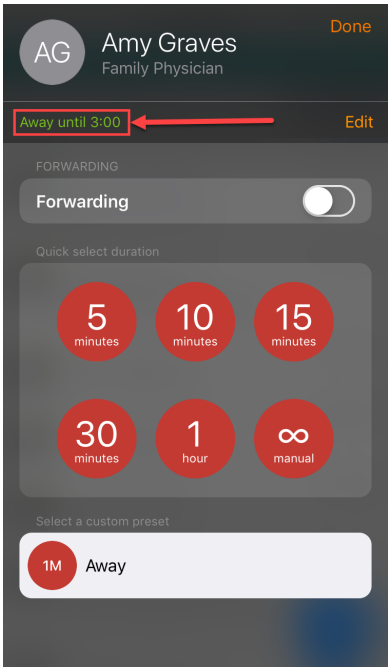
A screen appears, displaying the availability options.



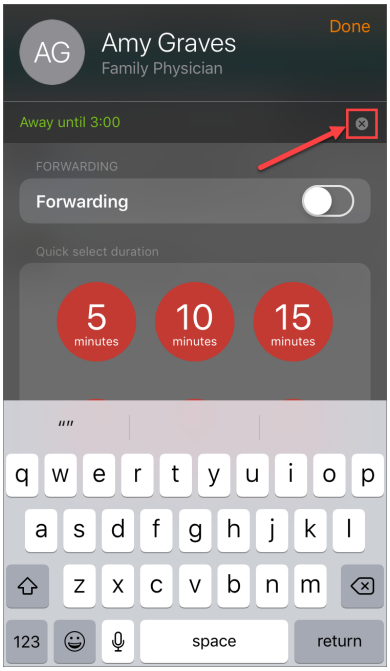
2. Tap the Edit link next to the availability message.
3. In the Status Message field, type your availability status.



4. Tap Done to save your availability status. Your new status is now displayed as your availability message to other users.



To clear your custom availability message, edit the availability message again, tap the X icon at the right, then tap Done.


AG
Amy Graves
Family Physician
Done
Away until 3:00
FORWARDING
Forwarding
Quick select duration
5
minutes
10
minutes
15
minutes
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123
space
return

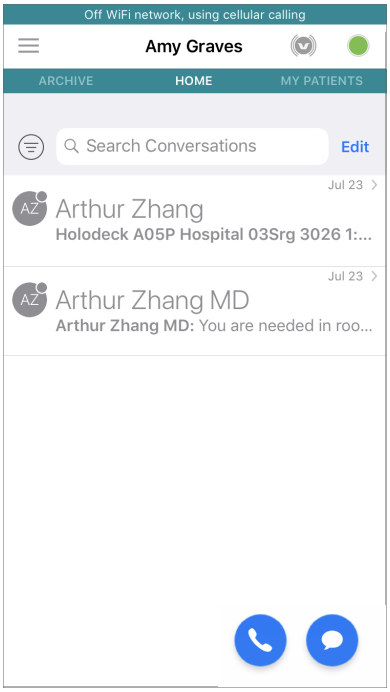
Access While Off-Premises

If you are away from your facility, and have cellular access, you can access many of the features of Vocera Vina if your administrator has set up this capability.

You can:

- Send and receive messages
- Receive alerts
- Access your settings
- Use Vocera Access Anywhere to access the Genie, retrieve voicemail, and place calls to on-premises users

While you are off-premises, the message **Off WiFi network, using cellular calling** appears in a banner at the top of the screen:



While you are off-premises, you cannot receive calls through the Call mechanism, but can receive calls if you have specified a cellphone number.

When you are accessing Vocera Vina off-premises, you are listed as Available to other users.