

INTRODUCTION TO THE VOCERA WIRELESS COMMUNICATIONS SYSTEM AT THE APS

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Goal and Outline

- ▣ Goal: Introduce Controls Group to the Vocera Wireless Communications System, including the Smartphone
- ▣ Outline
 - Vocera System Architecture
 - The Smartphone
 - Working with the Vocera Genie
 - Using the Smartphones
 - Identify Where to Obtain Help

APS Vocera Architecture



Smartphone Deployment

Smartphone
Laptop running Motorola Provisioning Tool
USB Cable

APS-IT Smartphones

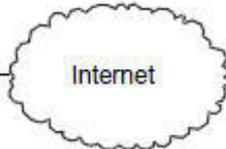
APS-Controls Smartphones



LAN Switch



APS Firewall



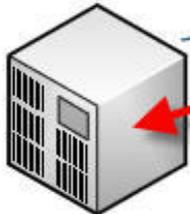
Internet

Vocera Server/
Telephony Server

Vocera Client Gateway Server

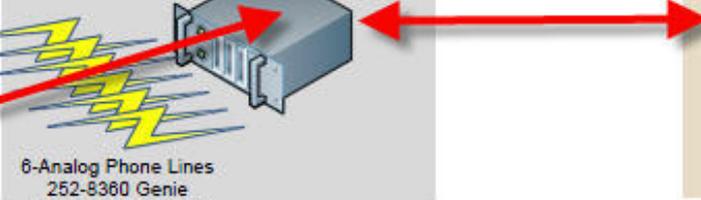
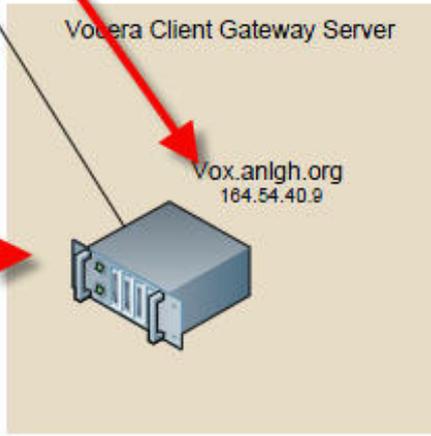
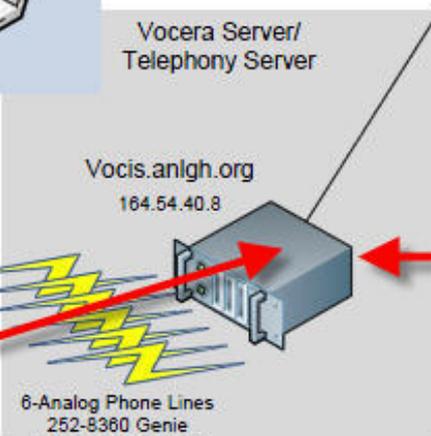
Vocis.anlgh.org
164.54.40.8

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Laboratory PBX

6-Analog Phone Lines
252-8360 Genie
-8361, -8362, -8363



Vocera Smartphone Anatomy

1. Speaker key
2. Holster latches
3. Volume up/down
4. Vocera Call button
5. DND/Hold button
6. Rapid wall charger jack/USB cable port
7. Desktop charger contacts
8. Earpiece/upper microphone
9. Navigation key
10. Select key
11. Left soft key
12. Home key
13. Call/Answer key
14. Speakerphone/lower microphone
15. Right soft key
16. Back key
17. Power/End key
18. Lanyard point
19. Headset jack

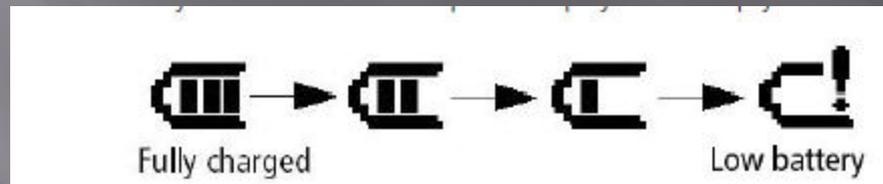


Vocera “Getting Started”

- ▣ Power on/off
- ▣ Interact with Genie: Issue commands
 - Login
 - Press “Call” button and state your first and last name
 - Logout
 - Press “Call” button and state command “Logout”
- ▣ Calling
 - Smartphone works similar to a cell phone in terms of answering and disconnecting a call
 - Answer a call, use “Call/ Answer key”
 - Make a call
 - Use Genie
 - Use keypad
- ▣ Adjust display brightness
- ▣ Lock and unlock keypad
 - You may want to lock the keypad to prevent accidental keystrokes
 - To Lock-Press and hold the Home button and the quick list will display, select second choice “Lock”
 - To unlock-Hit soft key under “Unlock”, followed by the asterisk
 - When keypad is locked, speaker mode is also locked

Smartphone Home Screen

- ▣ Home button
- ▣ Use on-screen soft keys to navigate to navigate
- ▣ Check Status Indicators
 - Battery Power



How to Make a Call?

- ▣ Using the Genie
 - Call user directly with command: “Call Mary Westbrook”
 - Inside call with command: “Call Extension 2-8914”
 - Outside call with command: “Call an Outside Number” and provide number as “6-3-0-2-5-7-8-5-7-0”
- ▣ Using the Keypad
 - Inside call, enter: 252-8914 and press “place call” button
 - Outside call, enter: 7-630-257-8570 and press “place call” button

How Can Someone Call You?

- ▣ Anyone can reach you by calling the Vocera Genie:
 - 2-8360 from inside the Lab, or
 - 630-252-8360 from outside the Lab
 - State name of person you are trying to reach, as “FirstName LastName”
 - If you are logged into Vocera, Smartphone rings
 - If not logged in, what happens is based on forwarding configured for your account
 - ▣ Call forwarded to your desk phone
 - ▣ Call forwarded to your cell phone
 - ▣ User is informed you are not reachable

Vocera Accounts & Groups

- ▣ Vocera Accounts
 - Controls Group
 - IT Group
- ▣ Vocera Groups
 - No groups setup for Controls
 - Groups setup for IT Group
 - ▣ PC Manager
 - ▣ MAC Manager
 - ▣ Network Technician
 - ▣ IT Manager
 - ▣ Linux Manager
 - ▣ Unix Manager
 - ▣ XOR PC Manager
 - ▣ XOR Unix Manager
 - ▣ Printer Manager
- ▣ Use command “Call Groupname”
 - Searches for first available member of group
- ▣ Use command “Broadcast to Groupname”
 - Simultaneously contacts everyone in the group that is online and available

Vocera User Web Console

- ▣ Can login to the Vocera User Console at:
 - <http://vocis.anlgh.org/console> using IE only
 - Login: FirstInitial+LastName, mwestbrook
 - If password is set, enter password
 - If not set, leave blank
- ▣ Vocera User Console is used to customize a user's profile
 - Call forwarding

How to Use Automatic Call Forwarding?

- ▣ Can update Call Forwarding on the Vocera User Console at:
 - <http://vocis.anlgh.org/console> using IE only
- ▣ Setup Call Forwarding
 - Click on Basic information->Phone
 - ▣ Check that your office extension is correct
 - ▣ Enter your cell phone number, optional
 - Click on Call Forwarding on menu on left
 - ▣ Check box “Forward calls to desk phone”
 - ▣ Check box “Offline”, forwarding occurs only when you are not logged in or are off the network
- ▣ Save changes
- ▣ Caller does not know the forwarding is occurring

How to Use Temporary Forwarding?

- ▣ You can tell the Vocera Genie to forward calls to an extension, like this:
 - "Forward my calls to extension 2-3-4-5-6"
 - If you forward calls, it won't ring the smartphone at all, it will go directly to the extension.
- ▣ To stop temporary forwarding calls, tell the Genie "Stop forwarding".

How to Forward Calls to your Cell Phone?

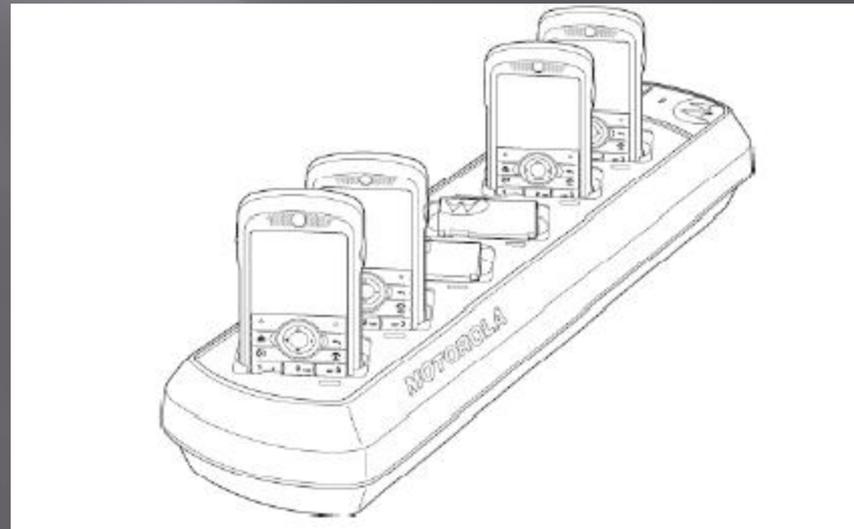
- ▣ Use command, “Forward calls to my cell phone”
- ▣ For this to work, your cell phone number must be entered into your Vocera account profile
 - <http://vocis.anlgh.org/console> using IE only
 - Click on Basic information->Phone
 - ▣ Check that your cell phone number is entered correctly
 - Save changes
- ▣ To disable, use command, “Cancel Forwarding”

“Searching for Gateway”

- ▣ Your Smartphone is unable to communicate with the Vocera Client Gateway (VCG) Server
 - Poor signal in your area
 - Wireless interference problems in your area
 - Network problems
- ▣ All Smartphones cannot communicate with VCG
 - May require reboot of VCG Server

Smartphone Accessories

- ▣ Power Options
 - Dock in 6-bay charger
 - Replace battery with extra charged battery
 - Use USB cable to connect to PC
- ▣ Holster
- ▣ Headset



Where to Obtain Help?

- ▣ APS-IT designed, purchased*, installed and maintains the Vocera System
 - For assistance, open a support request at:
<http://www.aps.anl.gov/hd>
 - *Special Note: Thanks to Ken Sidorowicz who obtained Laboratory approval for Smartphone purchase
- ▣ Vocera FAQ web page
 - http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Services/Comms/?page=vocera
 - Smartphone Quick Start Guide
 - Smartphone User's Guide
 - ▣ Speed Dialing
 - ▣ Contacts
 - ▣ Set a photo or picture as background
 - ▣ Internet browsing
 - ▣ More

To Do List

- ▣ Move to WPA2 Authentication mode for wireless
- ▣ We are still learning about this system,
 - We will continue to develop the Vocera FAQ page
 - Users are encouraged to share their experiences
- ▣ Explore “contacts”, new feature with V4.2
- ▣ Enter AP identifications into Vocera admin console to facilitate location, “where is...”

Thank You

- ▣ Thanks for your kind attention!
- ▣ Hope this presentation was helpful!