

BATTERY PACK

Voalte is designed to work with a battery pack.

Check that the battery pack is connected and charged:

- Press the button on the battery pack to check the charge—4 lights is fully charged
- Ensure the battery pack switch is in the “On” position (green)

TURNING THE HANDSET ON/OFF

To turn the handset on:

- Press and hold the [SLEEP/WAKE] button for two seconds

To turn the handset off:

- Press and hold the [SLEEP/WAKE] button for two seconds, then swipe right when prompted to power the handset off

LAUNCH APP AND LOGIN

Launch the Voalte app:




Tap the Voalte icon on the device home screen to launch the Voalte app

Login using your URMC email credentials:

1. Enter your username
2. Enter your password
3. Press [Next] to login

SET STATUS

View or change status :

1. Tap the  icon to access the Status Menu
2. Choose between [Available] and [Busy]


Available: sound, vibrate, and alert popup when you receive a text message

Busy: vibrate only when you receive a text message

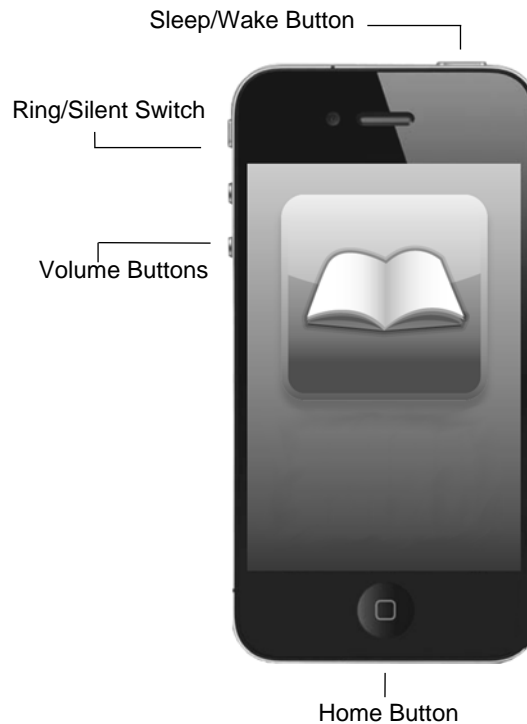
Note: phone calls and high priority alarms will still sound when status is set to busy.

LOGGING OUT

At the conclusion of your shift, log out of the application :

1. Tap the  icon to access the status menu
2. Choose [Logout]

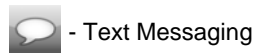
BUTTON LAYOUT



DEVICE BUTTONS

- **Sleep/Wake Button** turns the screen on and off and enables the screen lock
- **Ring/Silent Switch** toggles between audible and vibration for text messages and alarms, similar to setting your status as “Busy”
- **Volume Buttons** adjust the volume of alerts, ringer, and call volume
- **Home Button** minimizes the current application and displays all available apps

IN-APP ICONS



Quick Reference For

Voalte



For Information or Assistance:

Voalte Support

In-App: Tap “Share Your Feedback”

Phone: (585) 275-3200

USER DIRECTORY

Access the User Directory to view colleagues using Voalte:

- From the Voice tab, press the **[Call]** button
- From the Text tab, press the **[New]** button

Users are grouped by your Unit, Favorites, and all Units, and sorted by availability.

- Tap on a user to view details, voice call, text message, or add them to your Favorites

TEXT MESSAGING



Tap the Text icon to access text messaging

To initiate a new text message:

1. Select the individual you wish to text from the User Directory
2. Type your message using the keypad
3. Press **[Send]** to send the message

To reply to a text message:

1. Select the text message from the text table view
2. Type your message using the keypad
3. Press **[Send]** to send the message

Note: If an individual is offline when you send the text message, it will be delivered the next time they login.

Message delivery and read receipts:

When a text message is sent from your Voalte device, the message is relayed to the Voalte server, then to the recipient's device when they are logged in

- Messages delivered to the Voalte server appear in a grey bubble with italicized text
- The message bubble will turn green when the message is delivered to the recipient's device
- The message will get a "Read *time*" timestamp when it is viewed by the recipient

Quick messages and quick replies

Voalte has a selection of premade quick message that can be sent using the quick message menu.



Tap the Quick Message icon to access quick messages

- Tap your desired quick message and tap **[Send]**
- If a text message is received that ends in a "?", a response menu will appear with YES/ NO / OK options - tap to reply or the small "x" to close the menu and manually type a response

ALARMS

When an alarm is generated for an assigned patient, an active event message will display over any screen in the application.

- Tap **[Accept]** to acknowledge the alarm
- Tap **[Accept and Call]** to acknowledge the alarm and call directly to the room
- Tap **[Escalate]** to escalate the alarm to the next respondent

Note: A red triangle icon indicates a high priority alarm.

When the application is minimized or the phone is asleep, a pop up will appear on the home screen when an alarm is received. Tap **[Close]** to close the pop up or **[View]** to view the details and respond to the alarm.

- If you are set as Available, an audible alert will accompany the alarm
- If you are set as Busy, the device will vibrate when an alarm is received, and will audibly alert if the alarm is high priority



Tap the Alarm icon to access alarms view

The alarms view will display all alarms from your shift. Alarms that are awaiting response will be sorted to the top, according to priority.

When you log out of the application, all alarms are deleted from the device's memory.

PHONE CALLS

Voalte devices are connected to the University's telephone system and can dial 5-digit extensions similar to other University desk and wireless telephones.



Tap the Voice icon to access the telephone

Device telephone number:

- View your 5-digit extension in the Status Menu
- Callers on the University's telephone system can reach you via your 5-digit extension
- Callers outside of the University telephone system must dial 585-274-0800 and follow prompts to enter your 5-digit extension to be connected to you

Initiating a telephone call to another Voalte user:

1. Select the individual you wish to call from the User Directory
2. Tap **[Call]**

Initiating a call to a 5-digit extension:

From the Voice tab:

1. Tap **[Call]** in the upper-right corner
2. Tap **[Keypad]**
3. Enter a 5-digit extension and tap **[Call]**

Initiating a call to an external telephone number:

From the Voice tab:

1. Tap **[Call]** in the upper-right corner
2. Tap **[Keypad]**
3. Enter 9 followed by the telephone number and tap **[Call]**

Note: When dialing externally, using 9 and the telephone number displays the University's generic outbound caller ID information, 585-756-4800.

Answering an incoming call:

As your handset rings, the caller's information will be displayed on the handset.

- Tap **[Answer]** to receive the call
- Tap **[Decline]** to ignore the call and return to the previous screen

Using the in-call screen:

While in a call, several options appear on the screen.

- Tap **[Mute]** to mute your microphone
- Tap **[Keypad]** to bring up a dialing keypad for entering touchtone options
- Tap **[Speaker]** to put the phone in speaker mode
- Tap **[Hold]** to place the active call on hold. Tap again to resume the call
- Tap **[Transfer]** to transfer your call to another telephone number

Transferring a call:

While in a call, tap **[Transfer]** to access the transfer popup.

- Toggle between User Directory (to transfer to another Voalte user) or Keypad (to enter a telephone number) using the on-screen buttons

After selecting your recipient:

- Tap **[Blind Transfer]** to immediately transfer the call to the recipient and disconnect yourself from the call
- Tap **[Attended Transfer]** to be connected to the recipient. This places your current call on hold and allows you to speak with the person you are calling to transfer. Hang up to complete the transfer
- Tap **[Cancel]** to cancel the transfer and return to the original call.

Ending a Call:

- Tap **[End Call]** key to hang up and end a call