**Quick Reference For Voalte**

**For Information or Assistance:**
**Voalte Support**
In-App: Tap “Share Your Feedback”
Phone: (585) 275-3200

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**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**
- Sleep/Wake Button
- Ring/Silent Switch
- Volume Buttons
- Home Button

**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**
- Voice
- Alarms
- Text Messaging
**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

**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