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This Quick Reference Guide (QRG) demonstrates the workflow for the Zebra TC-52 handheld device. This devices gives clinicians the ability to send and receive messages, photos and alerts, and access the staff directory.

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## Messenger App Overview

Review the device features.


**STEP 1:** Access the following from the TOC:

- Messages – recent messages display at the top.
- Notifications
- Contact information - includes all personnel, their location, care position, profiles, and communication resources.
- Patient information
- Status information
- Security
- Settings
- Help

**STEP 2:** Tap **Contacts** to review a personalized list of contacts.

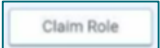
**STEP 3:** Enter a name, department, location, or role in the search field; then tap the **Search** icon. 

**NOTE:** **Icons indicate whether this is a location, a role or a person. All favorites can be searched as well, which are designated by a star icon.**

**STEP 4:** To designate a favorite, tap the right arrow beside the search result. Then tap the **Add Favorites** icon. 

**STEP 5:** Tap the back arrow twice to return to the directory.

**STEP 6:** Select **Services**. Then select the desired service to search within.

**STEP 7:** Search for the role, such as EMMC Care Management Assist Nurse. In the search results, tap the right arrow beside the desired role to claim. Then tap the **Claim Role** icon. 

**NOTE:** **A message displays indicating the person currently associated with the role will no longer receive messages and notifications.**

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**STEP 8:** Tap the **Claim Role** icon again to confirm the role being claimed.

**STEP 9:** Return to the TOC and tap **Status**. Three options display: Available, Unavailable and Do Not Disturb. Tap the radio button that corresponds to the option needed; then tap the **Save** icon.

**NOTE:** **The Unavailable and Do Not Disturb options enables a time limit to be set for the message and a status message.**

**STEP 10:** Tap **Settings** in the TOC. Here, designate the way contact information is displayed and message reminders. Tap the radio button that corresponds to the option needed; then tap the **Save** icon.

**STEP 11:** Tap **Help** in the TOC to access Help.

## **Sending Messages**

**STEP 1:** Tap the **Messenger App** from the TOC.

**NOTE:** **All sent and received messages display here. In the same way a cell phone is used, tap an existing conversation and respond to a message, or create a new message.**

**STEP 2:** To start a new message, tap **Compose** icon.



**STEP 3:** Tap the **To** field and select a recipient. Compose the message and tap the **Send** icon.

**STEP 4:** To add another person, tap the area to the right of the last person added and tap the **Send** icon.

**STEP 5:** To send a message to multiple recipients in the directory, tap the **Compose** icon. Search for recipients in any of the following:

- Tap the **Hospital** icon.
- Tap the subcategory, such as **Inpatient**; then tap the **Location**, for example 1 ICUA.
- Tap the checkbox that corresponds to the desired person(s) to message.
- Tap the **Save** icon.
- Compose the message and tap the **Send** icon.



**NOTE:** **Message up to 199 people. To remove someone from a message, tap the X that displays next to the person's name.**

**STEP 6:** To send an urgent message, tap the **Plus** icon at the bottom left corner of the screen; then tap **Set as Urgent**.



**NOTE:** **The urgent label displays when an urgent message is sent. The recipients' devices ring repeatedly until the message is interacted with, so use the urgent designation sparingly.**

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**STEP 7:** To send a pre-built **Quick Message**, tap the **Plus** icon at the bottom left corner of the screen; then tap **Quick Message**. Select an appropriate message and tap the **Send** icon.

**NOTE:** Create and save custom **Quick Messages** by tapping the ellipsis, composing a message and saving it. Insert that message into a conversations later.

**STEP 8:** To add a photo to a message:

- Tap **Plus** icon in the bottom left corner of the screen.
- Tap **Capture Image**.
- Tap the **Camera** icon.
- If satisfied with the picture, tap the green checkmark. If not satisfied with the image, retake it.
- Tap the **Send** icon.



## Managing Alerts

**STEP 1:** Tap the **Messenger App** icon.

**NOTE:** If there is a dot over the TOC icon , it indicates there are notifications that need to be addressed. Swipe up and down to address the alerts.

- If a number displays in the Notifications, it indicates there is more than one alert. To access the alerts, tap Notifications.



**NOTE:** Each notification shows the alert type, the patient it is for, and when the alert was posted. In the Notifications menu, there will be a circle with a number inside it. This number indicates the number of notifications that need to be addressed.

**STEP 2:** To accept the alert, tap **Accept**.

**STEP 3:** To access more information about the notification, tap the right arrow next to the alert.

**NOTE:** Alerts can be critical or non-critical. If an alert is triggered by a patient calling the nurse's station, a callback button displays to talk directly to the patient. Once an alert is accepted or declined, the alert goes away. To review alert resolution information, tap the right arrow next to the notification. To return to the notifications screen, tap the left arrow.

## Using the Voice App

**STEP 1:** Tap the **Voice App**.

**STEP 2:** Scroll down the contact list and look for the desired contact to dial. To access recent calls made or received, tap the **Recents** tab.

**STEP 3:** If the desired contact doesn't display in the list, tap the **Keypad** icon.



**STEP 4:** Dial the contact's number and tap the **Start Call** icon.



**STEP 5:** To end the call tap the **End Call** icon.



**NOTE:** When a number is called, it's automatically added to the Recents tab.

**STEP 6:** Tap the **Speed Dial** tab. If the desired speed dial number cannot be found, display the entire directory.

**NOTE:** To view the directory, staff must be logged in to the Messenger app.

**STEP 7:** Tap the **Directory** icon.



**STEP 8:** Select the name of the desired person to call and tap the **Call Back** icon.

**STEP 9:** The selected person's name displays on the screen. Tap the **Start Call** icon. When finished, hang the call up.