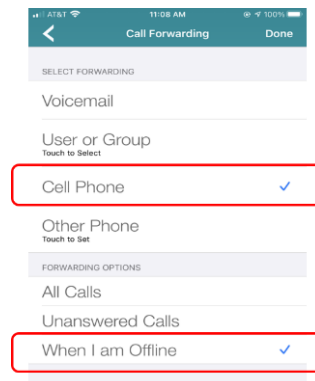
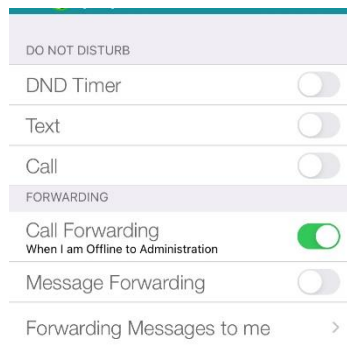


Call forwarding is an important feature in Vocera to help reduce missed calls and route calls to a covering clinician when you are on- or off-campus. Below are steps to set up call forwarding.

## NM best practice: Forward calls to your cell phone to avoid missed calls

To ensure that staff can reach you in Vocera, set up call forwarding in your Vocera profile. **This is recommended for personal device users and for NM-issued shared device users who use personal cell phone to receive calls.**

1. In Vocera, click your profile picture.
2. Toggle **Call Forwarding** so it's on.
3. Select **Cell Phone**.
4. Select **When I am Offline**.
5. Exit out of your profile.



**Important:** To forward Vocera calls to your cell phone, your cell phone number must be listed in your NM medical staff profile. Contact the Medical Staff Office to add your number to your profile if it's not already there.

### Notes:

- If you are not on shift and do not want to be contacted, turn off call forwarding and log out of Vocera to avoid unwanted calls.
- If you set **Do Not Disturb for Calls**, call forwarding is suspended.
- **Do not forward calls to voicemail.**

## Set call forwarding to a colleague who is covering for you, or to a group

1. In Vocera, click your profile picture.
2. Toggle **Call Forwarding** so it's on.
3. **To forward to a colleague:**
  - a. **Select Other Phone.**
  - b. Type in number to which you want to forward calls.
  - c. Click Save.
  - d. The other number to which you are forwarding calls will appear under "Other Phone" in the Call Forwarding menu.
4. **To forward to a user or group:**
  - a. **Select User or Group**
  - b. Scroll through the list to find the correct group, such as Pathology on call. If you don't see the correct user or group, go to Contacts to make sure you have selected the correct site where your user or group resides
5. Exit out of your profile.

