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Voalte One

- Quick start 5
 - Power up your device. 5
 - Log in..... 5
 - Select roles..... 6
 - Select your shift location..... 7
 - Review your selections. 8
 - View your profile. 9
 - Use the Directory..... 10
 - Access menu options..... 11
 - Exchange secure text messages..... 12
- Logging in to Voalte One..... 13
 - Complete the self-assignment workflow. 13
 - Roles. 14
 - Exclusive roles..... 14
 - Location. 15
 - Teams..... 17
 - Shift overview. 18
 - Finish logging in..... 18
- Profile and availability..... 19
 - Profile information..... 19
 - Availability..... 20
 - Status message..... 20
 - Shift information..... 21
- Menu. 22
 - Home option. 23
 - Favorites option. 24
 - Directory option..... 25
 - Departments option. 25
 - Teams option..... 26
 - Contacts option..... 27
 - My Profile option..... 27
 - Feedback option..... 28

Settings option.....	29
Change your password.....	30
Change text size.....	31
Log Out option.....	31
Directory.....	32
View users by department.....	33
View users by team.....	34
View users by building and unit.....	35
View users by name.....	36
View users by role.....	37
View a user profile.....	38
Search the Directory.....	39
Choose and remove favorites.....	40
Add contacts from your call history.....	42
Voice calls.....	43
Calling other users.....	43
Call from the Directory.....	44
Call from a user profile.....	45
Call from call detail record.....	46
Receive a call.....	47
Options available while on a call.....	48
Transfer a call.....	50
Blind transfer options.....	50
Attended transfer options.....	51
Handle multiple calls at once.....	53
Alerts.....	55
Text messages.....	57
Send from the Directory.....	57
Send from a user profile.....	58
Send from text history.....	59
Compose a message.....	60
Send a Quick Message.....	61
Create and save Quick Messages.....	62
Send a Priority Message.....	63

Group messages.	64
Use the New Message screen.	64
Use the Group Message button.	65
Manage reply options.	66
Compose and send a group message.	66
Send a photo.	67
Forward a message.	67
Read text conversations.	68
Respond to texts.	69
Send a Quick Response.	69
View message receipts.	70
Call, alert and message history.	71
Manage call history.	71
Toggle between all and missed calls.	72
Clear call records.	72
Manage alert history.	73
View alert details.	74
Clear alert history.	75
Manage message history.	76
Log out options.	79
Log out from your profile.	79
Log out from the menu.	80
Get to know your device.	81
Apple iPhone.	82
Zebra MC40-HC.	83
Spectralink Pivot.	84
Honeywell CT50h.	85
Device function definitions.	86

Quick start.

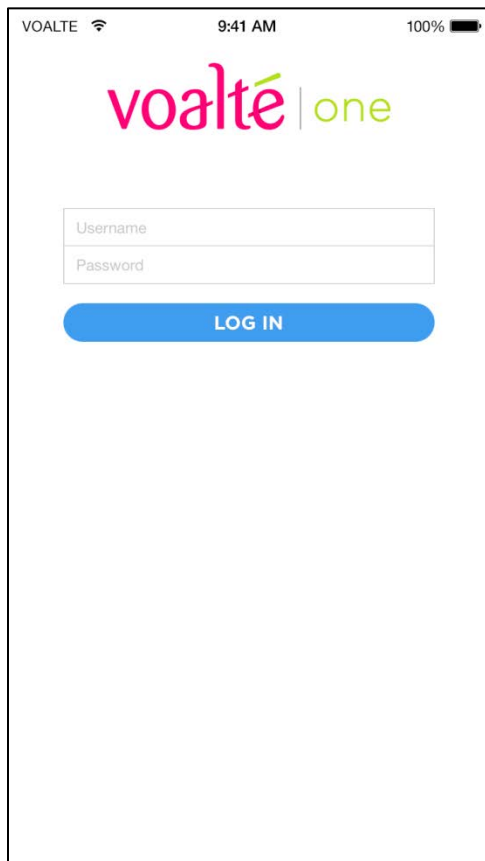
Power up your device.

1. Press and release the Power button to activate the screen.
1. Check the volume level using the buttons on the left side of the phone.
2. Check the battery and replace it with a fully charged battery pack, if necessary.

Note: Some models of phone have additional features, such as a silent switch on the iPhone, that can affect how the device works. If the phone you're using is unfamiliar, take a minute to review [Get to know your device](#) at the end of this manual.

Log in.

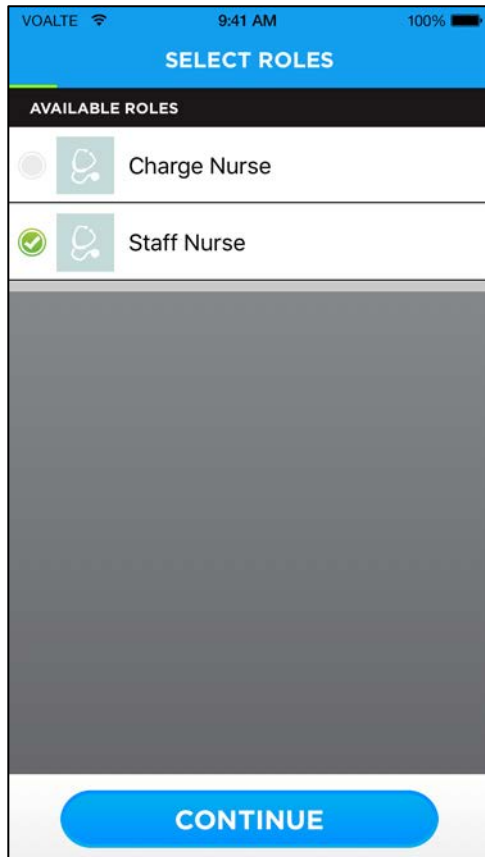
1. Tap the Voalte One icon.
2. Enter your username and password.
3. Tap Log In.



Select roles.

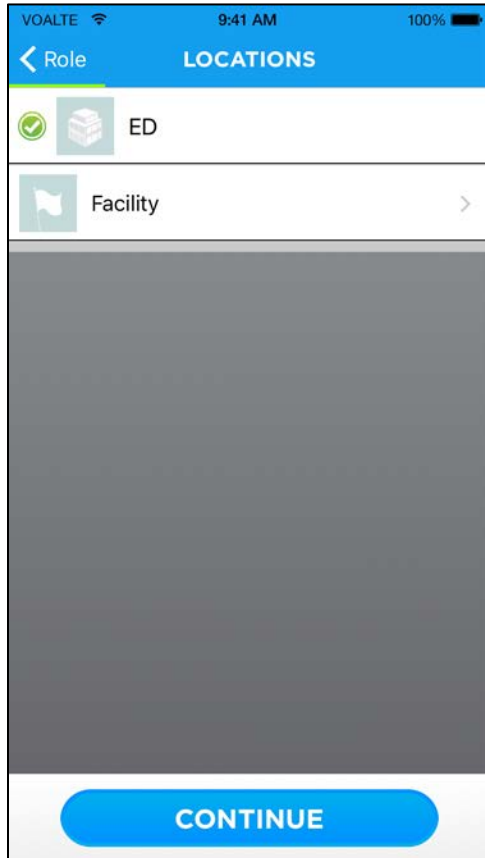
If you will serve in multiple roles during today's shift, you need to [select those job functions](#).

Other users can find you in the [Directory](#) by role.



Select your shift location.

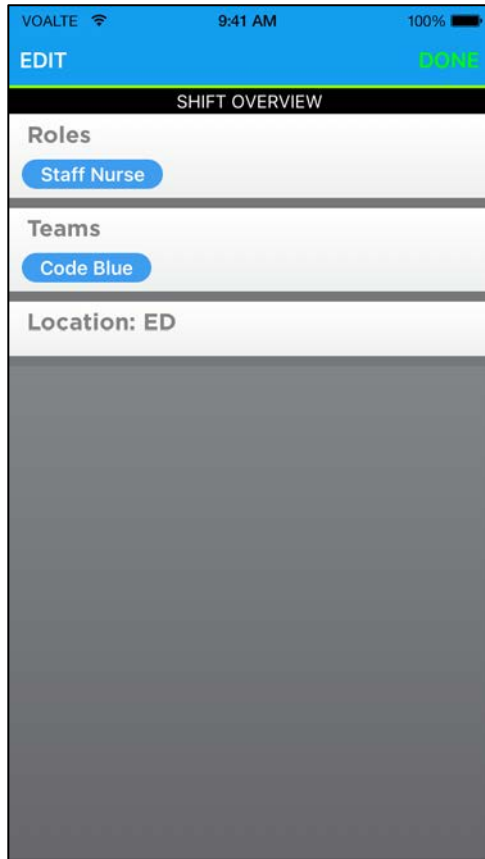
1. Select the unit where you will work during this shift.
2. Choose as many locations as necessary.
3. Tap Continue.



Review your selections.

1. Review your selections before beginning your shift.
2. Tap Done when you are finished.

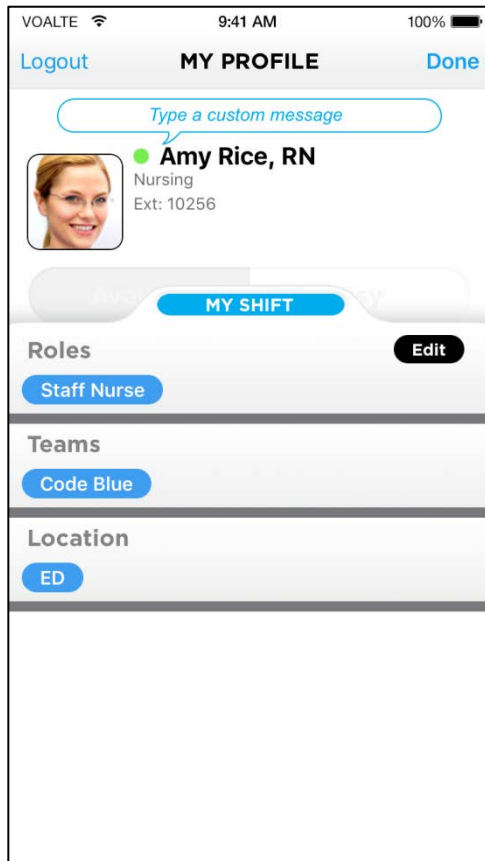
Note: You can change selections at any time.



View your profile.

The [My Profile page](#) lets you:

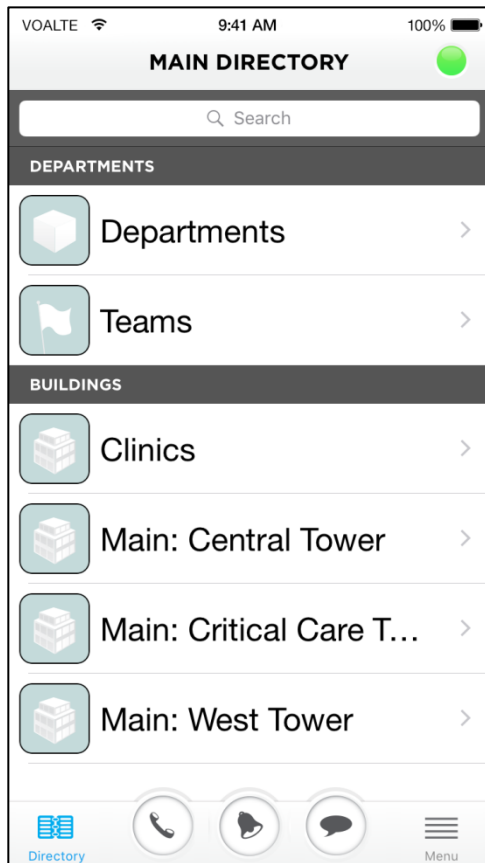
- Indicate whether you are available or busy.
- Add a status message to let others know what you are doing.
- View and edit your shift information.



Use the Directory.


The [Directory](#) enables you to:

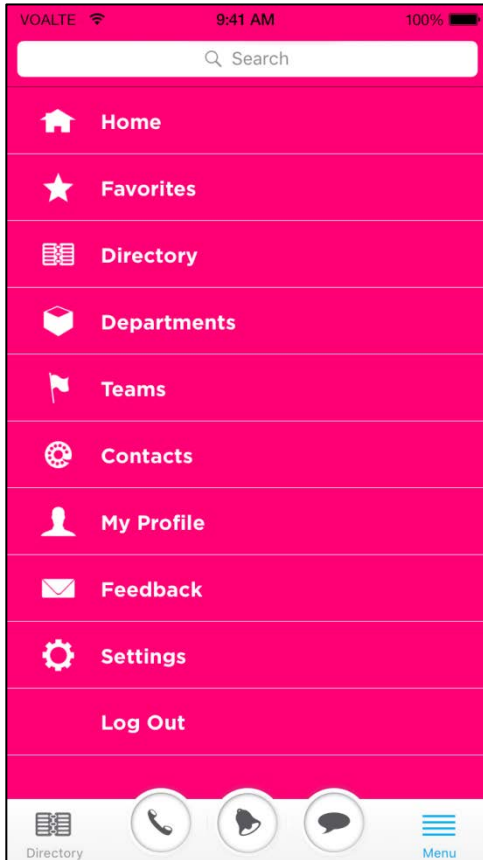
- Quickly find other users.
- View lists of users by name, role, department or unit.
- See other users' presence at a glance.



Access menu options.

The [Menu](#) provides options for quickly locating people and information.

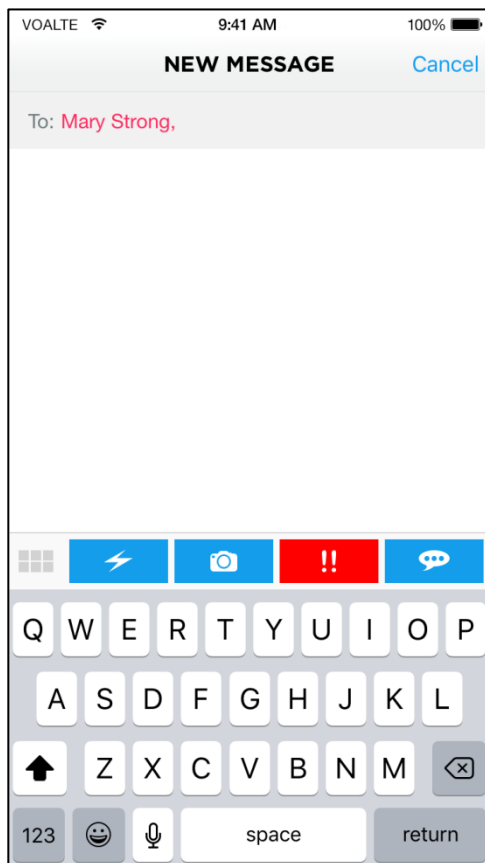
Tap the menu button  (bottom right) to open the menu.



Exchange secure text messages.

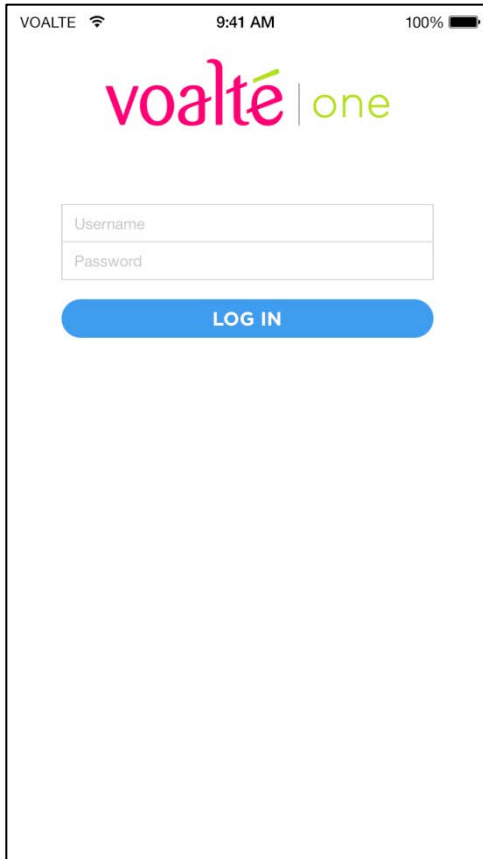
[Text messaging](#) options include:

- Quick messages—Choose an often-used message.
- Photo attachments—Snap and send or receive photos securely.
- Priority messaging—Indicate the message's urgency; the message will show a special icon and sound a different tone.
- Group messaging—Send messages to several users at once or to a whole team or unit.



Logging in to Voalte One.

1. Tap the Voalte One icon.
2. Enter your Voalte username and password.
3. Tap Log In.



Complete the self-assignment workflow.

Once you have entered your log-in information, you enter the self-assignment workflow, where your role(s), location and team(s) for the shift are defined.

Important! You must complete all these steps to log in to Voalte One.

Roles.

When you log in, you will see one or more roles assigned to you for the shift. If you see multiple roles, you can change your default role or select additional ones.

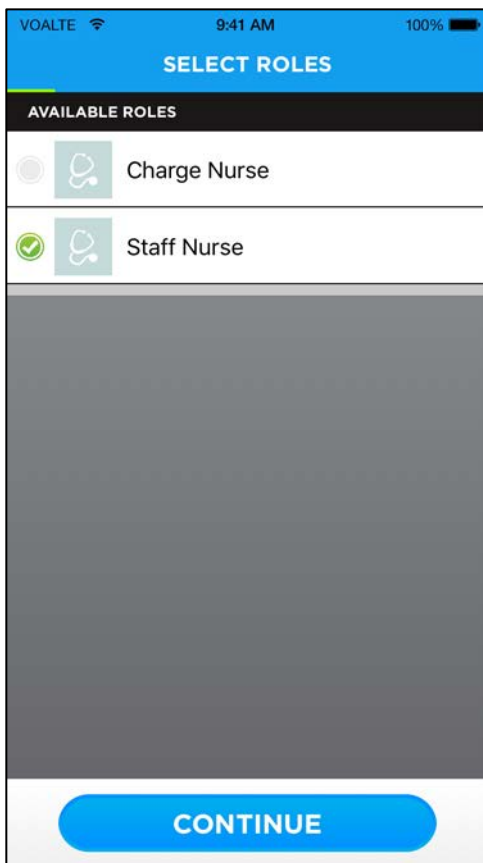
Others can find you in the [Directory](#) by role.

Each role has associated properties, such as [location](#) and [team assignment](#), that affect the information you view or receive through Voalte One.

Most roles are unit-based and therefore associated with a single location.

To change or add roles:

1. Select the job function(s) you will perform on this shift.
2. Tap Continue.



Exclusive roles.

Some roles are exclusive: Only one person per unit can be assigned that role at a given time. For example, each unit has only one Charge Nurse per shift.

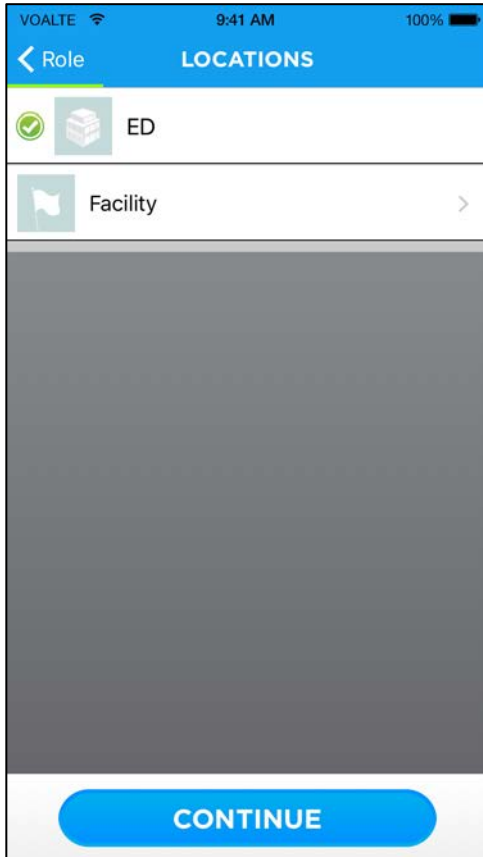
An exclusive role may be assigned its own extension, which automatically routes to the person currently responsible for that role. If you are assigned an exclusive role with an extension you will receive calls to that number as well as your own.

Location.

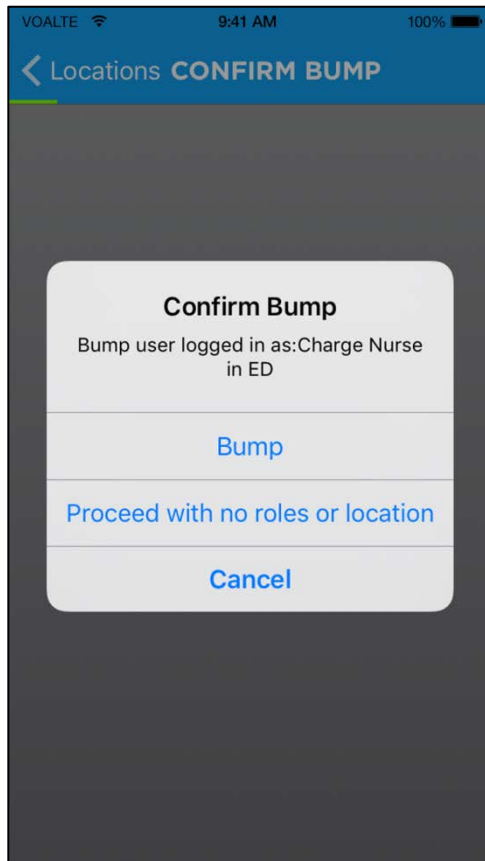
If your role for the shift is unit-based, the Locations page shows a default location.

Tap Continue to accept that location, or choose one or more different locations:

1. Select the unit or department where you will work during this shift.
2. Choose as many locations as necessary (for example, if you are floating).
3. Tap Continue.

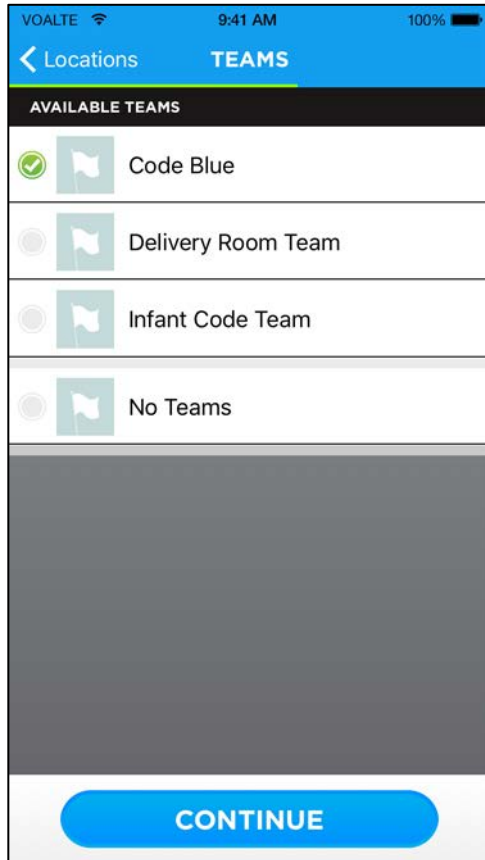


Note: If you have an exclusive role and someone from the previous shift with that role and location is still logged in, you will be asked if you want to “bump” that person (replace him or her in that role) or temporarily log in with no role.



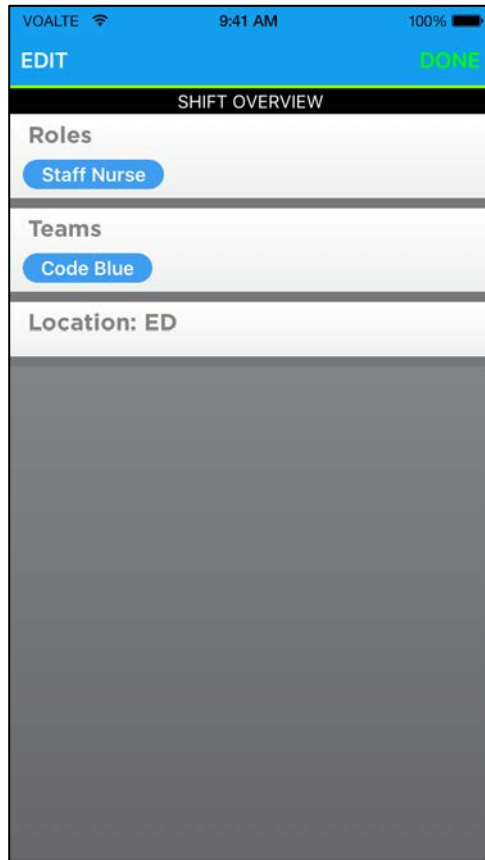
Teams.

The Teams page shows the team(s) you are assigned to based on your role. You can see the other members of your team(s) in the [Directory](#).



Shift overview.

The Shift Overview page gives you a chance to quickly review your shift information. If you need to make changes, tap Edit (top left).



Finish logging in.

On the Shift Overview page, tap Done (top right) to complete the log-in process.

Other users will now see you as Available in the [Directory](#).

If you have an [exclusive role](#) and have chosen to bump another user in that role, that person is sent a notification.

Profile and availability.

Profile information.

Your “profile” is the information about you other users see in the [Directory](#), including your:

- Photograph
- Full name
- Title
- Department
- Extension

You can view your profile whenever you are viewing the Directory by tapping the green dot in the top right corner of the screen or by tapping Menu (bottom right) and then My Profile.

From the My Profile page you can:

- Set your [availability](#)
- Create a [“status” message](#) other users will see, for example, to let them know when you will become available again
- Access your [shift information](#)
- [Log out](#)

Availability.

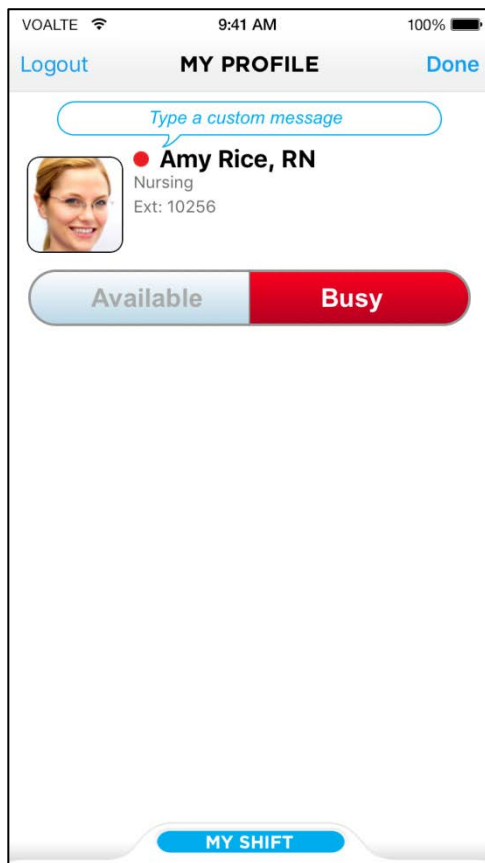
When you log in, you are automatically shown as available. This is indicated by a green dot next to your name in the Directory.

- Tap the Busy button to show that you are not available.

Other users will see a red dot beside your name. All but [high-priority text messages](#) and [alerts](#) are then muted. Phone calls sound normally.

- Tap Available when you are done.

The dot will change back to green and you will hear a tone for all text messages and alerts.



Status message.

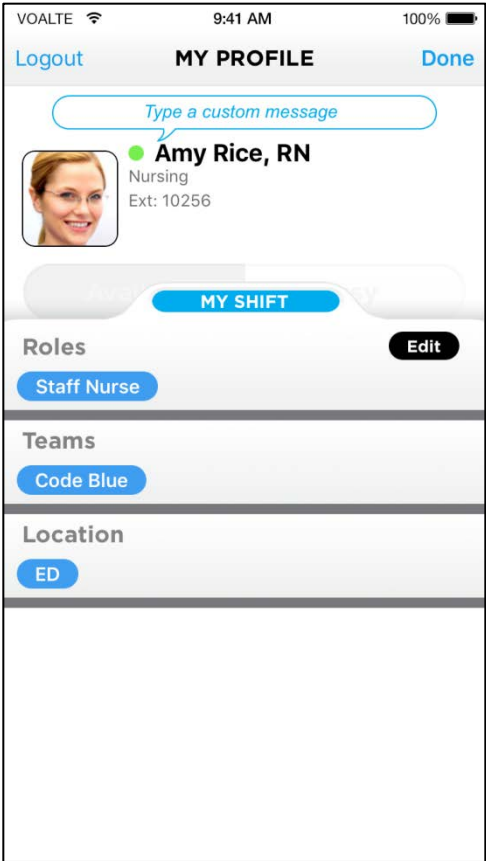
To give other users more information about what you're doing, enter a brief message in the Status bubble above your name.

The message can be read by anyone viewing your profile or listing in the Directory.

To clear the message when it's no longer needed, return to your profile and tap the gray X in the bubble.

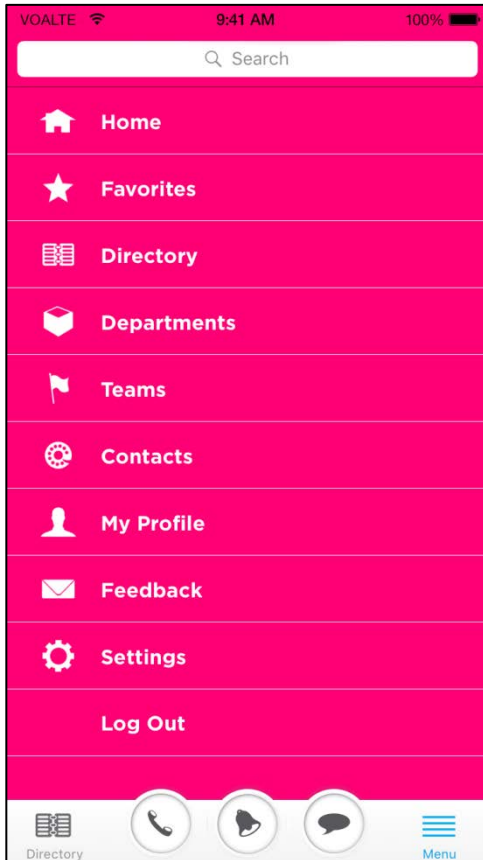
Shift information.

To review or edit your shift information, tap the My Shift button (bottom center).



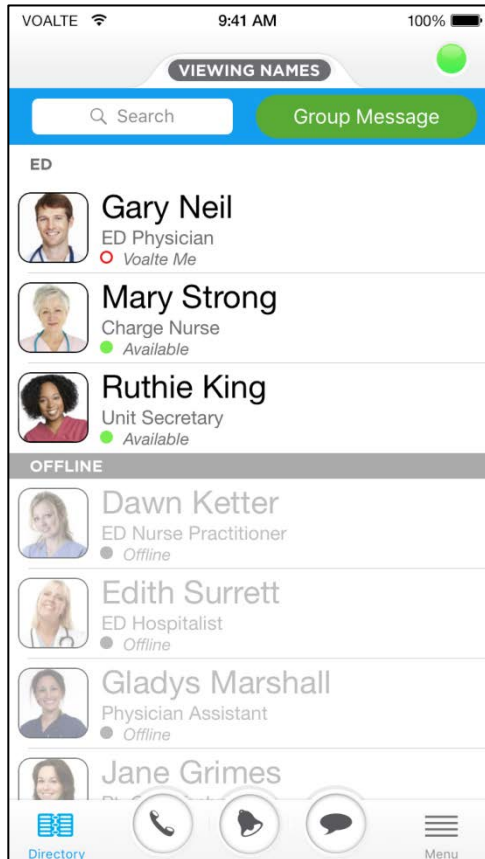
Menu.

Tap the Menu button (bottom right) to access all the Voalte One information and functions.



Home option.

Tap Home to see the [Directory view](#) for your [shift location](#), or for your home department if you do not have a shift location.

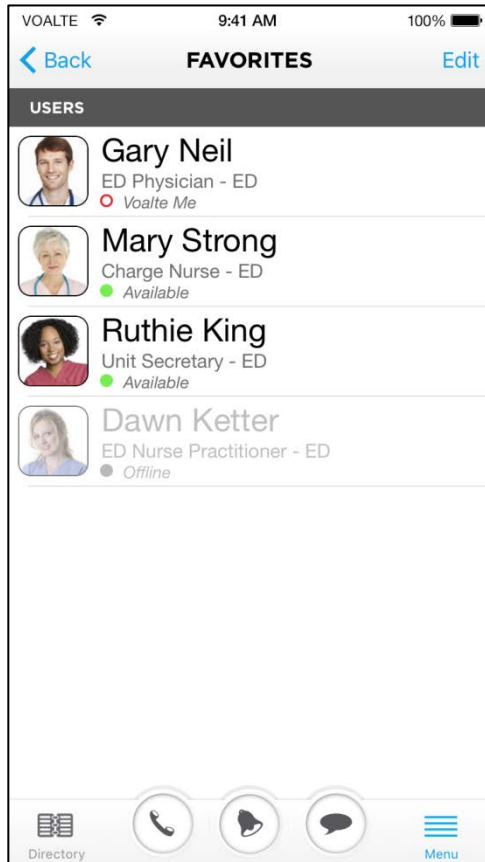


You will see a list of other users assigned to that unit or department.

Users logged in to the Voalte system are shown at the top, followed by those who are offline (grayed out).

Favorites option.

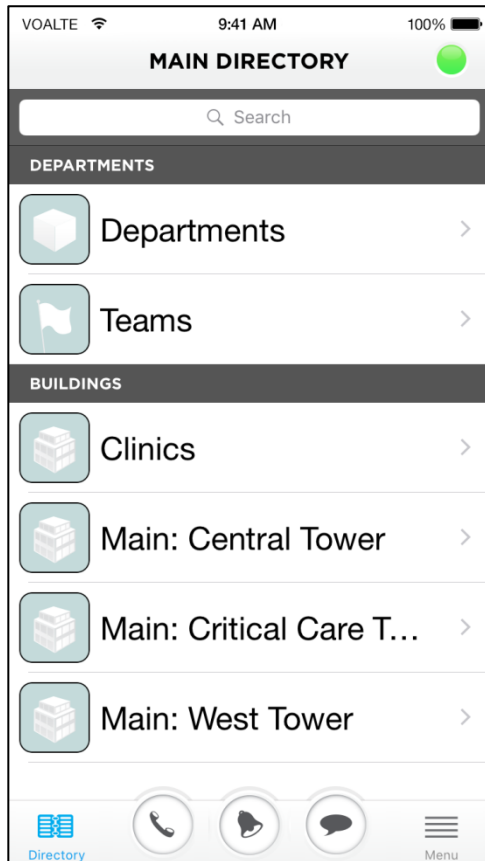
Tap Favorites to see the list of other users you have marked as “[favorites](#)”—other Voalte users you call or text frequently.



Directory option.

Tap Directory to access the entire list of Voalte One users in the hospital.

Departments are listed first, with buildings beneath. [See the Directory section for more information.](#)



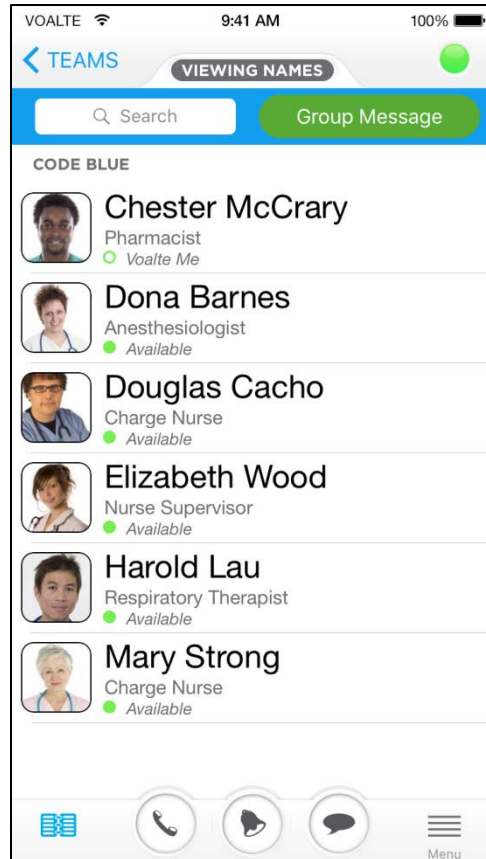
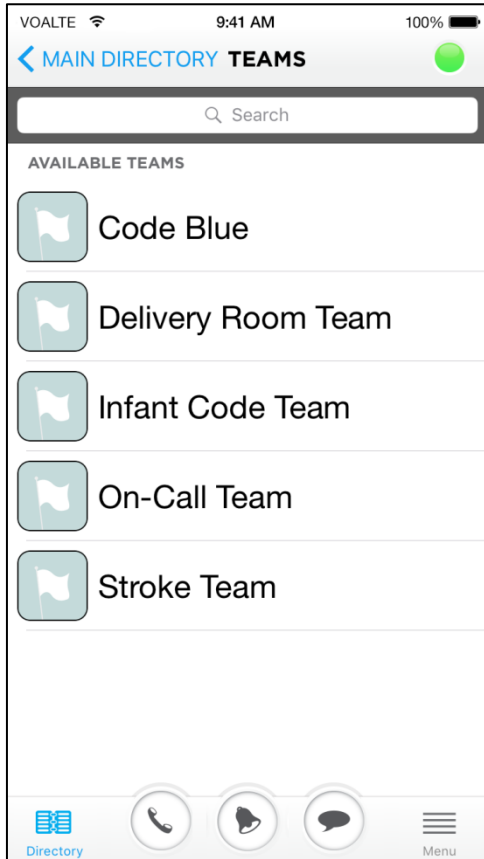
Departments option.

Tap [Departments](#) to see the list of departments in the hospital.

Teams option.

Tap [Teams](#) to see the list of teams associated with the hospital.

Tap a team name to see all the users assigned to that team for that shift.

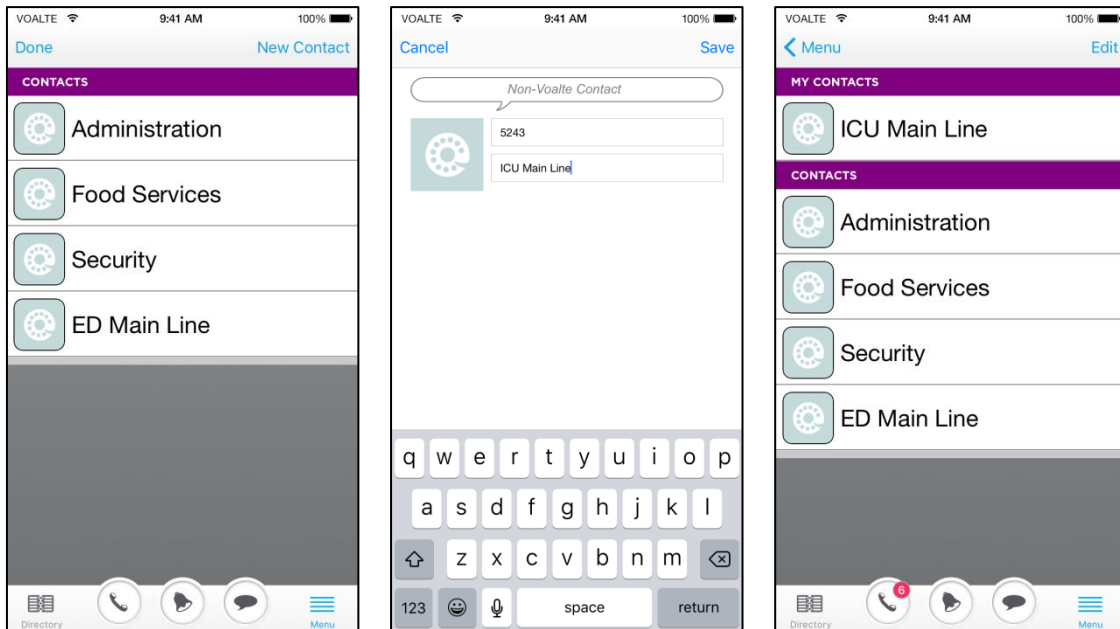


Contacts option.

Tap Contacts to see a list of hospital extensions not associated with a Voalte phone, such as desk phones, security and outside contacts.

To add your own contacts to this list:

1. Tap Edit (top right).
2. Tap New Contact (top right).
3. Using the keypad, enter the number and name of the contact.
4. Tap Save (top right).



Note: You can also add contacts from your [call history](#).

My Profile option.

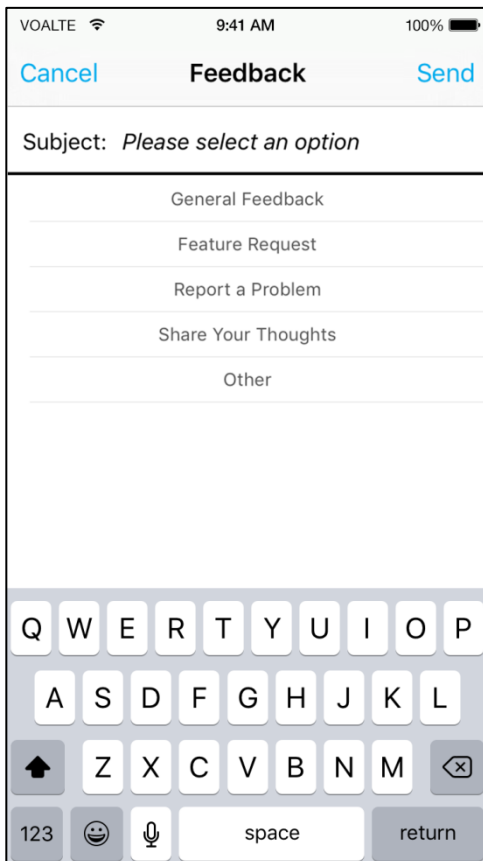
Tap My Profile to see your [profile information](#).

Feedback option.

Tap Feedback to go to a page where you can send a message to the Voalte support team.

A ticket is automatically opened so that Voalte can track the issue or comment and get back to you.

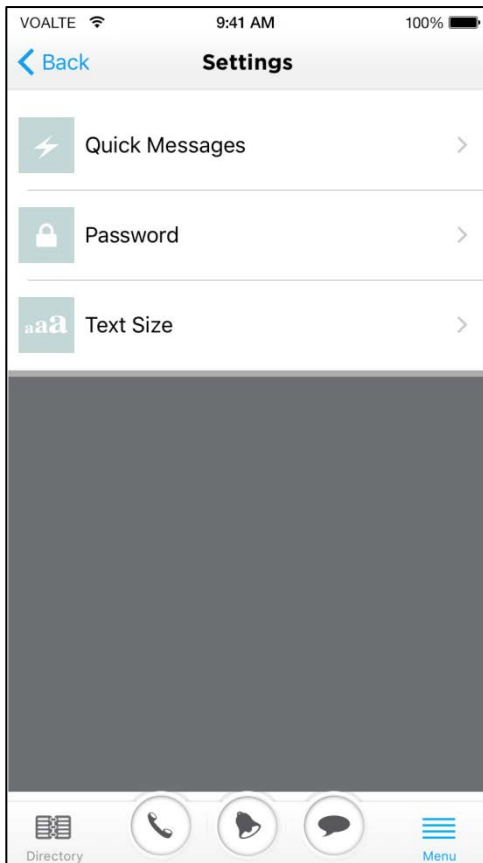
Use the Subject drop-down to choose a category.



Settings option.

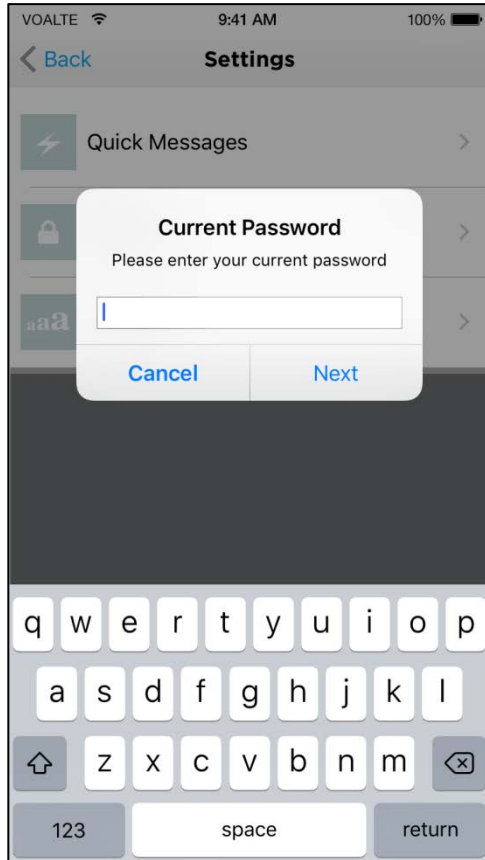
Tap Settings to:

- Manage your [Quick Messages](#)
- Change your [password](#)
- Adjust the [size of text](#) you see on screen



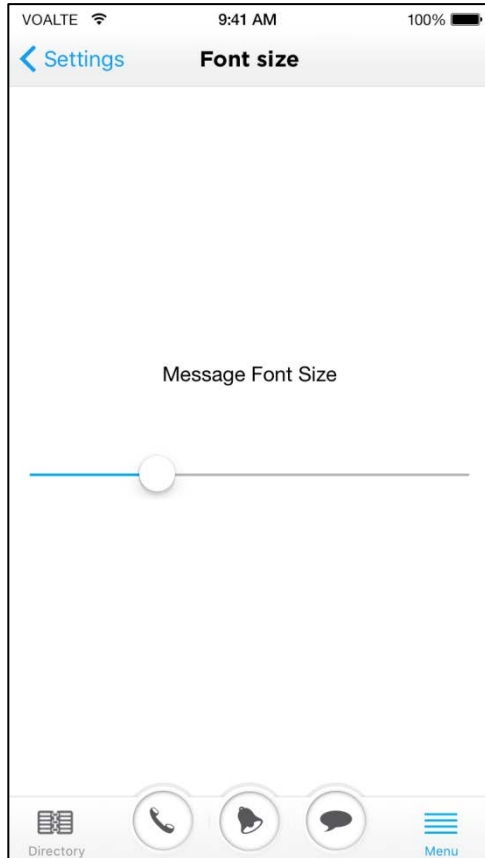
Change your password.

If your hospital allows it, you can tap Password and follow the prompts to change your current password.



Change text size.

Tap Font Size and use the slider button to adjust the size of text on screen for better readability.

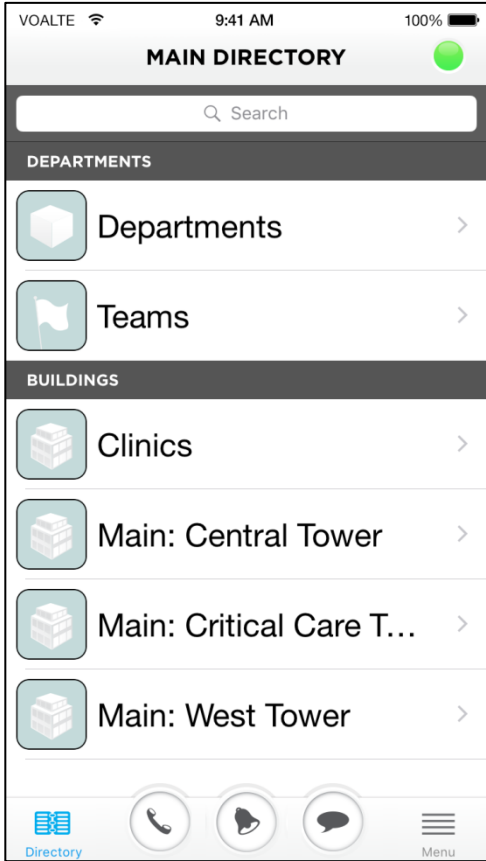


Log Out option.

Tap Log Out to begin the process of [logging out](#).

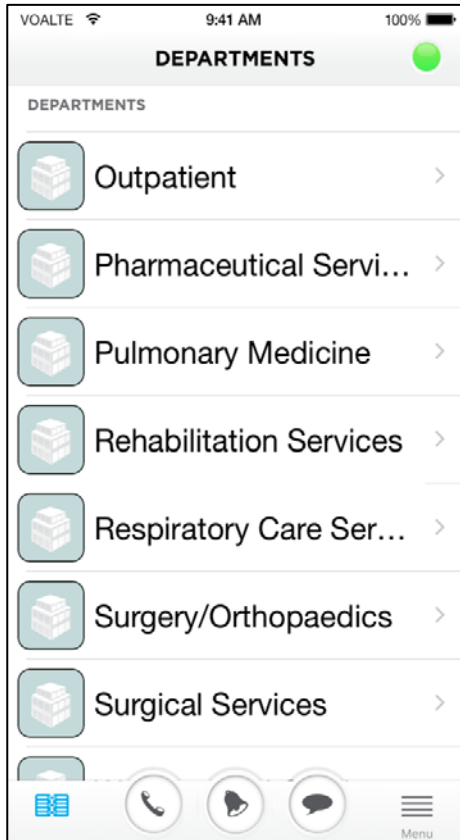
Directory.

The main Directory page lists three main categories—departments, teams and buildings. Tap any item to open a detailed list.

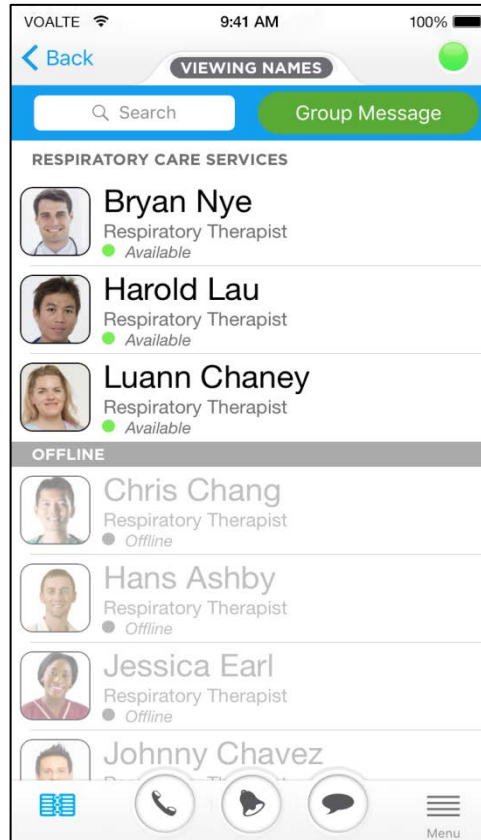


View users by department.

1. Tap Departments to see a list of the hospital's departments.
2. Tap a department name to see a hospital-wide list of Voalte One users in that department.



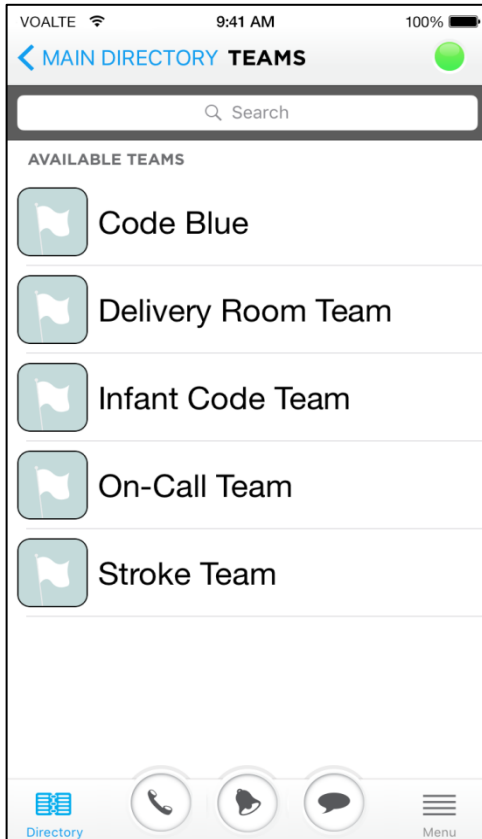
Departments list



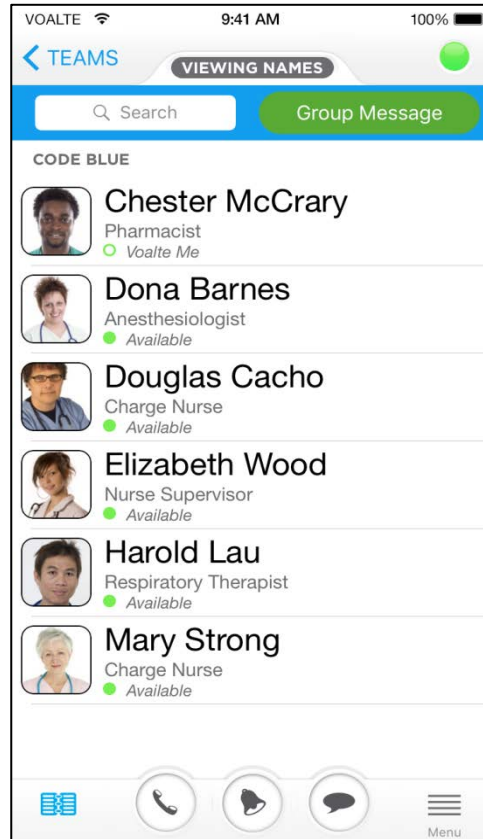
Users in a department

View users by team.

1. Tap Teams to see a list of the hospital's teams.
2. Then tap a team name to see a hospital-wide list of users on that team.



Teams list

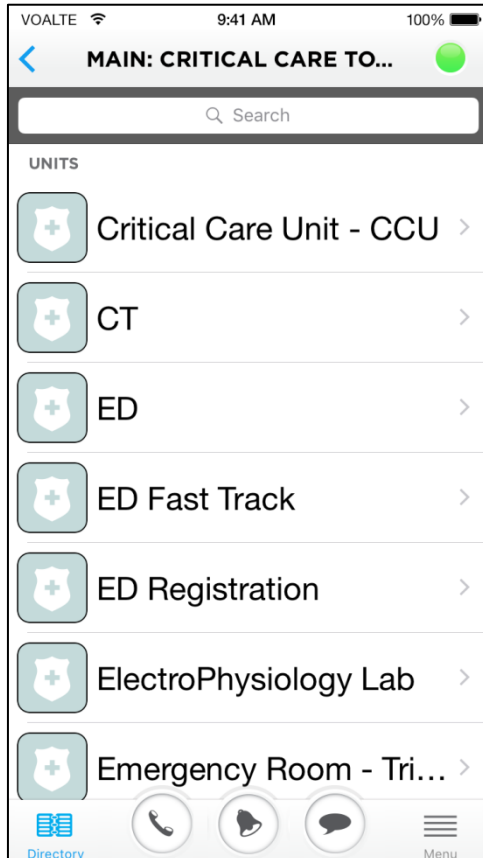


Users on a team

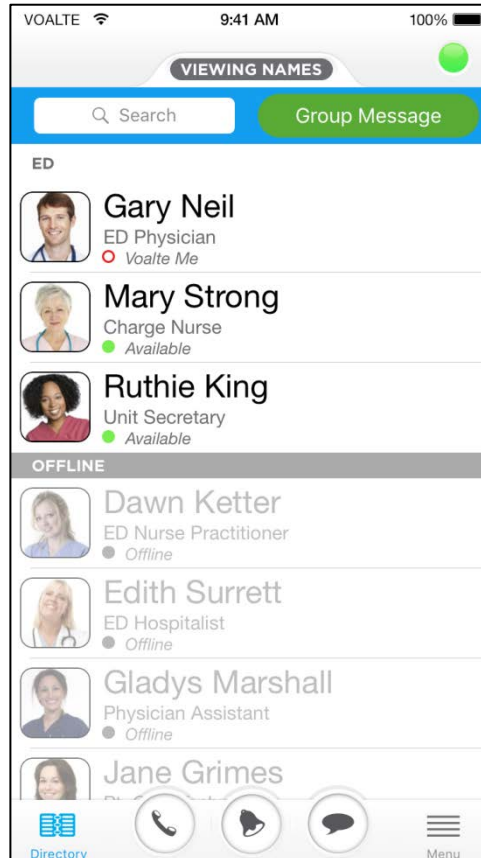
View users by building and unit.

Buildings are listed individually. When expanded, each shows a list of location-specific units.

1. Tap a building name to see a list of all units in that building.
2. Tap a unit name to see list of users in that unit.



Units within building

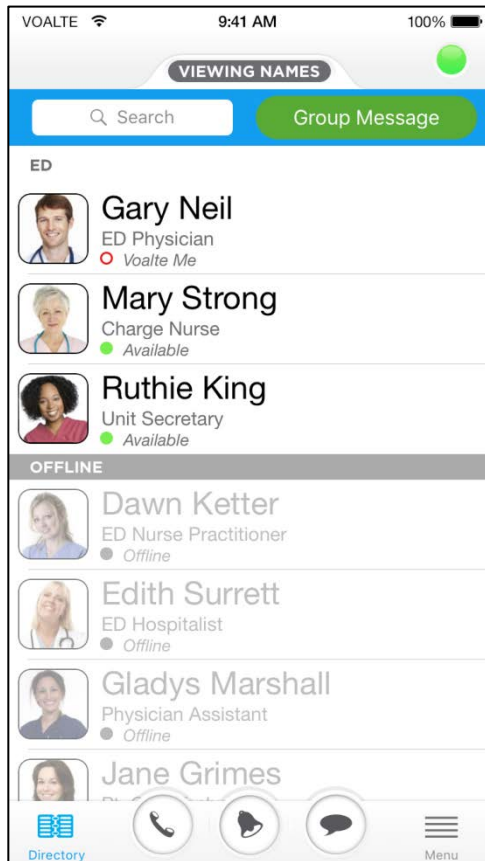


Users within a unit

View users by name.

When you have a list of users open in the Directory:

- Users who are logged in are listed first, alphabetically by first name.
- User who are offline are listed below that and grayed out.



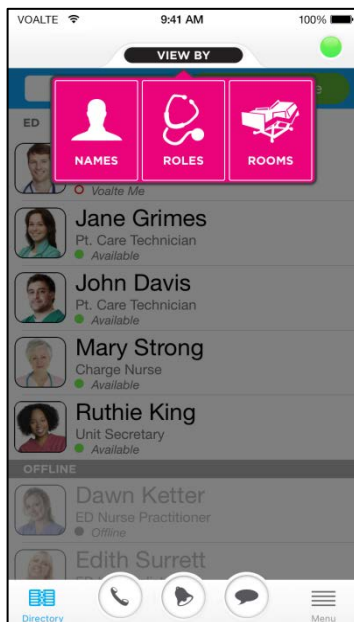
View users by role.

To view users by role instead of by name:

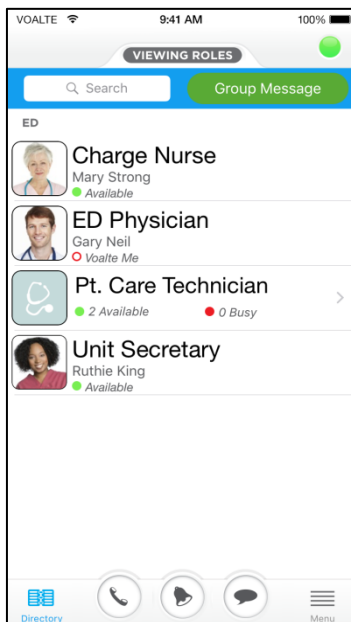
1. Tap View By (top center).
2. Tap Roles to change the view.

You now see a list of roles:

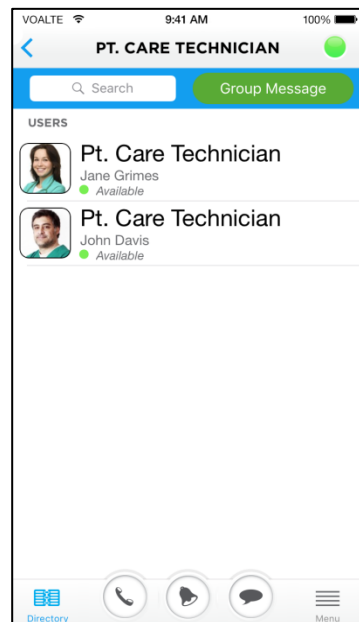
- If multiple users with the same role are logged in, then only the role is shown.
 - If only one user with a particular role is logged in, then you see that person's name as well as the role.
 - Only users who are logged in are shown, so if no one is logged in for a given role, that role will show no results.
3. Tap the role to expand the list of users in that role.



Choose view



Viewing roles

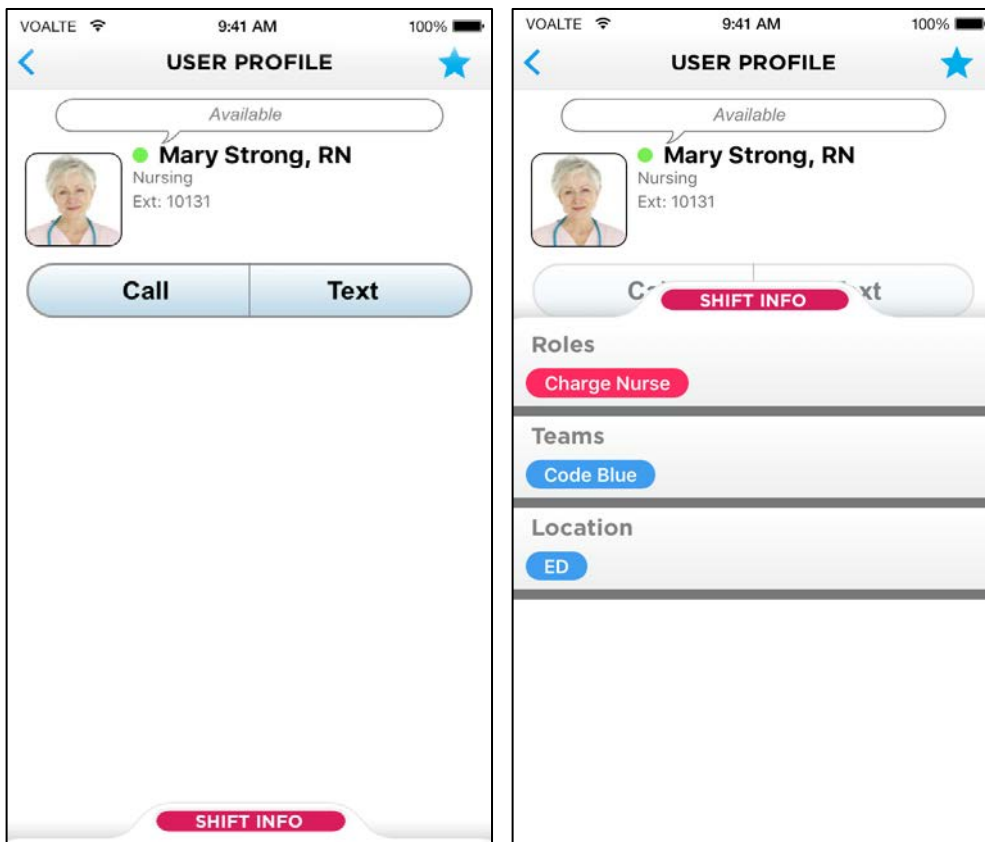


Multiple users in one role

View a user profile.

To see information about an individual user, tap the person's name to open his or her profile:

- [Availability](#)
- Photograph
- Full name
- Title (if applicable)
- Department
- Voalte extension
- Full 10-digit phone number (if applicable)
- [Status message](#) (if any)
- [Shift information](#)



To see a user's current role(s), team(s) and location, tap Shift Info (bottom center).

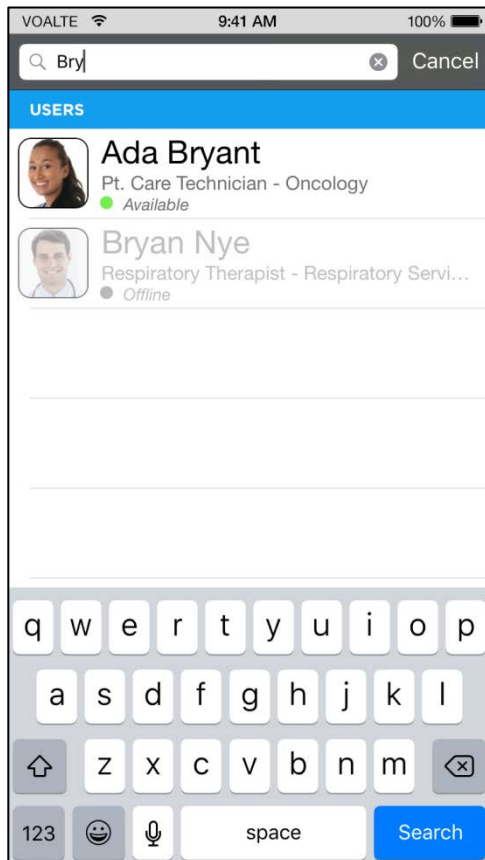
Note: When viewing by role only, if you select a user with an [exclusive role](#), that role's extension (if it has one) will appear in the user's profile.

Search the Directory.

All Directory pages include a Search bar at the top. You can search by user name, role, unit, department or building.

To search, tap inside the Search bar and begin entering characters using the keypad. As soon as you have typed two characters the search begins.

To narrow the search, type more characters.

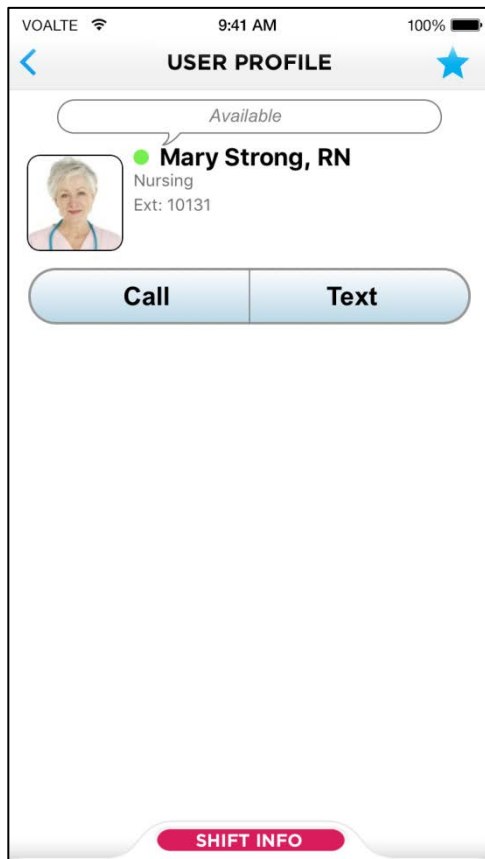


Choose and remove favorites.

You can save other users you communicate with on a regular basis to a “Favorites” list to make them easy to find:

1. [Locate the user](#) in the Directory and open his or her profile.
2. Tap the star (top right) in the profile view.

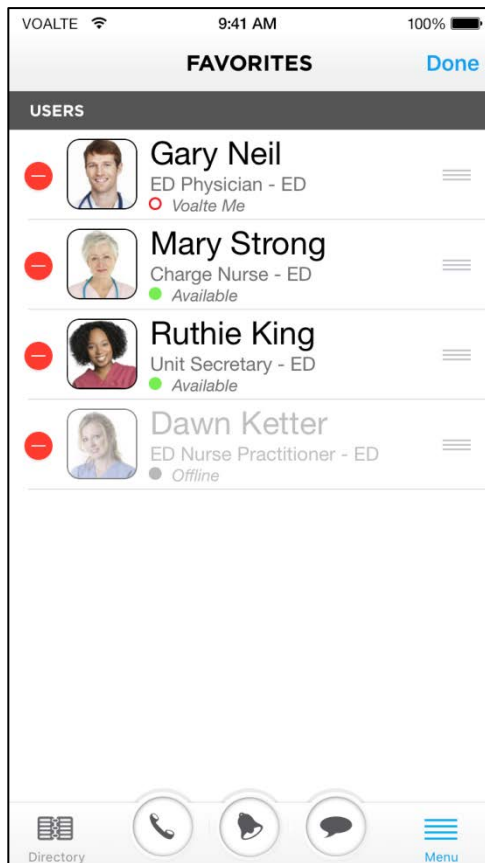
Note: You can also mark a user as a Favorite in your [call history](#).



From now on, to find that user again, just tap Favorites in the menu and choose the name in the list.

You can remove names from your Favorites list in two ways:


- From a profile:
 1. Open the person's profile.
 2. Tap the star (top right).
- In your Favorites list (accessed from the menu):
 1. Tap Edit (top right).
 2. Tap the red circle to the left one or more users' names to remove them as favorites.

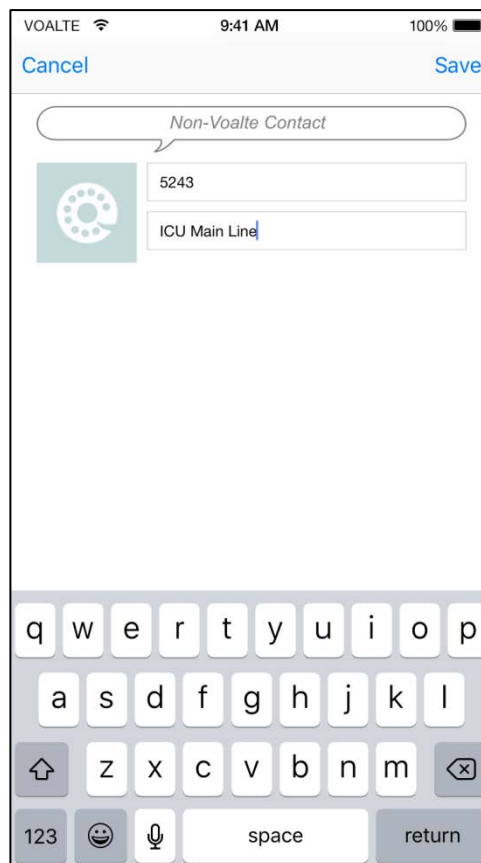
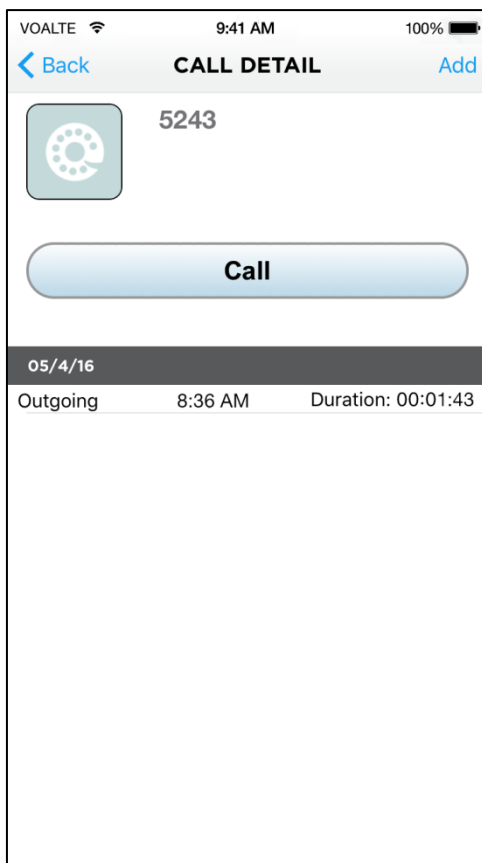


Add contacts from your call history.

In addition to saving other users as [favorites](#) for quick access, you can also save the numbers of frequent contacts not in the Voalte system.

The easiest way to do this is by using your [call history](#) to build a contacts list:

1. Tap the  button (bottom center) to access your call history.
2. Find the record of a call from or to the contact you want to save.
3. Tap the record.
4. Tap Add (top right).
5. Enter the contact's name on the keypad.
6. Tap Save.




Voice calls.

Voalte One enables you to [make](#) and [receive](#) calls from both other Voalte users and numbers not part of the Voalte system.


You also have a variety of options for [handling multiple calls](#) and [handing off calls](#).

Calling other users.

Users who are available and able to accept calls:

- Have a blue telephone icon  beside their name in the Directory
- Are shown as Available on their profile, and their extension is shown

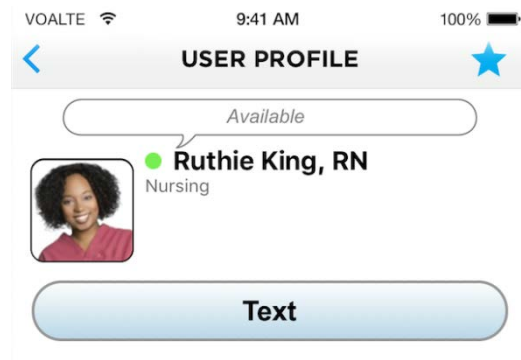
Users who are offline or cannot receive calls:

- Have a grayed out icon  in the Directory
- Are shown as Offline or Busy on their profile

Note: Voalte Messenger users (desktop computer users) cannot receive calls but can receive [text messages](#). They are shown as Available in their profile but no extension is listed.



Voalte Messenger user in Directory

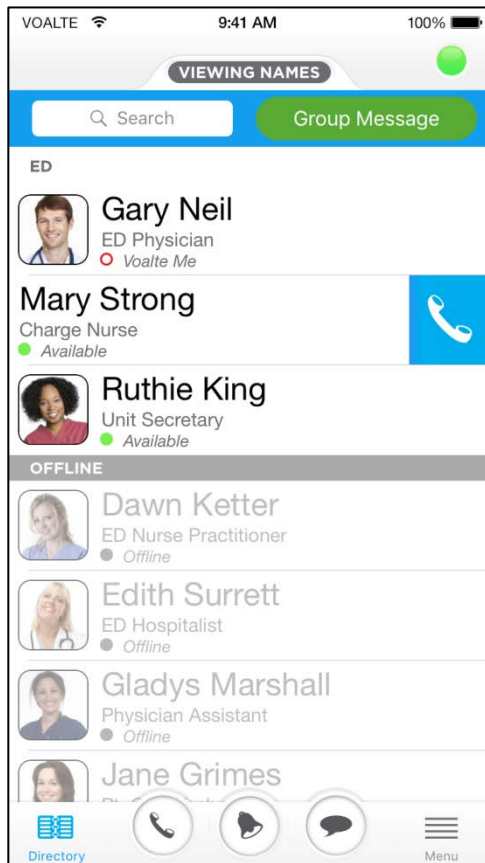


Voalte Messenger user's profile

You can initiate a phone call in several ways.

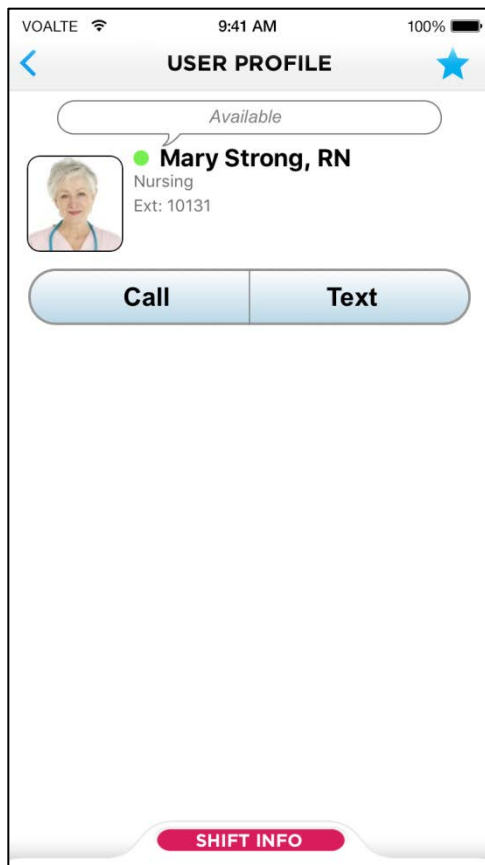
Call from the Directory.

To make a call from the Directory, put your fingertip on a user's name and swipe to the left.



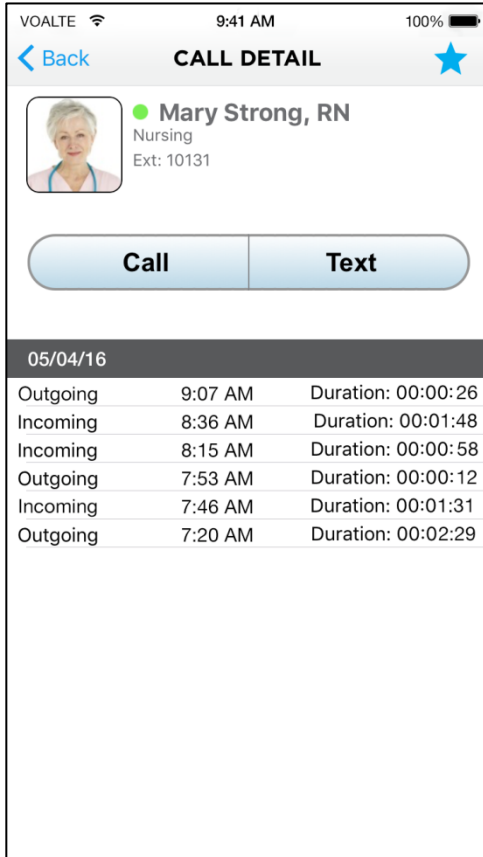
Call from a user profile.

When viewing a user profile, tap Call to phone that person.



Call from call detail record.

1. From your call history, tap a user's name.
2. Tap Call to phone that person.



Receive a call.

When someone calls you, a screen appears with Decline and Answer options.

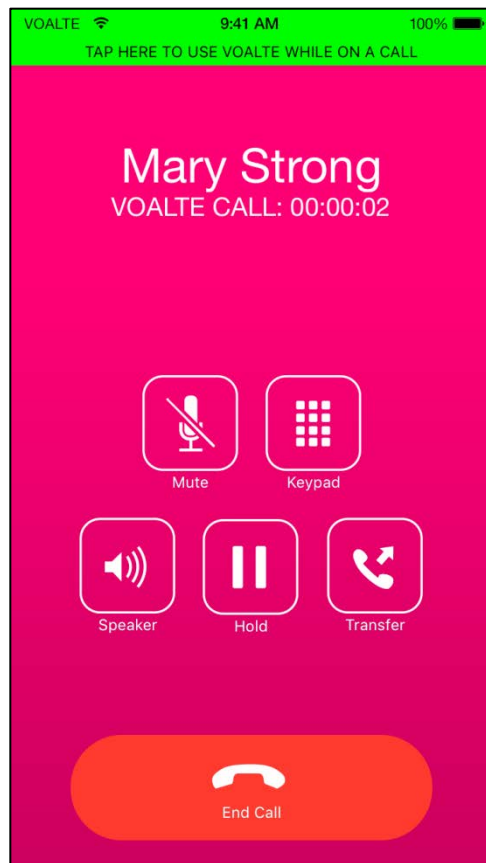


Slide the center button to Answer to talk or to Decline to refuse the call.

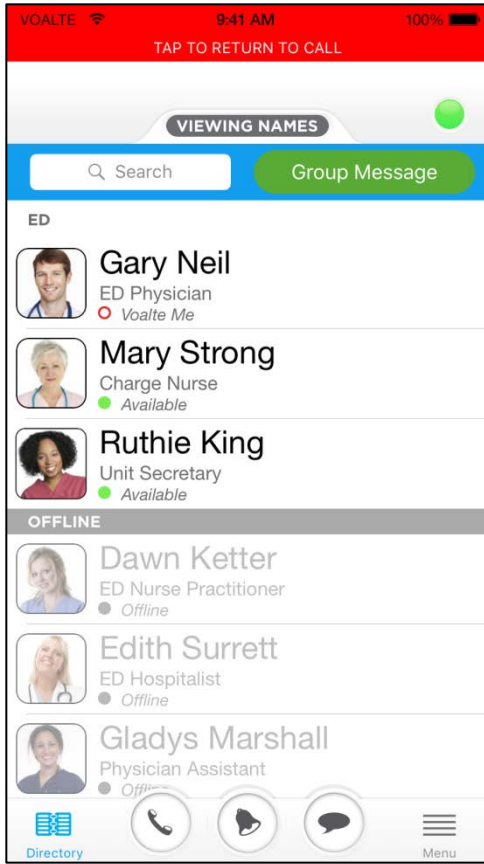
Note: Depending on your hospital's setup, if you choose Decline, either the caller hears a message that you are unavailable or the call is redirected to another number.

Options available while on a call.

When you are on a voice call, a simple screen presents several useful options.

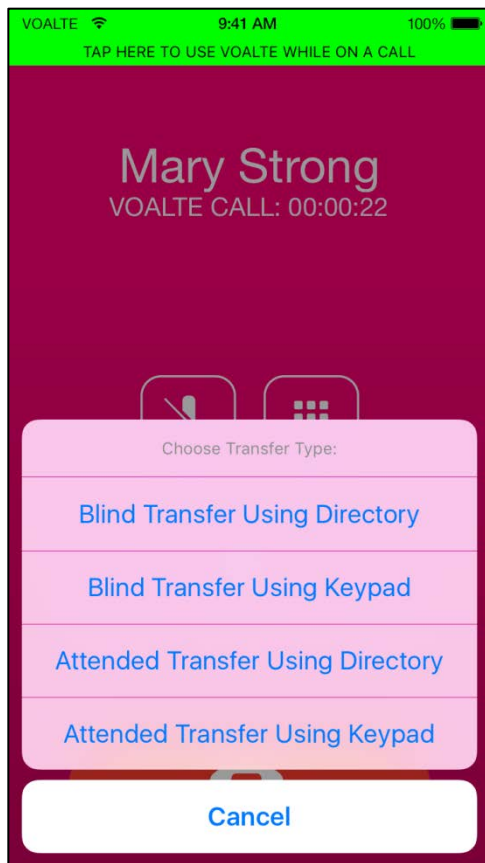


- **Mute**—The Mute button cuts off sound going to the caller but allows you to hear their side of the conversation. Tap Mute again to let them hear you. The button is gray when the mute function is active.
- **Keypad**—If you need to access the keypad to enter an option or identify yourself, tap the Keypad button.
- **Speaker**—To leave your hands free or allow others to hear a call, tap the Speaker button. Tap Speaker again to turn it off. The button is gray when the speaker function is active.
- **Hold**—To temporarily suspend a call, tap Hold. The caller will hear music until you come back on the line. Tap Hold again to resume the call. The button is gray when the hold function is active.
- **Transfer**—You can use any of [four transfer options](#), as described below.
- **Use Voalte One functions**—The green bar at the top of the screen allows you to access other Voalte One functions while you are on a call, such as looking up someone in the Directory or sending a text message. To return to the in-call screen when you are done, tap the red bar at the top of the screen.



Transfer a call.

Calls can be transferred in any of four ways.



Blind transfer options.

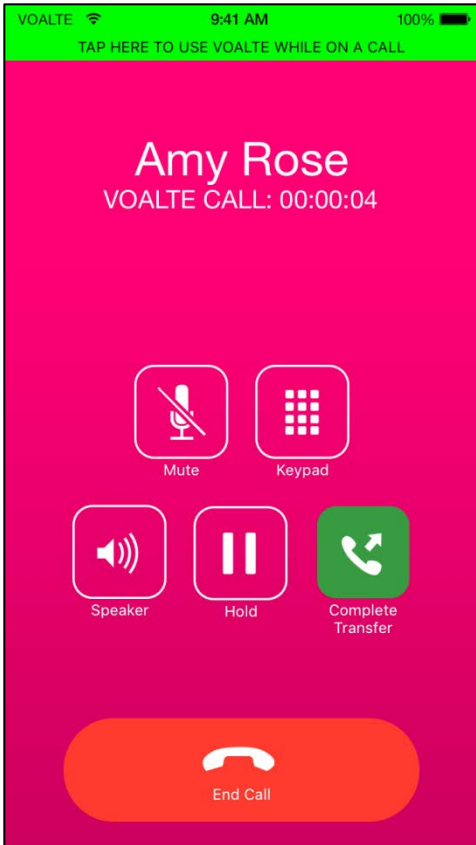
In a “blind” transfer you simply send the call along and are disconnected as soon as you have done so. You have two options:

- To make a blind transfer from the Directory:
 1. Tap Blind Transfer Using Directory. The Directory opens.
 2. Find the user you want to transfer the call to.
 3. Tap that person’s name to immediately transfer the call.
- To make a blind transfer using the keypad:
 1. Tap Blind Transfer Using Keypad. The keypad displays.
 2. Enter the extension or phone number of the person you want to transfer the call to.
 3. Tap the green Call button (bottom, center left) to immediately transfer the call.

Attended transfer options.

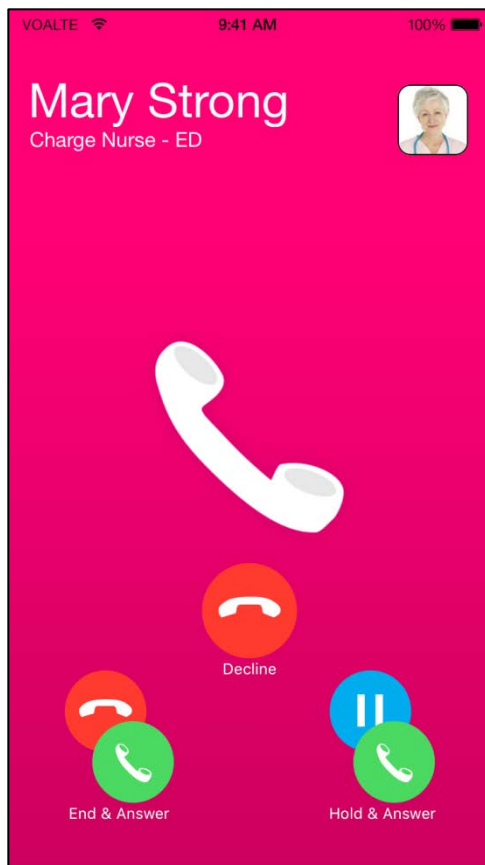
In an “attended” transfer you stay on the line to make the handoff. Here again you have two options:

- To make an attended transfer from the Directory:
 1. Tap Attended Transfer Using Directory. The Directory opens..
 2. Find the user you want to transfer the call to. Tap that person’s name to call that number while you stay on the line.
 3. Once the call connects, make the introduction, then tap Complete Transfer to close your end of the call while the other two parties continue the conversation.
- To make an attended transfer using the keypad:
 1. Tap Attended Transfer Using Keypad. The keypad displays.
 2. Enter the extension or phone number of the person you want to transfer the call to.
 3. Tap the green Call button (bottom center) to call that number while you stay on the line.
 4. Once the call connects, make the introduction, then tap Complete Transfer to close your end of the call while the other two parties continue the conversation.



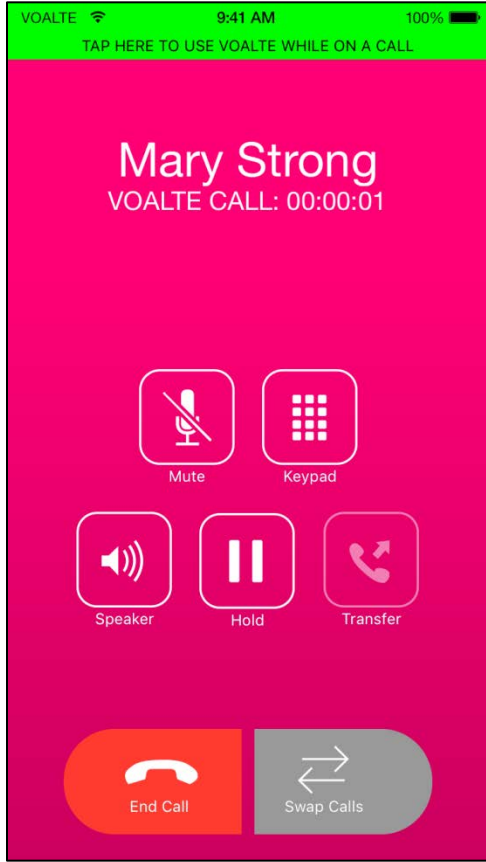
Handle multiple calls at once.

If you receive a second call when you are already on the line, you see this screen.



It offers three options:

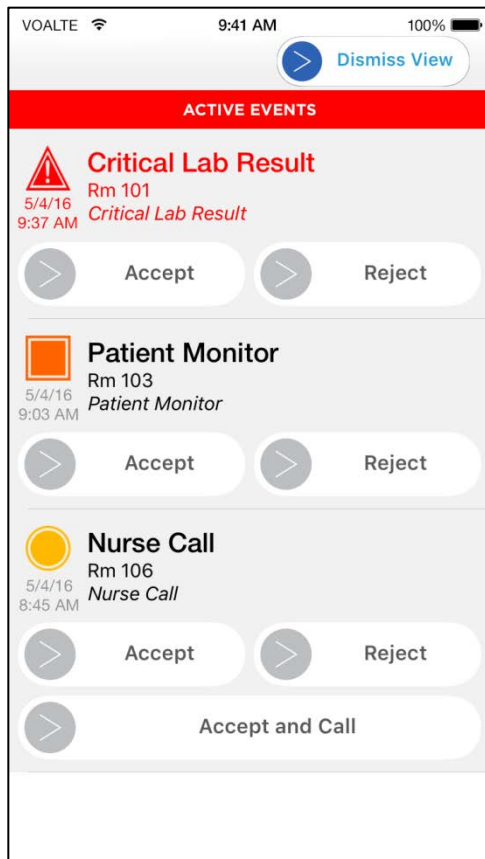
- **Decline**—You stay on the current call and (depending on your hospital’s setup) either the incoming call is declined with a message or it is sent to another number.
- **End & Answer**—Hangs up the current call and answers the incoming call.
- **Hold & Answer**—Puts the current call on hold (with music) and answers the incoming call. You then have additional options:
 - Tap End Call to hang up and automatically be connected to the user who was on hold.
 - Tap Swap Calls to switch back and forth between the two calls.



See also [Transfer a call.](#)

Alerts.

“Alerts” contain brief information that is typically sent to all members of a unit or team. When you receive an alert, you hear an audible tone and the Active Events screen displays on your phone.



Three levels (priorities) of alerts may be used. Each has a symbol and audible tone associated with it:

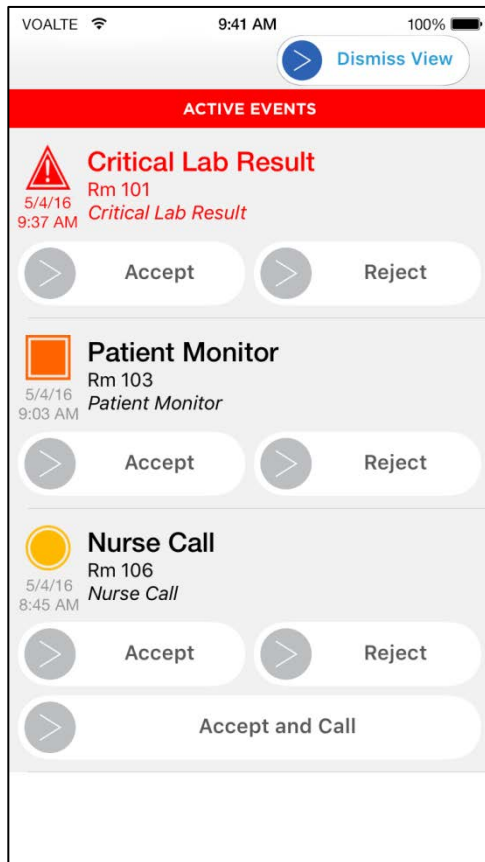
- The highest priority is shown by a red triangle and red text.
- The middle priority is indicated by an orange square.
- The lowest priority is shown by a yellow circle.

When you receive an alert, you have three options:

- Swipe Accept to read the alert.
- Swipe Reject to skip the alert.
- Swipe Dismiss View (top right) to skip the alert and return to the screen you were using before the alert arrived.

Note: Depending on your hospital’s setup, rejecting an alert may escalate it to another user.

Important! To close the Active Events screen, you must either respond to (accept or reject) each alert listed or use Dismiss View.



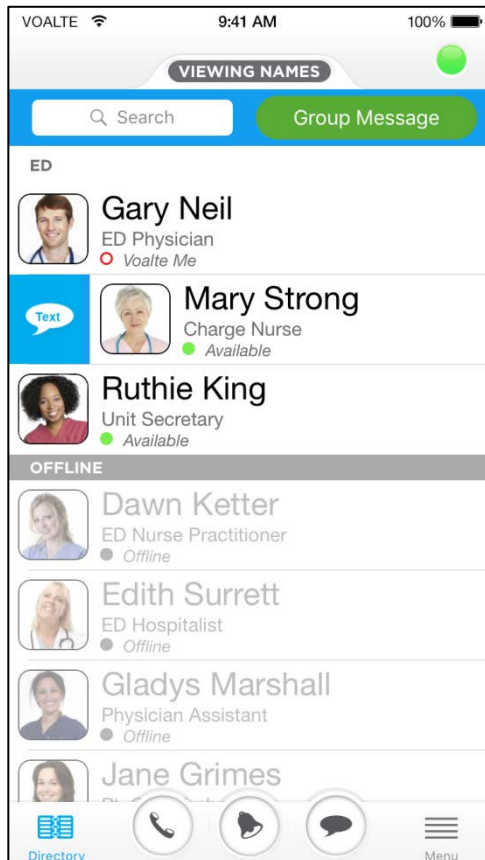
Text messages.

From a Voalte phone, you can send and receive text messages to and from other users listed in the Directory, either individually or to several people at once.

You have several options for beginning a text conversation.

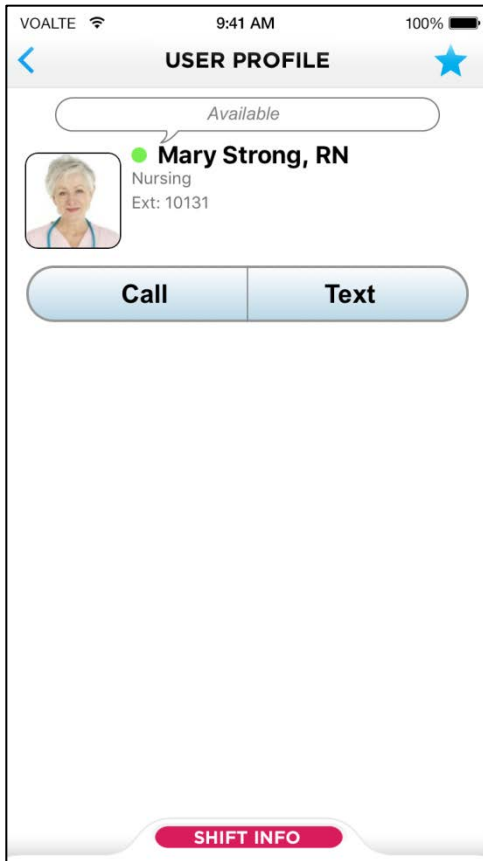
Send from the Directory.

To select a text recipient from the Directory, put your fingertip on a user's name and swipe to the right.




Send from a user profile.

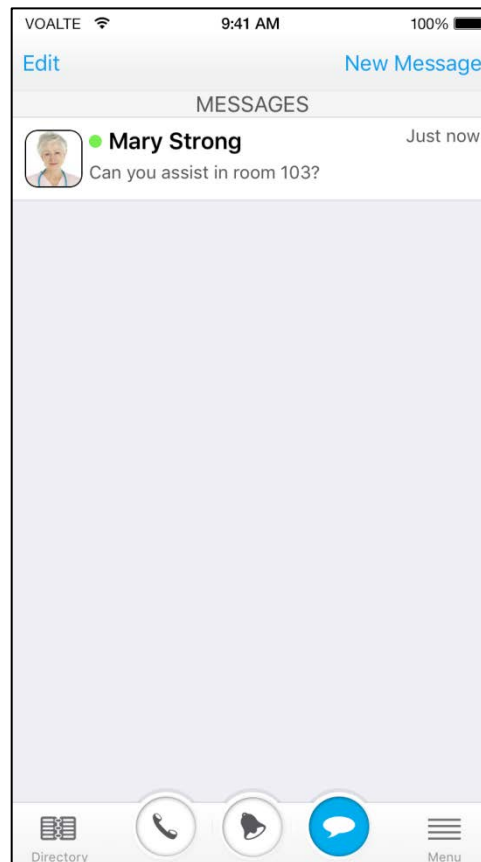
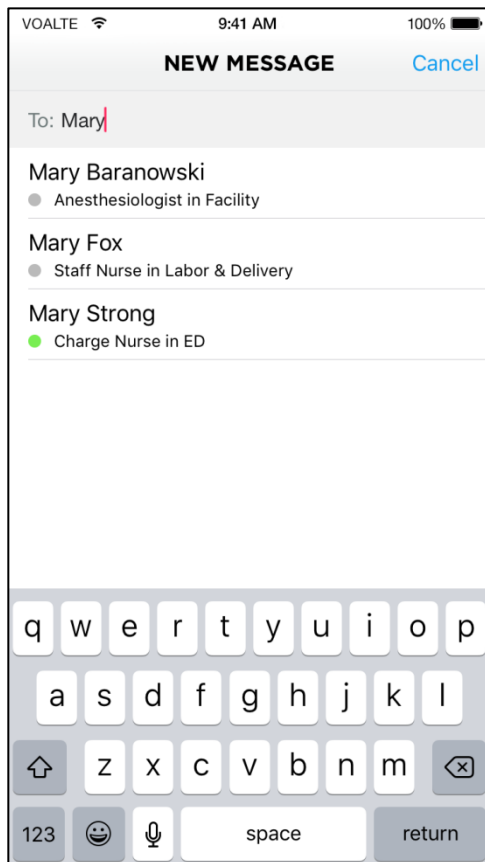
When viewing a user profile, tap Text to send a message to that person.



Send from text history.

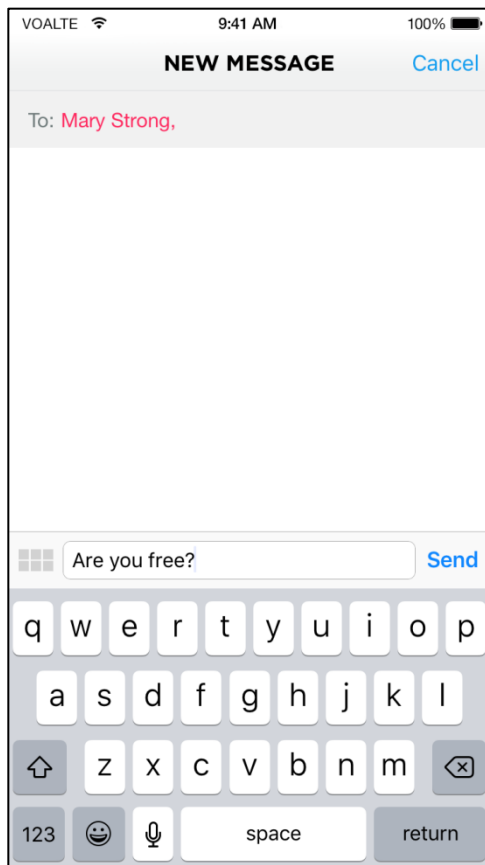
The Text icon at the bottom of most screens provides a quick way to access your text history and to begin a new message:


1. Tap the  icon (bottom, center right).
2. Tap New Message (top right).
3. Begin entering your recipient's name. Voalte One searches the directory and offers results that narrow the more you type.
4. When you see the name you want, tap to select it.



Compose a message.

Once you have chosen a recipient, you can enter and send a simple text message.



Alternatively, you can access any of the following options by tapping the  button (middle left):

- [Quick Message](#)
- [Priority message](#)
- [Group message](#)
- [Photograph](#)



Send a Quick Message.

“Quick Messages” are text messages stored in Voalte One for easy reuse.

Some Quick Messages are provided by your hospital for all Voalte users or for users assigned to a specific unit.

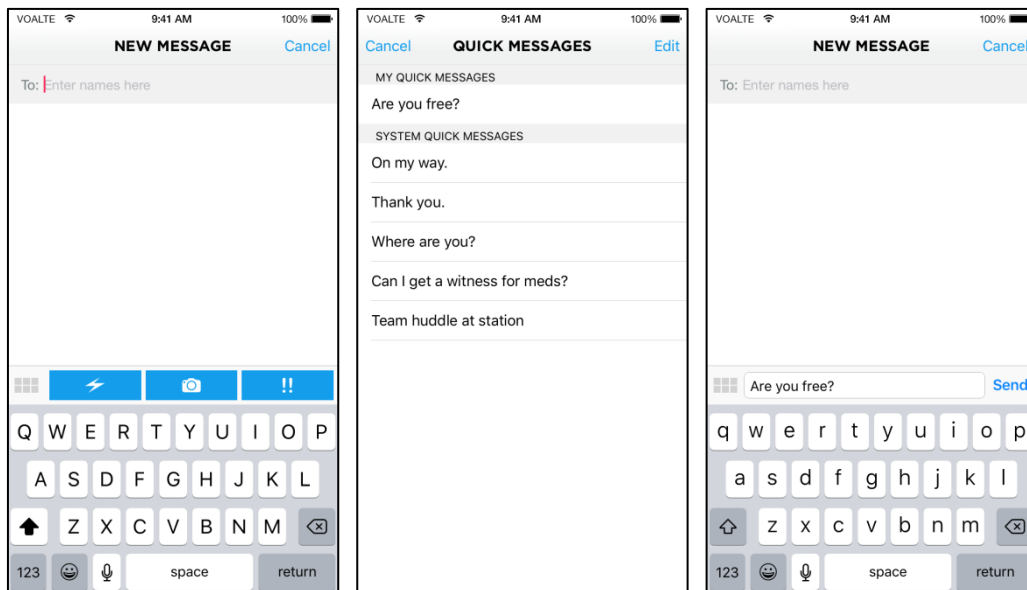
You can also create your own Quick Messages.

Quick Messages are available as soon as you begin a new message:

1. Tap the  button (middle left).
2. Then tap the  button.
3. On the Quick Messages page, your own saved text snippets are listed first (My Quick Messages), followed by those provided by the hospital (System Quick Messages).
4. Tap the message you want to use.



Your draft message now has the Quick Message entered in the text field.

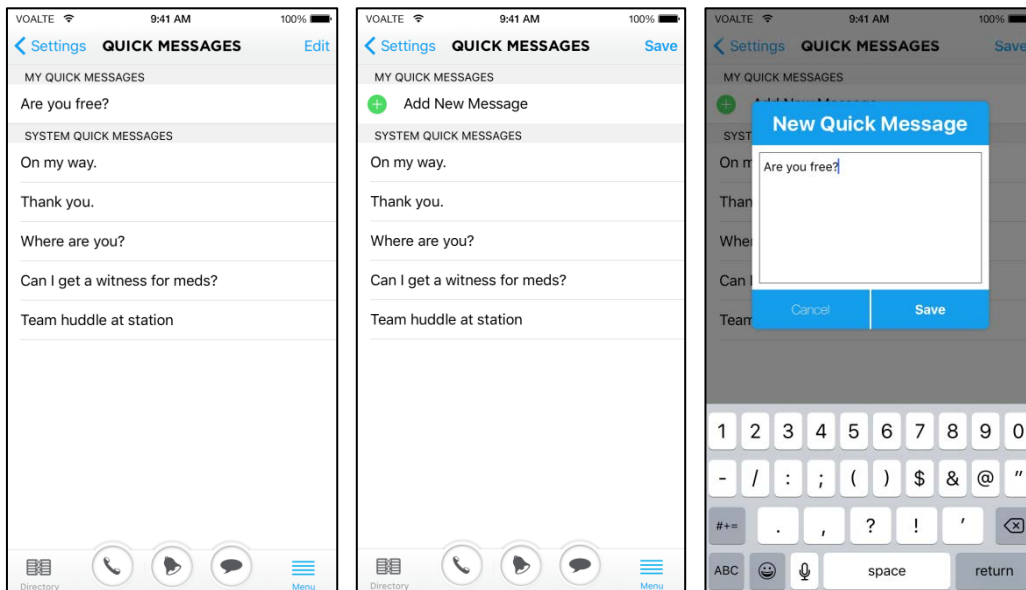
You can edit or add to the Quick Message before sending it.



Create and save Quick Messages.

To create your own Quick Message:

1. Open the New Message screen as if you were starting a new text.
2. Tap the  button and then the  button.
3. On the Quick Messages page, tap Edit (top right).
4. Tap Add New Message (below My Quick Messages).
5. Enter the text for your new Quick Message, and tap Save.
6. Tap Save in the Quick Messages screen (top right).





Now you can reuse this Quick Message whenever you like.

Send a Priority Message.

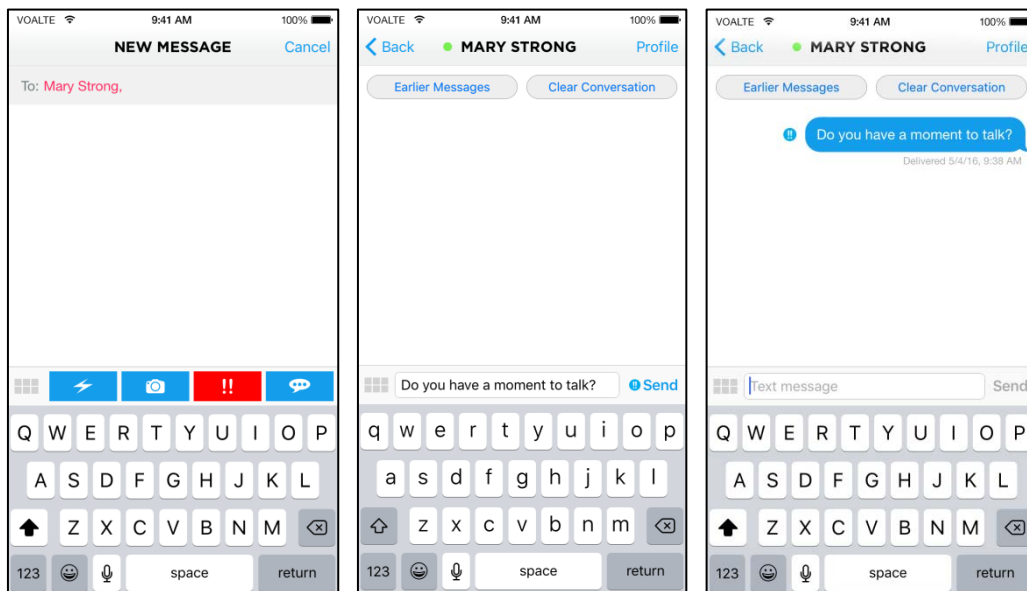
Unlike other text messages, priority messages are delivered to recipients even when they have set their availability to Busy.

The recipient will hear a distinct tone when the message arrives, and the text message will be tagged with exclamation marks.

To mark a message as high priority:

1. Open the New Message window and one [or more](#) recipients' names.
2. Tap the  button to display the additional message options.
3. Tap the priority button  (middle right).
4. Enter your message, and tap Send.

Note: Because priority messages override users' Busy settings, it is important to use them with discretion.



Group messages.

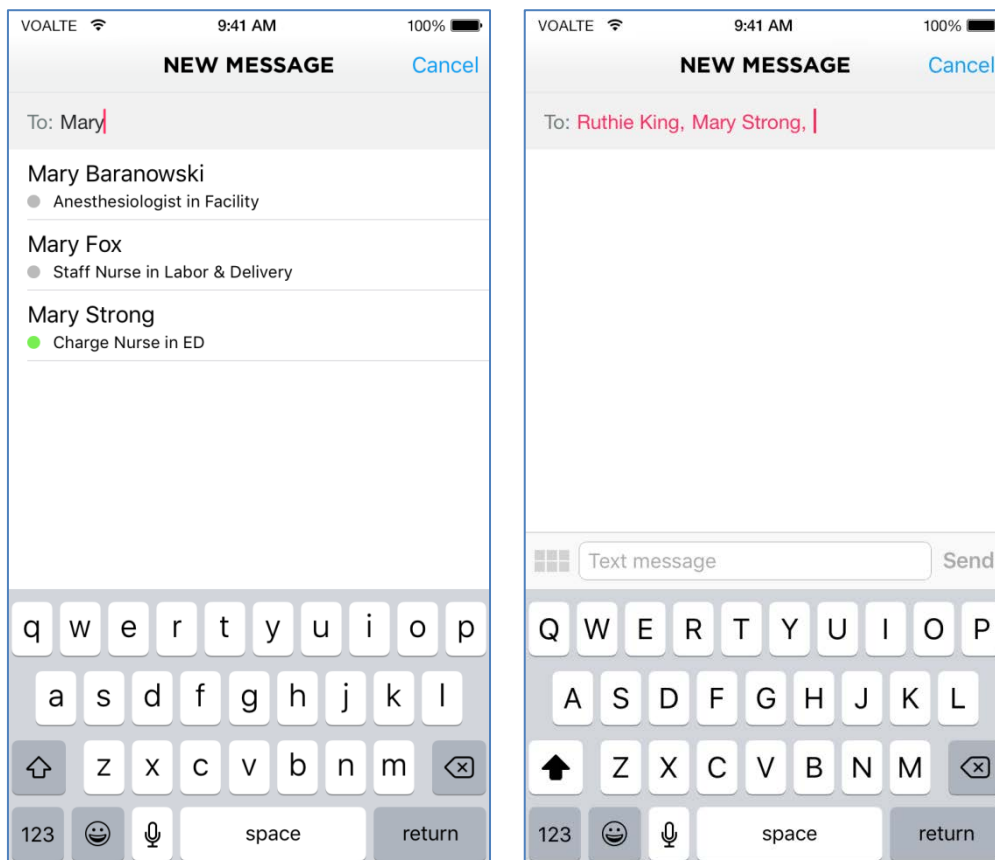
You can send the same message to several users at the same time. You have two options for beginning a group message.

Use the New Message screen.

You can begin a group message using the keypad in the New Message screen just like [any other message](#):

1. Once the New Message window is open, tap inside the To field and start entering the name of the first recipient.
2. When the name you want is displayed, tap to select it.
3. Then begin entering the name of the second recipient, and tap to select the correct name when you see it.
4. Repeat step 3 until all your recipients are listed.
5. Continue as described in [Compose and send a group message](#).

Note: See also [Manage reply options](#).

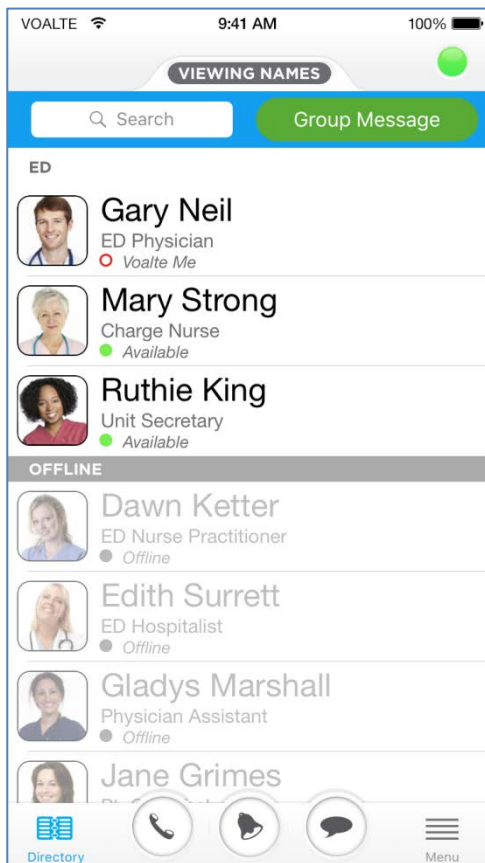


Use the Group Message button.

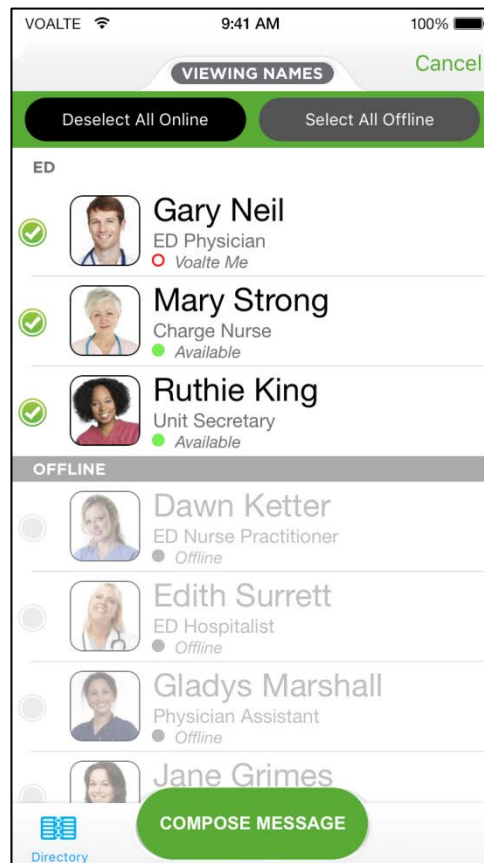
To send to a predesignated group of recipients:

1. In the [Directory](#), find the unit, team or department you want to send a group message to.
2. Once you've located the group, tap the Group Message button (top right).
3. You can then:
 - Tap Select All Online to send the message only to users who are online.
 - Tap Select All Offline to send the message only to users who are logged out of Voalte One.
 - Use both buttons to send to everyone on the list.
4. Continue as described in [Compose and send a group message](#).

Note: See also [Manage reply options](#).



Sending a group message to a team



Choosing who receives the message



Manage reply options.

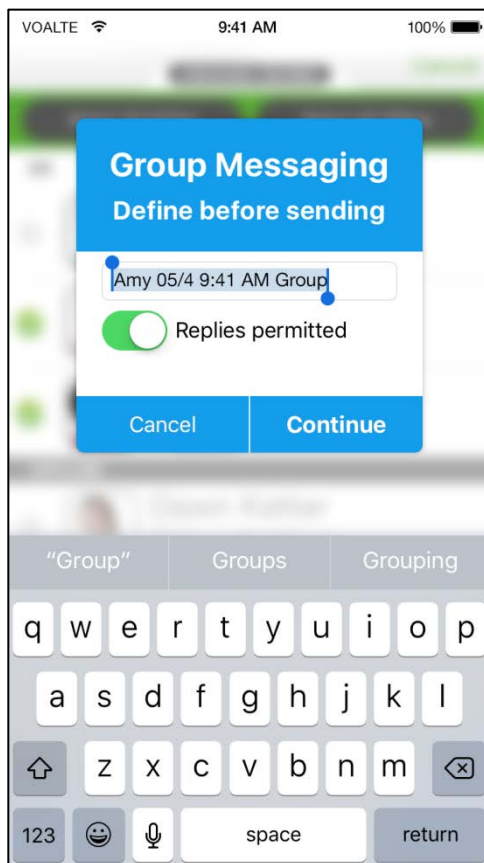
With group messages replies are optional. All recipients will see all responses if you allow replies.

If you begin your message using the [Group Message button](#) in the Directory, then you are given the choice to allow or block replies. In most cases replies are allowed by default.

Note: When you are sending a message to more than 30 users, replies are always blocked.

If you begin your message from the [New Message screen](#) and want to block replies:

1. Enter at least one name in the To field.
2. Tap  and then . You are given the option to block or allow replies.





Compose and send a group message.

1. To complete your group message tap Continue or Compose.
2. Enter the text of your message.
3. Tap Send.

Send a photo.

Sending a photograph is similar to sending a [text message](#):

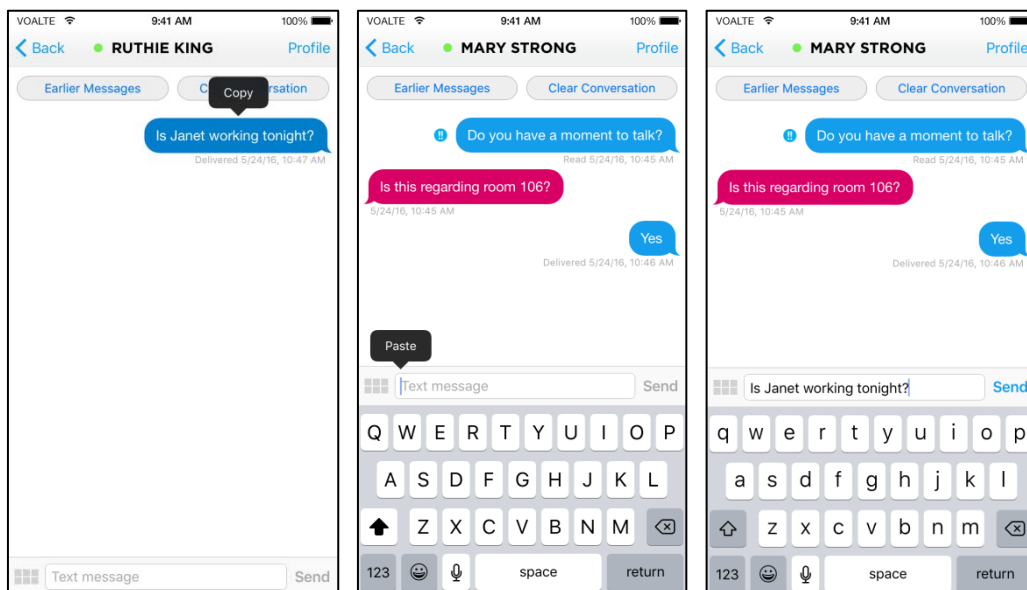
1. Open the New Message window, and enter a recipient name.
2. Tap the  button to display additional options.
3. Tap the camera button  (middle left).
4. The camera application launches so you can take your desired photo.
5. The application automatically inserts the photo into your text message.
6. Add text to the message as needed, and tap Send.

Note: You cannot store the photo on the Voalte phone, but a copy is saved on the hospital's server as part of the message.

Forward a message.

To forward a text to another user, simply copy the message and send it:


1. Hold your fingertip on the bubble showing the text you want to forward until the Copy button appears.
2. Tap Copy.
3. [Begin a new text](#) to the user you want to send the message to.
4. Hold your fingertip in the Text Message field until Paste button appears.
5. Tap Paste.
6. Tap Send.

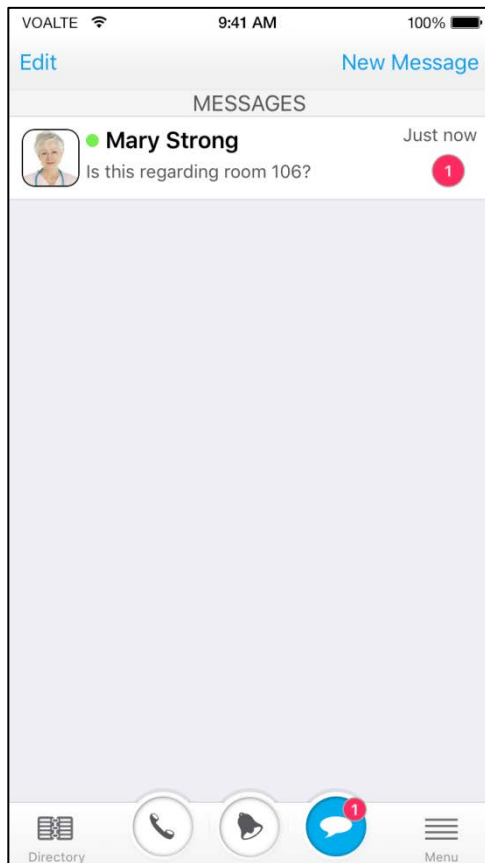


Note: The recipient sees only the text, not the original sender.

Read text conversations.

To reread entire conversations or read messages you may have missed:

1. Tap the Text button  at the bottom of the screen.
2. The message log opens, and you see each sender's name along with the last message in the conversation. A pink circle shows the number of unread messages in the conversation.
3. Tap the row to read the entire conversation.



Respond to texts.

You can respond to a text message you have received in several ways:

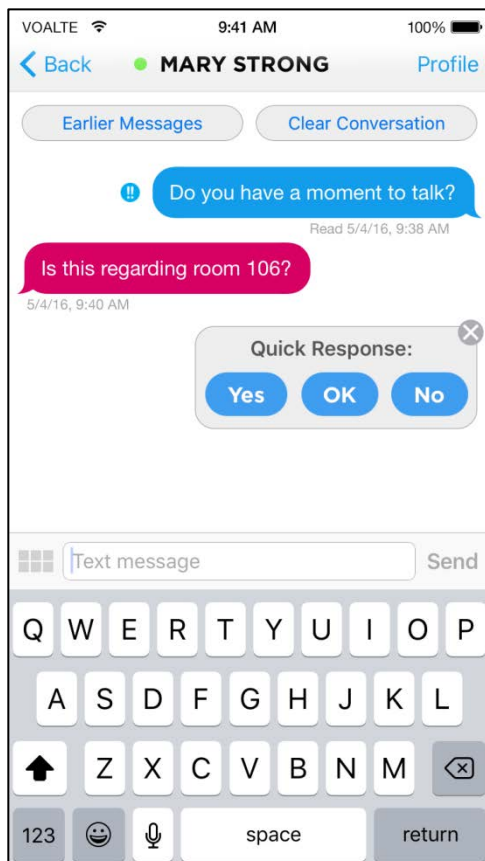
- **Keypad**—Tap inside the Text Message field below the incoming message, enter your message, and tap Send.
- **Quick Message**—Send a preset [Quick Message](#) or [create a new one](#).
- **Quick Response**—Many texts only need a minimal reply. [Quick Responses](#) let you answer quickly by tapping a button.

Send a Quick Response.

If you receive a message that ends in a question mark, you are automatically given the option to choose one of three Quick Responses:

- Yes
- OK
- No

If a longer reply is needed, you can enter a message as usual.

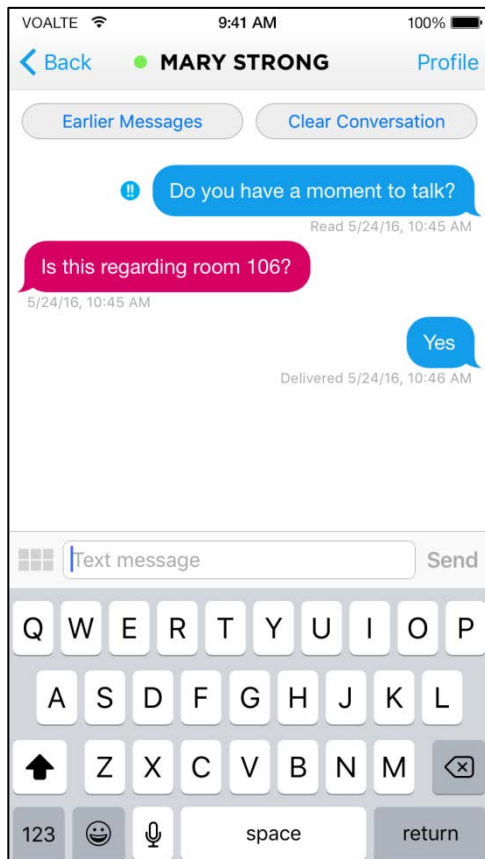


View message receipts.

When you send a message, a timestamp is added beneath the message.

When the message gets to the recipient's phone, the timestamp is updated to that time and "Delivered" is added.

Once the user reads the message, the timestamp is again updated and "Delivered" changes to "Read."



Call, alert and message history.


The bottom of most Voalte One screens have a row of icons that provide access to the main functional areas.



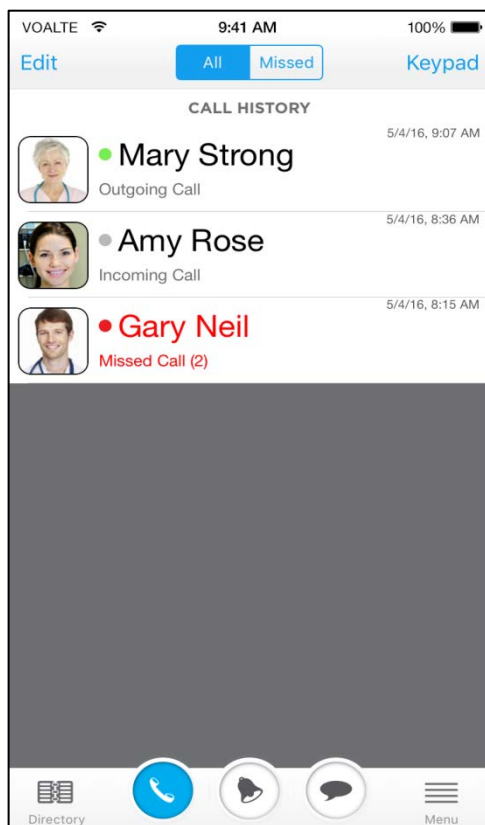
The three icons in the middle let you see lists of calls, alerts and text messages you have received.

These history pages can be a handy reference, but they can also become cluttered, so you may want to delete some records to make others easier to find.

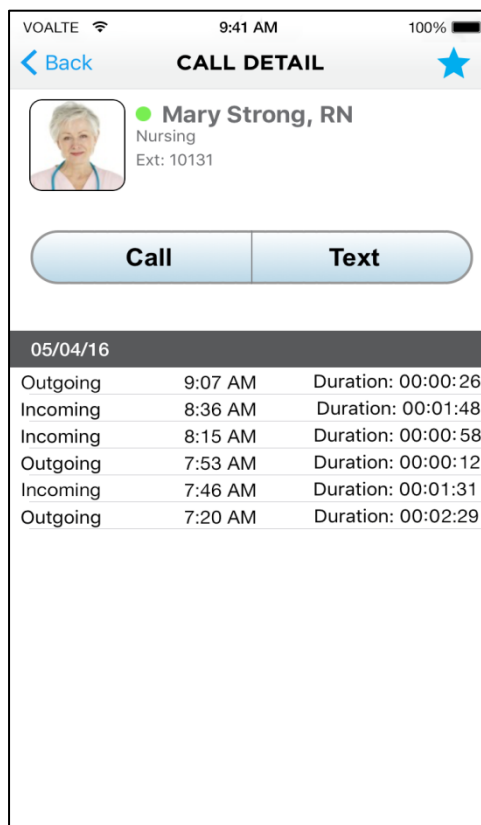
Manage call history.

To see your call history, tap the Phone icon:  You first see a list of names, along with the most recent call to or from each person.

To see more detail, tap a name. A list of calls between you and that person shows whether each call was incoming or outgoing, the time the call began and the duration.



Call History Overview



Call Record Detail

You can initiate a call or text from the Call Detail screen using the buttons above the list. You can also mark a user as a [Favorite](#) by tapping the star (top right).

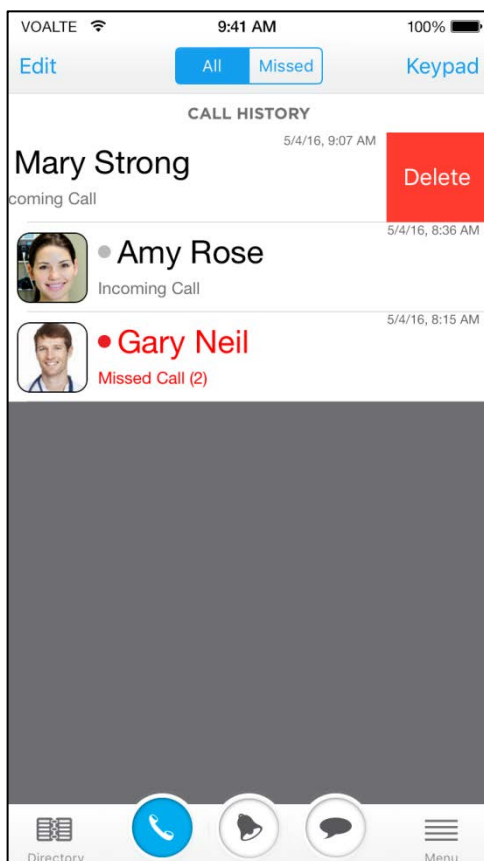
Toggle between all and missed calls.

In the Call History screen, tap All or Missed (top center) to see all calls or just those you missed.

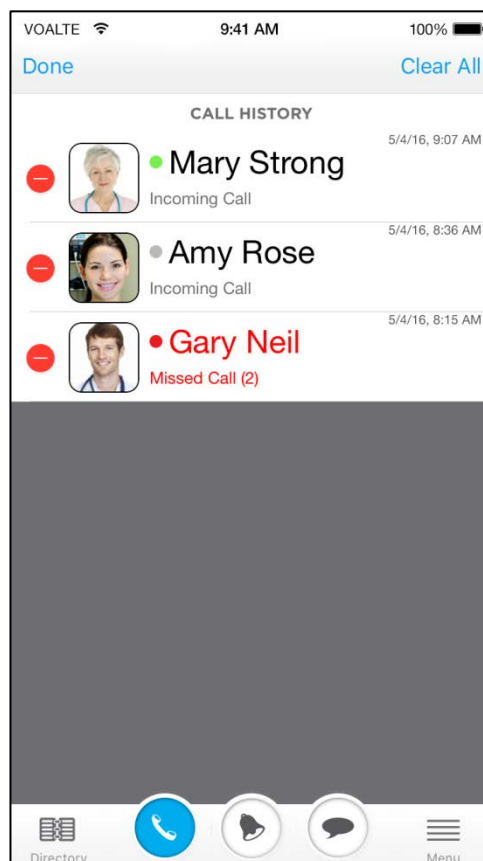
Clear call records.

To delete call records:

1. In the Call History, tap Edit (top left).
2. You can then clear records of calls by user or all calls at once:
 - To clear all calls with a single user, tap the red circle beside that person's name, and then tap Delete.
 - To clear all calls in your history, tap Clear All (top right), and then tap Done (top right).




Clearing a record

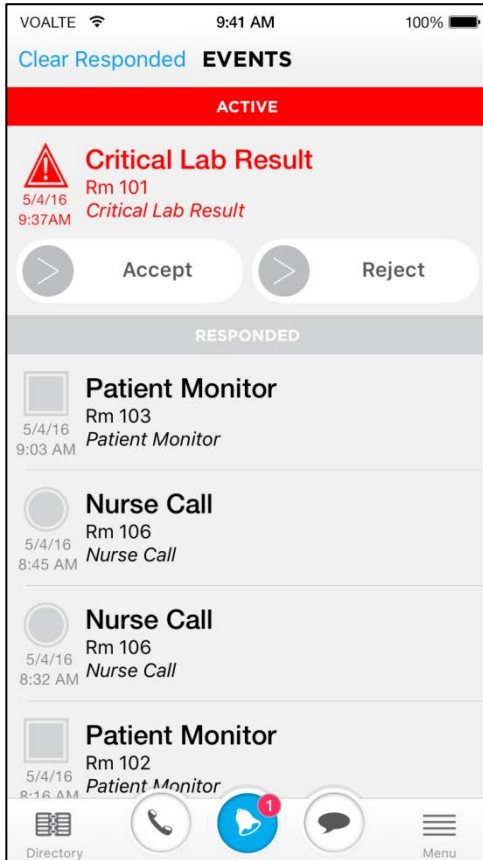


Clearing call history

Manage alert history.

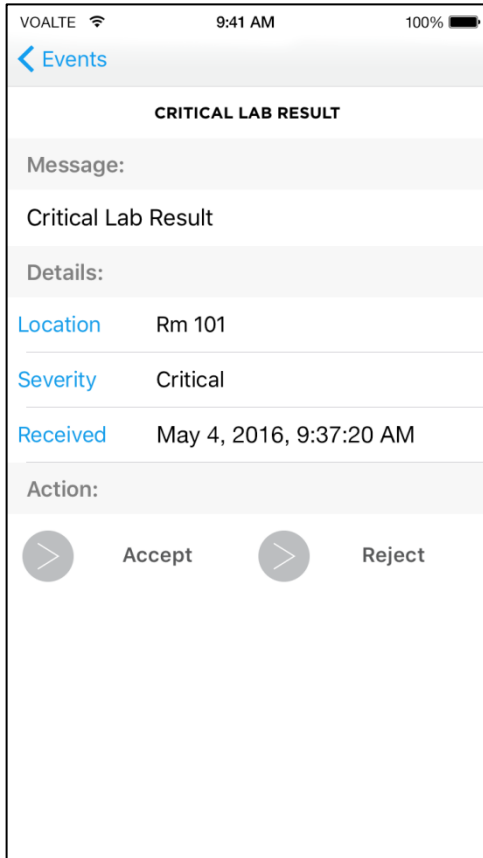
To see your alert history, tap the Alert icon .

You will see a list of all alerts, both active and those you have responded to, in chronological order.

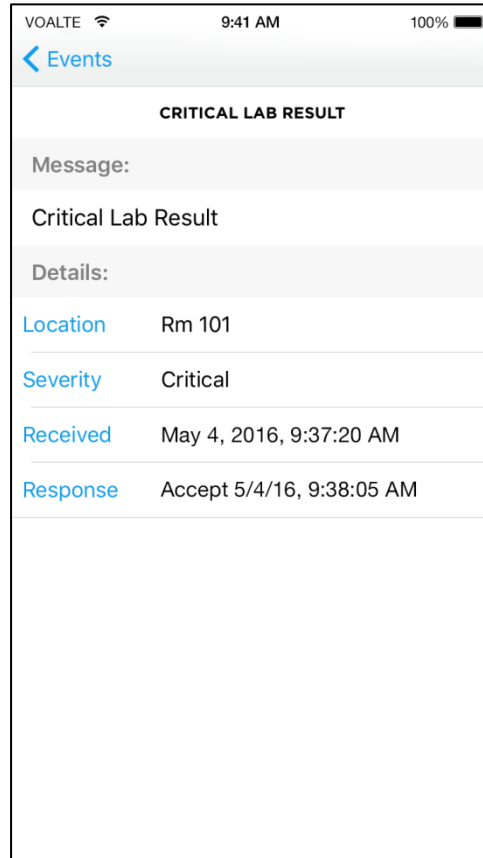


View alert details.

To see the details of an alert, tap its record. Details include the type of alarm, location, priority, time received and time responded to.



Active alert



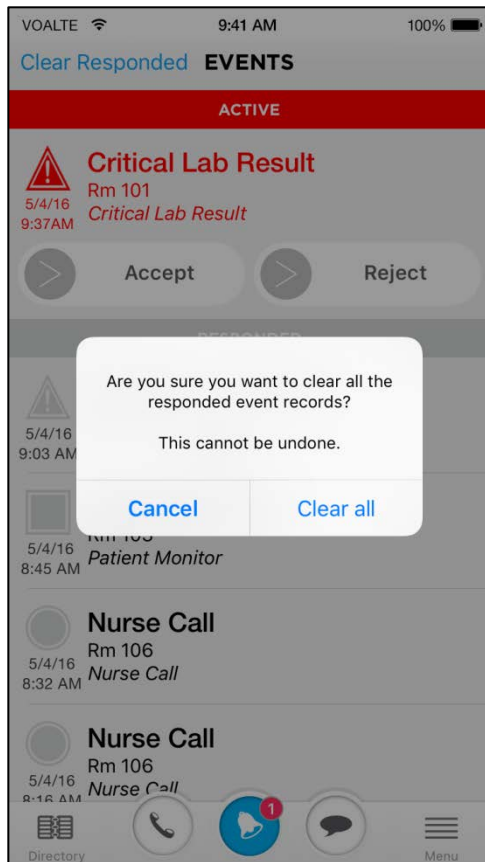
Alert already responded to

Clear alert history.


To clear alerts that you have responded to:

1. In the Alert History page, tap Clear Responded (top left).
2. Tap Clear All to confirm.

Note: Active alerts cannot be cleared.

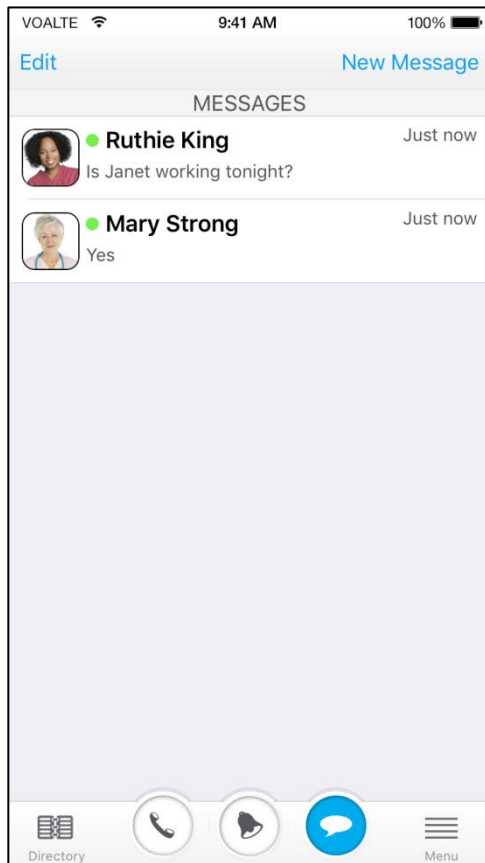


Manage message history.

To see your text history, tap the Message icon: 

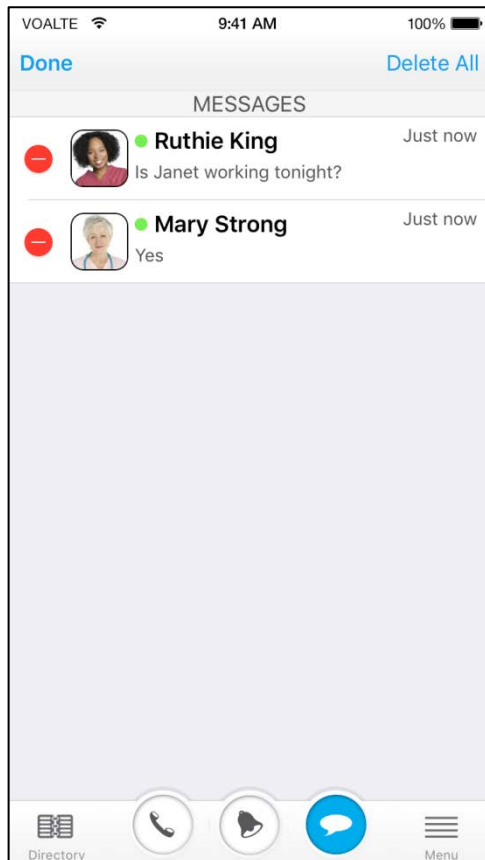
You first see a list of all users you have exchanged messages with.

To view a conversation, tap the other user's name.

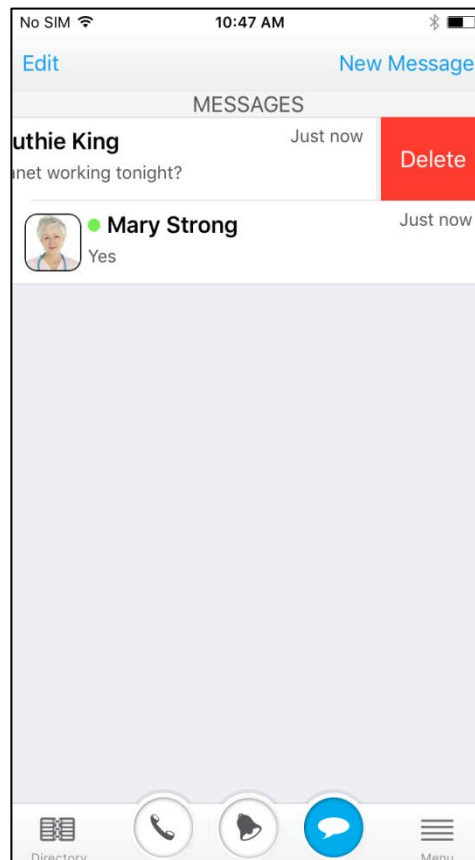


To clear message records:

1. In the Messages window, tap Edit (top left).
2. You can then clear conversations by user or delete all messages at once:
 - To clear a conversation with a single user, tap the red circle beside that person's name, and then tap Delete.
 - To clear all conversations in your history, tap Delete All (top right), and then tap Done.

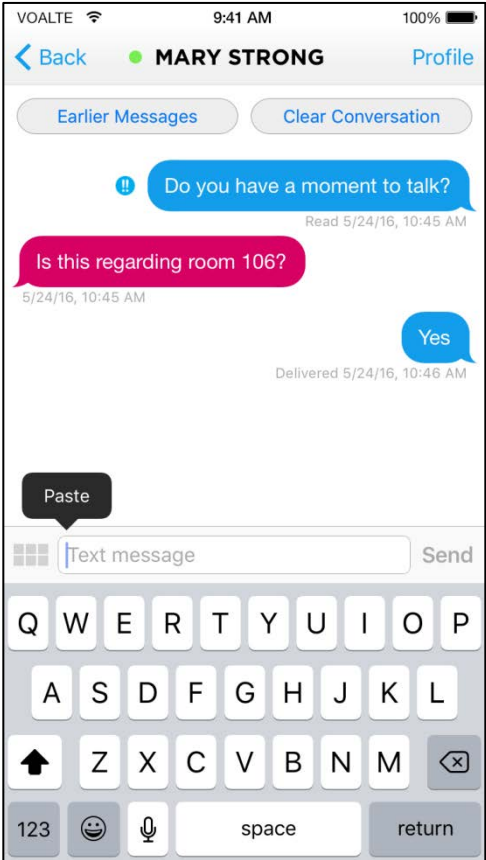


Editing message history



Clearing a conversation

Note: You can also clear a conversation from the Message window by tapping the Clear Conversation button (top right). This deletes all messages in that conversation.



Log out options.

You must log out at the end of your shift. Logging out shows you as offline to other users in the Directory.

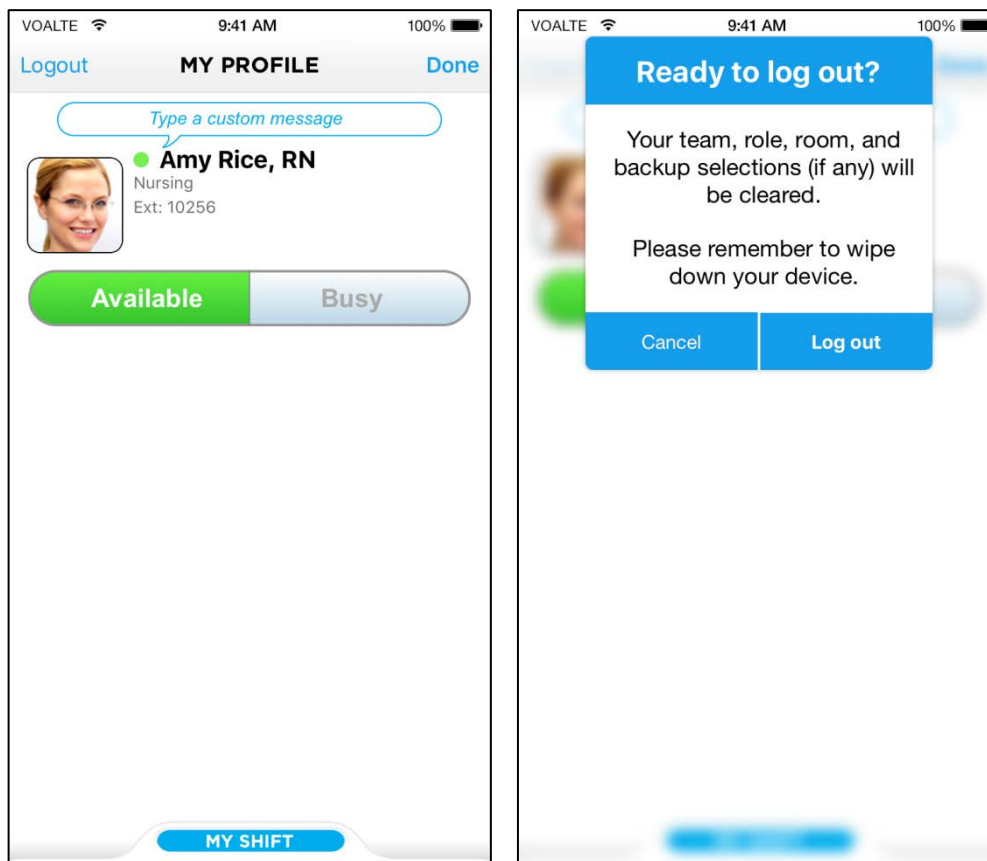
Note: Removing the battery from the phone does not log you out of Voalte One.

You can log out in two ways:

- [From your profile](#)
- [From the menu](#)

Log out from your profile.

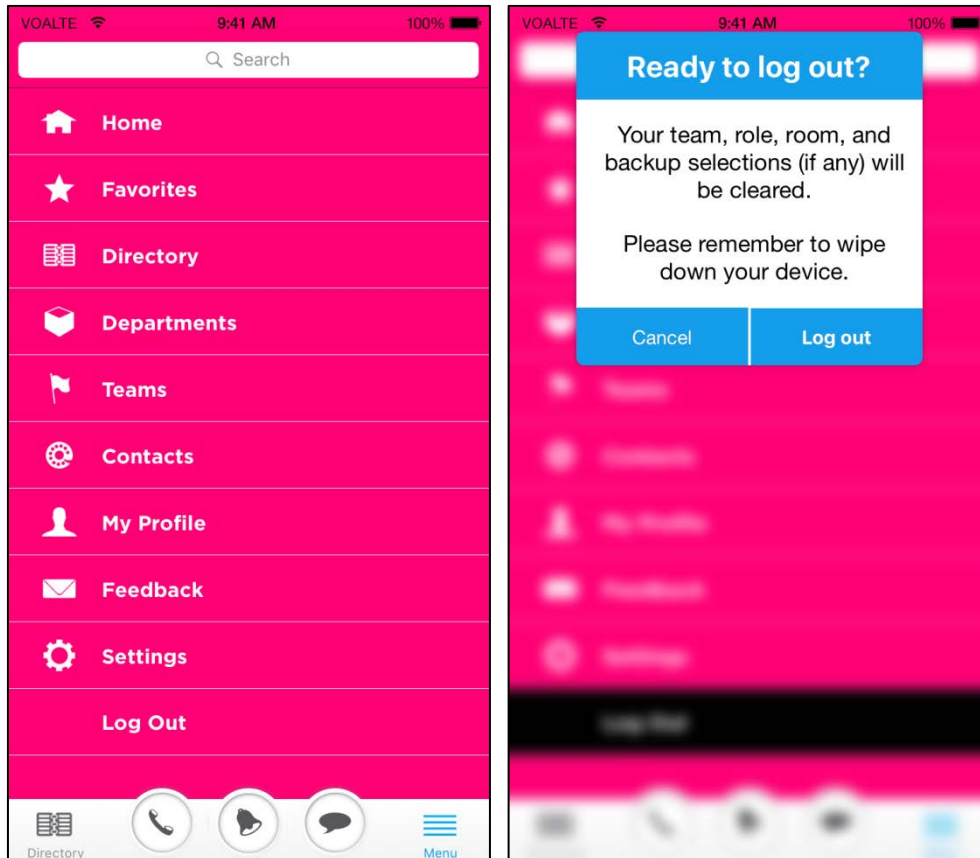
1. From the My Profile page, tap Logout (top left).
2. Tap Log Out in the pop-up message.



Logging out from your profile

Log out from the menu.

1. Tap the menu button (bottom right).
2. Tap Log Out at the bottom of the options list.
3. Tap Log Out in the pop-up message.



Logging out from the menu

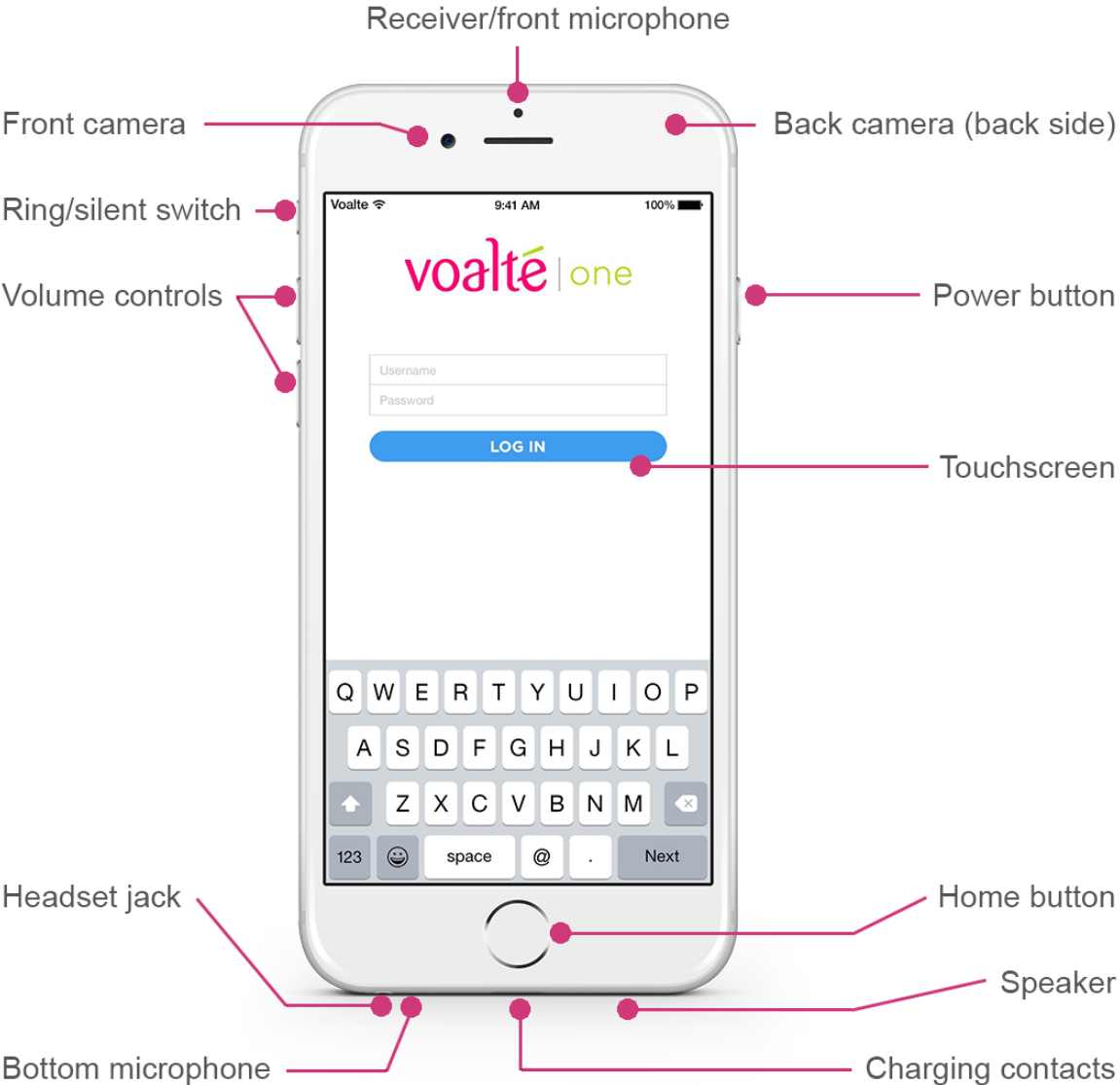
Get to know your device.

The following pages provide “maps” for each of the devices compatible with Voalte One. Take a minute to familiarize yourself with the phone your hospital uses.

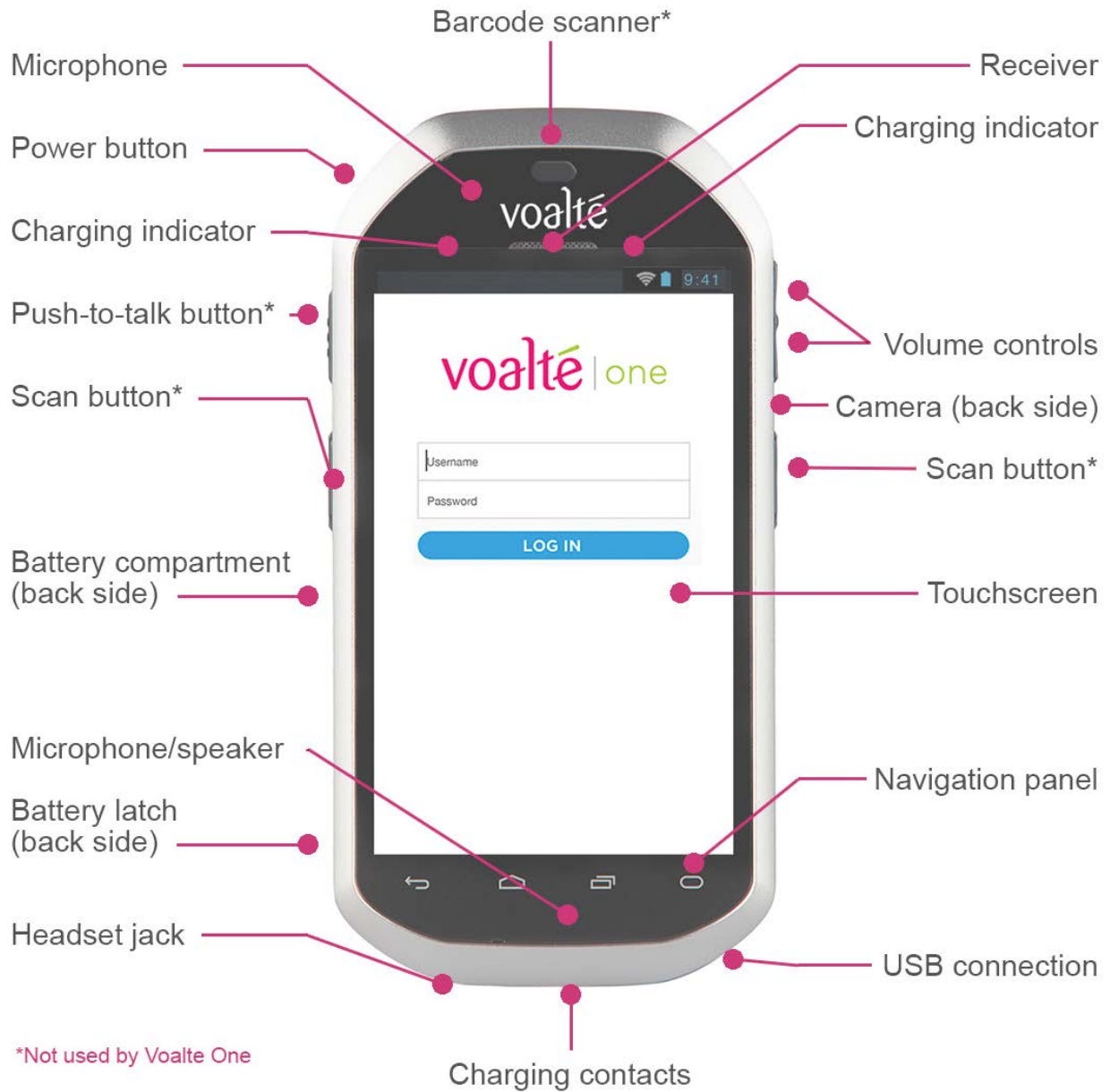
- [Apple iPhone](#)
- [Zebra MC40-HC](#)
- [Spectralink Pivot](#)
- [Honeywell CT50h](#)

Refer to [Device function definitions](#) for further explanations of your phone’s functions.

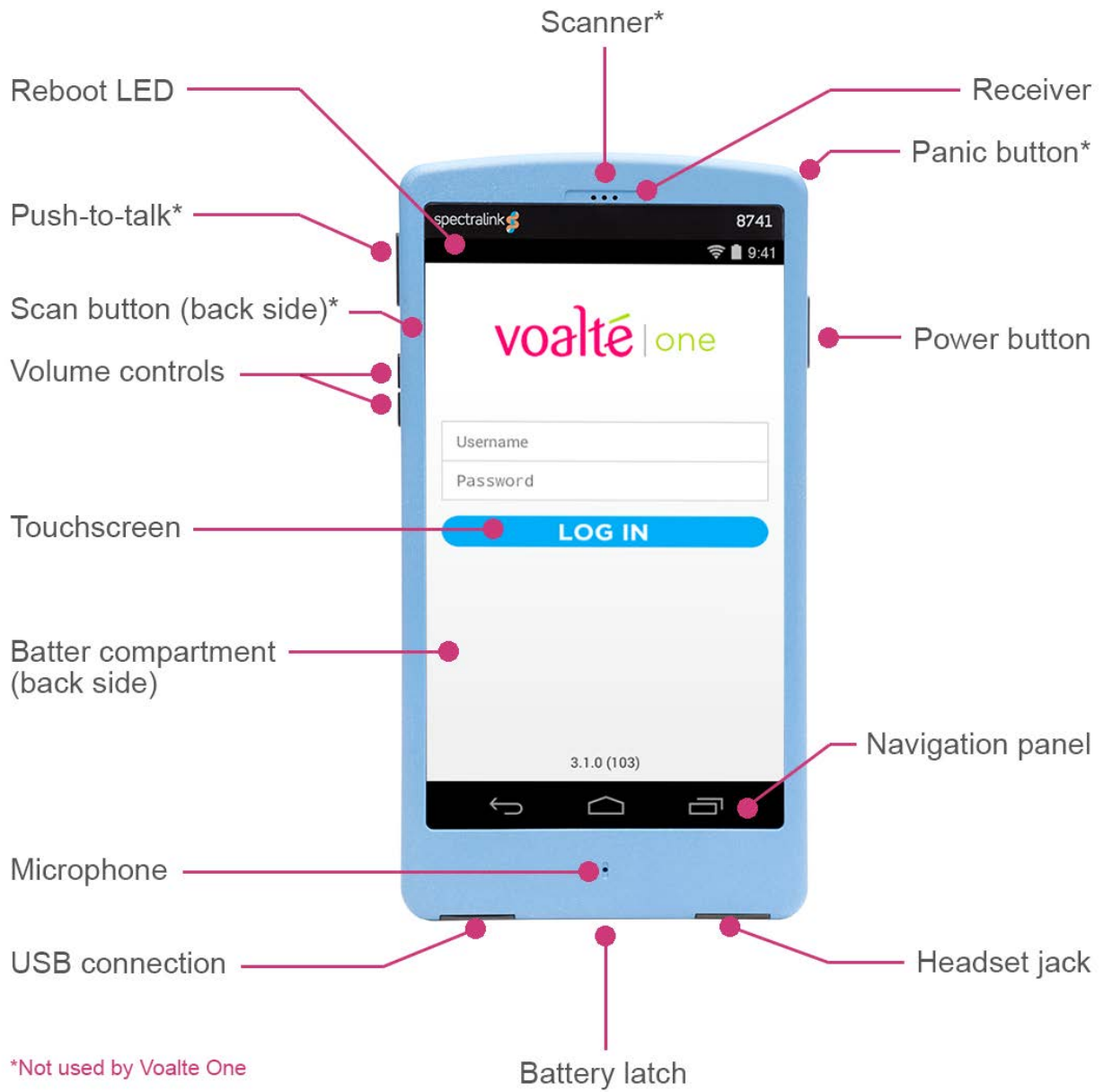
Apple iPhone.



Zebra MC40-HC.



Spectralink Pivot.



Honeywell CT50h.



*Not used by Voalte One

Device function definitions.

Feature	Function
Barcode scanner	<ul style="list-style-type: none"> • Not used by Voalte applications. • Available for use by third-party applications.
Battery compartment, battery latch	<ul style="list-style-type: none"> • On back of all devices. • Used for swapping in recharged battery.
Camera	<ul style="list-style-type: none"> • Used for taking and sending photos.
Camera button <i>Honeywell CT50h only</i>	<ul style="list-style-type: none"> • Launches camera function and takes photos.
Charging contacts	<ul style="list-style-type: none"> • Connection for charging cradle.
Charging indicator	<ul style="list-style-type: none"> • Indicates battery's charge state. <ul style="list-style-type: none"> ○ Green indicates full charge. ○ Other color indicates charging in process.
Good Read LED <i>Honeywell CT50h only</i>	<ul style="list-style-type: none"> • Not used by Voalte applications.
Headset jack	<ul style="list-style-type: none"> • Audio connection for headphones, earbuds.
Home button <i>iPhone only</i>	<ul style="list-style-type: none"> • Provides access to primary navigation options.
Navigation panel	<ul style="list-style-type: none"> • Primary navigation options.
Microphone	<ul style="list-style-type: none"> • Used for phone calls.
Panic button <i>Spectralink Pivot only</i>	<ul style="list-style-type: none"> • Provides an alarm and/or instantaneous calling to a preset emergency number. • Not used by Voalte applications.
Power button	<ul style="list-style-type: none"> • Turns device on and off. • Toggles device between Sleep and Awake modes.
Reboot LED <i>Spectralink Pivot only</i>	<ul style="list-style-type: none"> • Indicates device reboot.
Push-to-talk button	<ul style="list-style-type: none"> • Not used by Voalte applications.
Receiver	<ul style="list-style-type: none"> • Speaker for voice calls.

Ring/silent switch <i>iPhone only</i>	<ul style="list-style-type: none"> • Mutes all audible notifications.
Scan button, scanner	<ul style="list-style-type: none"> • Not used by Voalte applications.
Speaker	<ul style="list-style-type: none"> • Used for making hands-free phone calls. • Sounds audible notifications and alarms.
Status bar	<ul style="list-style-type: none"> • Indicates power levels, Wi-Fi status, settings and notifications.
Touchscreen	<ul style="list-style-type: none"> • Touch-sensitive display that allows you to interact with the device.
USB connection	<ul style="list-style-type: none"> • Provides power from cradles and cables.
Volume controls	<ul style="list-style-type: none"> • Upper control raises speaker/receiver volume. • Lower control lowers speaker/receiver volume.