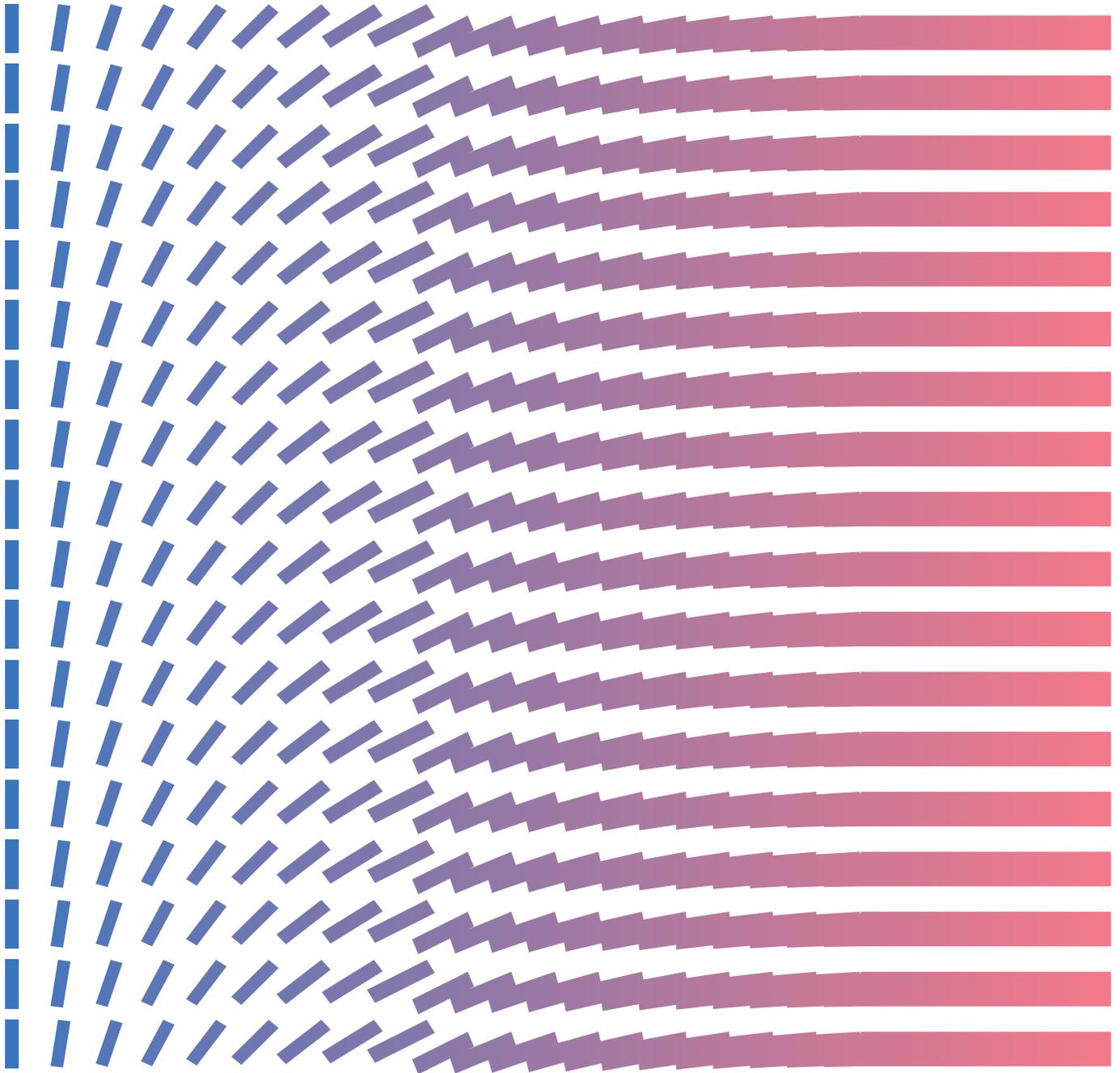




Hillrom™

Voalte®  
Voalte Me™



## Instructions for Use Software Version 3.7

**hillrom.com**

5101 Fruitville Rd., Sarasota, FL 34232

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# Introduction.

This user manual is for anyone who is going to be using Voalte Me™.

## Product description.

Voalte Me is an integral accessory of the collaboration solutions supported by Voalte Platform™. Running on a personal smartphone, Voalte Me connects clinicians outside the hospital with other members of the care team using Voalte One™, Voalte Messenger™ or Voalte Me.

## Intended use.

Voalte Platform is intended to provide a communication foundation that connects caregivers in a healthcare environment with information systems, compatible device data, and associated alerts. Voalte Platform is for data storage, format conversion, transfer and display only. Alerts in Voalte Platform are secondary alarms, and responding to an alert on your phone may not address the primary alarm. Patient use is contraindicated.

## Who should read this manual.

This user manual is intended for nurses, physicians, administrative staff, environmental staff and other hospital personnel who will be using Voalte Platform. This manual assumes that you have basic computer and smartphone skills and know how to use the system and perform simple operations. Staff members should be familiar with each component of Voalte Platform and its functions.

## Hazard statements.

A Warning indicates a hazardous situation which, if not avoided, could result in serious injury or death.

A Caution indicates a hazardous situation which, could result in minor or moderate injury.

A Note indicates information considered to be important but not directly hazard-related (e.g., security, hygiene, equipment or property damage).

Icon	Type	Statement	Page number
	Warning	Your self-assignment settings must be accurate to ensure you receive the correct alerts.	49
	Warning	Alerts in Voalte Me are secondary alarms. Responding to an alert on your phone may not address the primary alarm. Contact your system administrator for more information.	50
	Caution	If you are not overseeing any rooms on this shift, ensure the No Rooms option is selected and tap Continue.	9

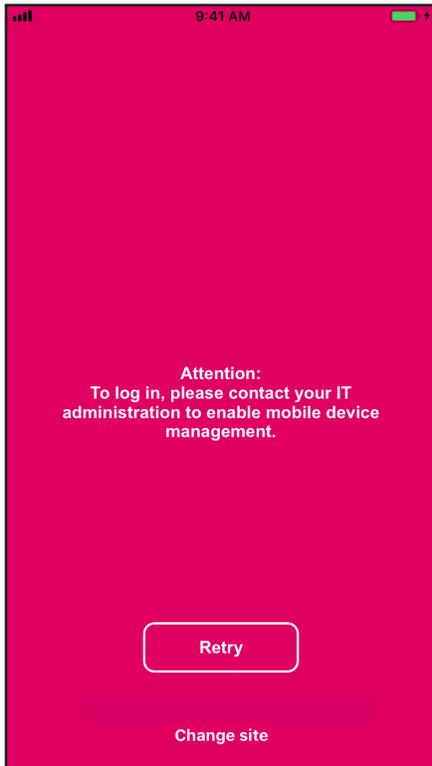
Icon	Type	Statement	Page number
	Caution	To use this feature, 3.7 Voalte Me iPhone users must be running iOS 12 or greater and have 3.7 Voalte Platform Server installed.	23
	Caution	Favoriting a team or unit does not make you appear in that unit or team for other users to find. You must add the unit or team to your shift selection to appear in that unit or team.	40
	Caution	If an alert banner is dismissed by swiping up, banners for new alerts received within 1 minute of swiping up the previous alert will not be displayed (Android only).	50
	Caution	If you manually assign yourself to a patient, the hospital's EHR is not updated.	79
	Caution	Powering down or removing the battery from the phone does not log you out of Voalte Me.	83

# Mobile device management.

Your hospital may require all Voalte Me™ users to be enrolled in a mobile device management environment. If so, you may be locked out of the Voalte Me application until you comply with the security policy.

If you see the following screen, contact your hospital's IT department.

Once you are all set, tap the Retry button.

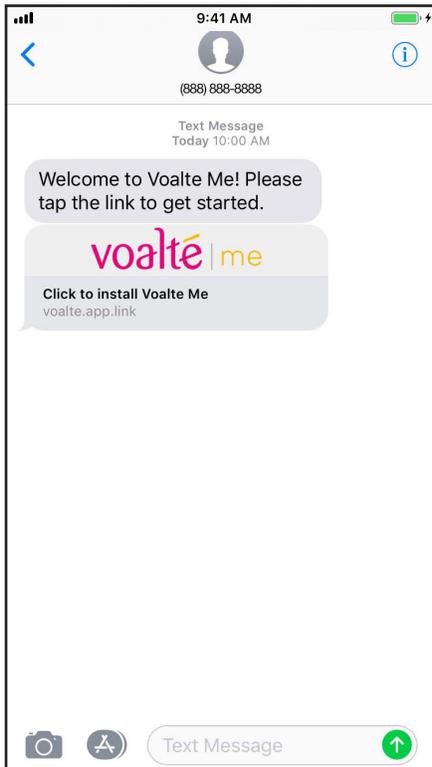


**Mobile device management notification screen**

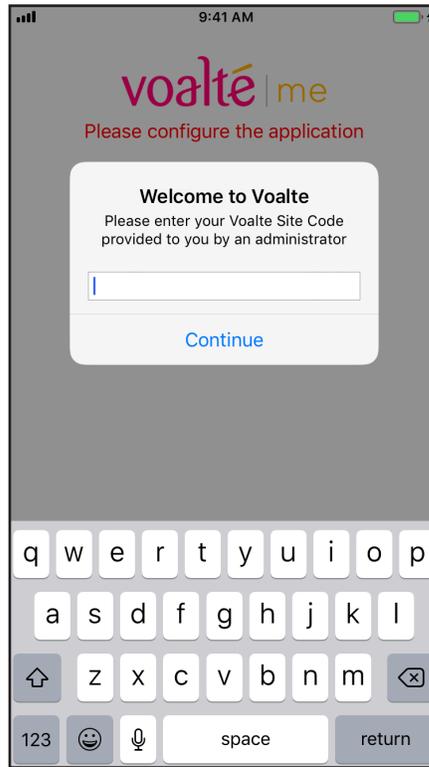
# Installation and setup.

If your hospital uses the Enrollment Manager, you will receive a text message at your mobile number inviting you to get started with Voalte Me.

If you don't have Voalte Me installed on your device, the link will take you to the App Store or Google Play Store, and will configure the application to the correct server automatically. If you already have Voalte Me installed, when you click the link, the app launches and configures to the correct server automatically.



**Voalte Me Enrollment Manager text message**



**Entering your site code**

**Note:** If your hospital doesn't use the Enrollment Manager, after you install Voalte Me, you will need to enter your site code in the pop-up before logging in. Contact your system administrator for your site code and more information.

# Shift selections.

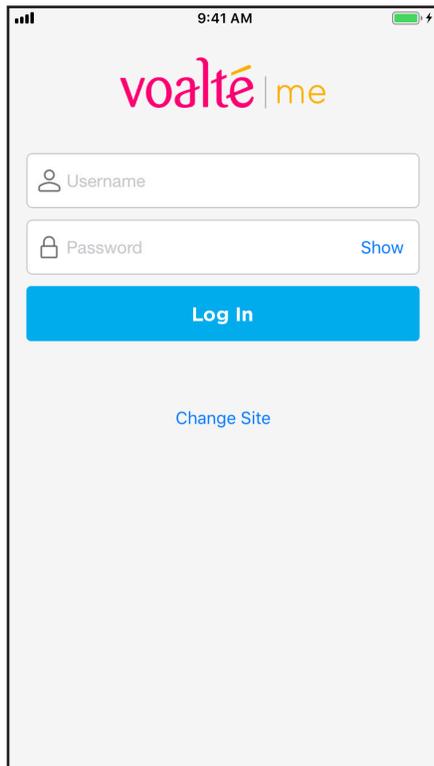
To get started, log in and make your shift selections.

Each user has set assignment limits. If you select more than the determined number of units, rooms and/or teams or exceeds your maximum shift assignment allotment, you will be notified during shift selection and will not be able to finish signing in until you decrease the number of assignments. Contact your system administrator for more information.

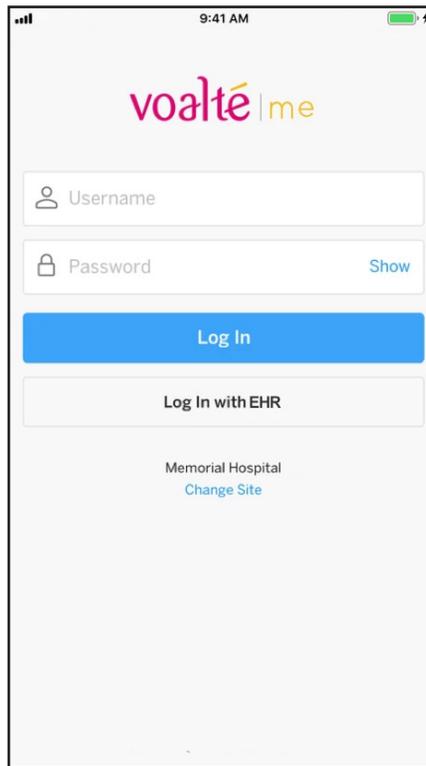
## Sign in.

1. Tap the Voalte Me icon.
2. Enter your username and password or tap the single sign-on (SSO) option (if applicable).
3. Tap Log In.

**Note:** Tap the eye icon in the password field to see your typing. The icon changes to an asterisk. Tap it to hide your password, if necessary.



Login screen



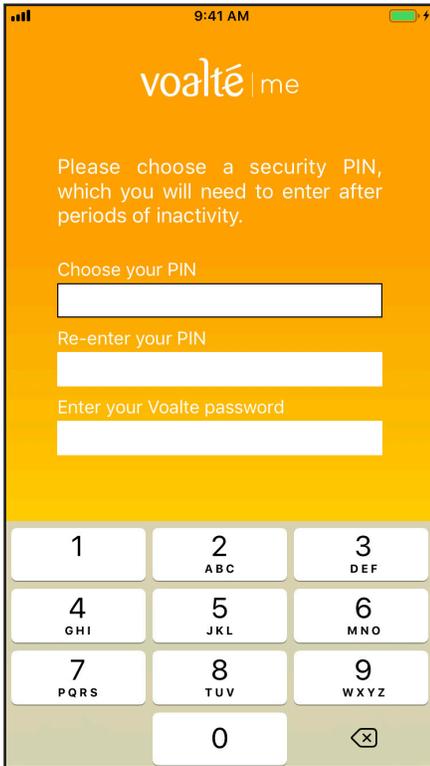
Log In screen with SSO

## Set up Voalte Me PIN.

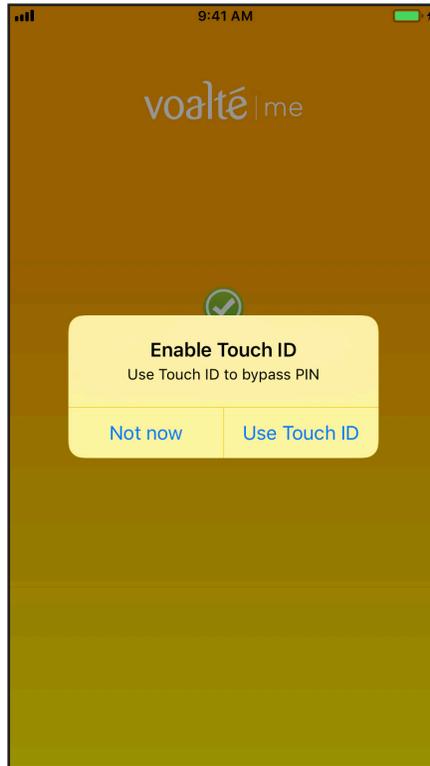
Depending on your hospital's settings, you may be asked to set up a Voalte Me security PIN the first time you log in.

1. Enter a four-digit PIN twice.
2. Reenter your Voalte Me password to set the PIN.

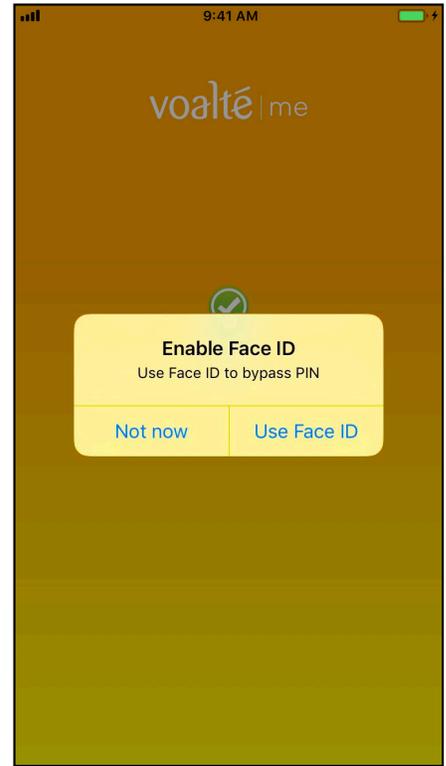
If you have fingerprint identification or Face ID enabled on your device, the application will ask if you'd like to use this instead of the four-digit PIN.



**Setting your security PIN**



**Enabling your Touch ID**



**Enabling your Face ID**

**Note:** Depending on how often you use Voalte Me, you may be prompted to enter your security PIN again while logged in.

## Select roles.

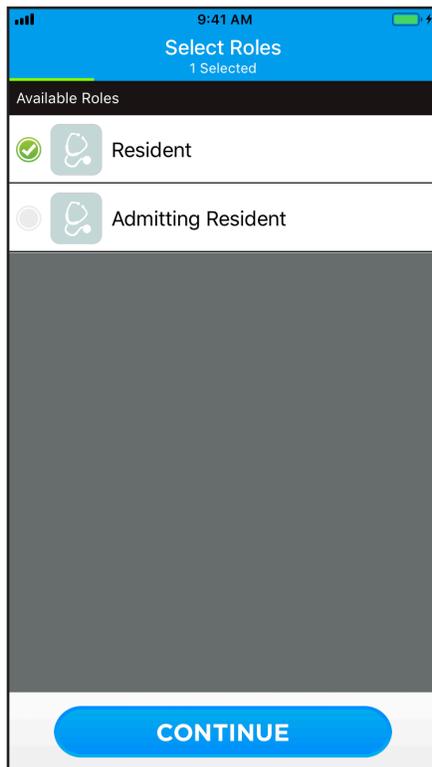
Once logged in, you will see one or more roles assigned to you for the shift. If you see multiple roles, you can change your default role or select additional ones.

Other users can find you in the Directory by role.

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

To change your assigned role or add another role:

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



Selecting roles

### Bump a user.

Some roles are exclusive, meaning 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.

If you have an exclusive role and another user with the same role and location is still logged in from the previous shift, you have two options:

- Tap Bump to replace the user in that role.
- Tap Proceed with no roles or location to temporarily log in with no role.

If you choose to bump the other user, that person is sent a notification when you complete the login process.

**Note:** An exclusive role may be assigned its own extension that automatically routes to the user who is 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.

**Note:** Exclusive roles are set up by the system administrator.

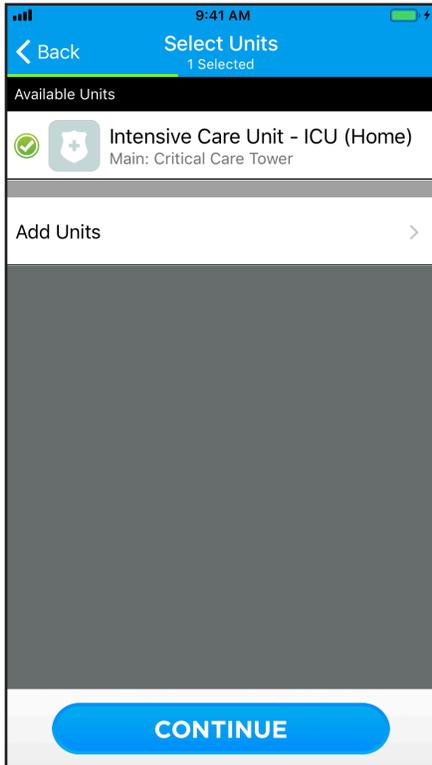
### Select a unit(s).

For most roles, the Select Units screen shows a default location. Tap Continue to accept that unit.

### Choose units.

If it's appropriate, you can choose one or more different locations:

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

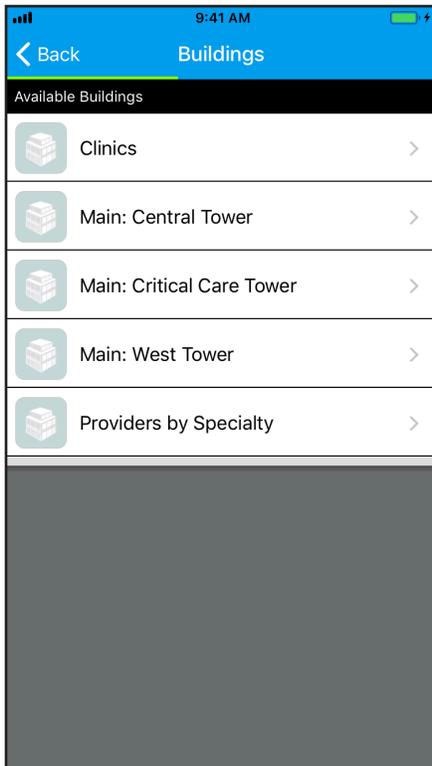


Selecting locations

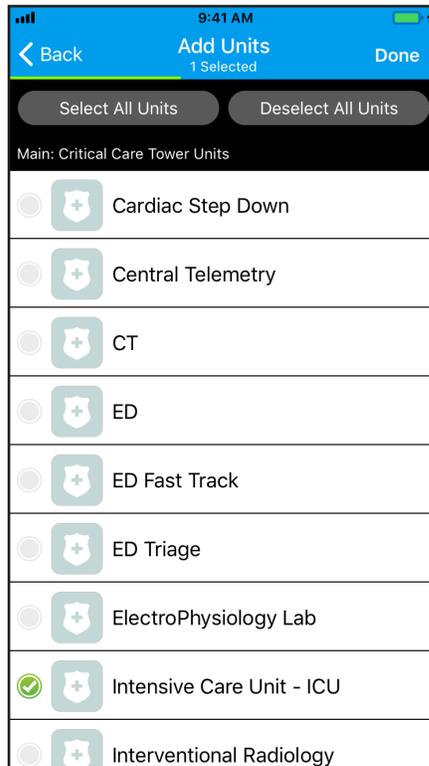
## Add units.

To add locations that do not show up by default:

1. Tap Add Units. The Buildings screen appears.
2. Tap the building that has the unit you would like to add to your shift assignment.
3. Select the unit(s) you want to add.
4. Repeat steps 3 and 4 as necessary.
5. Tap Done when finished.



**Searching by buildings**



**Adding a unit**

## Select rooms.

The Rooms screen shows the room(s) available based on the locations and roles you selected. Not all roles require this step.

1. For the first location you selected in the previous screen, tap each of the rooms you are assigned to.
2. Repeat for additional locations as needed.



**CAUTION** If you are not overseeing any rooms on this shift, ensure the No Rooms option is selected and tap Continue.



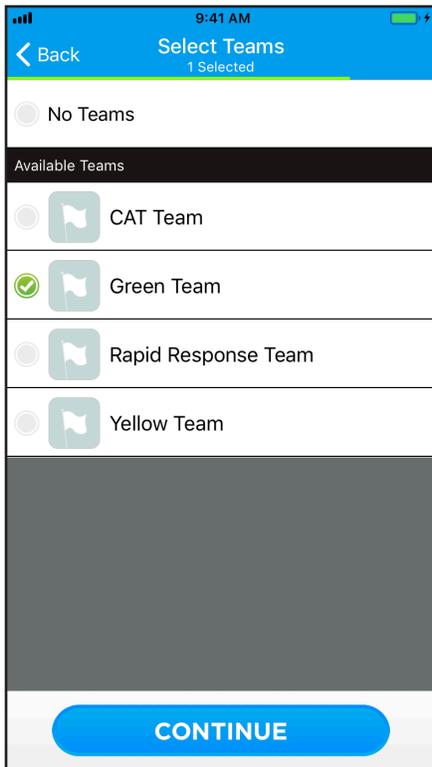
### Selecting rooms

**Note:** If you are able to view/assign patients, once logged in, you can view patients associated with a room. See the [Patients](#) section for more information.

## Select teams.

The Teams screen shows the team(s) you can select for your shift. The teams available to choose from depend on your role. You can see the other members of your team(s) in the Directory.

1. Select the teams you are part of during this shift.
2. Choose as many teams as necessary.
3. Tap Continue.

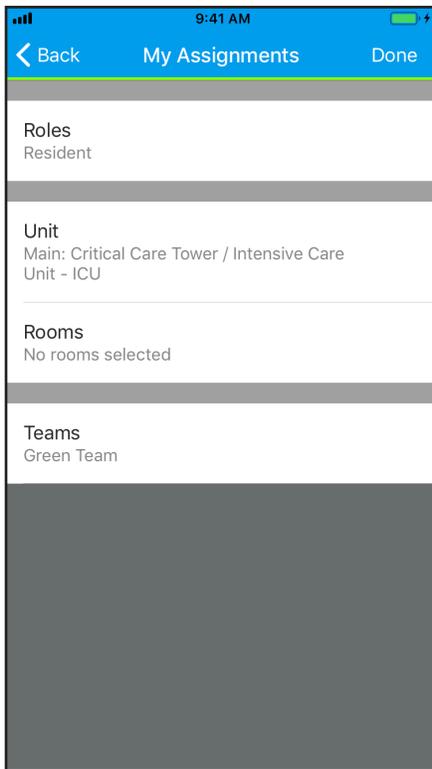


**Selecting teams**

## Finish logging in.

The My Assignments screen gives you a chance to quickly review your shift information. If you need to make changes, tap Back (top left).

Tap Done (top right) to complete the log-in process. Once the log-in process is complete, other users will see you as Available in the Directory.



**Login: My Assignments**

**Note:** You can change selections at any time from your profile.

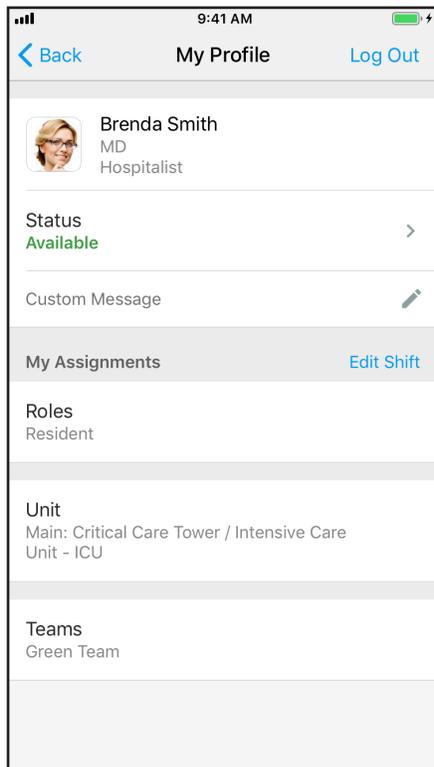
**Note:** Your shift assignments in Voalte Me could affect the [alerts](#) you receive on your phone. Contact your hospital's administration with any concerns or questions.

**Note:** Voalte Me saves your shift selections when your session is terminated so they will be available when you log in again.

# Profile and availability.

When you finish signing in, tap the presence indicator (green dot) at the top right of the screen to access the My Profile screen (you can also access the My Profile screen from the [Menu](#) or by [tapping your name in the Directory](#)), which is the information about you other users see in the Directory, including your:

- Photograph
- Full name
- Title (optional)
- Department
- Roles
- Units
- Teams



**My Profile screen**

## View your profile.

From the My Profile screen you can:

- Set your [Availability](#).
- Create a [custom message](#) other users will see, to let them know, for example, when you will become available again.
- Access your [shift information](#).

You can open your profile in three ways:

- From the Directory screen, tap the green dot in the top right corner.
- Tap Menu (bottom right) and then My Profile.
- Tap your name in the Directory.

## Availability.

From your profile, tap Status to select an availability option:

- Available
- Busy
- Unavailable

### Available status.

Select Available to let others know you can be contacted. When you log in, you are shown as available automatically. This is indicated by a green dot next to your name in the Directory.

### Busy status.

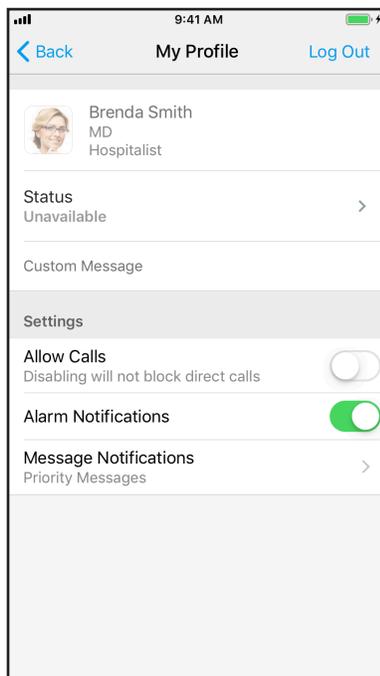
Select Busy to show you are not available. Other users will see a red dot beside your name. All but [high-priority text messages](#) and [alerts](#) are muted. Phone calls sound normally.

## Unavailable status.

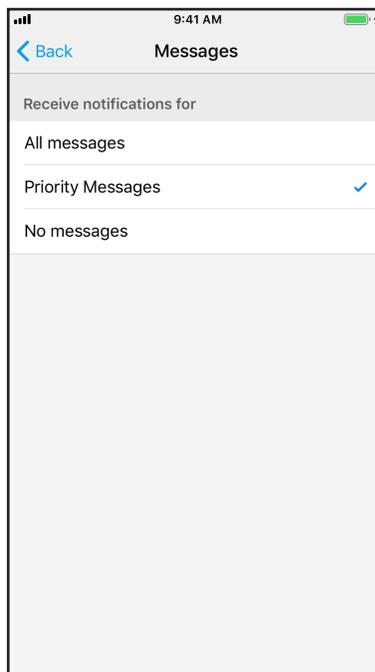
Tap Unavailable to appear offline to other users. With your status set to unavailable, you have three options to customize the types of calls and notifications you receive:

- **Allow Calls**—When switched on, calls are permitted while you are unavailable. The default position is off, which will block calls made from Voalte users through the application.
- **Alarm Notifications**—When switched on (default position), you will receive all alarm notifications.
- **Message Notifications**—You can configure these notifications to sound by message type: Receive notifications for all messages, priority messages only or no messages.

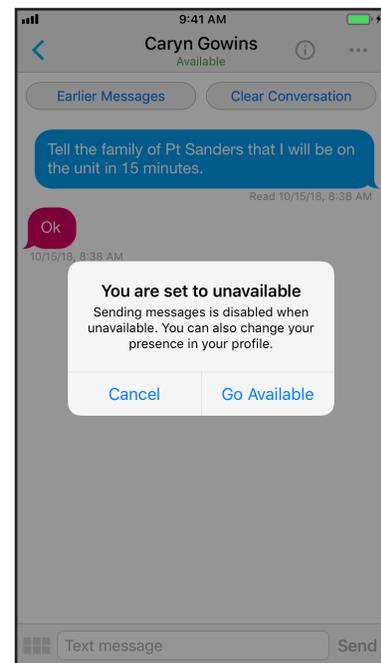
**Note:** On first use of the Unavailable status, the default position is No messages. Each time the Unavailable status is used thereafter, Voalte Me defaults to the previous configuration, unless changed.



**My Profile screen: Unavailable**



**Unavailable status: Changing message notifications**



**Unavailable status pop-up**

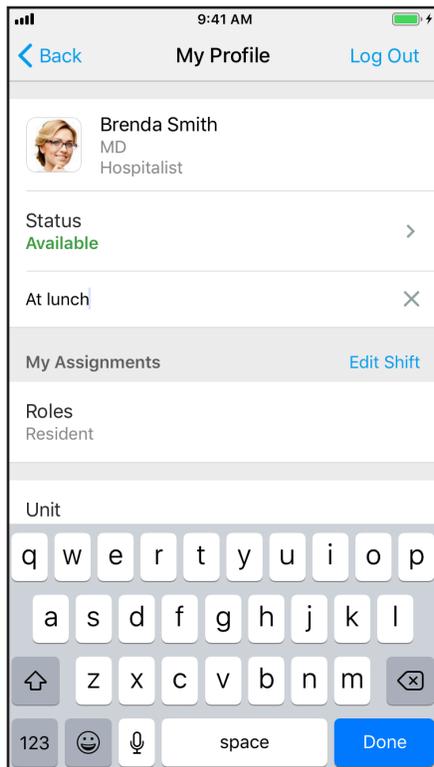
**Note:** You cannot send text messages when your status is set to Unavailable. When you attempt to send a message while unavailable, a pop-up appears asking if you want to Go Available.

## Custom message.

To give other users more information about what you're doing, enter a brief message in the Custom Message field.

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

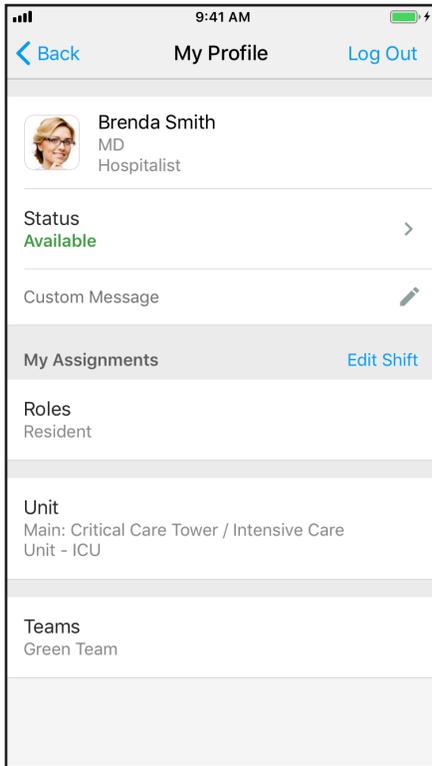
To clear the message when it's no longer needed, return to your profile and tap the X next to the message.



**Entering a custom message**

## Shift information.

View and edit your shift information from your profile. Tap Edit Shift to change your shift assignments.

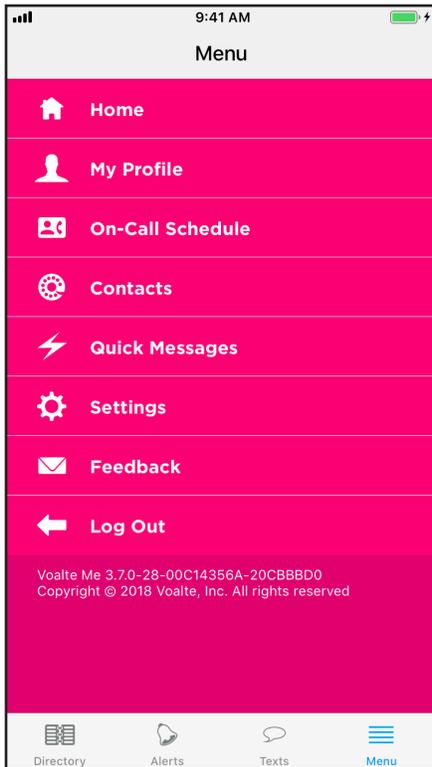


**Profile screen:  
My Assignments**

# Menu.

The Menu provides options for locating people and information, viewing and editing your profile, creating Quick Messages, adjusting settings, sending feedback and logging out.

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



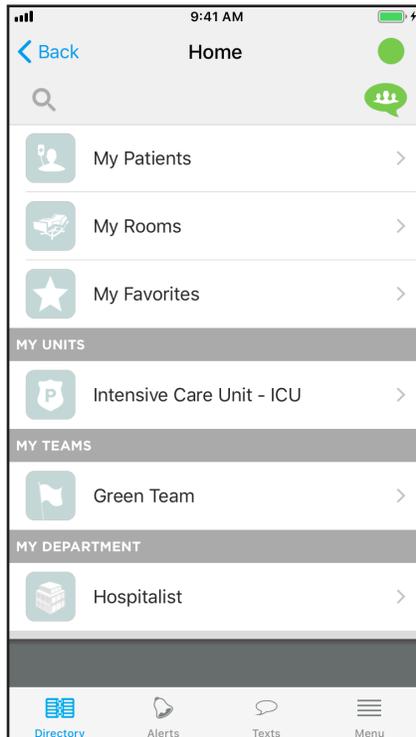
**Menu screen**

## Home option.

The Home screen shows the patients, rooms, favorites, units, teams and department you are assigned to. Use this view to quickly toggle between these listings.

**Note:** The items listed on the Home screen reflect the assignments you chose when you logged in.

**Note:** If you are assigned to only one unit, but have not assigned yourself to any teams, rooms or patients and have not favorited any units or teams, your Home screen shows only users in the unit you are assigned to.



**Home screen**

## My Profile option.

Tap My Profile to view your profile and assignments, set a custom message, change your status or edit your shift. See the [Profile and Availability](#) section for more information.

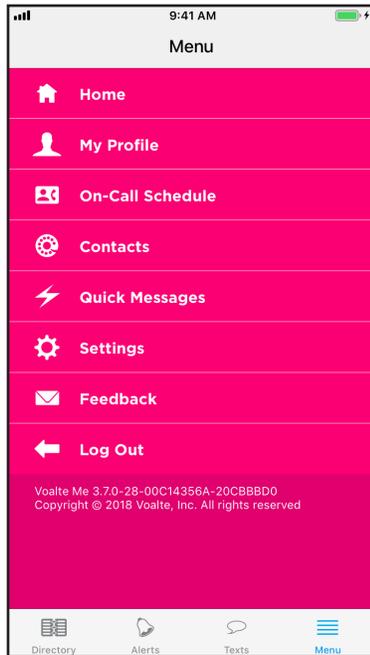
## Contacts option.

Tap Contacts to see a list of hospital extensions not associated with a Voalte Platform™ user, such as desk phones, security and outside contacts. See the [Contacts](#) section for more information on managing contacts.

## On-Call Schedule option.

Tap On-Call Schedule to access on-call schedules from the Menu. Tap a name, and Voalte Me will present the on-call staff member's Voalte profile. See the [On-call Scheduling](#) section for more information.

**Note:** This feature requires an integration with an approved on-call schedule vendor. Contact your system administrator for more information.



### On-Call Schedule option

## Quick Messages option.

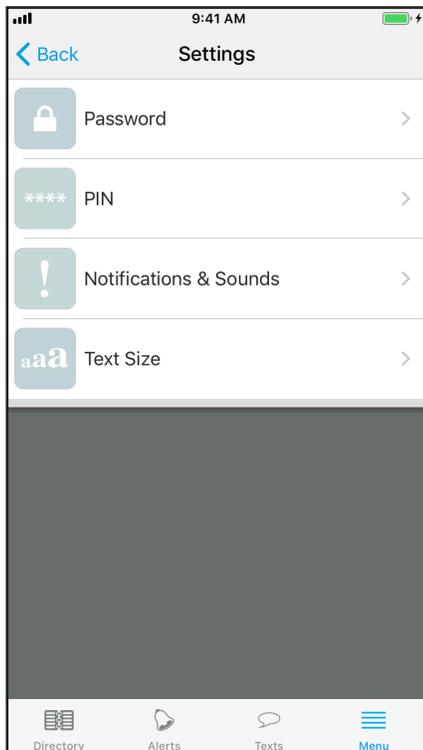
Tap Quick Messages to view system Quick Messages, manage saved messages and add new ones.

**Note:** You cannot send a Quick Message using this option. See the [Quick Messages section](#) for details on managing and sending Quick Messages.

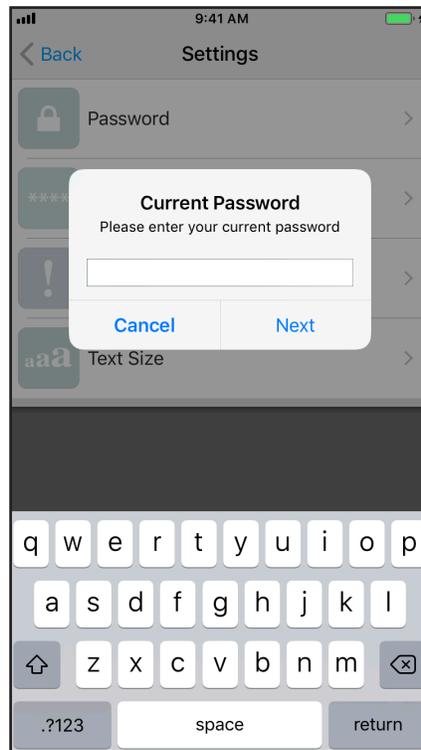
## Settings option.

Tap Settings to:

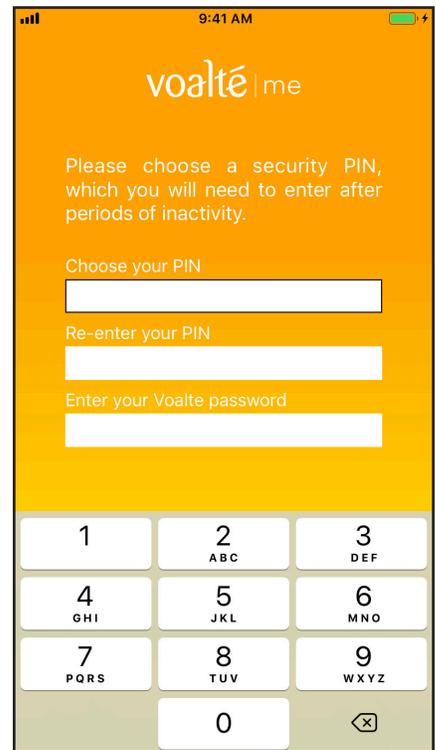
- Change your password (if permitted by your system administrator).
- Change your security PIN (if your hospital requires the PIN for Voalte Me).
- Configure tones for text messages, enable [text message reminders](#) and [edit override do not disturb settings](#).
- [Adjust the size of the text](#) you see in a conversation for better readability.



Settings screen



Changing your password



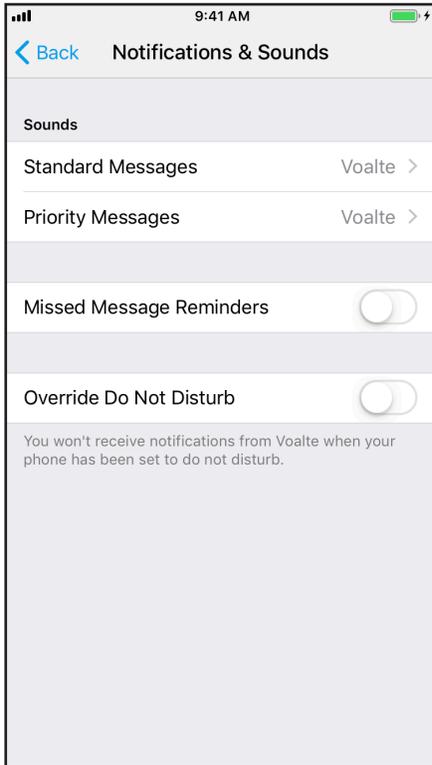
Selecting your Security PIN

## Configure text tones.

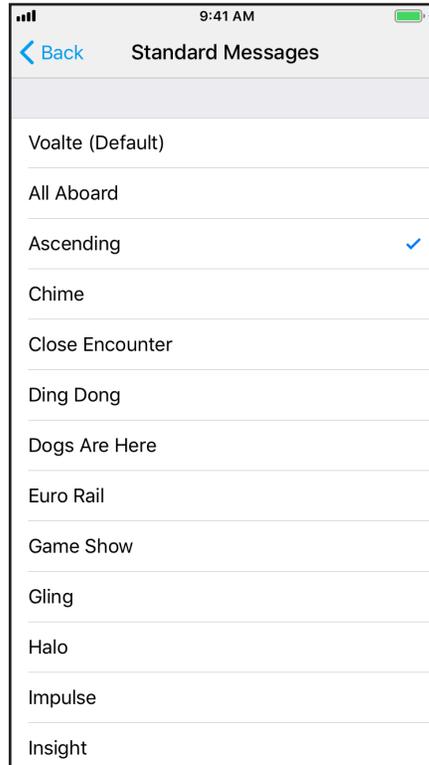
As a Voalte Me user, you have the option to set a unique tone for standard and priority text messages. You can choose between the Voalte tone set by your administrator or a unique tone from the list.

To change your tone:

1. Go to Voalte Me menu → Settings → Notifications & Sounds.
2. Select a tone for Standard Messages and for Priority Messages.



**Notifications & Sounds screen**



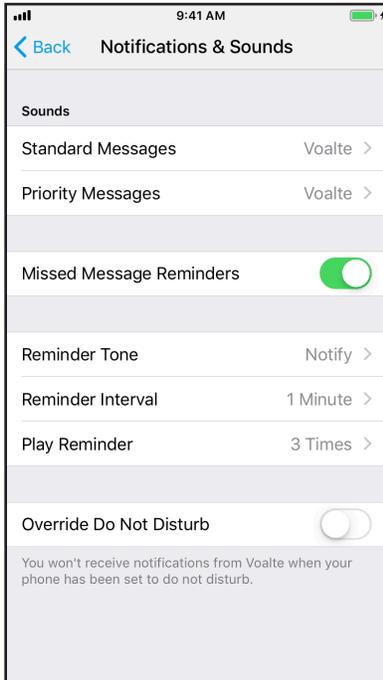
**Selecting a tone**

## Reminders option.

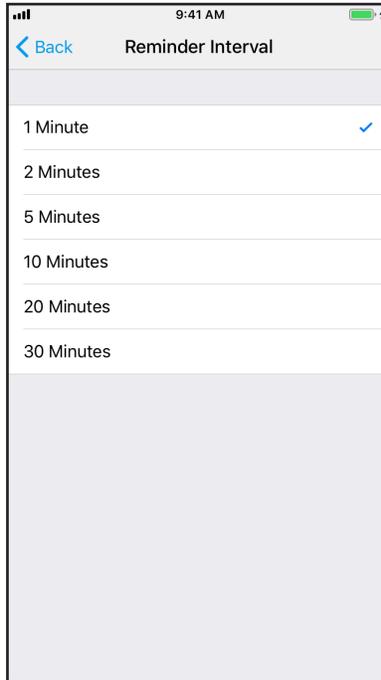
As a Voalte Me user, you have the option to set reminders for unread text messages. Your phone will play a reminder tone until the application is launched.

The Reminders option has three settings:

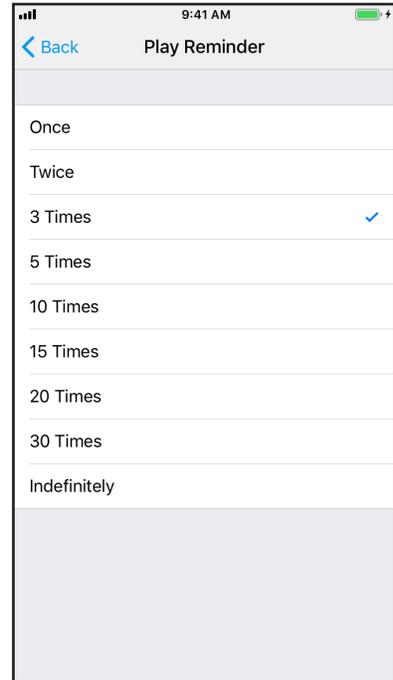
- **Reminder Tone**—Choose the tone that will sound when the reminder is delivered to your phone. (This is similar to choosing a ringtone for your phone.)
- **Reminder Interval**—Set how frequently the reminder plays.
- **Play the Reminder**—Set the number of times the reminder plays.



Notifications & Sounds screen



Setting the time between reminders



Setting how many times the reminder plays

## Override Do Not Disturb settings.

Voalte Platform can override the Mute switch (iOS only) and the Do Not Disturb settings on iOS and Android devices. When this feature is enabled, notifications will still make a sound even when in Do Not Disturb mode. Voalte Me users have the ability to choose which type of notifications can override Do Not Disturb settings for:

- Alerts
- Standard messages
- Priority messages

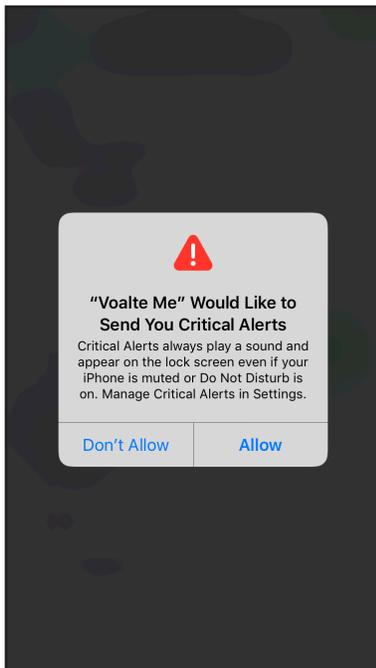
**Note:** Calls received from other Voalte Platform users will override your Do Not Disturb configuration according to your device settings. These calls are received through your native dialer and are not affected by the Voalte Platform override settings described in this section.



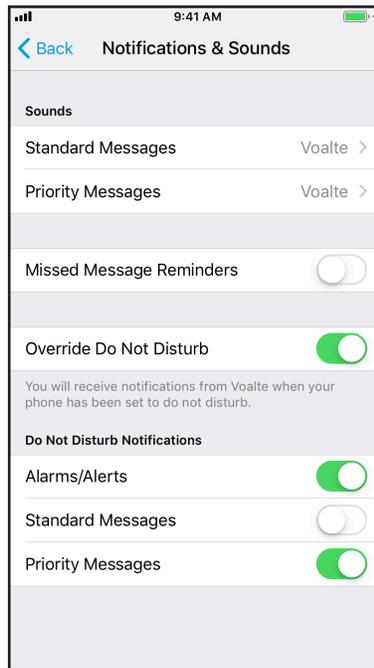
**CAUTION** To use this feature, 3.7 Voalte Me iPhone users must be running iOS 12 or greater and have 3.7 Voalte Platform Server installed.

To override Do Not Disturb settings:

1. From Voalte Me, go to Menu → Settings → Notifications & Sounds.
2. Enable Override Do Not Disturb.
3. Set your Override Do Not Disturb settings.



**Allowing Critical Alerts from Voalte Me (iOS only)**

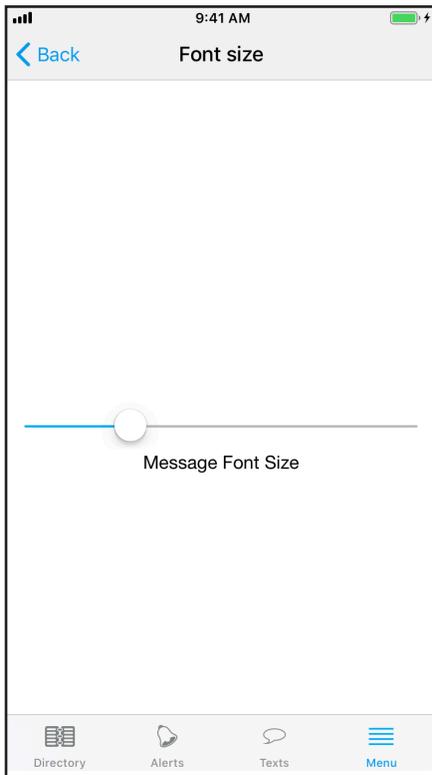


**Setting the Override Do Not Disturb settings**

**Note:** The ability to override Do Not Disturb settings is a hospital-wide setting. Please reach out to you Voalte administrator if you do not have this option available.

## Change text size.

To adjust the size of text in conversations for better readability, use the slider. Your setting will be retained from session to session.

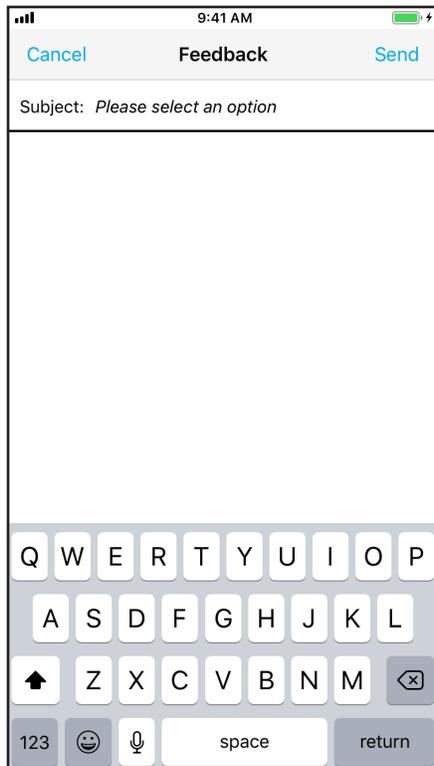


**Changing message font size**

## Feedback option.

To send a message to the Voalte support team:

1. Tap Feedback. A ticket opens automatically so Voalte can track the issue and get back to you.
2. Use the Subject drop-down to choose a category.
3. Use the keypad to type your message.
4. Tap Send (top right).



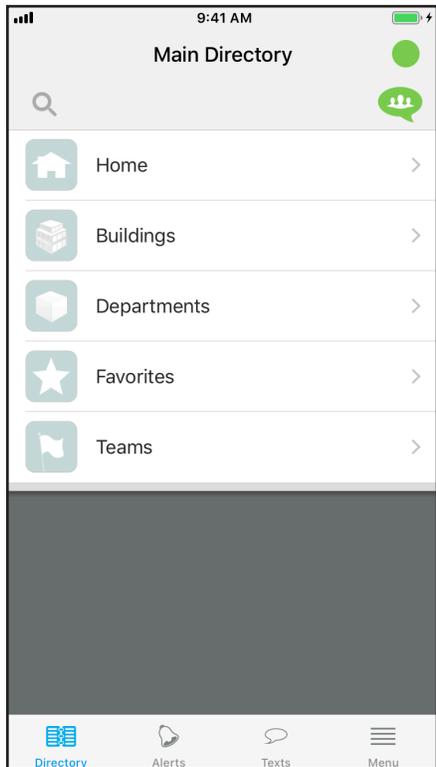
**Sending feedback to Voalte**

## Log Out option.

Tap Log Out to begin [logging out](#) and then follow the prompts to complete the process.

# Main Directory.

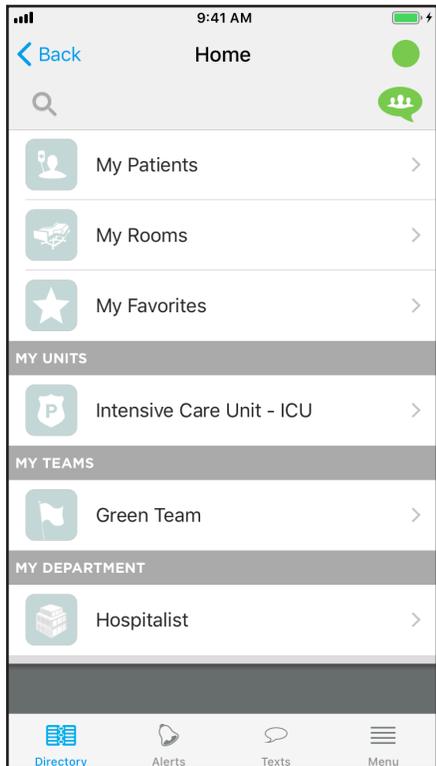
The Main Directory screen lists five categories: Home, Buildings, Departments, if applicable, Favorites and Teams. Tap any item to open a detailed list.



**Main Directory screen**

## View your Home screen.

Tap Home to access the patients, rooms, favorites, units, teams and departments, if applicable, assigned for your current shift. If you assigned yourself to multiple units or teams when you logged in, all of them appear in this list. See the [Home](#) option for more information.

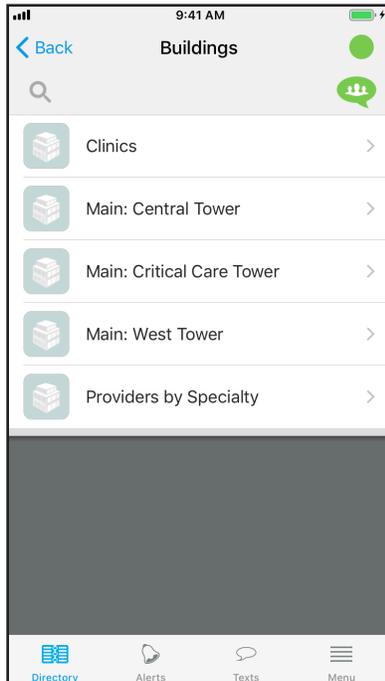


**Home screen**

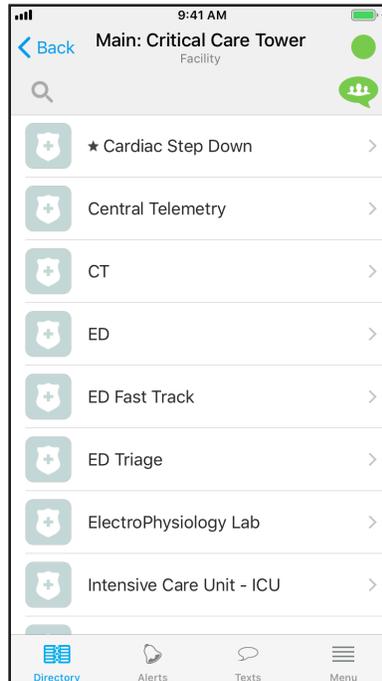
## View users by building and unit.

Each building listed in the Directory can be expanded to show a list of location-specific units.

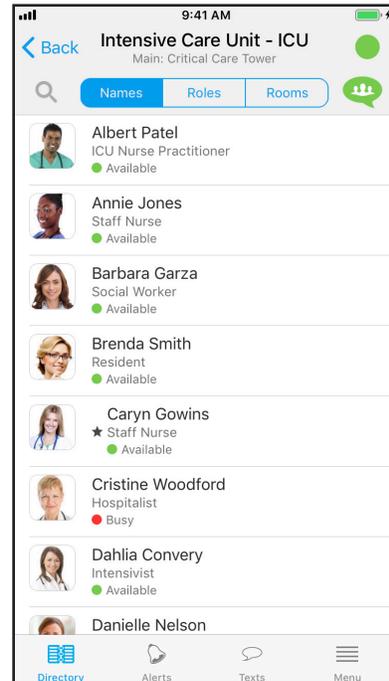
1. From the Main Directory, tap Buildings to see the list of all buildings for your hospital.
2. Tap a building name to see a list of all units in that building.
3. Tap a unit name to see list of users in that unit.



**Buildings list**



**Units in a building**

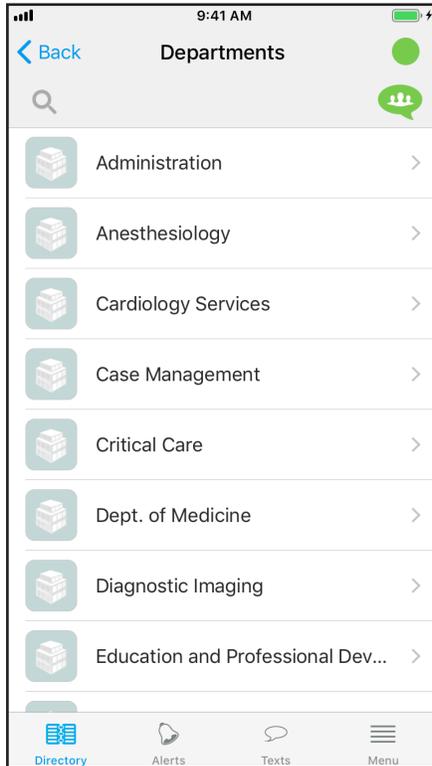


**Users in a unit**

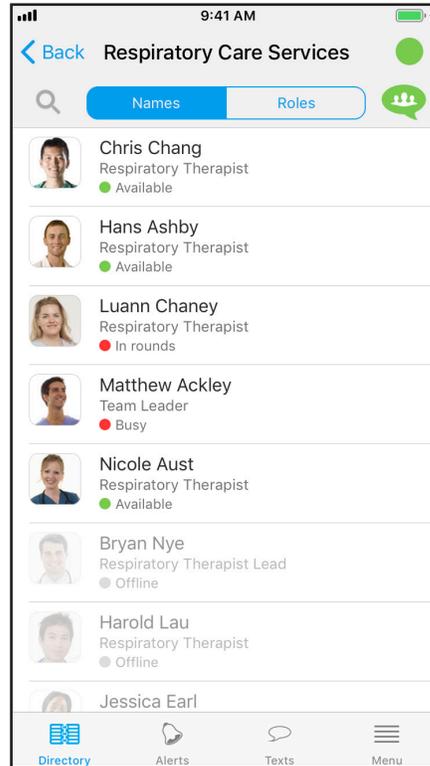
## View users by department.

If your hospital utilizes departments, you can view users by department.

1. From the Main Directory, tap Departments to see a list of the available departments.
2. Tap a department name to see a hospital-wide list of Voalte users in that department.



**Departments list**

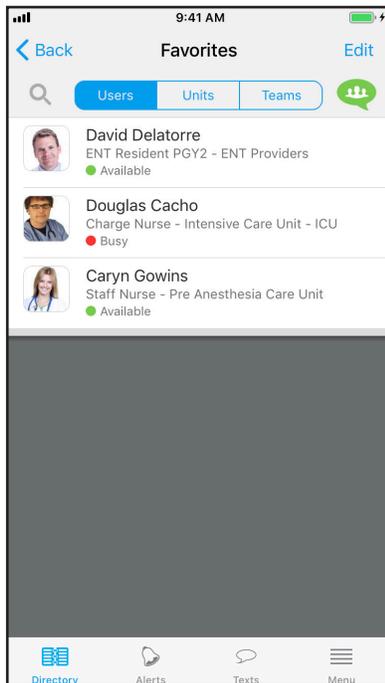


**Users in a department**

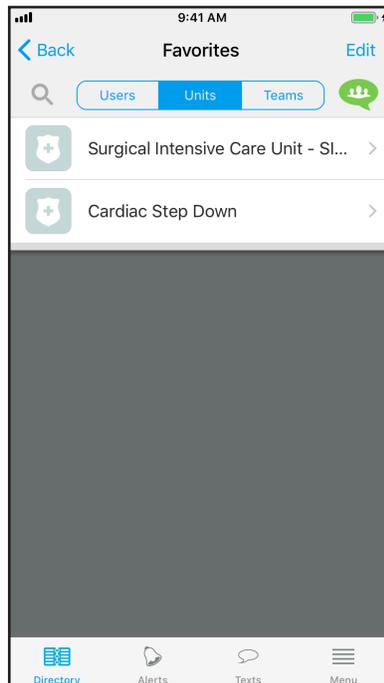
## View your favorites.

Tap Favorites to see the list of other users, units or teams you have marked as favorites.

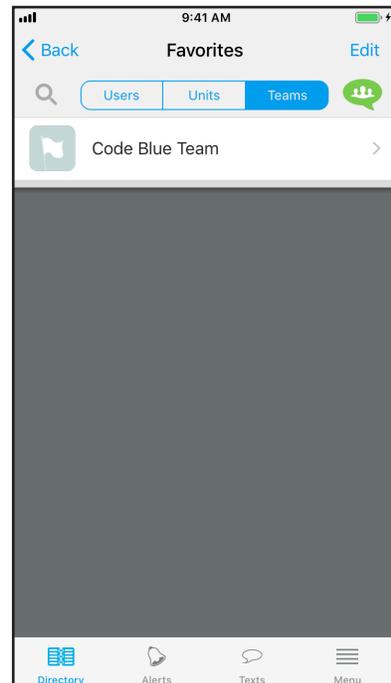
See the [Favorites](#) section for more information.



**Favorites: Users**



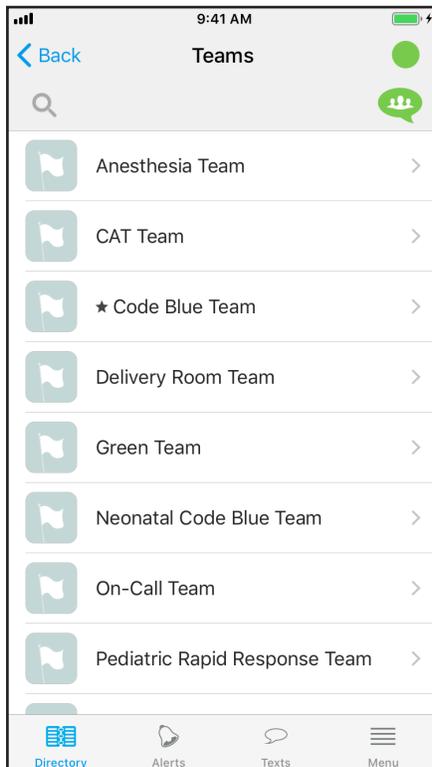
**Favorites: Units**



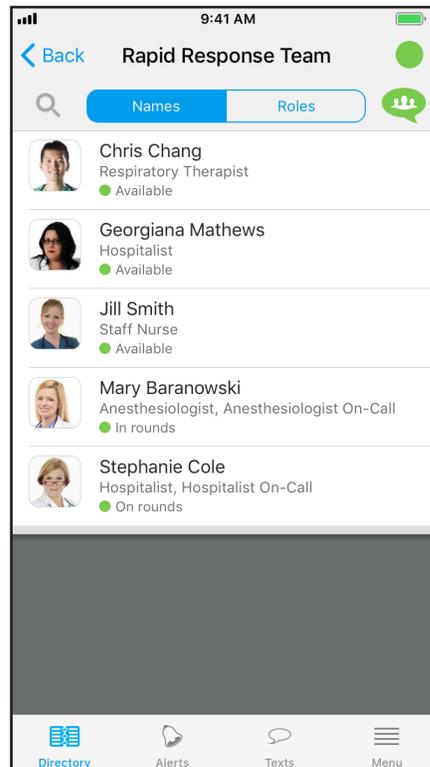
**Favorites: Teams**

## View users by team.

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



**Teams list**

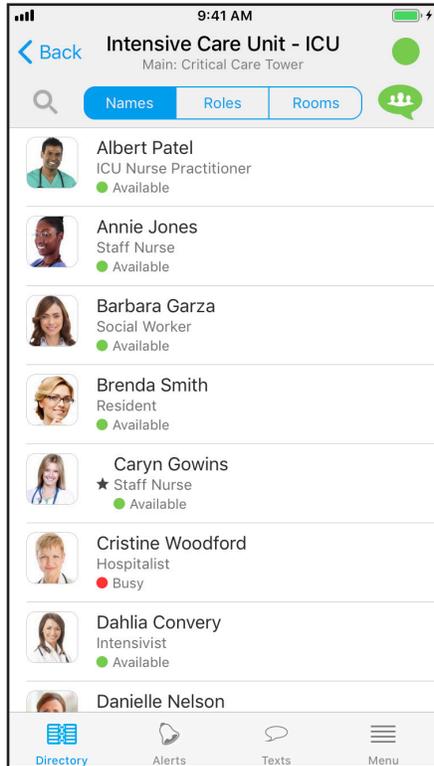


**Users on a team**

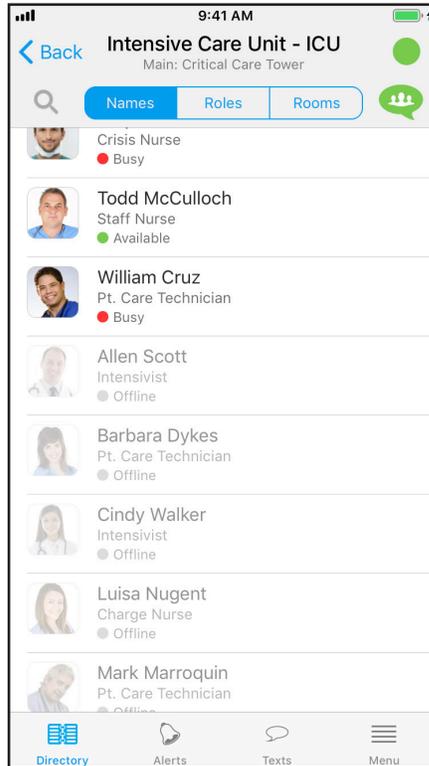
## View users by name.

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

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



Online users

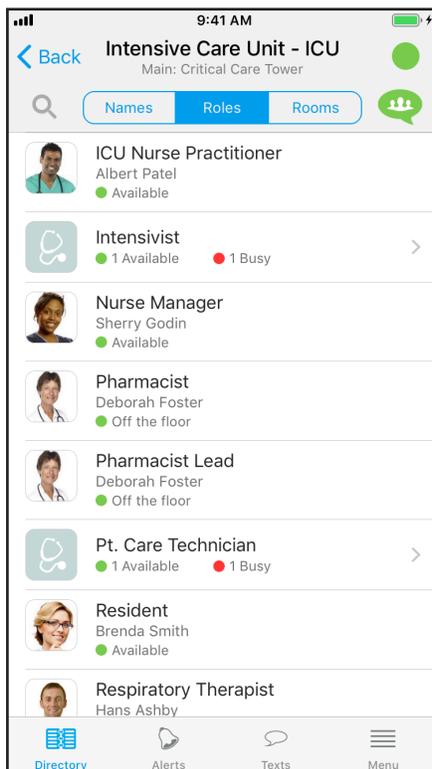


Offline users

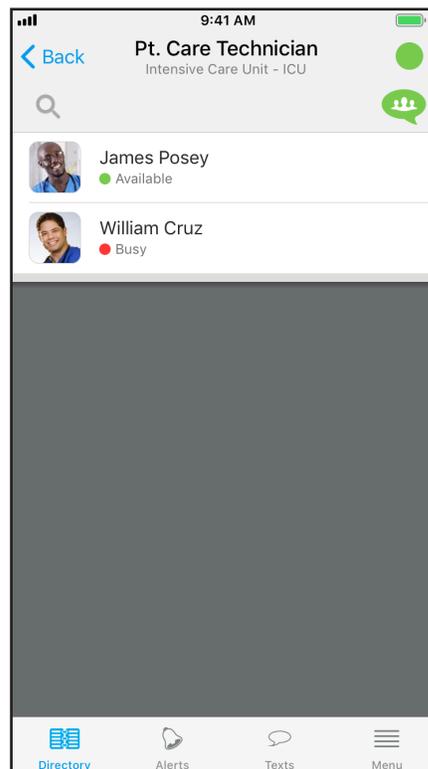
## View users by role.

When you have a list of users open in the Directory, you can sort them alphabetically by role (instead of display name):

1. Tap Roles at the top of the screen to change the view. A list of roles appears.
  - If multiple users with the same role are logged in, only the role is shown.
  - If only one user with a particular role is logged in, that person's name is shown, as well as the role.
  - Only users who are logged in are shown. If no one is logged in for a given role, that role shows no results.
2. Tap the role to expand the list of users in that role.



**Viewing roles**



**Multiple users in a role**

## View users by room.

To view users by room instead of by name or role:

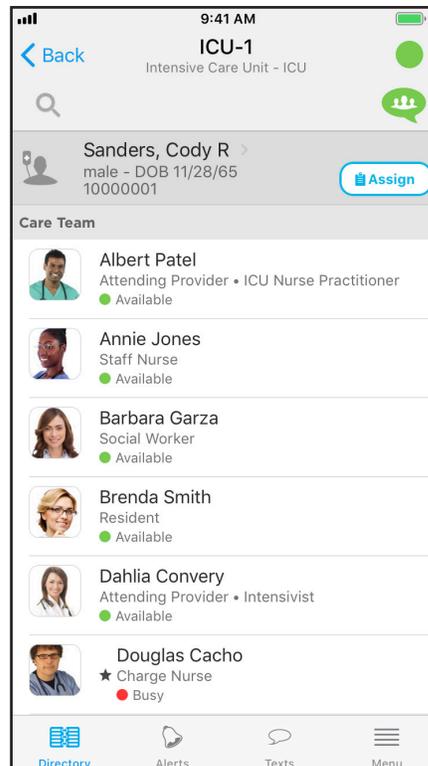
1. Tap Rooms at the top of the screen to change the view. A list of rooms appears.
2. Tap a room to see the users assigned to that room. Only users who are logged in are shown. If no one is logged in for a given room, this option is disabled.

Depending on your hospital's setup, you may see patient information in this part of the application. Refer to the [Patients](#) section for more information.

**Note:** Some units may not have rooms set up in the Directory. In that case, rooms cannot be seen.



**Viewing rooms**



**Users in a room**

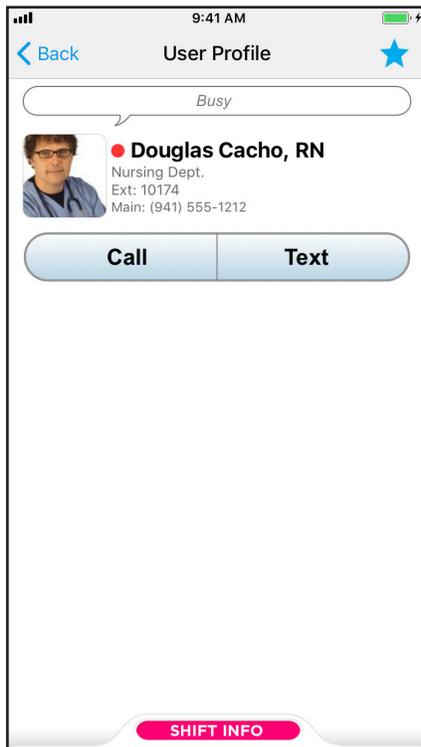
**Note:** When you switch between locations, Voalte Me retains the last-used view. For example, if you view by role in one unit, you also see users listed by role when you switch to another unit.

## View a user profile.

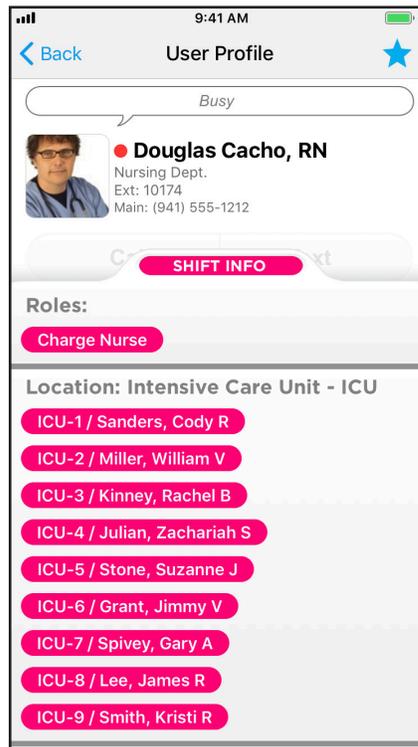
To see information about an individual user, tap the person's name to open his or her profile, which shows:

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

To see a user's current role, team, location, room and patient assignments, tap Shift Info.



**User Profile screen**



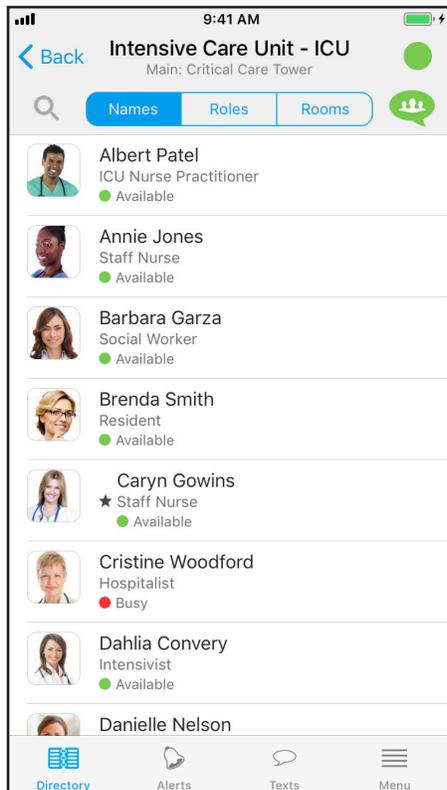
**User's shift information**

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

## View yourself in the Directory.

You can see yourself listed in the unit, team, room or department you are assigned to.

Tap your name to go to [your profile](#).

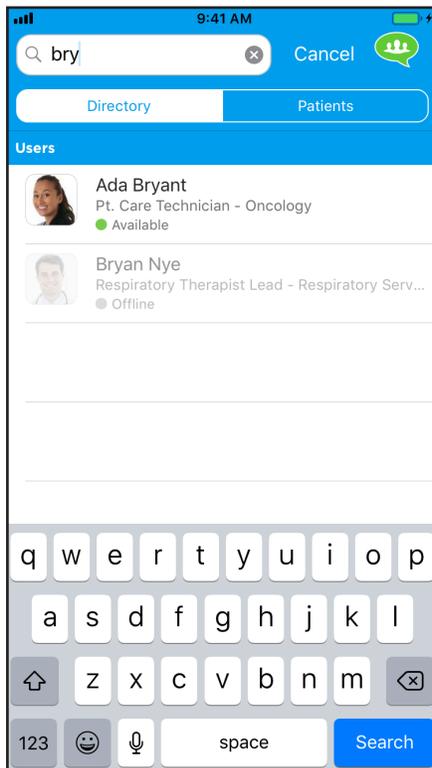


**Viewing yourself in a unit**

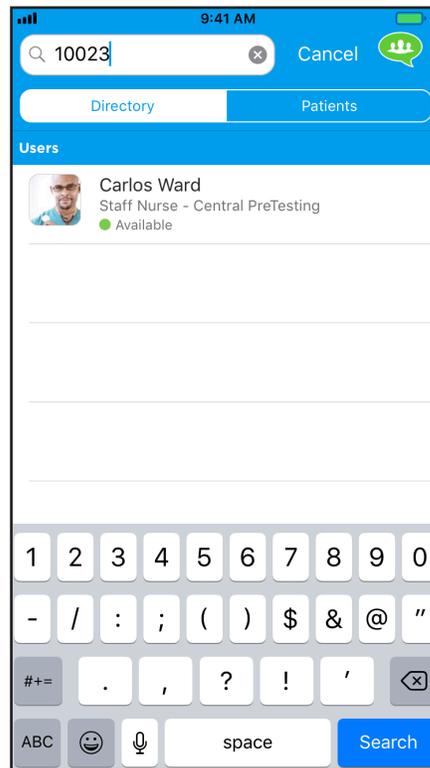
## Search the Directory.

All Directory screens include a Search button  in the top left. You can search by name, username, role, unit, department, building or extension.

- **To search by name or other text:** Tap the Search button and begin entering characters into the Search field using the keypad. As soon as you have typed two characters, the search begins. To narrow the search, enter more characters.
- **To search by extension:** Enter all of the digits. The extension must match exactly to show a result.
- **To search for a patient:** Tap the Patients button, and enter the name in the Search field.



Searching by name



Searching by extension

# Favorites.

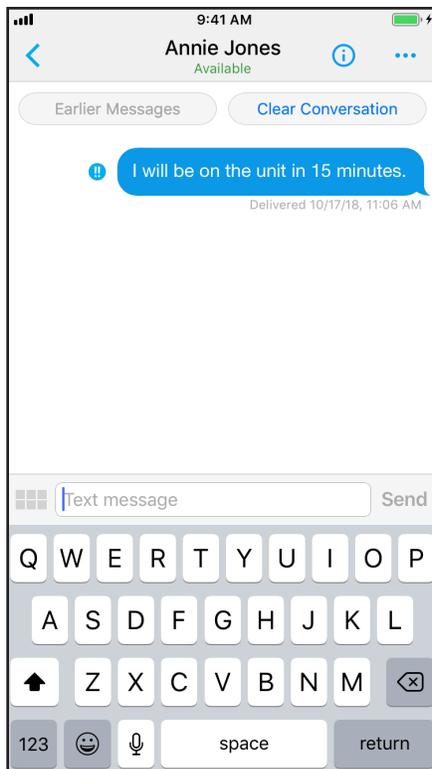
You can save other Voalte users, units or teams you communicate with on a regular basis to a Favorites list to make them easy to find.

Once you have saved a unit, team or user as a favorite, the name is marked with a star in the Directory and appears in My Favorites.

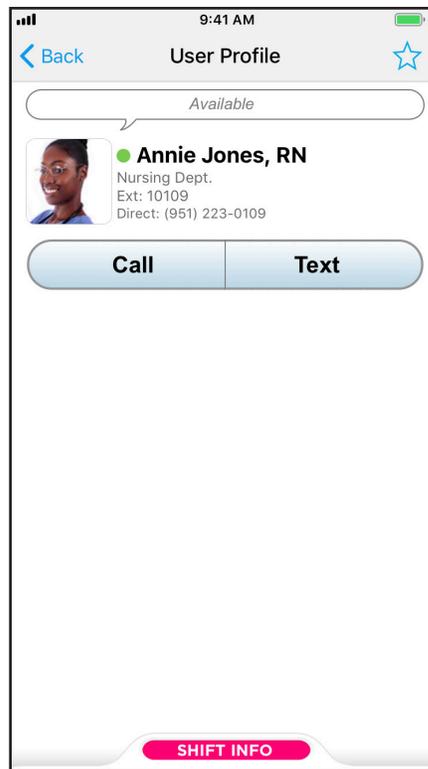
## Favorite a user.

To add a user to your Favorites list:

1. Locate the user's name:
  - In your [message history](#), find a text from the user and tap it to open the conversation detail. Then tap Profile (top right).
  - In the [Directory](#), find the user you want and open their profile.
2. Tap the star (top right).



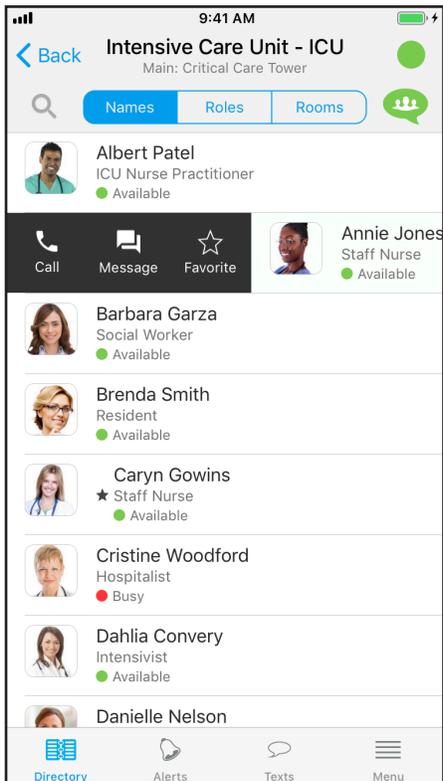
Message history



User profile

## Favorite a user on an iPhone.

If you are using an iPhone, you can also favorite users by swiping the name in the Directory left or right, and tapping the Favorite button.



### Favoriting a user from the Directory on iPhone

## Favorite a unit or team.

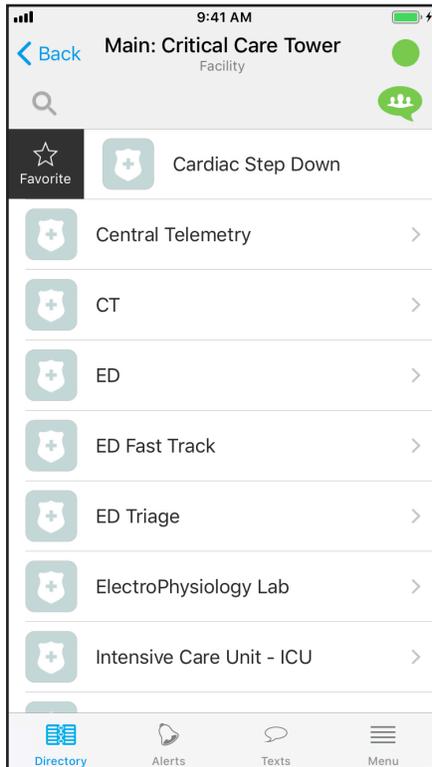
To add a unit or team as a favorite:

1. Locate the unit or team in the Directory.
2. Swipe left or right and tap Favorite.

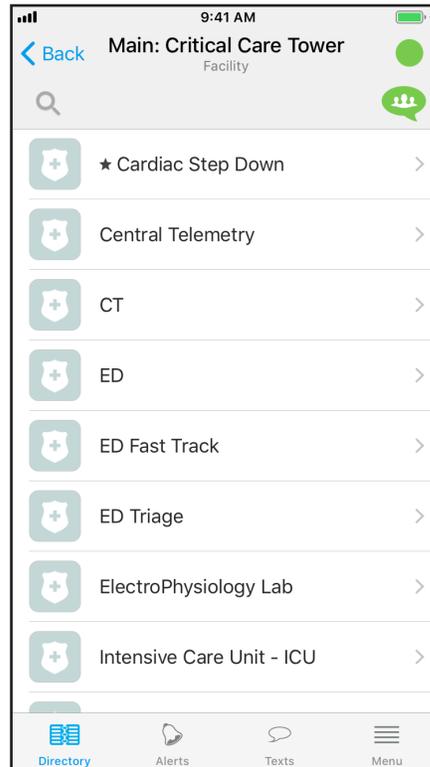
Once you have added users, units or teams to your Favorites list, tap Favorites on the Main Directory screen or My Favorites on the Home screen, to access them.



**CAUTION** Favoriting a team or unit does not make you appear in that unit or team for other users to find. You must add the unit or team to your shift selection to appear in that unit or team.



**Favoriting a unit**



**Favorited unit**

## Remove favorites.

You can remove names from your Favorites list in three ways. If you have an iPhone, there is an additional way to remove a favorite (see below).

### Remove a single user.

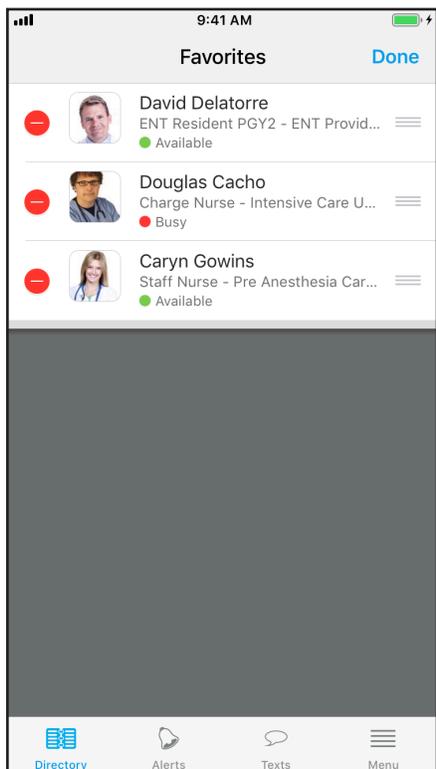
1. Open the user's profile.
2. Tap the star (top right).

### Remove a single unit or team.

1. Locate the unit or team in your Favorites.
2. Swipe left or right and tap Favorite.

### Remove multiple users, units or teams.

1. From the Main Directory or Home screen, open your Favorites list.
2. Tap Edit (top right).
3. Tap the red circle beside one or more names to remove users, units or teams as favorites.
4. Tap Done (top right) when you are finished.



**Editing favorites**

### Remove a user on an iPhone.

If you are using an iPhone, you can also remove favorite users by swiping the name in the Directory left or right, and tapping the Favorite button.

# Contacts.

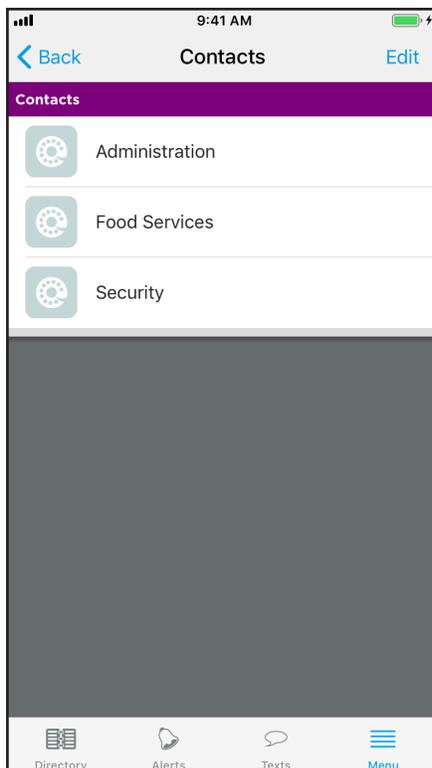
You can also save the numbers of frequent contacts that are not in the Voalte system by adding numbers manually to your Contacts list.

## Add contacts.

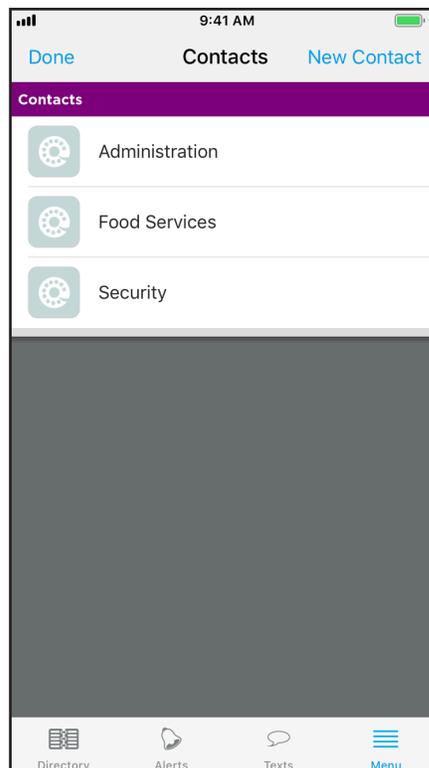
Your hospital may already have populated the Contacts with frequently used numbers.

To add your own contacts to this list:

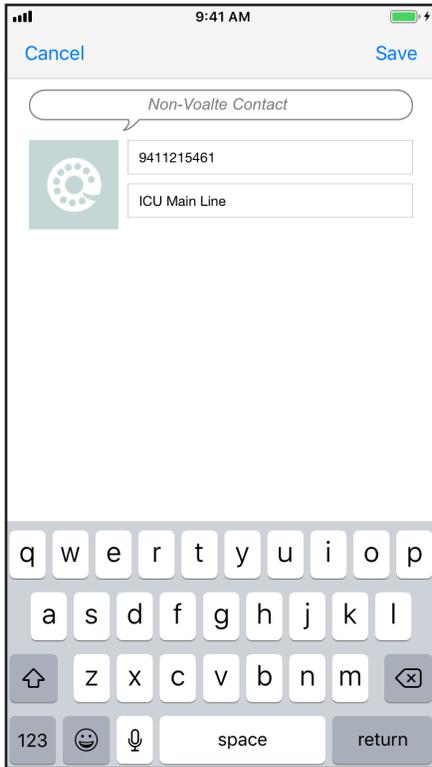
1. Tap Edit (top right).
2. Tap New Contact (top right).
3. Using the keypad, enter the phone number and name of the contact.
4. Tap Save (top right).
5. Tap Done when all changes are complete.



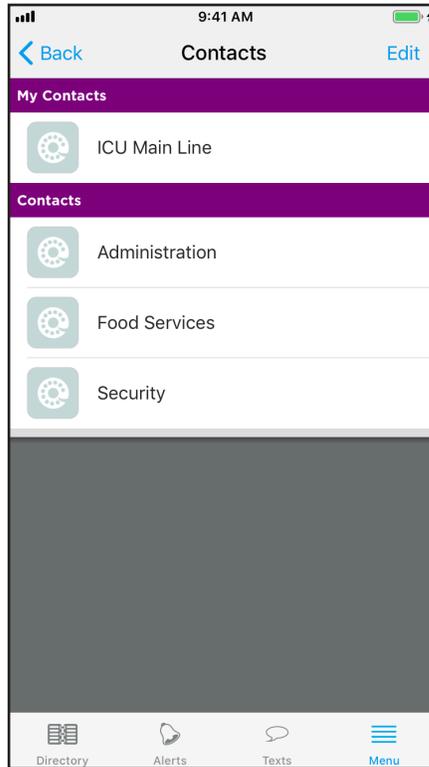
**Contacts screen**



**New Contact button**



**Adding a contact**



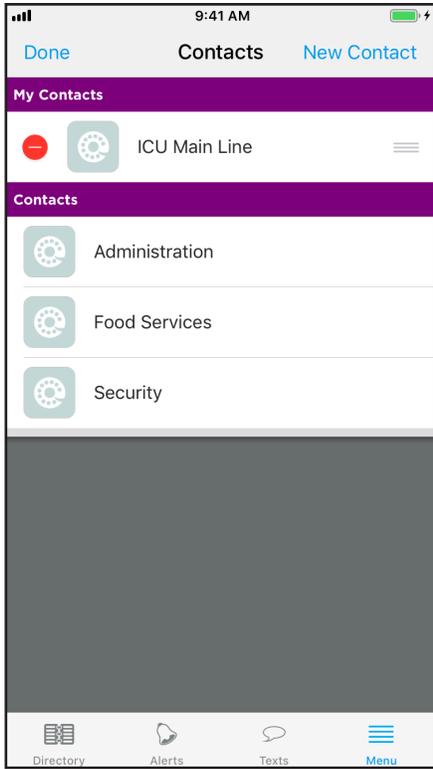
**New contact under My Contacts**

## Remove contacts.

To remove a number from your Contacts list:

1. Tap the Menu button  on anyscreen.
2. Tap Contacts.
3. Tap Edit (top right).
4. Under My Contacts, tap the red circle to the left of a contact you want to remove.
5. Tap Delete.

**Note:** You can only delete contacts you have added yourself.



**Removing a contact**

# Voice calls.

Voalte Me enables you to make and receive calls from both other Voalte users and numbers not part of the Voalte system.

When you are logged into Voalte Me, receiving calls works as it usually does on your phone.

When calling another Voalte user, you can initiate the call:

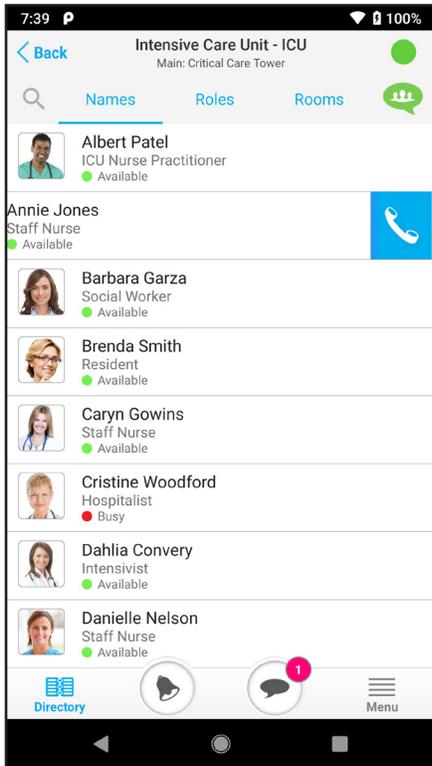
- From your Favorites or Voalte Contacts list (accessed from the [Menu](#))
- [From the Directory](#)
- [From a user's profile](#)

If user...	Android device Directory shows	iPhone Directory shows	Profile shows
Can be called			Call and Text buttons
Cannot be called			Text button

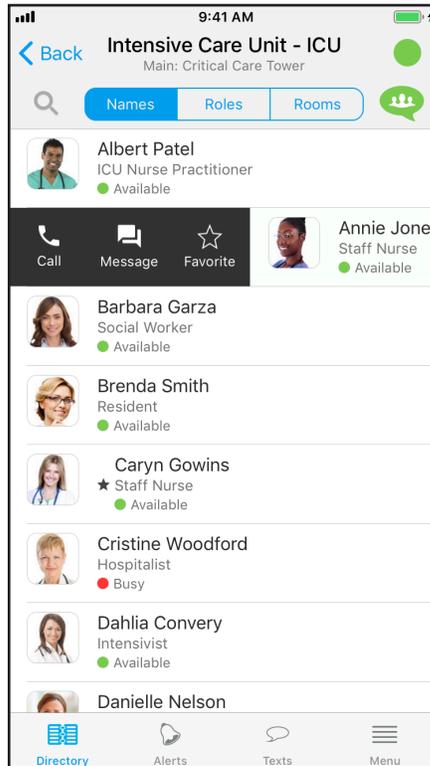
**Note:** Once the call is initiated, you leave the Voalte Me app and your phone's dialer takes over. All call records will show in your phone's call history.

## Call from the Directory.

To make a call from the Directory, tap a user's name and swipe left. If using an iPhone, you can swipe left or right, and tap Call.



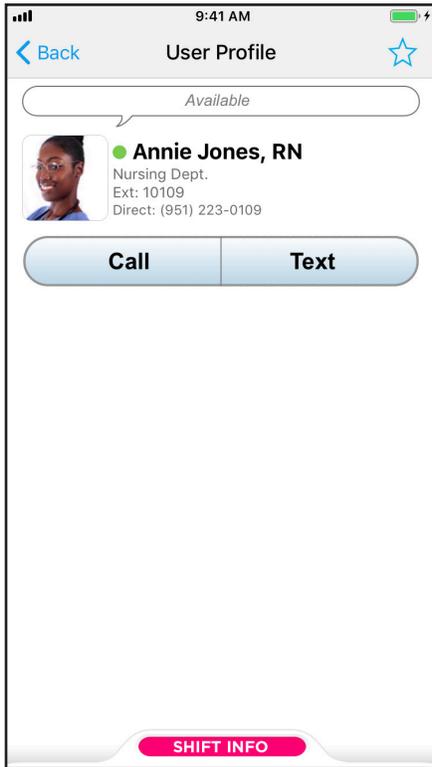
**Android device: Calling from the Directory**



**iPhone: Calling from the Directory**

## Call from a user profile.

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



Calling from a user's profile

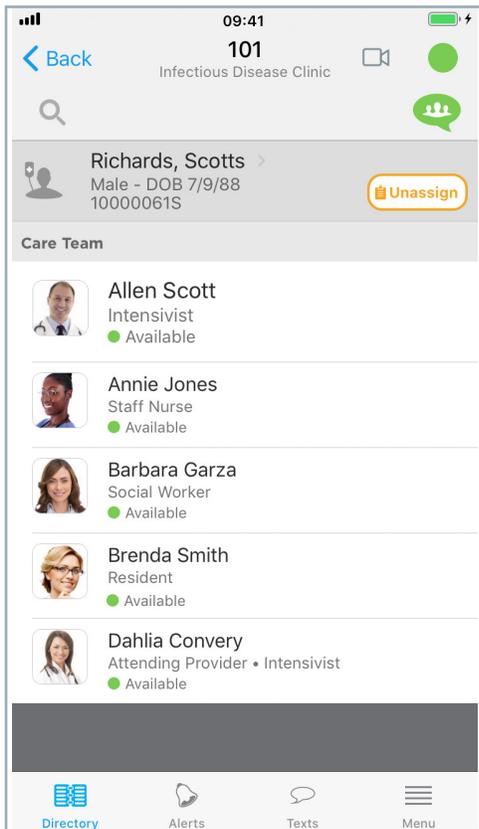
# Video Calling.

Depending on your hospital's configuration, Voalte Me 3.7.10 users with Voalte Platform Server 3.7.10 can launch an approved video app to connect a caregiver to a patient. Video calls can be made to a device assigned to a designated room/bed.

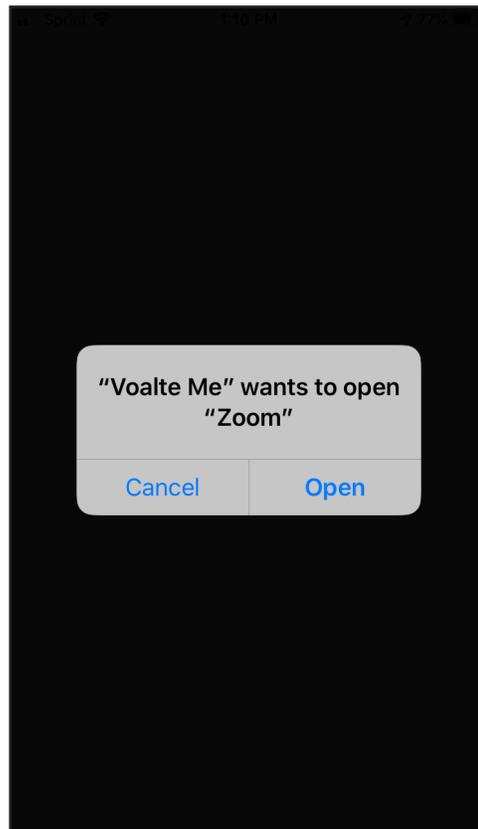
**Note:** Please contact your Voalte representative for Hillrom-approved video calling apps.

To initiate a video call:

1. Locate the patient's room.
2. Tap the Video icon in the top right corner of the patient's room. The video application launches.
3. Follow the prompts for the video app.



Patient care team: Video icon



Third-party video app

# Alerts.

Alerts received through a Voalte Platform application are secondary alarms relayed from other hospital systems.

**Note:** Not all hospitals use the alerts function. Contact your administrator for more information.

You will see up to three levels (priorities) of alerts. Each alert has a symbol and an audible tone associated with it:

- The highest priority displays a red triangle and red text.
- The middle priority displays an orange square.
- The lowest priority displays a yellow circle.



**WARNING** Your self-assignment settings must be accurate to ensure you receive the correct alerts.

**Note:** Delays, repeats, escalations and other workflow-specific actions are determined by the hospital and not configured by Voalte.

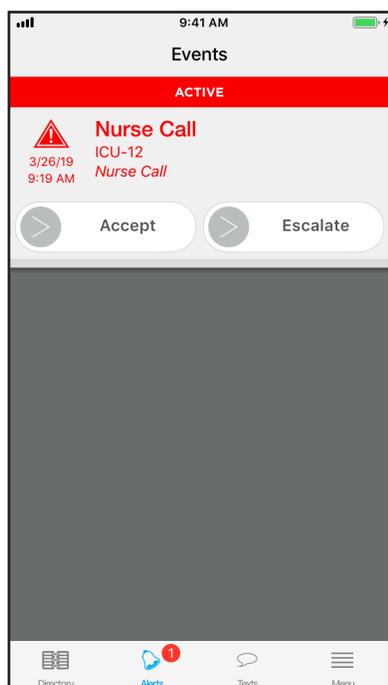
## Receive alerts.

When you receive an alert, a tone sounds and a notification displays on your phone.

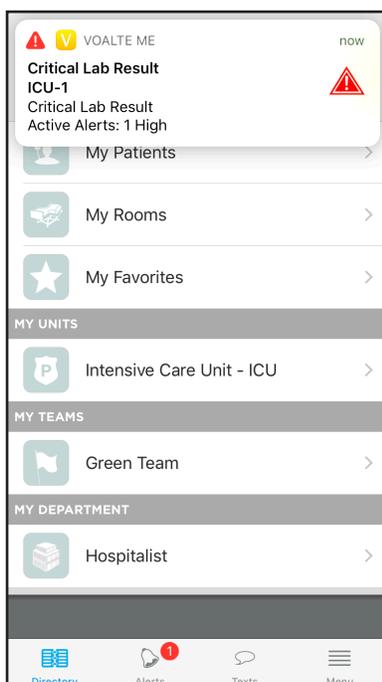
**Note:** Depending on your hospital's set up, you may see a banner notification instead of the Events screen.

## View alerts.

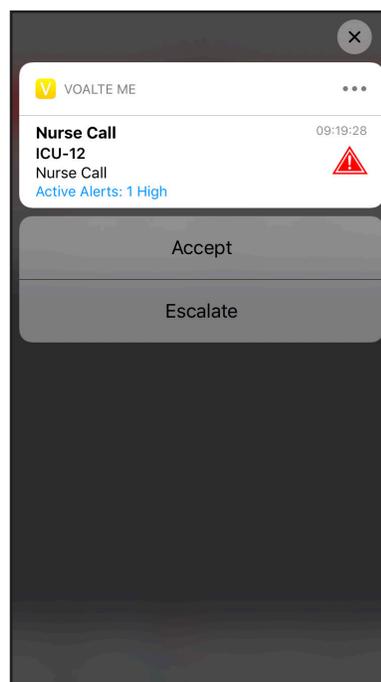
The way you view alert varies by your hospital's configuration. You can view alerts using the Events screen or Banner alerts.



**Incoming Alert – Events screen**



**Incoming alert – Banner Style**



**Expanded alert – responses**

## Events screen.

If your hospital is using the Events screen:

What you see when you receive an alert depends on the device's current state:

- **Locked.** The alert appears as a notification on your lock screen. Unlock the device to view the Events screen.
- **Unlocked, Voalte Me in use.** The Events screen appears.
- **Unlocked, Voalte Me not in use.** A notification appears. Tap the notification to view the Events screen.

## Banner alerts.

If your hospital is using Banner alerts, you will receive a banner notification regardless of your device's state. Tap the alert to view the Events screen. Press on the alert to view response options.

## Respond to alerts.

When you receive an alert, you must respond to each alert listed whether using the Events screen or the banner alert response options.

From the Events screen, swipe right on one of the available response options to acknowledge the alert.

If your hospital uses banner alerts, you can press on the alert to access the available response options to acknowledge the alert or swipe the banner alert up to continue using the app while the alert remains unacknowledged in your alert history.

**CAUTION** If an alert banner is dismissed by swiping up, banners for new alerts received within 1 minute of swiping up the previous alert will not be displayed (Android only).



**CAUTION** If an alert banner is dismissed by swiping up, banners for new alerts received within 1 minute of swiping up the previous alert will not be displayed (Android only).



**WARNING** Alerts in Voalte Me are secondary alarms. Responding to an alert on your phone may not address the primary alarm. Contact your system administrator for more information.

# Text messages.

From your 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.

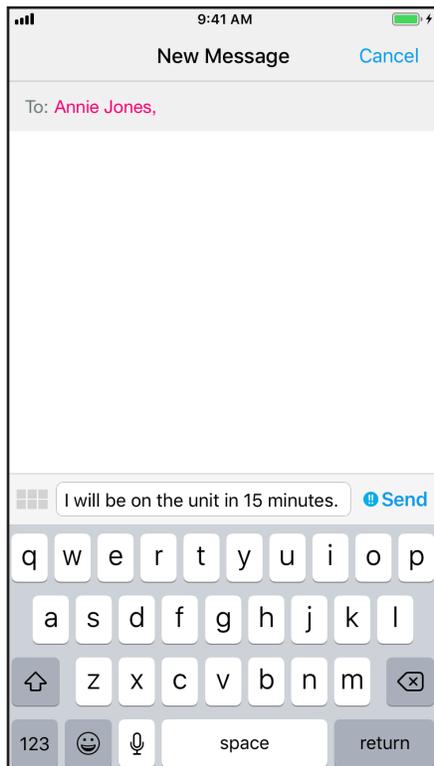
You have several options for beginning a text conversation:

- From the [Directory](#)
- From a [user profile](#)
- From your [text history](#)

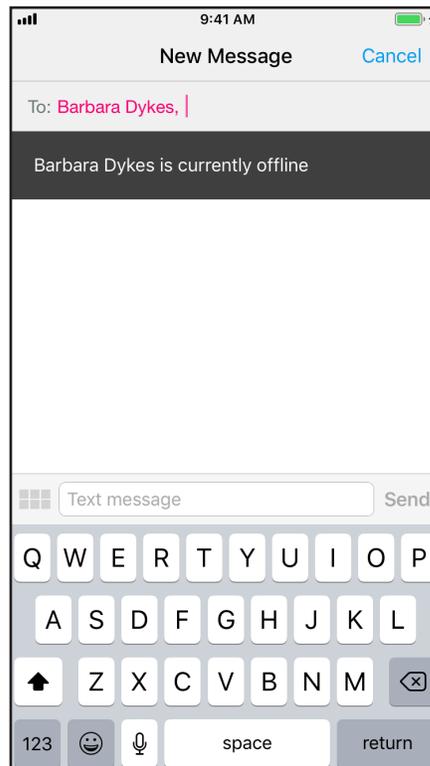
After you have chosen a recipient, you can enter and send a text message. When messaging an offline user, a banner appears at the top of the screen letting you know the user is offline.

**Note:** Depending on your hospital's configuration, you can use dictation, or text-to-speech, to compose your message. The first time you use dictation to compose a text message, you will see a pop-up reminding you about HIPAA compliance. Contact your system administrator for more information.

**Note:** Depending on your hospital's configuration (requires Voalte Platform Server 3.7.3 or above) when a user with patient-viewing privileges creates a text message addressed to one or more members of a care team, the room name, patient name and date of birth is automatically added to the body of the text message. If one of the recipients included in the text message is not a part of the care team or does not have patient-viewing privileges, the body of the text message will not automatically include the patient information. For more information on patients, refer to the [Patients](#) section.



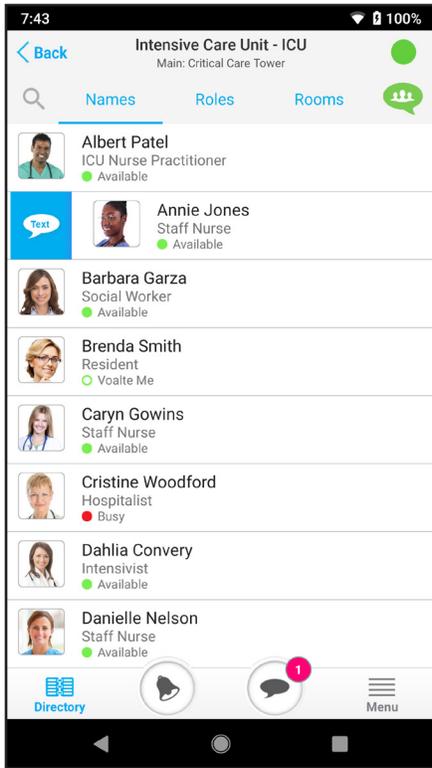
**Sending a text message**



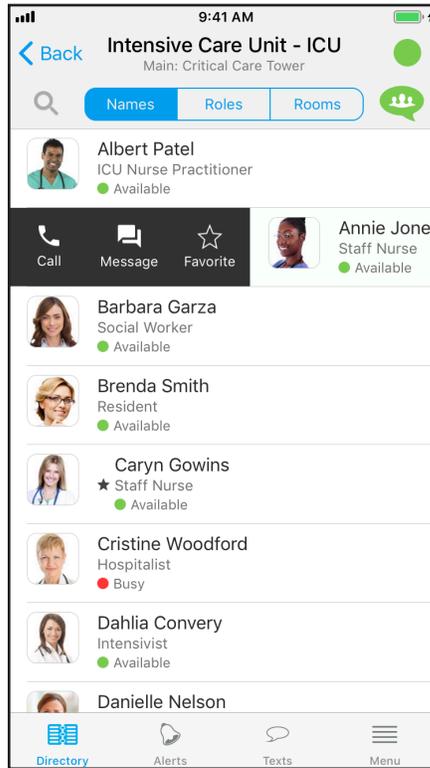
**Sending to an offline user's profile**

## Send from the Directory.

To select a text recipient from the Directory, tap a user's name and swipe right. If using an iPhone, swipe left or right, and tap Message to send a text.



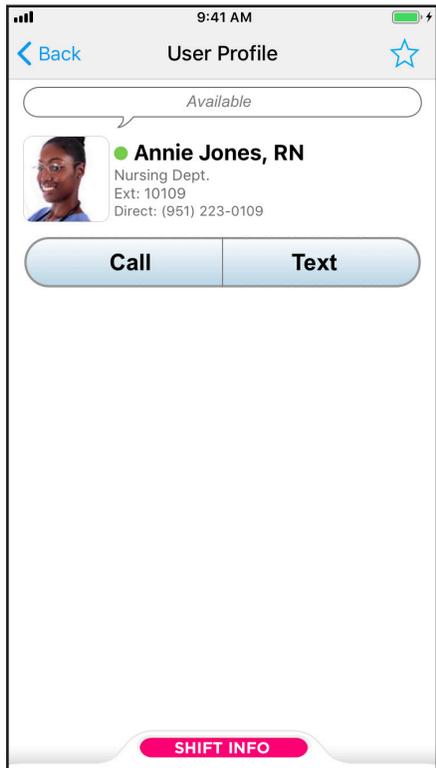
**Android device: Sending from the Directory**



**iPhone: Sending from the Directory**

## Send from a user profile.

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

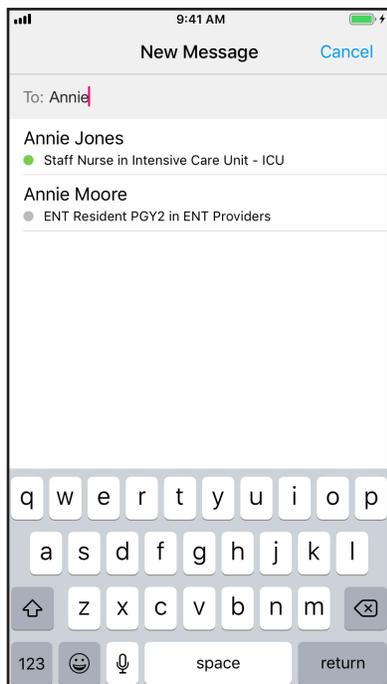


**Sending from a user's profile**

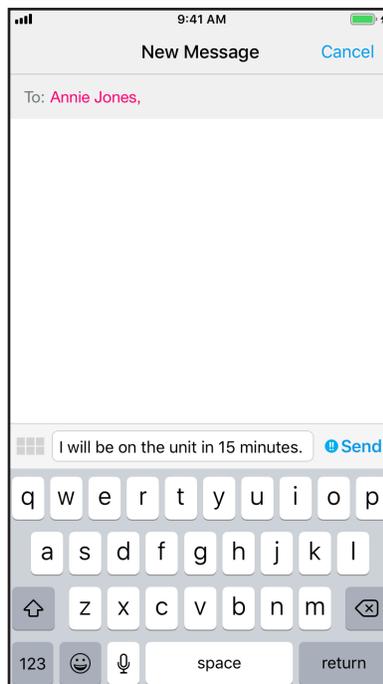
## Send from text history.

Tapping the Text icon at the bottom of most screens provides a way to access your text history. From there you can begin a new message:

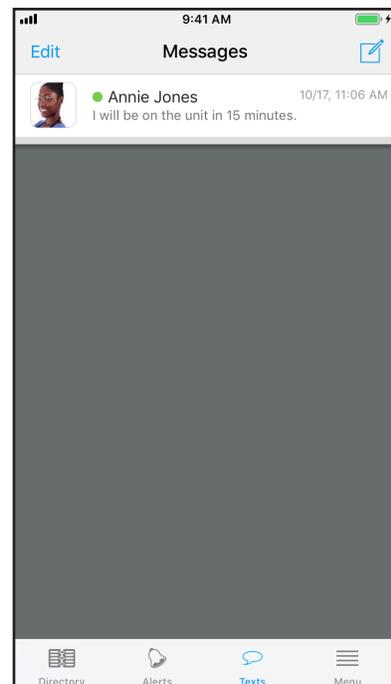
1. Tap the Text  icon.
2. Tap New Message (top right).
3. Begin entering your recipient's name or extension. Voalte Me searches the Directory and offers results that narrow the more you type. (Extensions must be an exact match.)
4. When you see the name you want, tap to select it.



Entering a name



Composing a text



Sent message

## Advanced messaging options.

You also have additional options when composing a text message. Tap the Advanced Options

 button (middle left) to access any of the following advanced messaging options:

-  Send a [Quick Message](#)
-  Send a [photograph](#)
-  Send a [priority message](#)
-  Send a [group message](#)

## Quick Messages.

Quick Messages are text messages stored in Voalte Me for reuse.

Some, called System Quick Messages, are provided by your hospital to all Voalte Me users or users assigned to a specific unit.

You can also create your own Quick Messages.

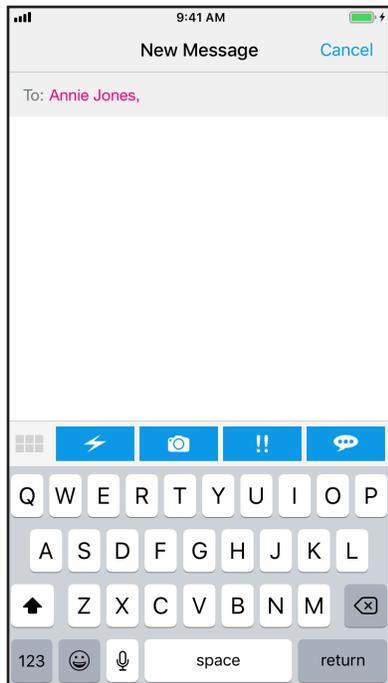
## Send a Quick Message.

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

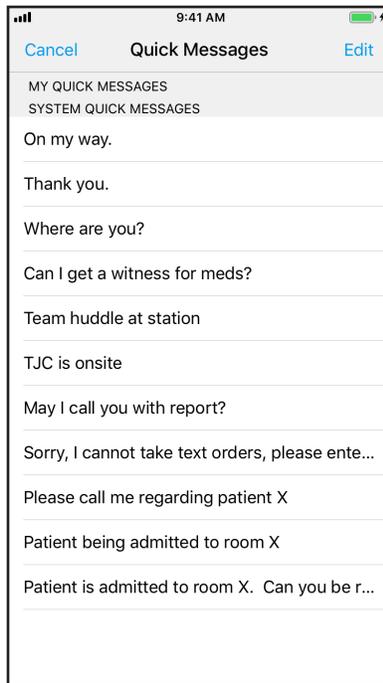
1. Tap the Advanced Options button  (middle left).
2. Tap the Quick Message button .
3. On the Quick Messages screen, your own saved text snippets are listed first (My Quick Messages), followed by those provided by the hospital (System Quick Messages).
4. Tap the message you want to use.

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

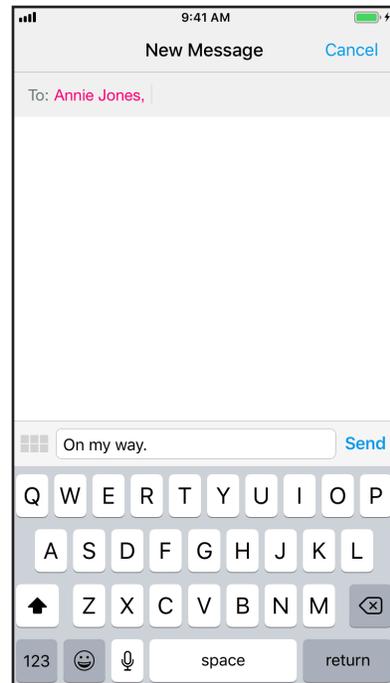
**Note:** You can edit or add to the Quick Message before sending it.



**Entering the message recipient**



**Selecting a Quick Message**



**Entering the Quick Message**

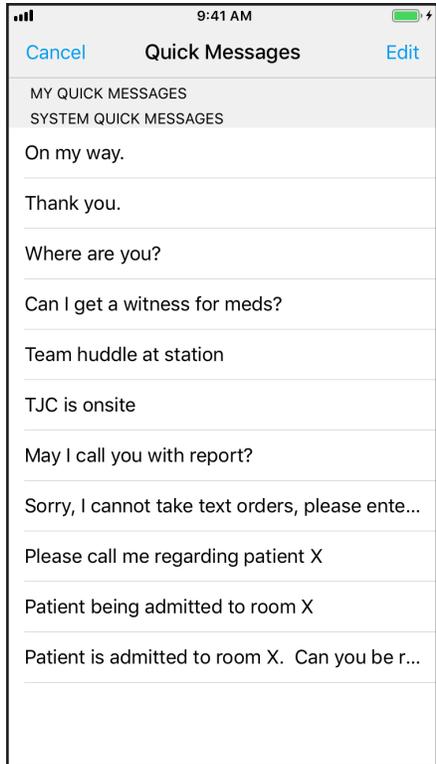
### Access your Quick Messages.

You can access your Quick Messages list in two ways:

- From the Menu:
  1. Tap the Menu button on any screen.
  2. Tap Quick Messages.

**Note:** You can edit, but not send, Quick Messages accessed from the Menu.
- From the New Message screen:
  1. Start a new text message.
  2. Tap the  button and then the  button.

The Quick Messages screen opens, showing your saved messages at the top and the system Quick Messages below.



**Saved Quick Messages**

## Manage Quick Messages.

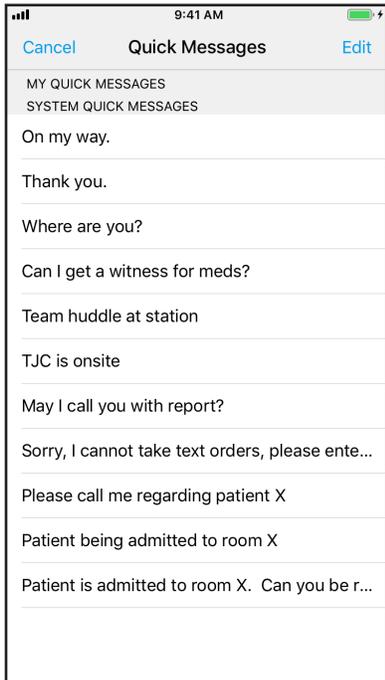
From the Quick Messages screen you can:

1. [Add new Quick Messages.](#)
2. [Edit existing Quick Messages.](#)
3. [Delete Quick Messages.](#)
4. [Rearrange your Quick Messages.](#)

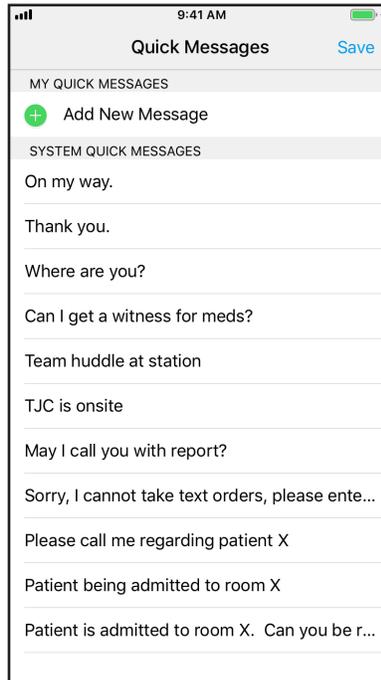
**Note:** System Quick Messages cannot be changed or deleted.

## Add a new Quick Message.

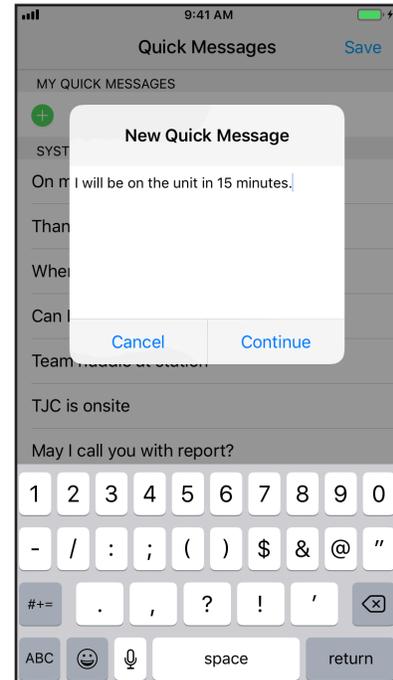
1. [Open the Quick Messages screen.](#)
2. Tap Edit (top right).
3. Tap Add New Message.
4. Enter the text for your new Quick Message.
5. Tap Save.



Quick Messages screen



Editing Quick Messages



Adding a Quick Message

### Edit an existing Quick Message.

1. [Open the Quick Messages screen.](#)
2. Tap Edit (top right).
3. Tap the message you want to edit.
4. Edit the text.
5. Tap Save.

### Delete a Quick Message.

1. [Open the Quick Messages screen.](#)
2. Tap Edit (top right).
3. Tap the red circle to the left of the message you want to delete.
4. Tap Delete.
5. Tap Save (top right).

### Reorder your Quick Messages.

1. [Open the Quick Messages screen.](#)
2. Tap Edit (top right).
3. Place your fingertip on the three horizontal bars  to the right of the message you want to move.
4. Drag the message up or down in the list.
5. Tap Save (top right).

### Send a photo.

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

1. When sending a message, tap the  button to display additional options.
2. Tap the camera button  (middle left).
3. The phone's camera application launches so you can take or choose a photo to send. Once selected, the photo is inserted into your text message.
4. Add text to the message as needed.
5. Tap Send.

**Note:** If the photo was taken using the Voalte Me application, the photo is saved with the message on the hospital's server, not on the phone.

## Send a priority message.

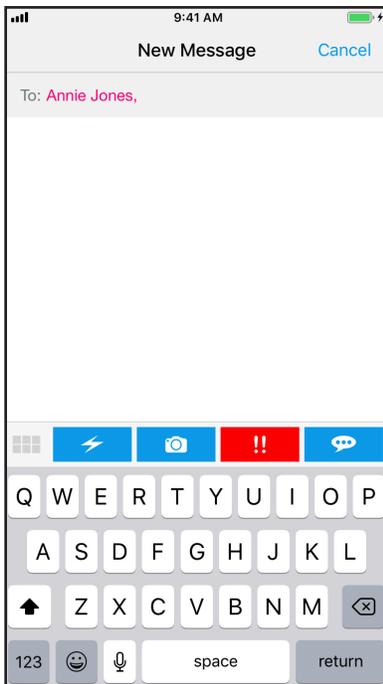
Unlike other text messages, priority messages are delivered to recipients even when they have set their availability to Busy.

The recipient hears a distinct tone when the message arrives, and the text message is tagged with exclamation marks.

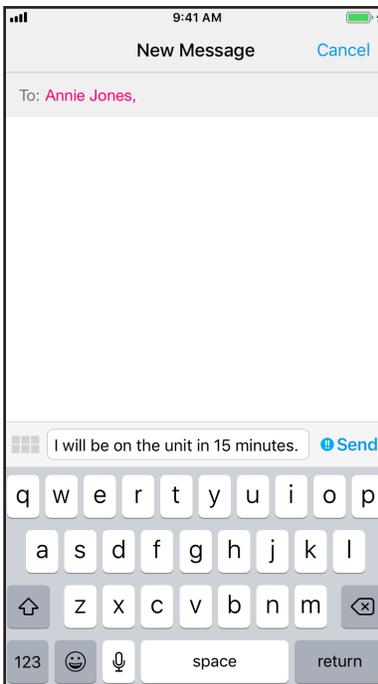
To mark a message as high priority:

1. Open the New Message window and enter one or more recipient 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.

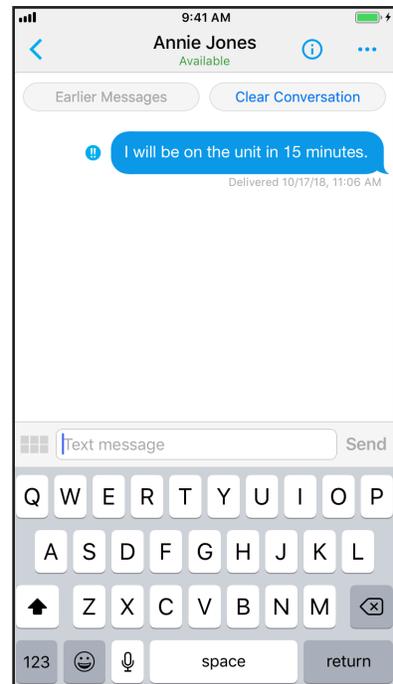
**Note:** Priority messages override users' Busy settings.



**Beginning a priority message**



**Entering a priority message**



**Delivered priority message**

## Group messages.

You can send the same message to several users at once. Choose recipients:

- Using the [Group Message button](#) 
- From the [New Message screen](#)
- From any Directory view, by [finding an existing list](#) or by searching for users
- From your [favorites](#) in the Directory

**Note:** If you have patient-viewing privileges and you create a group message addressed to members of a care team, the subject of the group message is formatted to display the room and patient information. If one of the recipients included in the group message is not a part of the care team or does not have patient-viewing privileges, the group message subject will not include the patient name. For more information on patients, refer to the [Patients](#) section.

### Use the Group Message button.

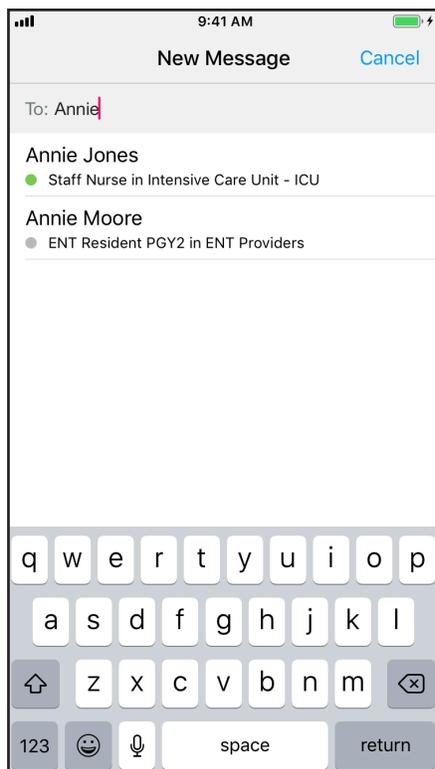
You can initiate a Group Message whenever you see the Group Message button.

1. Tap the Group Message button .
2. Locate and select the participants for the group message.
3. Continue as described in [Compose and send a group message](#).

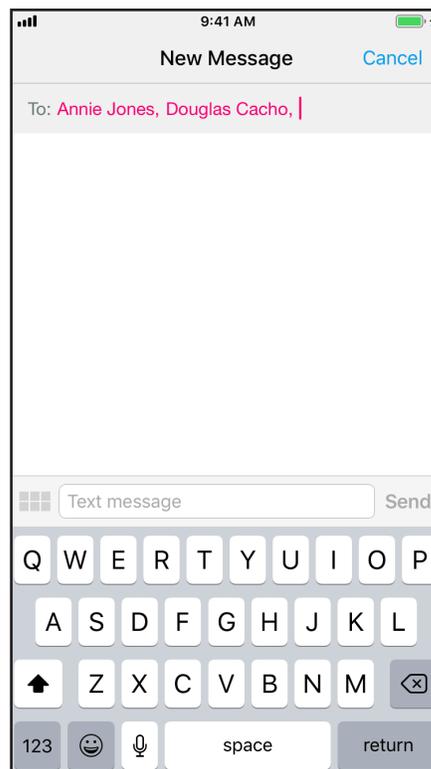
## Use the New Message screen.

You can begin a group message using the keypad in the New Message screen just as you would [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. Enter 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](#).



**Entering a message recipient**



**Multiple message recipients**

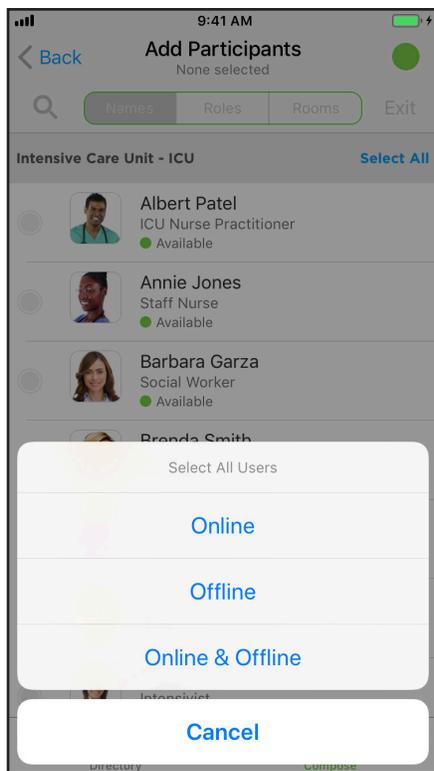
## Use an existing list.

You can send a group message to all the members of the unit or team of a room to which you are assigned. You can also send a group message to a role group.

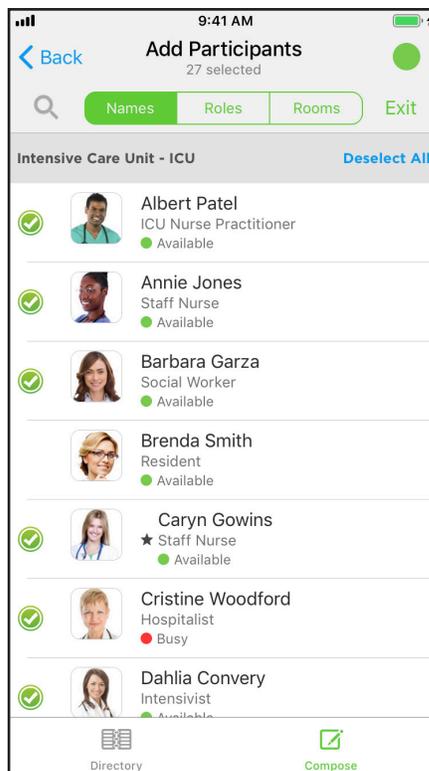
## Sending messages to Care and Room teams.

To send a group message to any of these recipients:

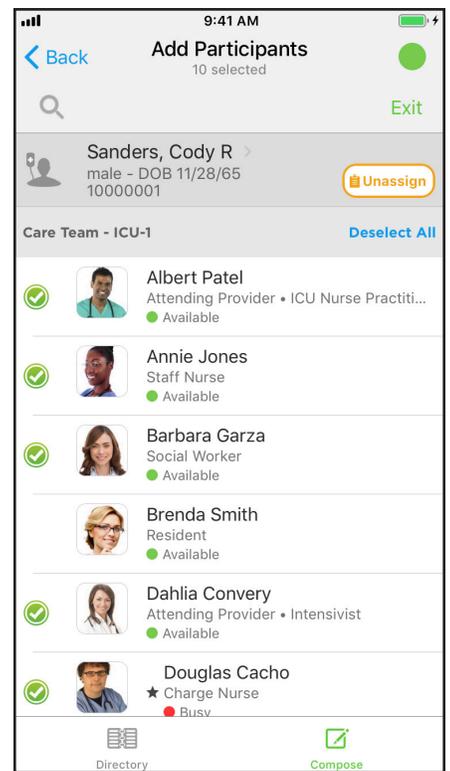
1. In the [Directory](#), locate your unit, a room or any team containing users you want to send a group message.
2. Once you've located the list you want, tap the Group Message button . You can also tap Group Message first and then navigate to the group you want.
3. To choose recipients:
  - Tap Select All.
  - Depending on the group of recipients, you may be presented with a pop-up with the following options: Online, Offline, and Online & Offline.
4. Continue as described in [Compose and send a group message](#).



**Sending to a unit or team**



**Choosing recipients from a unit or team**



**Choosing recipients from a room**

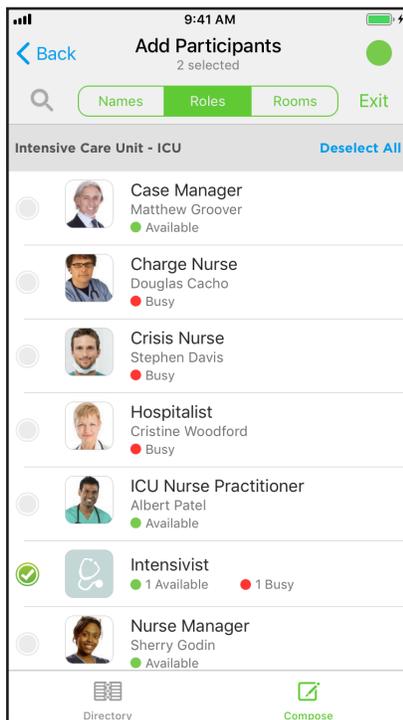
## Sending messages to a Role Group.

Depending on your shift assignment, you may be able to select everyone in a role or a room at once and send a group message.

Once you have located the appropriate role or room, tap the gray circle to the left of the collapsed group you would like to send a group text.

**Note:** If some users are listed in two groups (for example, ICU-1 and ICU-2), the group you have selected will have a checkmark beside it. The other group will be marked with a green and white circle, indicating that some but not all of those users will receive the message. If the two groups match exactly, then both will have a checkmark, even though you selected only one.

**Note:** When sending a group message to a role group, if you see a Load More button at the bottom of the list of users, tap that button until all users are visible before tapping Select All to ensure you message the entire group.



**Selecting everyone  
in a role**

## Create a unique group.

Voalte Me has additional flexibility for setting up a group message:

- Once you have tapped the Group Message button, you can use the Search field to create a custom list of users to group message. Search and add as many users needed.
- You can also send a group message by selecting users from your [Favorites](#) in the Directory.

## Manage reply options.

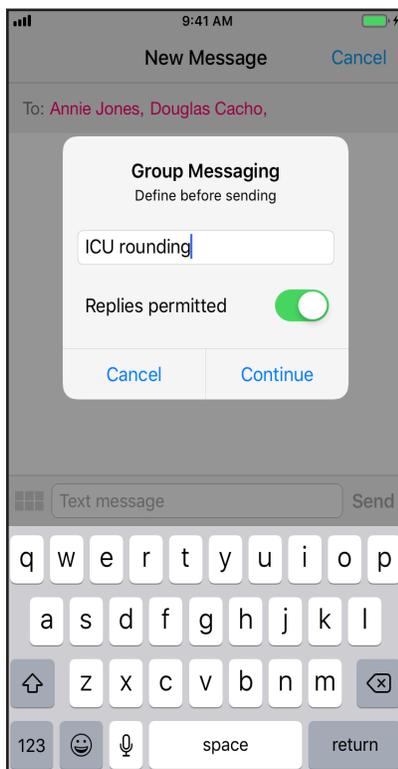
With group messages, replies are optional. All recipients will see all responses if you allow replies.

If you begin your message using the Group Message button, 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 30 users or more, replies are always blocked.

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

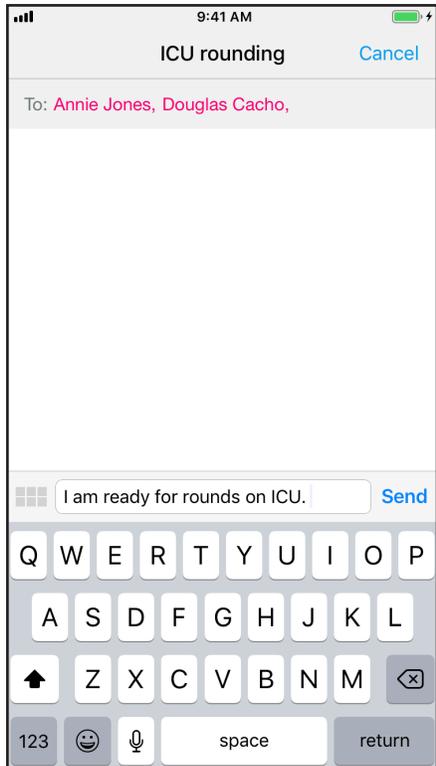
1. Enter at least one name in the To field.
2. Tap  and then the Group Message button .
3. Slide the Replies Permitted button to the left to block replies.



**Managing reply options**

### 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.

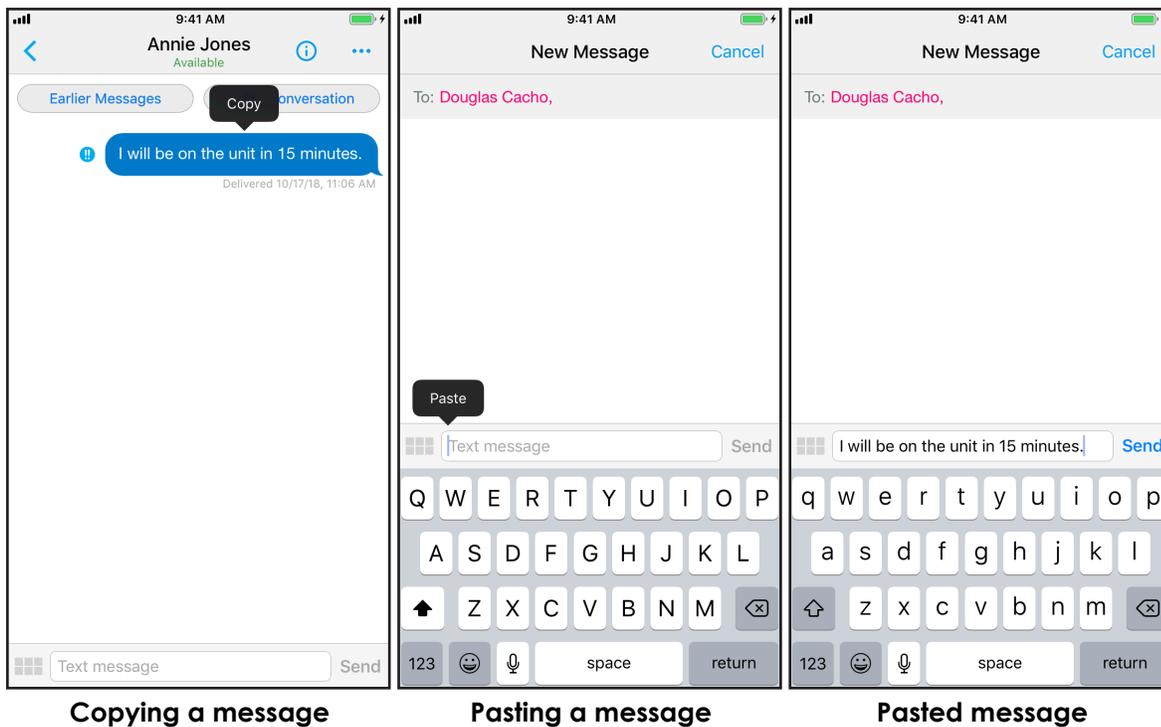


**Composing a group message**

## Forward a message.

To forward a text to another user, 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.
4. Hold your fingertip in the Text Message field until the Paste button appears.
5. Tap Paste.
6. Tap Send.

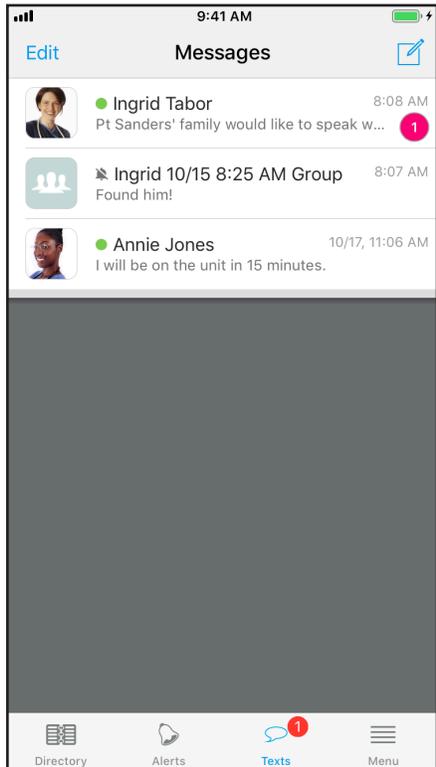


**Note:** The recipient sees only the message content, not who originally sent it.

## 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. The message log opens, and each sender's name along with the most recent message is shown. A pink circle shows the number of unread messages in the conversation.
2. Tap the row to read the entire conversation.



**Reading messages**

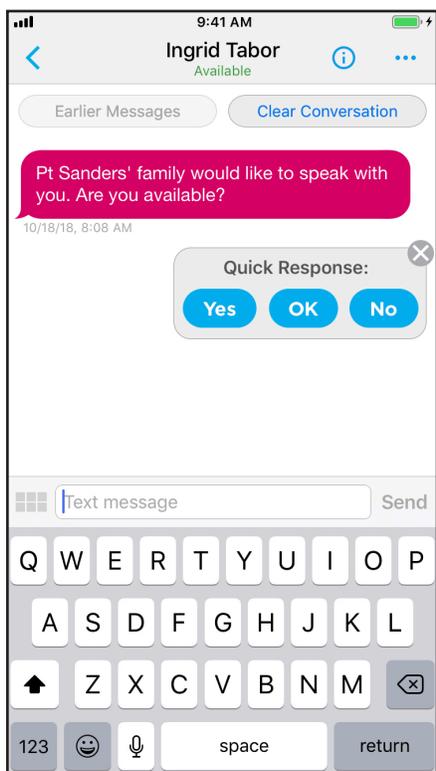
## Respond to texts.

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 need only a minimal reply. [Quick Responses](#) let you answer 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 or No. If a longer reply is needed, you can enter a message as usual.



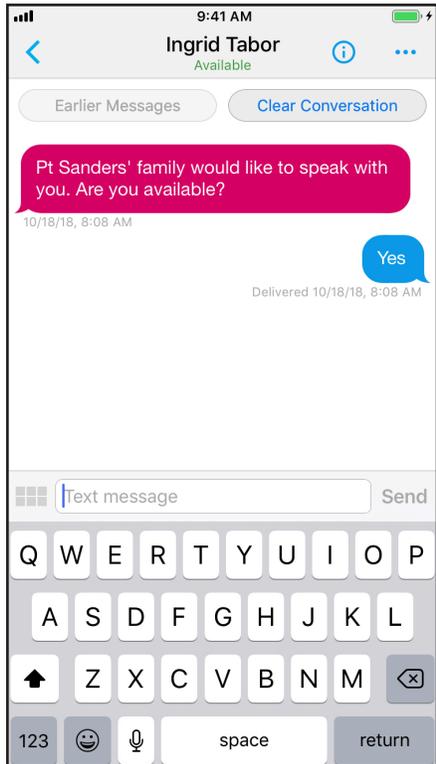
**Sending a Quick Response**

## 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."

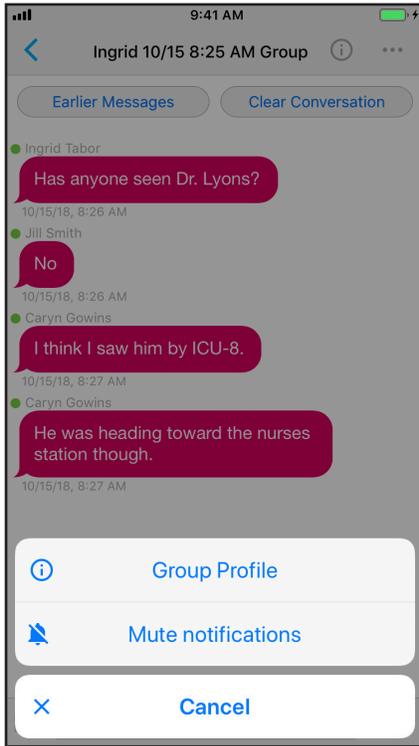


**Viewing a message receipt**

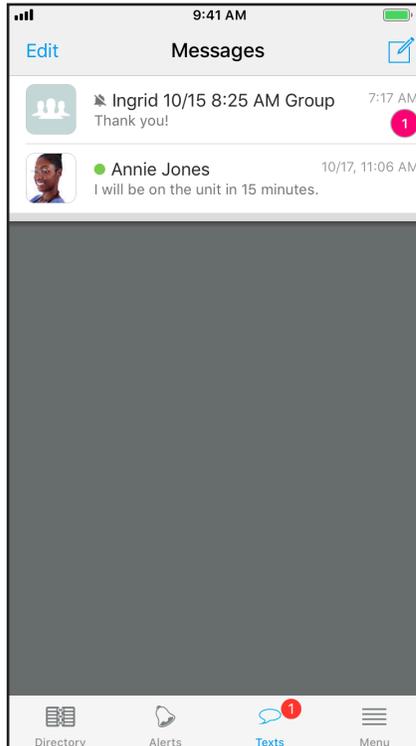
## Mute conversation notifications.

To mute conversation notifications for 1-to-1 or group conversations, tap the  button and then Mute notifications from the pop-up. Priority messages will still sound.

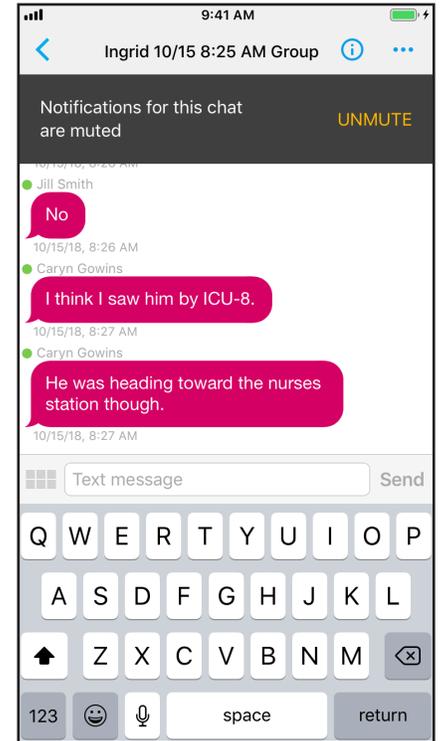
When conversation notifications are muted, an icon in the conversation thread on the Messages screen will indicate it is muted. When you open a conversation that is muted, a banner will indicate that notifications for this chat are muted.



**Muting notifications for a conversation**



**Muted conversation icon**



**Muted notifications for a conversation**

If you mute conversation notifications, the setting remains until you unmute the conversation, even if you log out. Deleting a conversation thread does not affect the mute setting for the conversation if it recommences.

**Note:** Not all hospitals will have access to this feature. Contact your system administrator for more information.

## Unmute conversation notifications.

Notifications can resume only when you turn off mute notifications by tapping Unmute from the banner within the conversation or using the  button.

# Alert and message history.

Most Voalte Me screens have a row of icons across the bottom that provide access to the main functional areas.

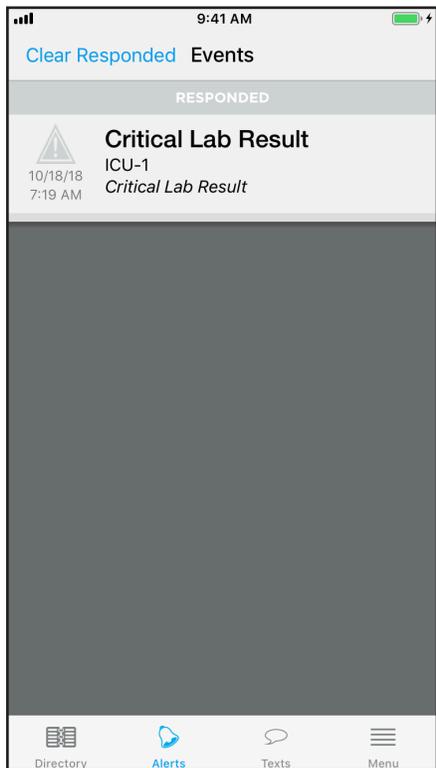


The two icons in the middle let you see lists of alerts and text messages you have received.

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 alert history.

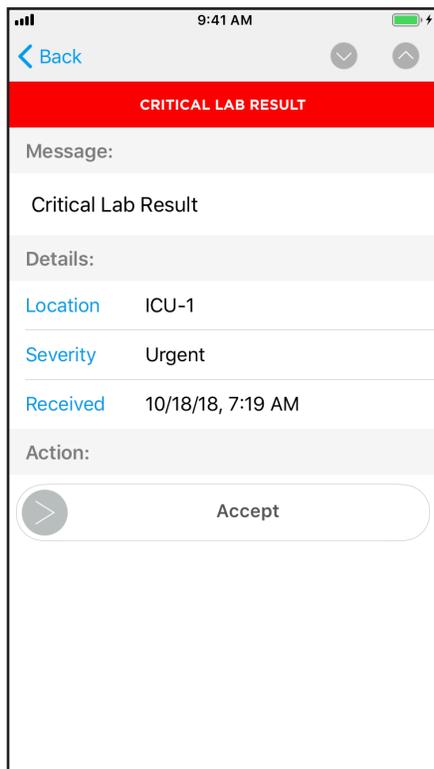
To see your alert history, tap the Alert icon . A list of all alerts appears, both active and those you have responded to, in chronological order.



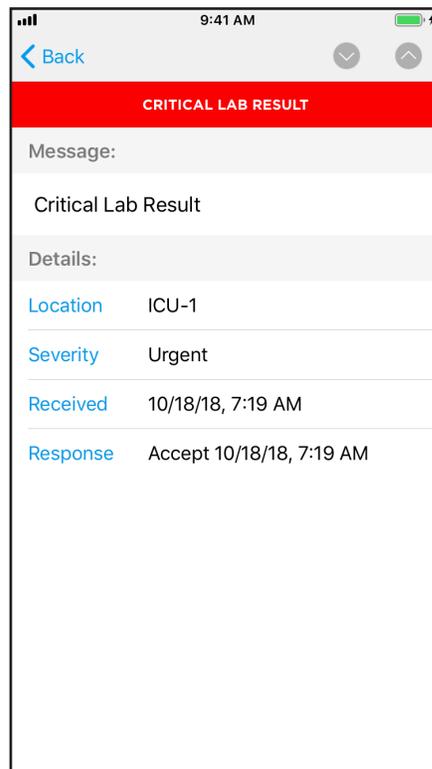
**Alert history**

### 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.



**Active alert**



**Alert already responded to**

### Clear alert history.

To clear alerts you have responded to:

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

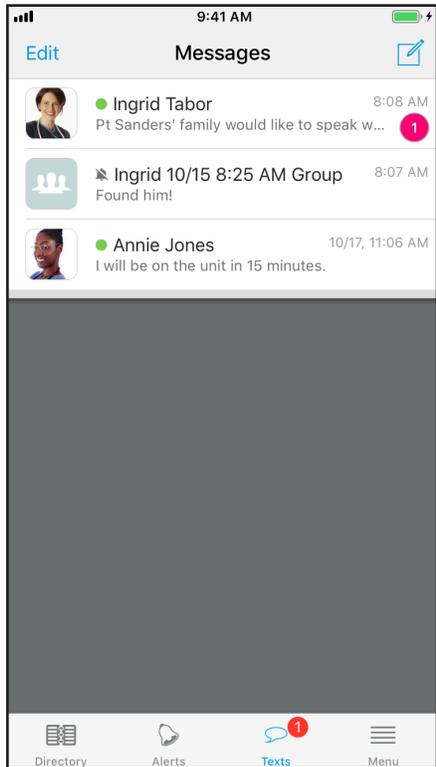
**Note:** Active alerts cannot be cleared.

**Note:** Your alert history is cleared automatically when you log off.

## Manage message history.

To see your text history, tap the Message icon  .

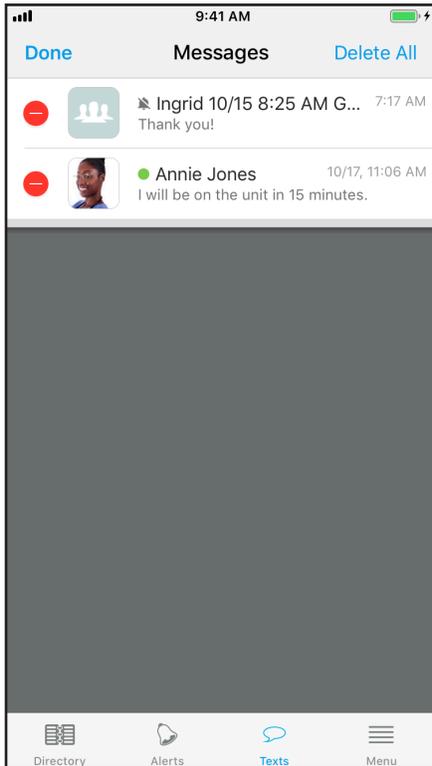
You first see a list of all users you have exchanged messages with. To view a conversation, tap the other user's name.



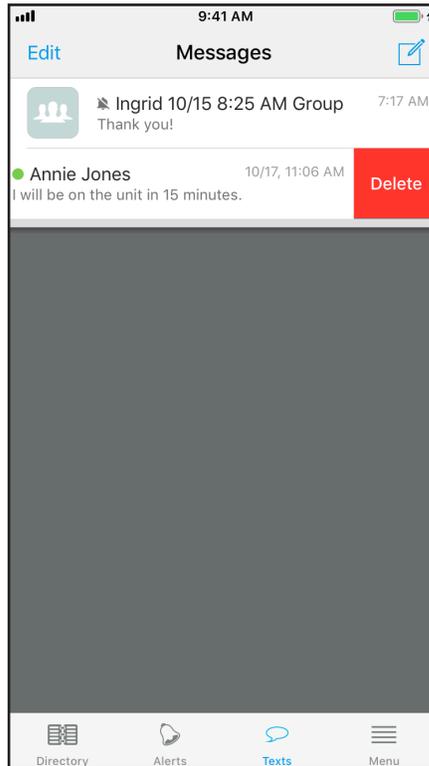
**Messages screen**

## 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 tap Delete.
  - To clear all conversations in your history, tap Delete All (top right) and tap Done.

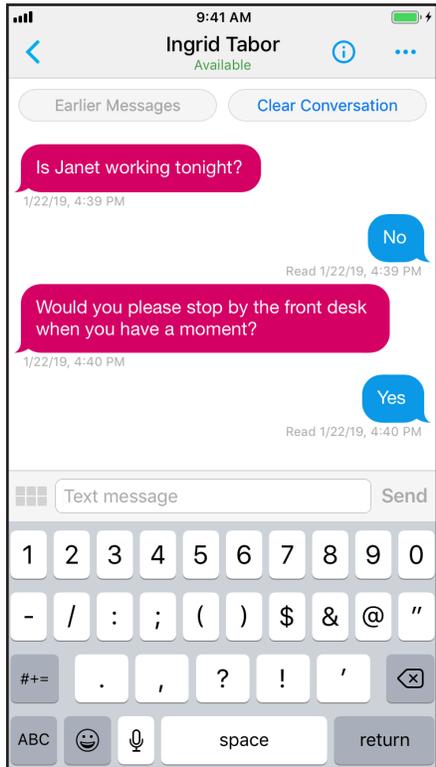


**Editing message history**

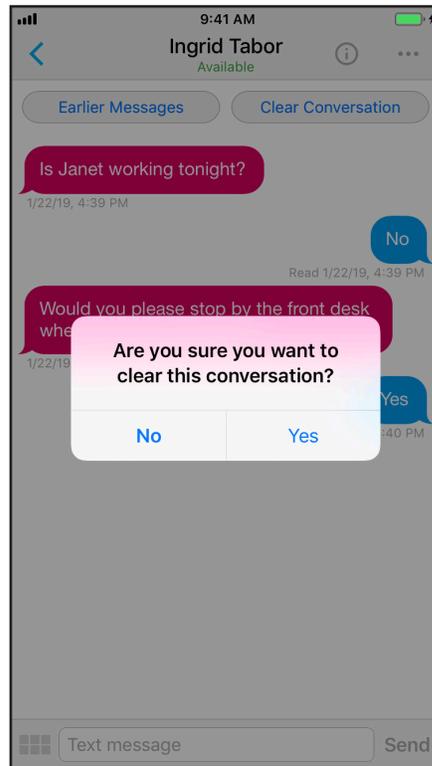


**Clearing a conversation**

**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. For iPhone users, a pop-up will appear asking you to confirm the deletion.



**Clearing a conversation**



**Confirming the deletion  
(iPhone only)**

## On-call scheduling.

If your hospital has an integration with an approved on-call schedule vendor, you can use it with Voalte Me to assist users with contacting other users from their on-call schedule.

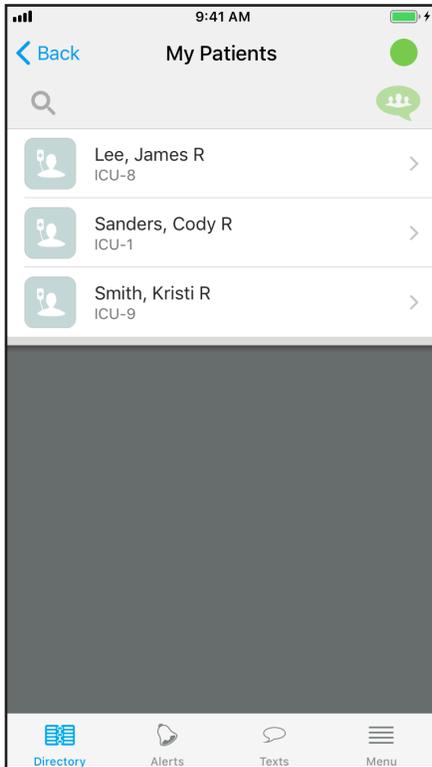
**Note:** Not all hospitals will have access to the on-call schedule feature. Contact your system administrator for more information.

To contact a user with the On-Call Schedule feature:

1. Tap the Menu icon.
2. Tap On-Call Schedule.
3. Access the desired user.
  - o Tap Call to phone the user.
  - o Tap Text to send a message to the user.

# Patients.

Through integration with the hospital's electronic health records (EHR) system, you can see patients and their care teams in the Directory, allowing you to contact a patient's care provider, [send messages](#) to a patient's care team and follow a patient's care throughout the hospital.



**My Patients screen**



**Patients by room**

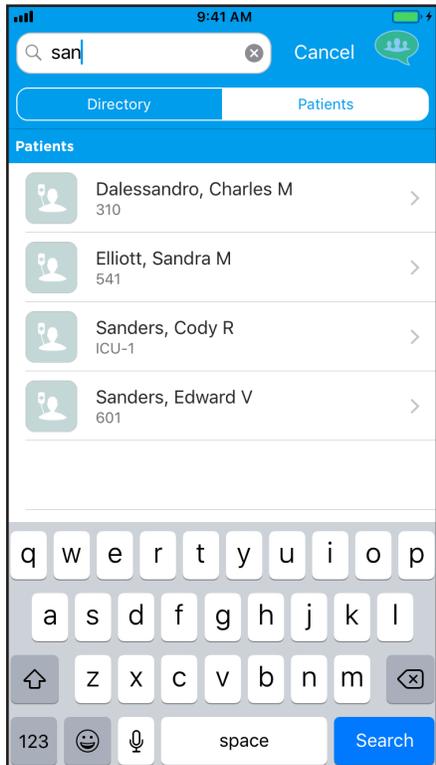
**Note:** Not all users will have access to patient information. Contact your system administrator for more information about roles with patient permissions.

## Search for patients.

If you are assigned to a role that has permission to view patients, you can switch between searching for patients and searching the Directory.

To search for patients:

1. Tap the Search button. The Directory and Patients buttons appear.
2. Tap the Patients button.
3. Begin entering the patient's name in the Search field. A list of all matching patient names appears. The more characters you enter, the more specific the list becomes.



**Searching for a patient**

## Assign yourself to patients.

If you have a role that allows you to assign yourself to patients, you can do so manually or automatically.

Once you are assigned to a patient, if they are transferred to a different room, you are automatically transferred with them to the new location in the Voalte Directory. The rest of patient's care team is also updated to the new location.

**Note:** Assigning yourself to a room is different from assigning yourself to a patient.

### Manual assignment.

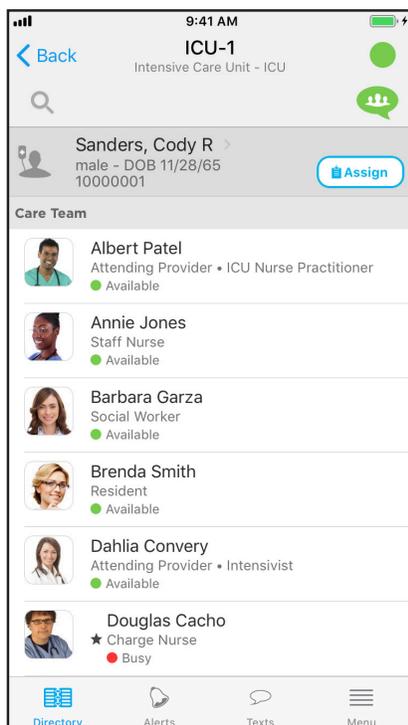
To assign yourself to a patient manually:

1. [Search for the patient in the Directory](#) or navigate to the patient's room.
2. Tap the Assign button next to the patient's name. A pop-up asks you to confirm the assignment.
3. Tap OK. The assignment updates, and the Unassign button appears next to the patient's name.

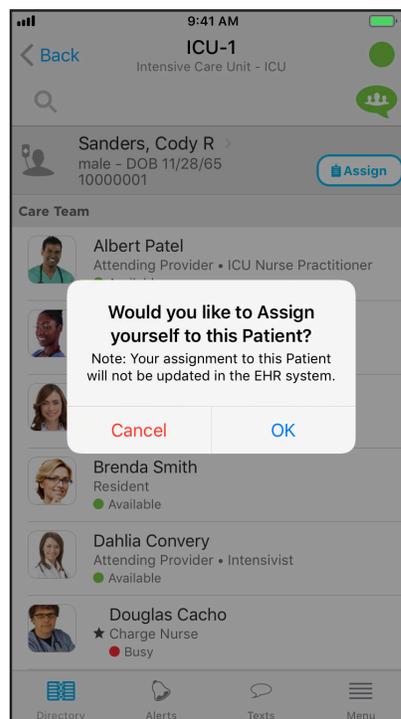
Once you are assigned, the patient appears in your My Patients list. Any other users associated with the patient appear in the Care Team and/or Room Team list below the patient's name.



**CAUTION** If you manually assign yourself to a patient, the hospital's EHR is not updated.



**Assigning yourself to a patient**



**Confirming patient assignment**

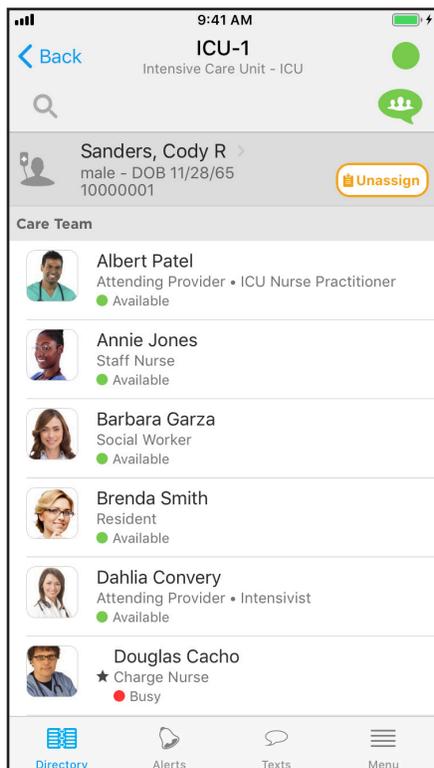
## Automatic assignment.

Depending on your hospital's configuration, you may be automatically assigned to patients. Contact your system administrator for more information.

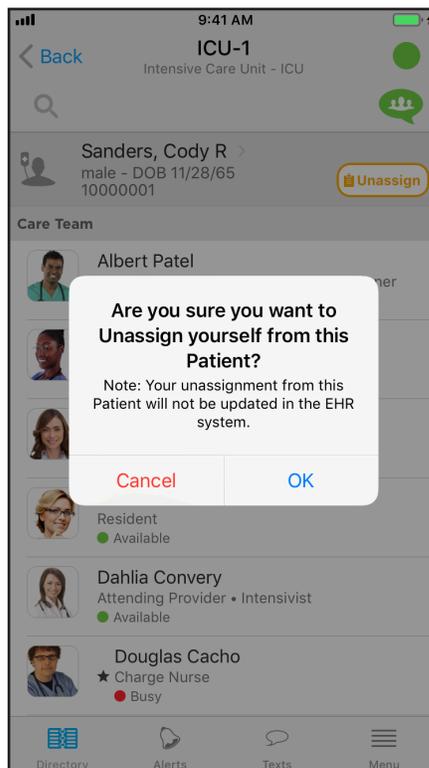
## Unassign yourself from patients.

To manually unassign yourself from a patient:

1. From the Home screen, tap My Patients.
2. Tap the patient you want to unassign yourself from.
3. Tap the Unassign button next to the patient's name. A pop-up appears asking you to confirm.
4. Tap OK. You are no longer assigned to the patient, and his or her name is removed from your My Patients list.



**Unassigning yourself from a patient**



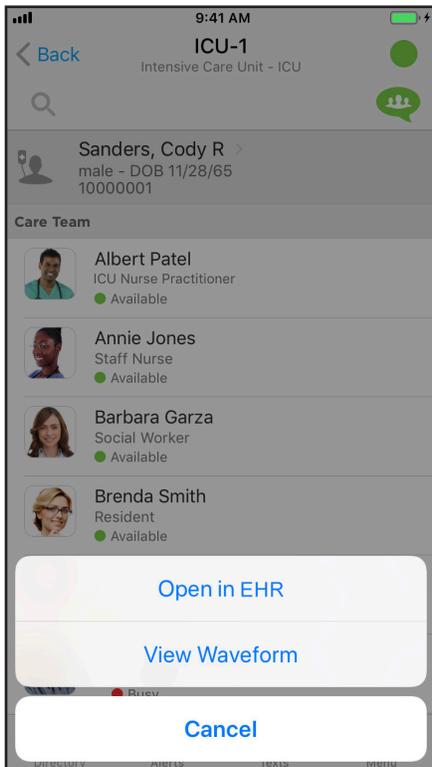
**Confirming patient unassignment**

## View third-party patient information.

Depending on your hospital's setup, with Voalte Me you can access additional patient information from a third-party patient-centric system such as an electronic health record (EHR).

To view third-party patient information from Voalte Me:

1. Access the patient in Voalte Me.
2. Tap the patient's name at the top of the screen.
3. Tap the third-party option you would like access.



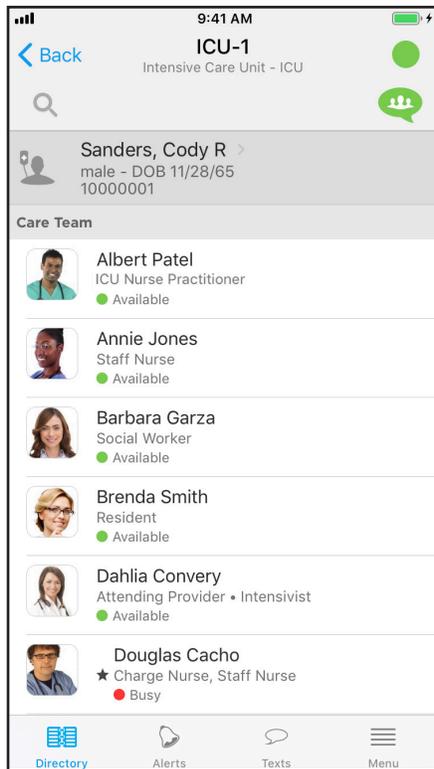
### Accessing third-party patient information

**Note:** Not all hospitals will have access to this feature. Contact your system administrator for more information.

## View EHR roles from the Patient screen.

Depending on your hospital's setup, when viewing a patient in Voalte Me you can see EHR and Voalte Platform roles for users in the care team.

The EHR role listed will be in addition to the Voalte Platform roles the user selected during login. The EHR role is only visible from the patient screen and is not searchable.



**Provider with EHR and Voalte Platform roles**

# Log out.

Logging out shows you as offline to other users in the Directory.



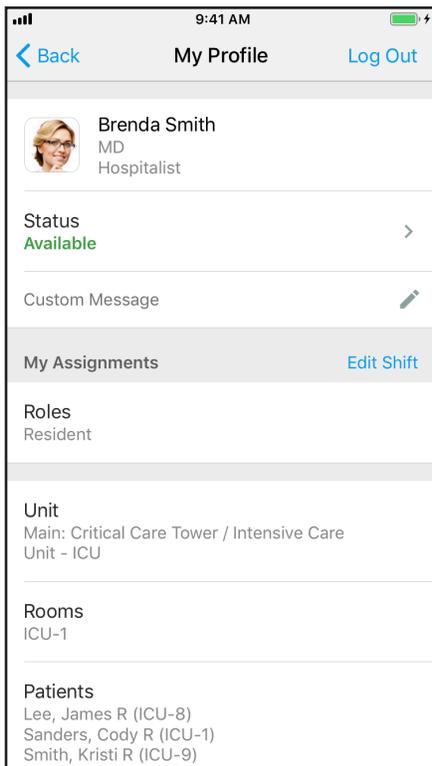
**CAUTION** Powering down or removing the battery from the phone does not log you out of Voalte Me.

You can log out in two ways:

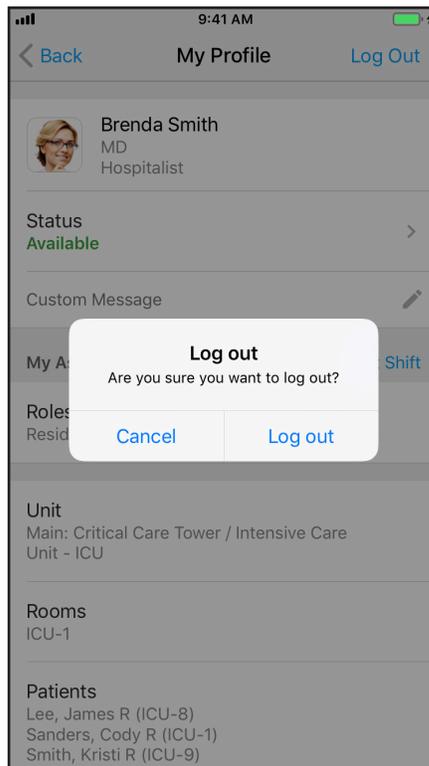
- [From your profile](#)
- [From the Menu](#)

## Log out from your profile.

1. From the [My Profile screen](#), tap Log out (top right).
2. Tap Log out in the pop-up message.



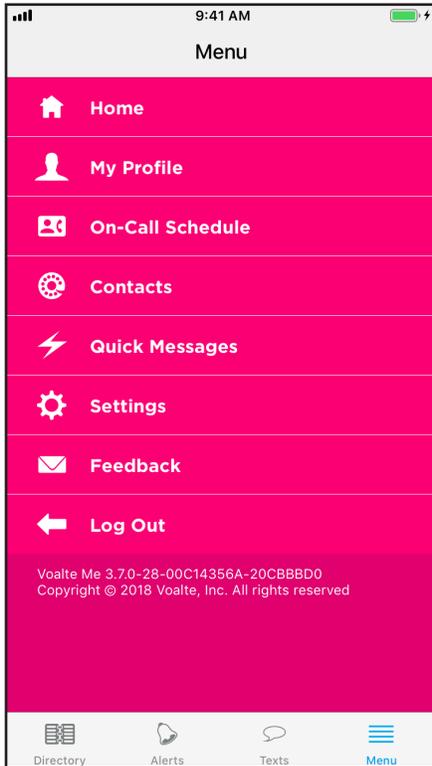
**Logging out from the My Profile screen**



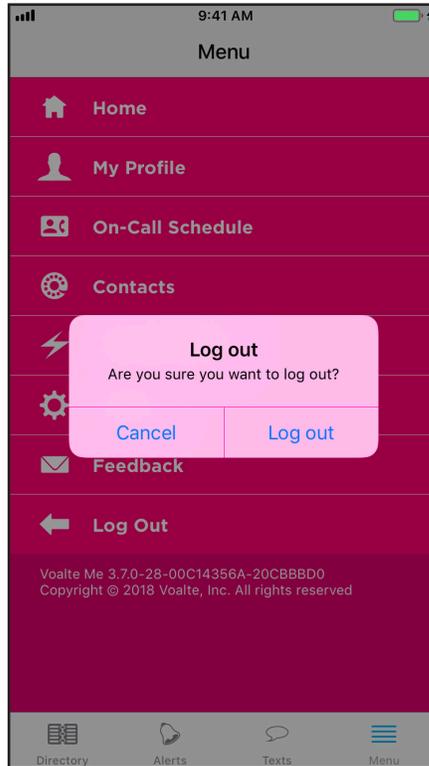
**Confirming log out**

## 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 screen**



**Confirming logout**