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This Quick Reference Guide (QRG) reviews the workflow for the Zebra TC-52 handheld device which gives clinicians access to CareAware where they can send and receive messages, access the staff directory, class staff members, send and receive photos, and receive alerts.

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## Messenger App Overview

Review the device features.


**STEP 1:** From the TOC you access:

- 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 your 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. You can also search all your favorites, 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 service you want 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 role you want 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 you are claiming the role.

**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 you need; then tap the  **Save** icon.

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

**STEP 10:** Tap **Settings** in the TOC. Here you designate the way you want to display contact information and message reminders. Tap the radio button that corresponds to the option you need; then tap the  **Save** icon.

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

## Sending Messages


Familiarize yourself with the Messenger App.


**STEP 1:** From the device TOC, tap the  **Messenger App**.




**NOTE:** **All your sent and received messages display here. In the same way you use your cell phone, you can tap an existing conversation and respond to a message, or you can 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 your message and tap the  **Send** icon.

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



**STEP 5:** To send a message to multiple recipients in the directory. Tap . You can 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 person(s) you want to message.
  - Tap the  **Save** icon.
  - Compose the message and tap the  **Send** icon.
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**NOTE:** You can 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 you send an urgent message. The recipients' devices ring repeatedly until they interact with the message, so use the urgent designation sparingly.

**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 .

**NOTE:** Create and save custom Quick Messages by tapping the ellipsis, composing a message and saving it. You can insert that message into your 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 you're satisfied with the picture, tap the green checkmark. If you aren't satisfied with the image, retake it.
- Tap the  Send icon.

## **Managing Alerts**

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

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

- To access alerts from the TOC if you see a number displays in the Notifications. 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, you see 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 so you can 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 contact you want to dial. To access recent calls you've made or received, tap the **Recents** tab.

**STEP 3:** If the contact you want 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 you call a number, it's automatically added to your Recents tab.

**STEP 6:** Tap the **Speed Dial** tab. If you can't find the speed dial number you need, you can display the entire directory.

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

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

**STEP 8:** Select the name of the person you want 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 you finish the call hang up.