



This document introduces the new and enhanced features available in Voalte Platform 3.7. Some features described in this document require Voalte Platform Server™ 3.7

For Warnings and Cautions related to Voalte Platform, please consult the Instructions for Use for each application.

Contents.

Enhanced features.	3
Additional Android notification category.	3
Automatically add the patient name to the group message subject.	3
Banner alert notifications.	5
Clear conversation confirmation pop-up.....	6
Deliver iOS reminders even if the application has been closed.....	6
Edit or delete team names without removing assigned roles.	7
End of Session notification.	7
Endpoints improvements.	8
Improved call redirect message.....	8
Improved Settings menu.....	8
Improvements to alert support.....	10
Microsoft Edge Chromium support.....	10
New features.	11
Access third-party apps from the Patients screen.....	11
Automatically add patient information to a new text message in Voalte Platform.	12
Background App Refresh notification for iOS Voalte One 3.7.5 and Voalte Me 3.7.5	12
Battery Optimization for Android Voalte One 3.7.5.	15
Call offline Voalte Me users.....	16
Call a Voalte Messenger user's preferred number.	16
Configurable in-call notification volume for Voalte One.....	17
Configurable text tones for Voalte Me.....	18
Dictation support.	19
Display EHR roles for users on a care team.....	20
Forward calls made to a Voalte Platform user's extension or DID number to the user's preferred number.....	21
Inter-app video calling	21



Low Power Mode notification for iOS Voalte One 3.7.5 and Voalte Me 3.7.5	24
Override Mute switch and Do Not Disturb settings.	25
Password manager support.	26
Persistent conversation font size.....	26
Set server configuration using MDM.	26
Single sign-on support.	27
Voalte Messenger notifications.	28

Enhanced features.

The following enhanced features are now available with Voalte Platform 3.7.

Additional Android notification category.

Clients supported	Voalte One™, Voalte Me™, (Android only)
Requires 3.7 Server	 (specifically 3.7.9)

In Android Voalte One 3.7.9 and Voalte Me 3.7.9, Oreo and above, Voalte has added an additional notification category that prioritizes certain Voalte notifications (listed below) over other device notifications within the drawer. This ability allows users to see these Voalte notifications more quickly.

Notifications that fall into this new category include:

- Getting logged out due to being logged in on a second device
- Getting logged out by a system administrator
- Getting logged out due to inactivity
- Missed Calls (Voalte One only)
- Voalte text messages

Note: Voalte Platform alerts are already prioritized within the Android notification drawer.

These notifications will automatically be prioritized once you have upgraded to the 3.7.9 versions of Voalte One and Voalte Me.

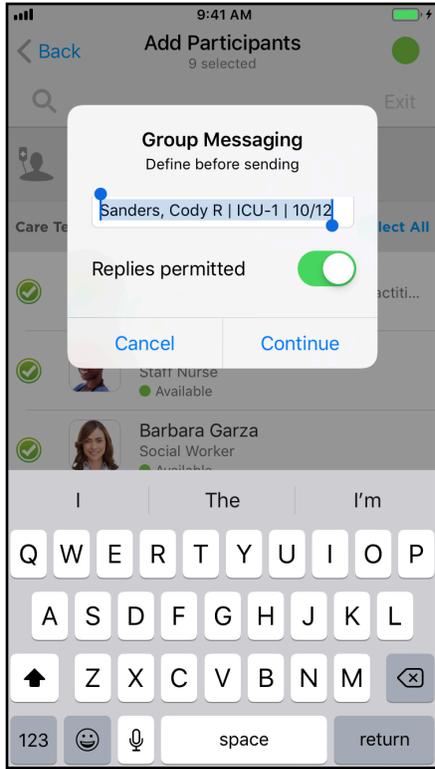
Automatically add the patient name to the group message subject.

Clients supported	Voalte One, Voalte Me, Voalte Messenger™
Requires 3.7 Server	

When a user with patient-viewing privileges creates 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.

Note: This feature is globally configured by application.



Patient name added to group message

Banner alert notifications.

Clients supported	Voalte One, Voalte Me
Requires 3.7 Server	

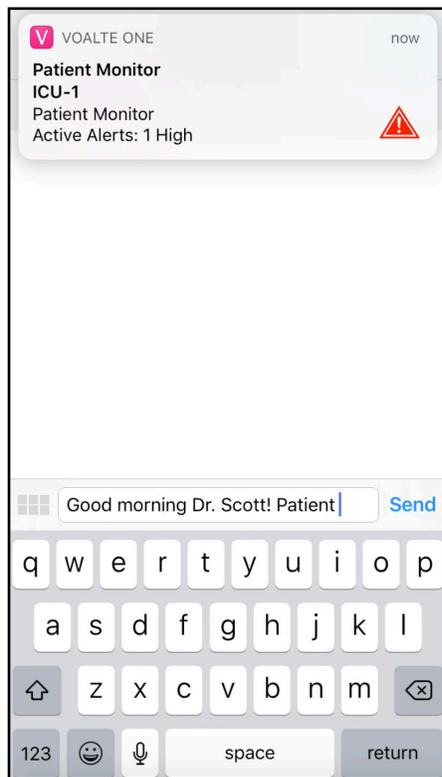
In 3.7, a new display and interaction method is available for Voalte Platform alerts. Instead of an Active Events screen, an incoming alert is displayed at the top of the screen, similar to an incoming text. The user can perform an action, such as Accept or Escalate, entirely from this notification without launching a Voalte Platform application. This feature allows users to quickly acknowledge an alert with minimal distraction from what they are doing.

Note: If the alert has unique responses not preloaded by Voalte, users must launch the application to respond to the alert.

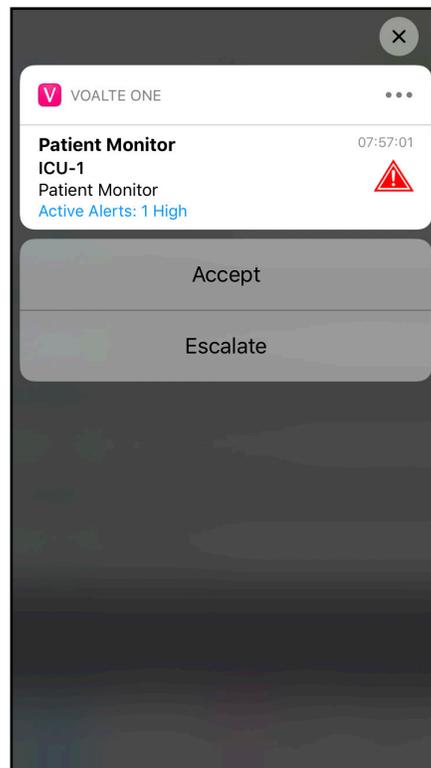
To use this feature, users must have notifications enabled on their devices, otherwise they will see a pop-up prompting them to do so. For iOS, Voalte recommends setting notifications to Persistent. For Android, the optimal display options for notifications vary by OS version.

Note: This feature is globally configured by application.

Note: While the new display is optional in 3.7, it will be the only option in future releases. Hospitals on 3.7 should plan to move to the new display before upgrading to another major release.



Alert display while composing a message

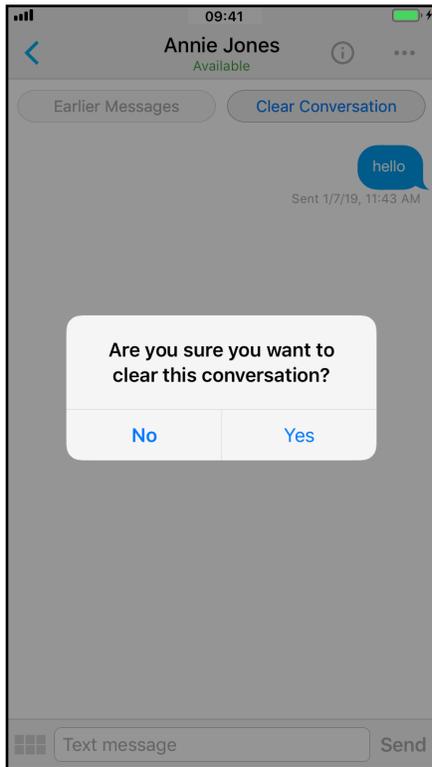


Alert options

Clear conversation confirmation pop-up.

Clients supported	Voalte One, Voalte Me (iOS only)
Requires 3.7 Server	

A confirmation pop-up has been added to the iOS mobile clients when clearing a conversation.



Clearing a conversation confirmation (iOS only)

Deliver iOS reminders even if the application has been closed.

Clients supported	Voalte One (iOS only), Voalte Me (iOS only)
Requires 3.7 Server	

iOS Voalte One 3.7.3 and iOS Voalte Me 3.7.3 will deliver text reminders and missed call reminders (Voalte One only) even when the application has been closed (force quit).

Note: This feature is available only for customers running Voalte Platform Server™ version 3.7.0 and above.

Edit or delete team names without removing assigned roles.

Clients supported	Voalte Admin™
Requires 3.7 Server	

When editing or deleting a team name, you are no longer required to remove all existing assigned roles in Voalte Admin.

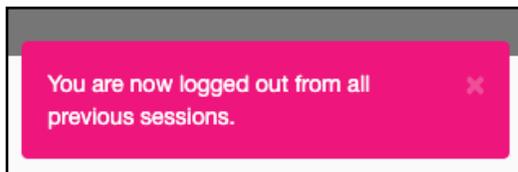
End of Session notification.

Clients supported	Voalte Admin™
Requires 3.7 Server	 (specifically 3.7.9)

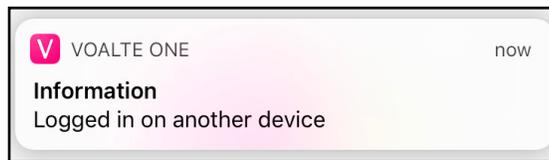
If a user logs into Voalte Platform on a second device or computer:

There will be a message warning them they are now logged out from all previous sessions.

The original device or computer the user was logged into displays a notification stating they have been logged in on another device.



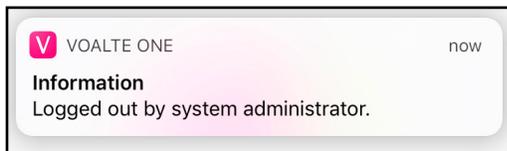
Voalte Messenger notification when you log in with another active session



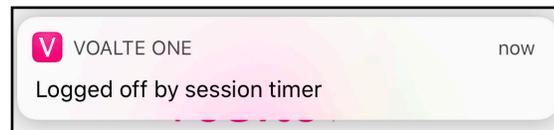
Voalte One notification when logged out due to a log in on another endpoint

If a user is logged out of Voalte Platform due to someone logging them out using Voalte Admin™, the notification reads, "Logged out by system administrator."

If a user is logged out of Voalte Platform after hitting the inactivity timer for that client, the notification reads, "Logged off by session timer."



Voalte One message when logged out by a system administrator



Voalte One message when logged out by session timer

Endpoints improvements.

Clients supported	Voalte Admin
Requires 3.7 Server	 (specifically 3.7.10)

Voalte Admin endpoints data now refreshes every 60 minutes, providing an improved end-user experience.

Improved call redirect message.

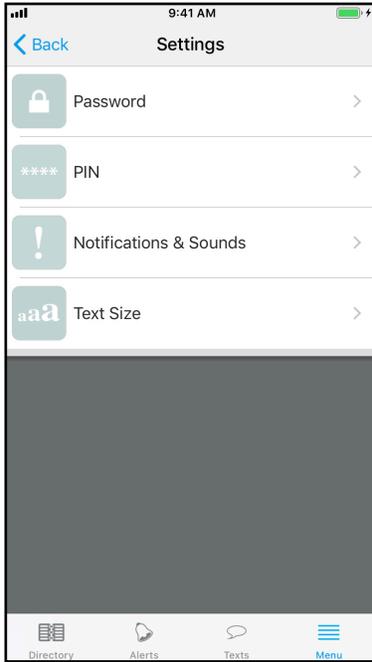
Clients supported	N/A
Requires 3.7 Server	

The redirect message for unanswered calls to Voalte Platform users has been shortened to "Please hold while I transfer you to the next available staff member."

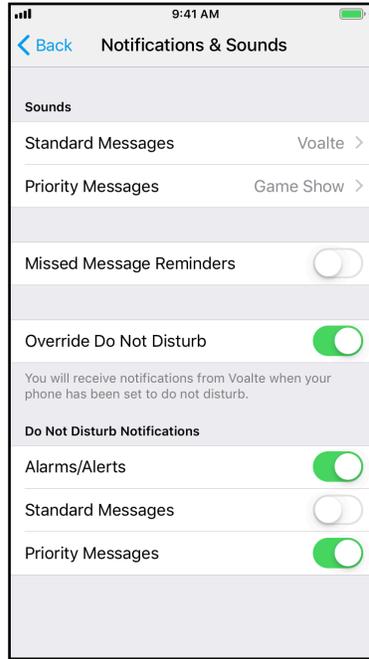
Improved Settings menu.

Clients supported	Voalte Me
Requires 3.7 Server	

The Settings menu in Voalte Me has been consolidated to incorporate the Notifications & Sounds option. This menu option also includes the Reminders options.



**Settings screen 3.7
Voalte Me**



**Notifications & Sounds screen
3.7 Voalte Me**

Note: For iPhone users, if your hospital does not have the 3.7 Voalte Platform Server, but you have upgraded to iOS 3.7 Voalte Me, you will still see the consolidated Settings menu, but some of the features will not be available.

Improvements to alert support.

Clients supported	Voalte One, Voalte Me
Requires 3.7 Server	

The following improvements were made for alert integrations:

- Support for non-pipe-delimited Wireless Communications Transfer Protocol (WCTP).
- Support of multiple recipients for Simple Mail Transfer Protocol (SMTP).
- Support for WCTP SubmitClientMessage.

The WCTP changes allow for legacy paging systems, such as Amcom systems, Everbridge, etc., to integrate directly using WCTP.

Microsoft Edge Chromium support.

Clients supported	Voalte Admin, Voalte Messenger
Requires 3.7 Server	 (specifically 3.7.10)

Voalte Admin and Voalte Messenger will now support Microsoft Edge Chromium.

New features.

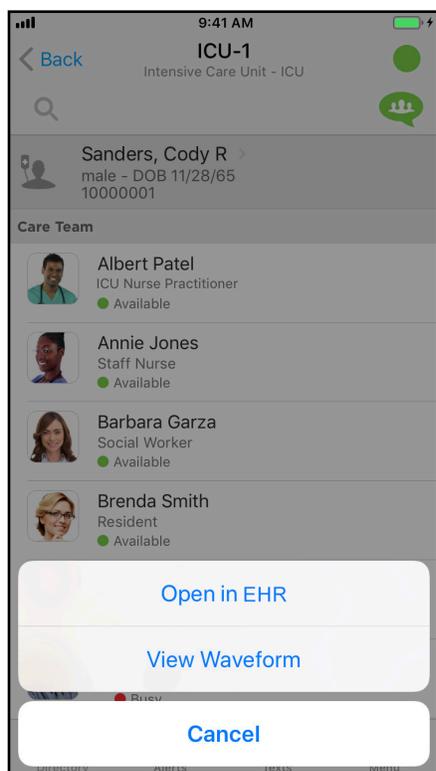
The following new features are available with Voalte Platform 3.7.

Access third-party apps from the Patients screen.

Clients supported	Voalte One, Voalte Me, Voalte Messenger
Requires 3.7 Server	

Users with patient-viewing privileges can tap or click the patient information within a room and be redirected to a third-party source, such as an electronic health records (EHR) system containing information specific to that patient. For example, a user could tap a patient name in Voalte One to be redirected to the patient record.

You can link up to five unique sources per patient listing in Voalte Platform. Links can be set up to use patient identifiers to connect Voalte Platform with native applications or websites. Websites will display in the in-app web browser on the mobile client if the client has been configured accordingly in Voalte Admin.



Accessing a third-party app from the Patients screen

Automatically add patient information to a new text message in Voalte Platform.

Clients supported	Voalte One, Voalte Me, Voalte Messenger
Requires 3.7 Server	 (specifically 3.7.3)

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.

Note: This feature is globally configured by application.

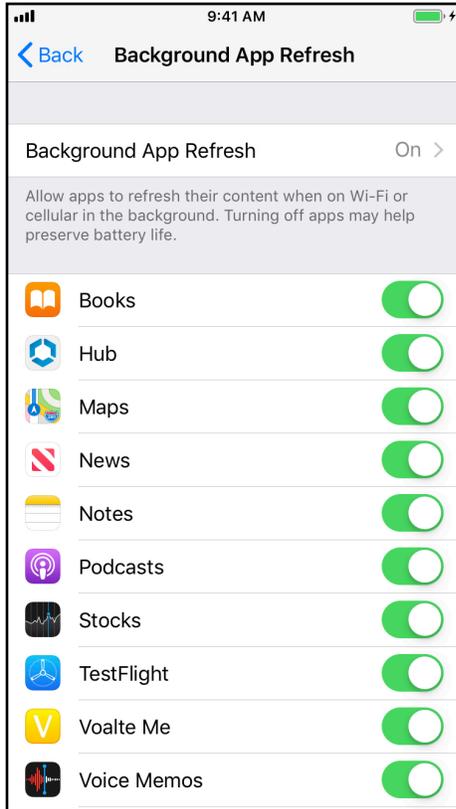
Background App Refresh notification for iOS Voalte One 3.7.5 and Voalte Me 3.7.5

Clients supported	Voalte One, Voalte Me
Requires 3.7 Server	

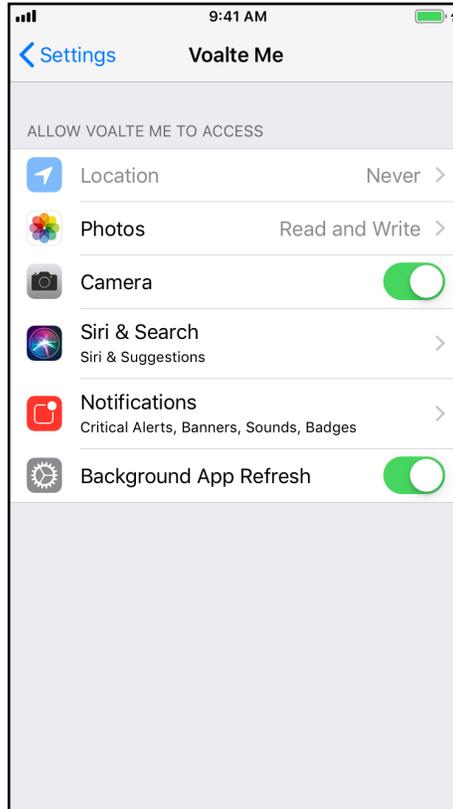
iOS Voalte One 3.7.5 and iOS Voalte Me 3.7.5 will now notify the user when the Background App Refresh setting for the app is disabled. While this setting is enabled by default, Voalte strongly recommends customers keep this setting enabled to ensure messages are received in a timely manner.

Note: The Background App Refresh setting can be turned off on a system level and then turned on at a per-app basis. Please ensure the setting is enabled at a system level and an app level.

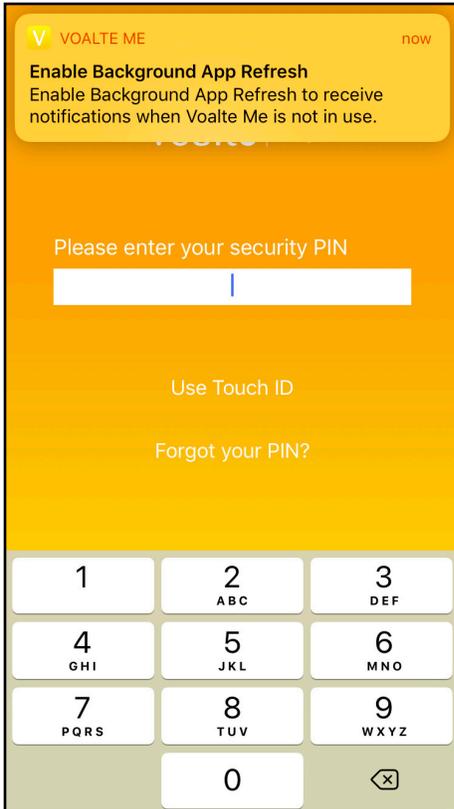
If the app-level setting is grayed out, the system-level setting is off and, therefore, it is also off for Voalte Me.



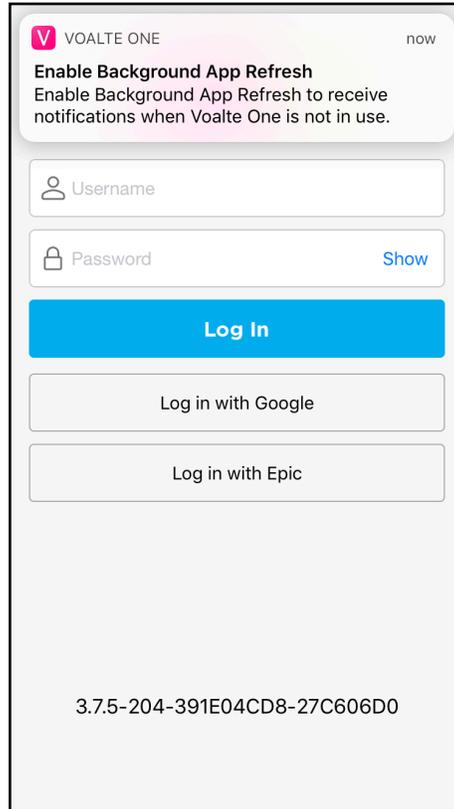
System setting



App-level setting



iOS Voalte Me: Enable Background App Refresh notification

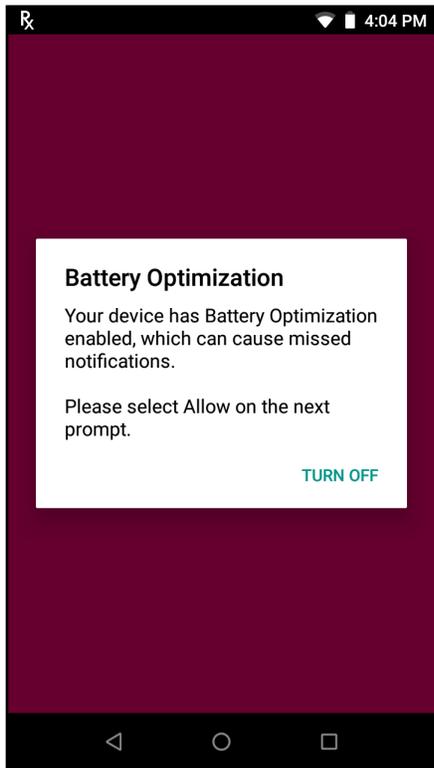


iOS Voalte One: Enable Background App Refresh notification

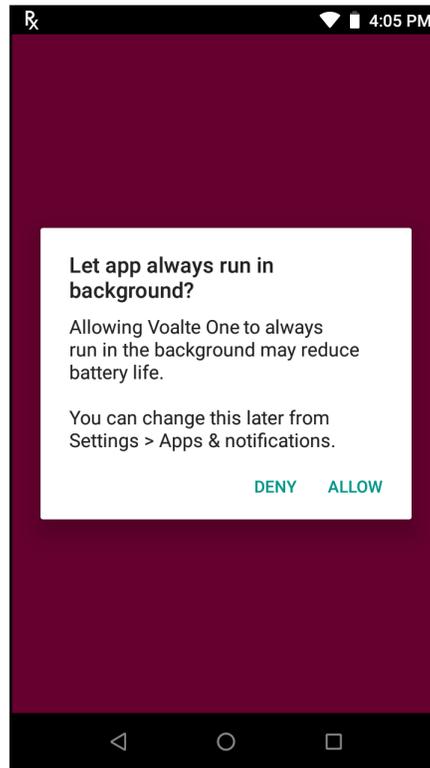
Battery Optimization for Android Voalte One 3.7.5.

Clients Supported	Voalte One (Android)
Requires 3.7 Server	

Android Voalte One 3.7.5 will now warn the user if the application is not set to Do Not Optimize for battery settings. This setting should be applied during provisioning, either manually or in the MDM. If a phone somehow does not get the correct settings, this permission will help warn the user so they do not miss messages.



Android battery optimization prompt



Android battery optimization confirmation

Call offline Voalte Me users.

Clients supported	Voalte Me
Requires 3.7 Server	

You can choose to allow calls to Voalte Me users who are offline.

When this feature is enabled:

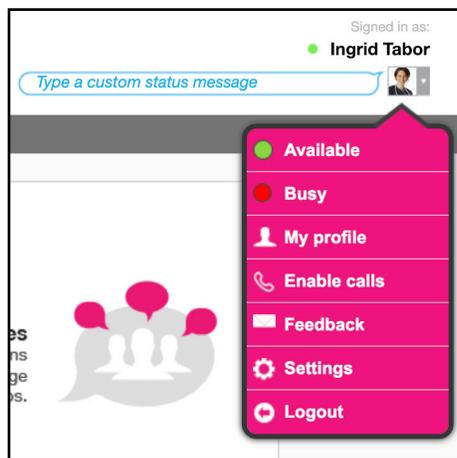
Users who have Voalte Me access and have not yet logged in and have an existing account with a preferred number will be callable from the Voalte Directory.

Users who have Voalte Me access and have logged in and logged out and have a preferred number will be callable from the Voalte Directory, provided they have set their Unavailable setting to Allow Calls.

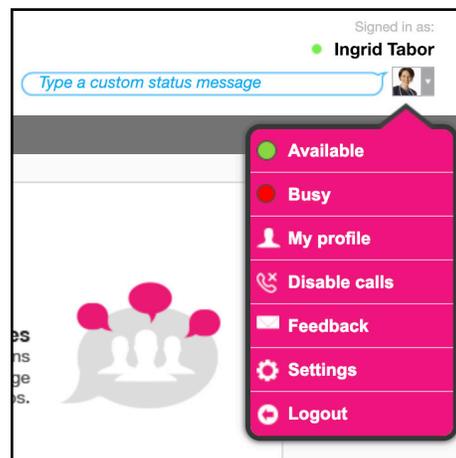
Call a Voalte Messenger user's preferred number.

Clients supported	Voalte Messenger
Requires 3.7 Server	 Calling a Voalte Messenger user's preferred number
Requires 3.7 Server	 Enabling and disabling calls

Voalte Messenger users now show as callable in the Voalte Directory. A preferred number must be included in the user's profile, which can be either a cell or desk phone number. Voalte Messenger users with a saved preferred number will have an option in the Profile Menu to disable this feature. Once users have selected to enable or disable calls, their choice is stored in user preferences and persists across sessions.



Enabling calls in Voalte Messenger

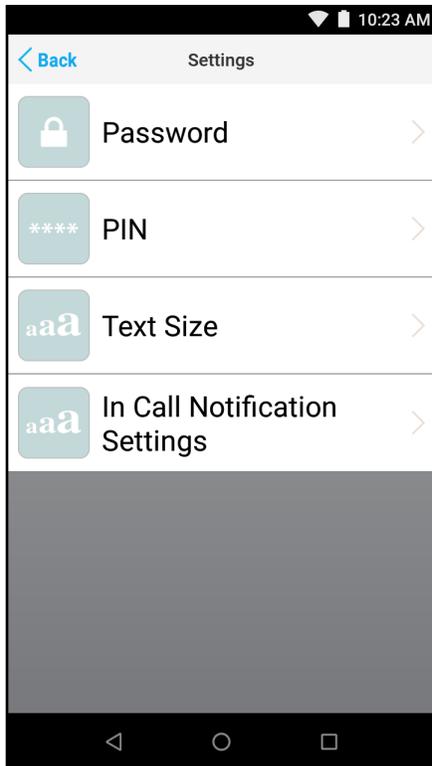


Disabling calls in Voalte Messenger

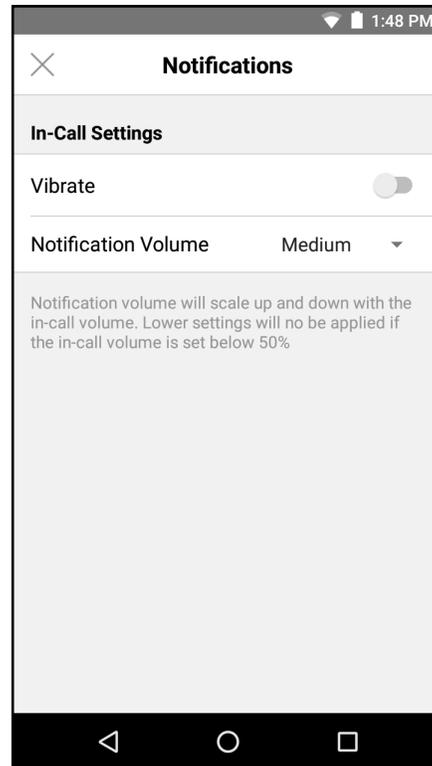
Configurable in-call notification volume for Voalte One.

Clients Supported	Voalte One (Android)
Requires 3.7 Server	

Android Voalte One users can now set the volume of notifications they hear while on a call. Users can also choose to set in-call notifications to vibrate. This feature is set under Menu→Settings→In Call Notification Settings.



Android Voalte One
Settings screen



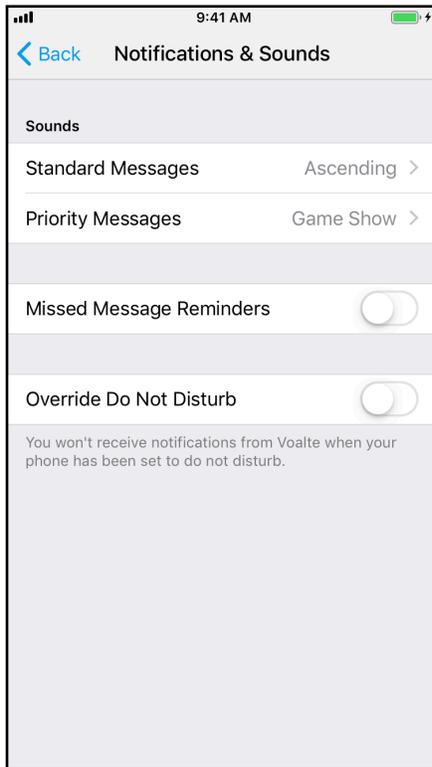
Android Voalte One
In-Call settings

Configurable text tones for Voalte Me.

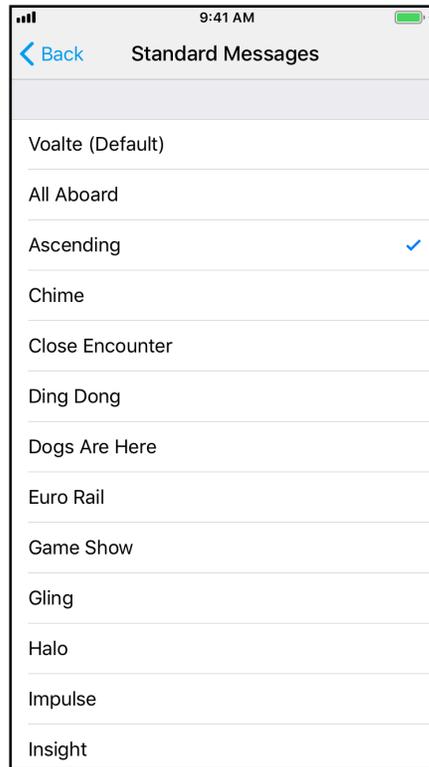
Clients supported	Voalte Me
Requires 3.7 Server	

Voalte Me users can change the tones for both regular and high-priority texts within the application. These settings are tied to the username.

Note: Voalte Me users cannot change the tone for Voalte Platform alerts or incoming calls from another Voalte Platform user.



Voalte Me Notifications & Sounds settings



Selecting a text tone

Note: This feature is globally configured by application.

Dictation support.

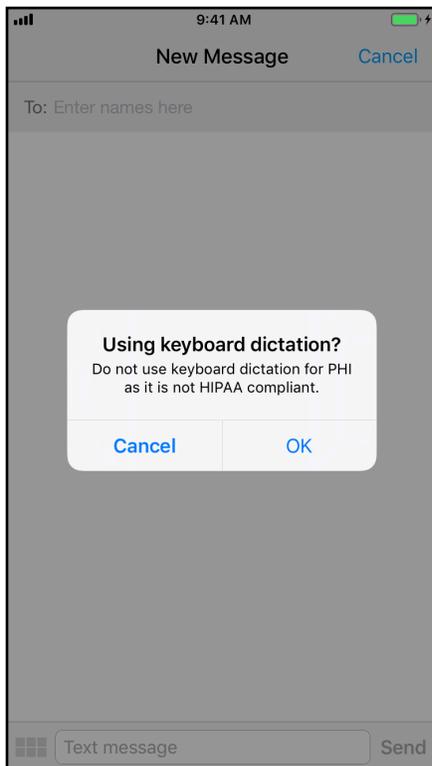
Clients supported	Voalte One, Voalte Me
Requires 3.7 Server	

Customers can now choose to allow users to use dictation, also known as talk-to-text, to create a text message. When a user taps the dictation icon on the keypad for the first time, a HIPAA-compliance warning appears.

Note: This feature is globally configured by application.

Note: You cannot block the use of dictation on Android phones using most Android-compatible keyboards.

IMPORTANT! Dictation is not supported on the MC40-HC.

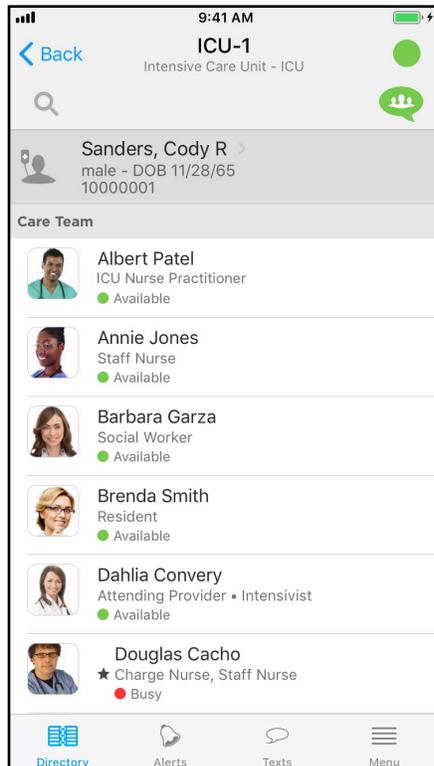


**Keyboard dictation
pop-up message**

Display EHR roles for users on a care team.

Clients supported	Voalte One, Voalte Me, Voalte Messenger
Requires 3.7 Server	

Hospitals that have integrated Voalte Platform with their EHR can choose to display EHR roles for Voalte Platform users in the care team when a patient is viewed in a Voalte Platform app. The EHR role listed will be in addition to the Voalte Platform roles the user selected during login. The EHR role is visible only from the patient screen and is not searchable.



User with an EHR role

Forward calls made to a Voalte Platform user's extension or DID number to the user's preferred number.

Clients supported	Voalte Me, Voalte Messenger
Requires 3.7 Server	

Customers can enable call forwarding to the preferred number of a user who has a user extension or DID number. This applies to users with Voalte Me or Voalte Messenger access.

Calls will route when the:

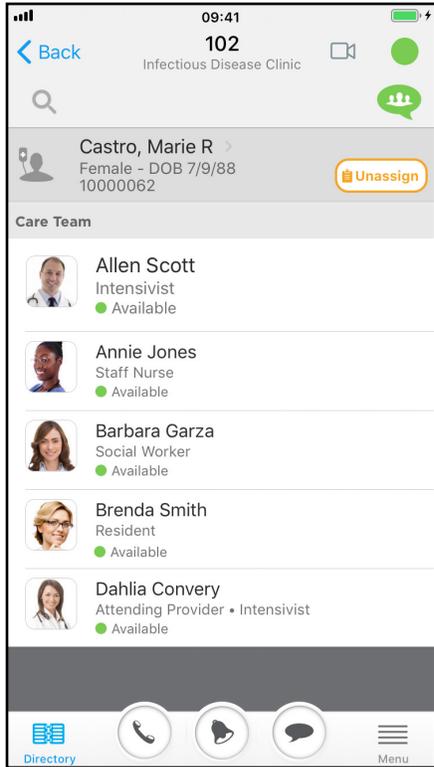
- Voalte Me or Voalte Messenger user is online.
- Voalte Me user is unavailable and has Allow Calls selected.
- Voalte Me user is offline and has Allow Calls selected, and the hospital has enabled offline Voalte Me calling.

Inter-app video calling.

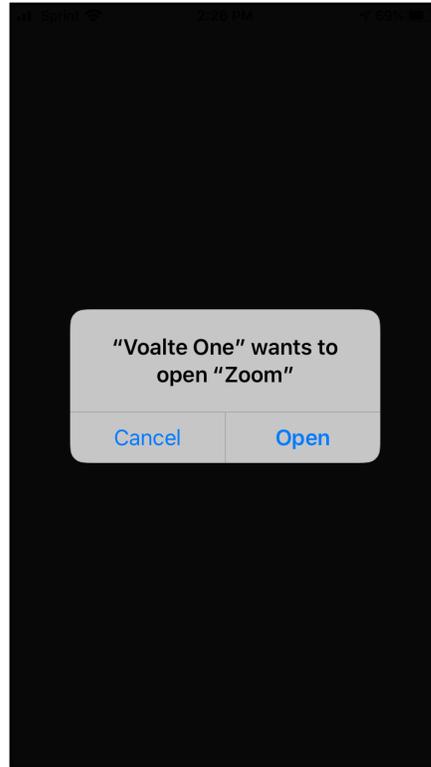
Clients supported	Voalte One, Voalte Me
Requires 3.7 Server	 (specifically 3.7.10)

In Voalte Platform 3.7.10, Voalte mobile clients will have the ability to launch a Hillrom-approved video application to connect a caregiver to a patient via an inter-app URL. This will allow Voalte One and Voalte Me users to initiate a video call to a device assigned to a designated Room/Bed by selecting the Video icon within the Room view. Hillrom-approved video applications include Apple FaceTime and Zoom. Specifics for both applications are detailed in the table below:

	Apple FaceTime	Zoom
iOS Voalte One	 Customers can use generic Apple IDs for the iPhone in order to make a call to the iPad in the room.	 Zoom logins may not be required in order to join via inter-app depending on the hospital's Zoom configuration.
Android Voalte One	 Not available.	 Zoom logins may not be required in order to join via inter-app depending on the hospital's Zoom configuration.
iOS Voalte Me	 Apple IDs are required for use and will be exposed to the iPad recipient while using FaceTime.	 Voalte Me users must have Zoom installed in order to use.
Android Voalte Me	 Not available.	 Voalte Me users must have Zoom installed in order to use.
Voalte Messenger	 Not available.	 Not available.



Patient care team: Video icon



Third-party video app

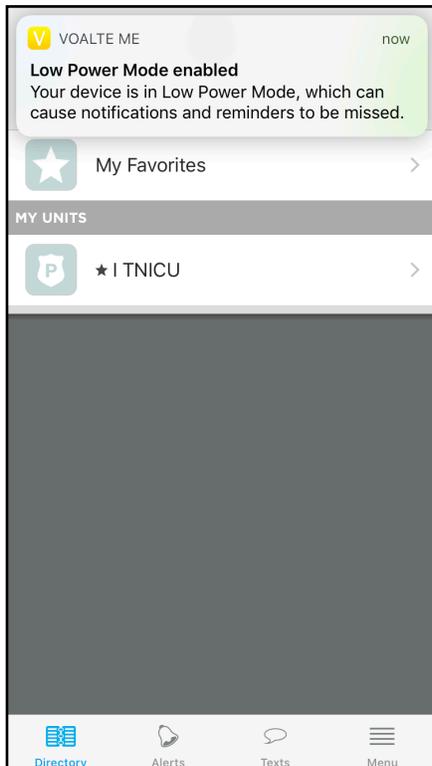
A Voalte employee must enable the configuration setting in Voalte Admin. Generic Apple IDs and/or Zoom meeting rooms must be uploaded to the desired rooms using the Buildings, Units, Rooms CSV template generated in Voalte Admin.

IMPORTANT! Any site upgrading to iOS Voalte One 3.7.10 or iOS Voalte One 3.7.10 client/server requires a CR.

Low Power Mode notification for iOS Voalte One 3.7.5 and Voalte Me 3.7.5

Clients supported	Voalte One, Voalte Me
Requires 3.7 Server	

iOS Voalte One 3.7.5 and iOS Voalte Me 3.7.5 will now notify the user when the Low Power Mode for the device is enabled. Low Power Mode may result in missed notifications.



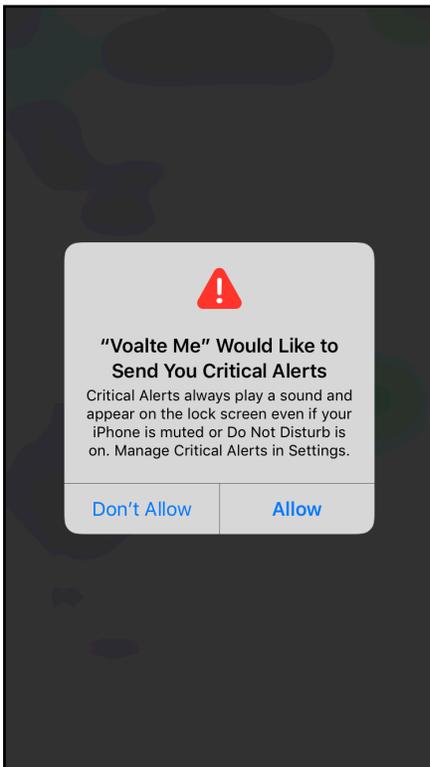
Low Power Mode notification

Override Mute switch and Do Not Disturb settings.

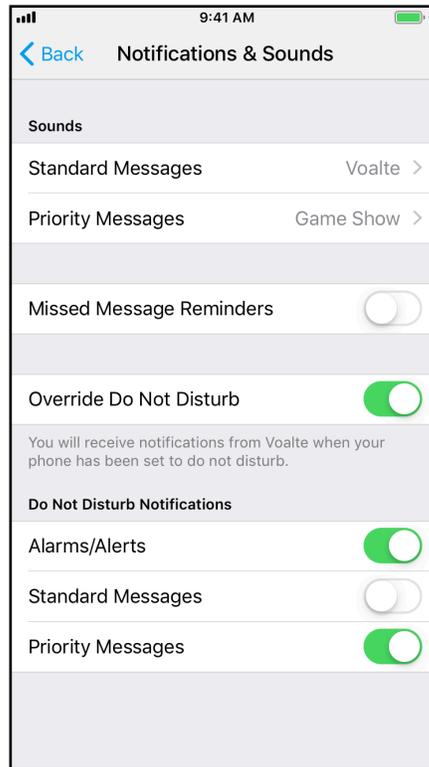
Clients supported	Voalte Me (iOS and Android), Voalte One (Android)
Requires 3.7 Server	

Voalte Platform can override the Mute switch and the Do Not Disturb (DND) settings on Android and iOS devices.

Note: In iOS 12, Apple introduced the Allow Critical Alerts setting, which end users can apply to certain applications to grant them override access.



Voalte Me Critical Alerts permission pop-up



Voalte Me DND override options

Password manager support.

Clients supported	Voalte Admin, Voalte Messenger
Requires 3.7 Server	

Password managers are now formally supported for Voalte Admin and Voalte Messenger.

Persistent conversation font size.

Clients supported	Voalte One, Voalte Me
Requires 3.7 Server	

When a user changes the font size for text messages in Voalte One or Voalte Me, the setting will now be retained from session to session.

Set server configuration using MDM.

Clients supported	Voalte One, Voalte Me
Requires 3.7 Server	

Voalte Platform now has the ability to push out a key value through the mobile device management (MDM) software that will populate the correct server settings for Voalte One and Voalte Me. This feature gives you more control over which devices point to which server. This feature is optional; if it is not implemented, the existing auto-configuration method will still be used.

Note: For Android Voalte One, only Android Enterprise enabled devices support this feature.

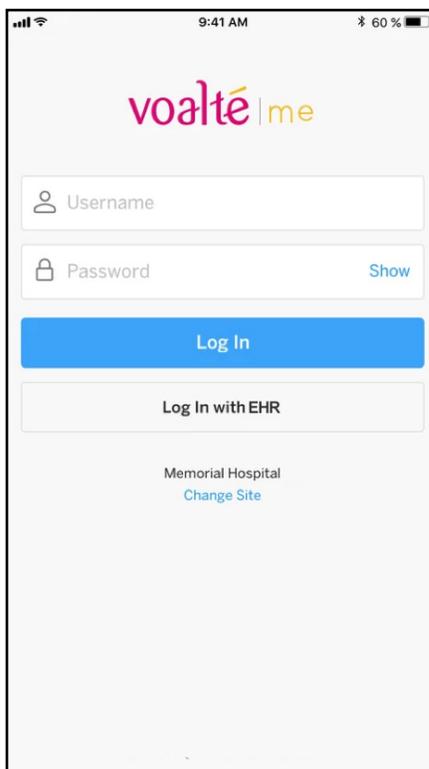
Single sign-on support.

Clients Supported	Voalte One, Voalte Me, Voalte Messenger
Requires 3.7 Server	

Voalte Platform supports single sign-on (SSO), which allows users to sign in to one application that also can log them into Voalte Platform. Multiple authentication services can be added to each user's account. You can choose to require users to log in with SSO only.

Note: Identity providers (IdPs) are added continually. Please contact your Voalte representative for a complete list.

Note: Voalte Platform will need to validate against each new, unique IdP.



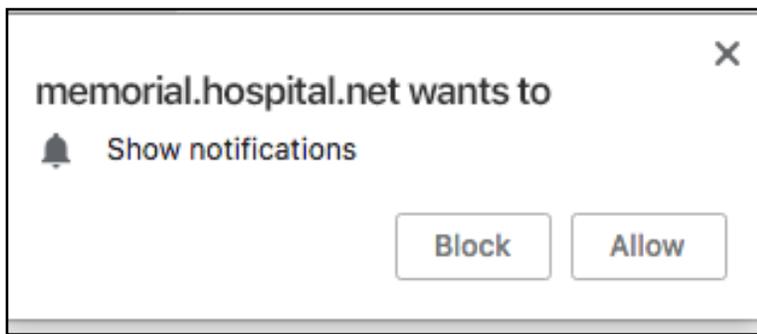
Logging in with an SSO option

Voalte Messenger notifications.

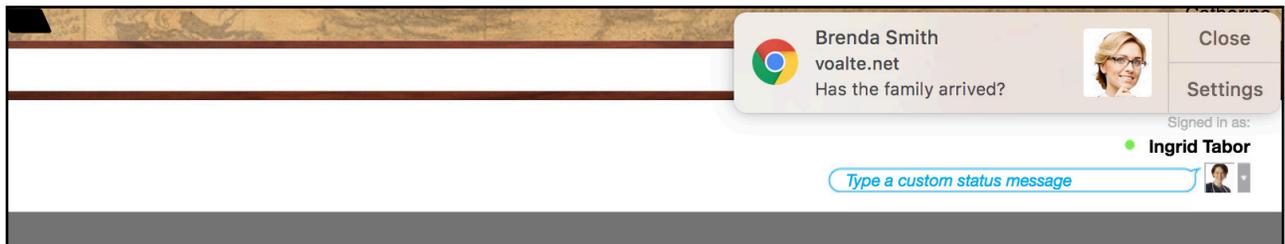
Clients Supported	Voalte Messenger
Requires 3.7 Server	

Voalte Messenger now supports Google Chrome and Microsoft Internet Explorer browser notifications. To start receiving notifications, when Voalte Messenger is launched, users must allow their Voalte Messenger browser to post notifications.

Note: If the Voalte Messenger tab is closed and the user is still logged in, the user will not receive browser notifications from the application.



Allowing browser to show Voalte Messenger notifications



Receiving a Voalte Messenger notification from Google Chrome