

# **Vocera B-Series Badge User Guide**

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# Introduction

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This section introduces you to the Vocera badge, the details covered in this document, the product, and feature applicability, and the related documentation.

- [About this Guide](#) on page 9
- [Product Applicability](#) on page 10
- [Feature Applicability](#) on page 11
- [Related Documentation](#) on page 14



## About this Guide

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This guide describes how to use Vocera badges and smartphones to communicate. It starts with the basics, such as the different features of the device and how to place and receive calls.

It also provides information about sending messages, broadcasting, setting properties to customize behavior, and using the full set of voice commands.



**Important:** All voice commands and features mentioned in this guide are supported in Vocera 4.0 or later unless otherwise indicated.

While this document discusses specific badge features, and badge commands it does not detail the badge properties you need to set to support your network environment, or how to set up a Vocera configuration computer, configure badges using the Badge Properties Editor and the Badge Configuration Utility, and update badge properties and firmware. For a complete description of these topics, refer to [Vocera Infrastructure and Planning Guide](#) and the [Vocera Badge Configuration Guide](#).

# Product Applicability

This section describes the applicable products, the supported firmware releases, and the supported Vocera Software.

Supported Badge	Vocera Firmware	Supported Vocera Software
B3000and B3000n	Up to Firmware Release 4.3	Vocera Voice Server 5.3.0

## Feature Applicability

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This section lists the features and the supported Vocera software.

Feature	Badge	Release Introduced
Direct Call	B3000n	Vocera Voice Server 5.3.4 or later; Firmware 5.0.3.45 [14.3]
Privacy Mode	B3000, B3000n	Vocera 4.3 SP2
Group Mode	B3000, B3000n	Vocera 4.3 GA
Flip Screen	B3000, B3000n	Vocera version 4.1 SP7
Background Updater	B3000, B3000n	Vocera 4.1 SP6
Bluetooth Support	B3000n	Vocera Server 4.3.4; Vocera Server 4.4.3
Speech Zone Fallback	B3000	Vocera Voice Server 4.3 SP4, and 4.4.3
Vocera Access Anywhere	B3000n	Vocera 4.1 GA
Add yourself to and removing yourself from multiple groups	B3000n	Vocera 4.1 GA
Send a numeric page to a Vocera group	B3000n	Vocera 4.1 GA
Listening to Missed Calls and Message Histories	B3000n	Vocera Voice Server 5.2.3
Providing Status of Environmental Services Staff	B3000n	Vocera Voice Server 5.1
Funny Genie and Easter Eggs	B3000n	Vocera Voice Server 5.2.3
Invoking Genie Help	B3000n	Vocera 5.2.3
Genie Help	B3000n	Vocera 5.2.3
Changing the Genie Persona	B3000n	Vocera Voice Server 5.2.3
Broadcasting to a Group	B3000n	Vocera Voice Server 5.1
Recording Voice Reminders	B3000n	Vocera Voice Server 5.2
Add a Doctor Prefix to Alternative Spoken Names	B3000n	Vocera Voice Server 5.3
Announce Caller or Phone Number on Incoming Calls	B3000n	Vocera Voice Server 5.3
Disable Easter Egg Commands by Site	B3000n	Vocera Voice Server 5.3
Enabling Group Voice Mail	B3000n	Vocera Voice Server 5.3
Intelligent Backoff Enhancing Speech Recognition for Call, Broadcast, Add me to group, and Record Message commands	B3000n	Vocera Voice Server 5.3
Offer to Learn a Spelled Name	B3000n	Vocera Voice Server 5.3
Play Voice Mail Messages on Logout	B3000n, V5000	Vocera Voice Server 5.3
Practicing Mindfulness	B3000n, V5000	Vocera Voice Server 5.3
Recording Recurring and Non-recurring Voice Reminders	B3000n, V5000	Vocera Voice Server 5.3
Recording Voice Reminders for a Group	B3000n, V5000	Vocera Voice Server 5.3

Feature	Badge	Release Introduced
Starting a Code Lavender Broadcast Call	B3000n	Vocera Voice Server 5.3
Scheduling a Code Lavender Call	B3000n, V5000	Vocera Voice Server 5.3
Sending Voice Mail to a Broadcast Number or Conference	B3000n, V5000	Vocera Voice Server 5.3
Setting Up Badge Voice PIN Authentication	B3000n, V5000	Vocera Voice Server 5.3
Recording Dictations	B3000n, V5000	Vocera Voice Server 5.3.2
Dual-mode	B3000n, V5000	Vocera Voice Server 5.6

## Related Documentation

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The documents supporting the Vocera Badge User Guide are listed in this topic.

The following documents support the Vocera Badge User Guide:

- [Vocera Infrastructure Planning Guide](#)—Specifies the recommended configuration of infrastructure to support Vocera.
- [Vocera Device Configuration Guide](#)—Specifies how to configure badges by using the Badge Properties Editor and the Badge Configuration Utility. It also provides details of the updates to the badge properties and firmware.
- [Vocera Voice Commands Reference Guide](#)—Specifies the details of the voice commands that you can use on your Vocera device and smartphones to communicate.
- [Vocera V-Series Smartbadge User Guide](#)—Specifies how to use your Vocera Smartbadge. It starts with the basics, such as placing and receiving calls. It also helps you understand how to use the Smartbadge features.

## Getting Started

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Your Vocera device provides fast, simple, person-to-person communication over the wireless network of your company.

Using voice commands, Vocera instantly connects you to the people you need to reach, reducing phone tag, overhead paging, and physically searching for a person. It also gives you the freedom to be mobile, even when you are expecting an important call.

The Vocera badge has a built-in speaker, microphone, and radio, plus a display that shows caller ID and messages. Attachment options for the badge allow hands-free operation.

Vocera devices communicate through your in-house wireless local area network (WLAN). This design permits people to reach you even in areas where cellular phones experience what people call dead spots. Also, since Vocera devices transmit and receive calls in a different frequency range than cellular phones, you can use a Vocera device in areas where cellular phones are prohibited because of concerns about interference with other equipment.

A central computer, the Vocera Server, controls all Vocera device communications. If you have a Vocera Smartphone, it communicates with the Vocera Server through a separate Vocera Client Gateway. As you use your Vocera badge or phone, you are prompted by the Genie, which is the voice interface to the server. The Genie recognizes simple commands in verb-noun format. For example:

"Call Charles Jones."

"Record a message for Tech Support."

"Block all calls."

Vocera devices use voice commands, and the system is easy to learn, hence you can start using your badge or phone immediately.

- [Quick Starts for the Badge](#) on page 16
- [Charging Your B3000n Battery](#) on page 18
- [Powering On and Off](#) on page 20
- [Using Speak or Spell](#) on page 21
- [Logging In and Logging Out](#) on page 22
- [Maintaining Your Badge](#) on page 23
- [Using the Welcome Tutorial on the Badge](#) on page 24
- [Working with the Genie](#) on page 25

## Quick Starts for the Badge

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Changing the battery, calling the Genie, recording your name, and adjusting the volume is simple using your Vocera badge.

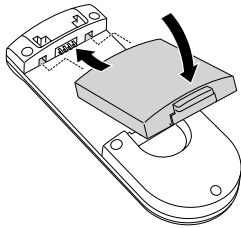
To get started with your Badge:

1. Charge the battery, if necessary.

New batteries must be charged before use. If the badge has already been used by someone else, check the battery level indicator on the badge display to ensure the battery has sufficient power.

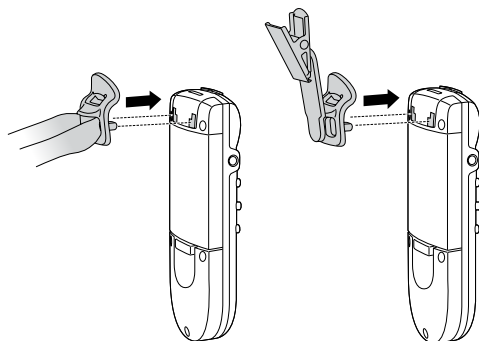
For more information on other ways to determine whether the battery needs to be charged and for instructions on how to charge the battery, refer to [Maintaining Your Badge](#).

2. Install the battery by sliding the pegs at the top of the battery into the two holes in the battery compartment of the badge, and then pressing down gently on the latch to seat the battery.



The badge begins a startup sequence. Wait until the badge display reads Logged Out or shows the name of a user.

3. Choose the lanyard or universal clip attachment, and connect it to the badge.

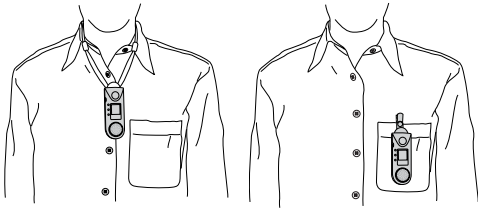


You also can connect the lanyard or clip to the badge **before** installing the battery.

4. Put the badge on, and ensure it is in the proper position.



For optimal speech recognition, the top of the badge should be approximately 6 inches (15 centimeters) from your chin. Any sound coming from another direction or beyond that distance is reduced or eliminated by the noise canceling microphones.



5. Log in: Press the Call button and wait for the Genie to answer.
  - **If the Genie asks for your name**, say your first and last names.
  - **If the Genie answers by saying "Vocera" or by playing a tone**, another user may already be logged in. If so, say "Log me out," wait for the chime, and then press the Call button again to log in.
6. Record your name: Press the Call button, wait for the Genie to answer, and then say "Record my name." The Genie will prompt you to record your name. If you do not record your name, the Vocera system uses speech synthesis to say your name.
7. Adjust the volume on the badge, if necessary. For more information, refer to [Adjusting the Volume](#).

## Charging Your B3000n Battery

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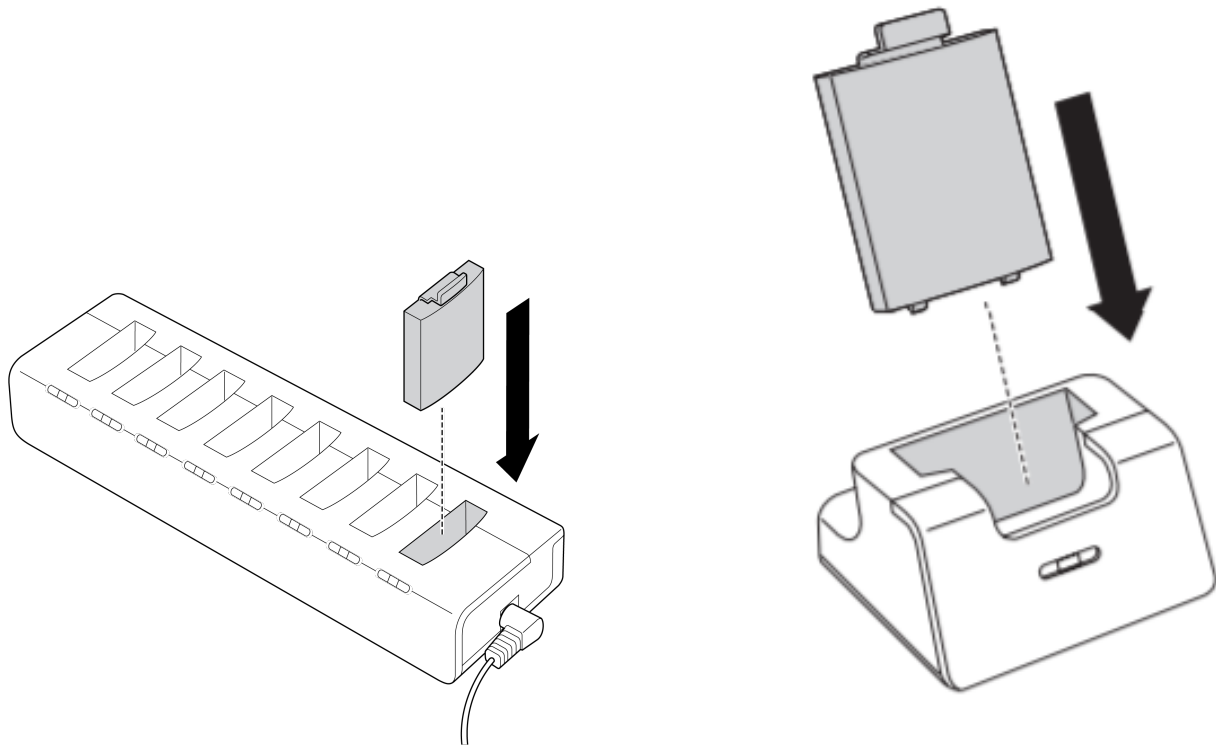
You can use a single-bay charger or an eight-bay charger to charge your B3000n Battery

There are two indicator lights on the charger, blue for capacity, which decreases over time, and green/red for charge status.

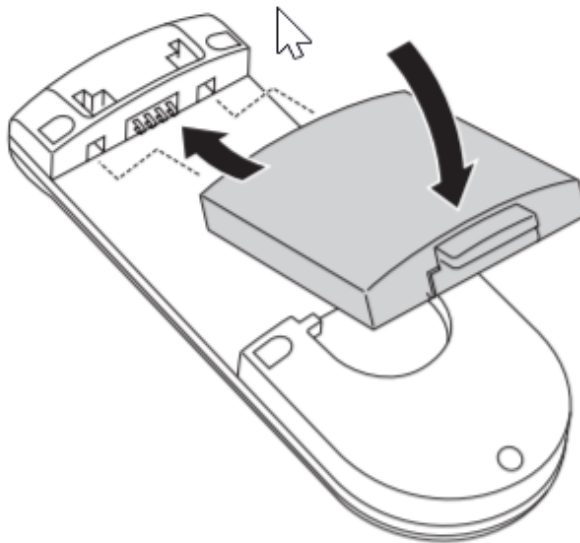
1. Use your thumb to press the battery latch and lift it up, and then remove the battery.



2. Insert the battery into the charger, label facing back, and press down on the battery until you see the blue light turn on. After a second, the green light will begin to blink. **Note:** If the blue light remains on and is steady, the battery is beyond its useful life. If so, replace it.



3. When the green light stops blinking and is steady, the battery is fully charged. Remove it from the charger.



4. Slide the pegs at the top of the battery into the two holes in the Badge's battery compartment and press down gently to seat the battery in the Badge.

## Powering On and Off

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Power on the B3000n badge by inserting the battery. You cannot power the B3000n badge on by pressing the Call button, as you can with the B3000 badge.

The Call button wakes up the B3000 badge from a low power state. The B3000 badge is not powered off unless you remove the battery. You can power down a B3000n badge by using the **Power Off** menu choice or pressing and holding the **Hold/DND** button. Remove and insert the battery, when you want to power on the badge.

## Using Speak or Spell

---

Speak or spell feature allows you to contact users, groups, or address book entries by either speaking or spelling their names in a voice command.

Spelling a name improves speech recognition because you effectively utter many more syllables than when you speak a name. Spellings are so effective that they may work even slightly incorrect.

In addition to **speaking** the full name, you can also **spell** either the first name, the last name, or both names to contact a person. For example, you can use any of the following commands to place a call to the user or address book entry, Jesse Hart:

- Call Jesse Hart
- Call J-E-S-S-E
- Call H-A-R-T
- Call J-E-S-S-E-H-A-R-T

You must always speak or spell the full name to contact a group, place, or alternate spoken name. For example, you can use either of the following commands to place a call to the address book entry Poison Control:

- Call Poison Control
- Call P - O - I - S - O - N - C - O - N - T - R - O - L

A **qualifier** is an additional name, such as a department or a site, that helps to identify the party you are trying to contact in a voice command. You can either use spelling or qualifier in a voice command, but you cannot use both. Also, you cannot spell the name of the qualifier—only the party you are trying to contact.

For example, you can contact Maria Blount in the Imaging department by saying either "Call M - A - R - I - A" or "Call Maria in Imaging". You cannot use either "Call M - A - R - I - A in Imaging" or "Call Maria in I - M - A - G - I - N - G."



**Note:** Ensure that you speak with an even pace and say each letter distinctly when you spell a name. The Genie hears a spelling as a very long word, and you don't want to trip it up.

For convenience, you can train the Genie to learn your name, group name, or location. For more information, refer to **Training the Genie to learn a name** on page 25.

## Logging In and Logging Out

You can use voice commands to log in and log out of your device.

When you log in on your Badge for the first time, you can get help on using commands.



**Important:** If someone is already logged in to your Vocera device when you receive it, ensure that you log out and log in.

Action	Recommended Commands
Log in	Press the <b>Call</b> button and then say your first and last name when prompted.
Log out	Log me out.
Find out who is logged in to your device	Who am I?
Listen to the welcome tutorial	Play Welcome Tutorial.
Log in at a site you are visiting	Connect to <site name>

If your organization shares Vocera devices, ensure you log out when you are finished using your device. Turning the power off or removing the battery does not log you out—the Genie remembers that you were logged in when the device gains power again.

You can log into the system on only one Vocera device at a time. If you try to log in with a second device, the Genie reminds you and asks you to confirm the login, and when you say "Yes," the system logs you in to the new device and logs you out from the first Vocera device.

## Maintaining Your Badge

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Vocera badges need simple maintenance for each Vocera badge version.

The Vocera badge requires very little maintenance: recharge the battery when the power gets low, and clean the badge when necessary. The following sections describe how to charge the battery and how to clean the badge.

## Using the Welcome Tutorial on the Badge

---

Even if you have had a training session on the use of the badge, you may find it hard to remember the basics that seemed so simple in the classroom.

The Genie provides a brief and witty welcome tutorial to bring you up to speed in badge use. The tutorial is easy to use, and it covers enough of the basics to help your experience with the badge be a positive one. During the tutorial, the Genie describes how to use the badge, records your name, and shows you how to make a call. You can end the tutorial at any time by pressing the Hold/DND button. You can play the tutorial as many times as you want, or you can return at a later time to the section that records commands.

To listen to the welcome tutorial, you can use the voice command **Play Welcome Tutorial**. Alternatively, you can use **Play Welcome**.



**Note:** Although the smartphone allows you to play the badge tutorial, the information is specific to a badge and therefore may not help you learn how to use the phone.



## Working with the Genie

This section helps you understand how you can work with the Genie.

### Training the Genie

You can train the Genie to understand the pronunciation of names and commands.

If the Genie has difficulty understanding your speech, you can train the Genie to recognize the way you say names and commands. The Genie can learn the names of people, groups, locations, and most commands. You can also train the Genie to recognize a nickname if that is the way you always call a person you know.

When you train the Genie to learn a name, you are prompted to spell the name. If you change your mind, you can use the "Unlearn a name" command to delete it. The Genie prompts you for the necessary information.

The following table lists all the commands you can use to train the Genie:

Action	Recommended Voice Commands
Train the Genie to recognize the way you say a name	Learn name. Learn group name. Learn location name.
Delete a learned name	Unlearn name. Unlearn group name. Unlearn location name.
Train the Genie to recognize the way you say common commands	Learn commands.
Train the Genie to recognize the way you say other commands	Learn more commands.
Delete all your learned commands	Unlearn commands.

### Training the Genie to learn a name

You can train the Genie to learn a name or commands by performing the steps provided in this topic.

To train the Genie, perform the following tasks:

1. Press the **Call** button, wait for the Genie to answer, and then say "Learn name." You can also say "Learn group name" or "Learn location name" to train the Genie for other names.
2. Spell either the first or last name of the individual when prompted. The Genie prompts you to spell the group or location for other types of names.

If more than one person, group, or location has the name that you spell, the Genie speaks each name, asking you to identify the one you want.

3. Say the name or nickname the way you always do when prompted.

The Genie asks you to repeat the name several times, then tells you, "OK, I've learned the name."

### Training the Genie to learn commands

When you train the Genie to learn the way you say commands, the Genie prompts you to record a short list of the most common commands and keywords such as Yes, No, and the numbers zero through nine.

You can press the **Call** button to skip through commands in the list, or you can quit at any time by pressing the Hold/DND button. When you quit, the Genie remembers the commands it has already learned, and it gives you the option to skip these commands if you continue some other time.

For information on the commands that you can train Genie to learn, see the [List of Commands That Genie Can Learn](#) on page 27

To train the Genie to learn commands, perform the following tasks:

1. Press the **Call** button, wait for the Genie to answer, and then say "Learn commands."

The Genie reminds you that it will take a few minutes to learn commands, and then it prompts you to speak the first command.



**Note:** To train the Genie to learn commands that are used less frequently, say "Learn more commands."

2. Do either of the following:

- Say the name of the command the way you always do.

The Genie asks you to repeat the command several times, then prompts you to speak the next command.

- Press the **Call** button.

The Genie skips that command and prompts you to speak the next command.

3. Continue through the list by saying each command to train the Genie or skipping it with the Call button.

4. Quit at any time by pressing the Hold/DND button.

The Genie tells you it is quitting and remembers the commands it has learned.

### Training the Genie to learn more commands

If you use "Learn More Commands" at a later time, the Genie can automatically skip commands it has already learned.

The Genie also lets you manually skip through the command list so you can re-record specific commands. For example, if the Genie did not learn certain commands properly during a previous training session, you can rerecord just those specific commands.

To train the Genie to learn more commands, perform the following tasks:

1. Press the **Call** button, wait for the Genie to answer, and then say, "Learn more commands."

2. When the Genie asks if you want to skip the commands it has already learned, do either of the following:

- Say "Yes" to have the Genie automatically skip commands you have recorded.

The Genie prompts you to record only commands it has not already learned.

- Say "No" so you can manually skip commands or record all of them again.

The Genie prompts you to record each command, starting at the beginning of the list.

3. Use the **Call** button to skip through the list, recording or re-recording commands.

If you skip a command you have already recorded, it is not erased.

4. Quit at any time by pressing the **Hold/DND** button.

The Genie tells you it is quitting and remembers the commands it has learned.

---

## Learning a Name Called Using the Spell Option

Vocera Genie offers to learn the name of the most frequently called user if you spell out the user's name with the **Call** command.

At the time of your next login, Genie plays a prompt offering to learn the name of the user that you spell out.

You can choose to accept this offer by saying "Yes" or decline the offer by saying "No". When you accept the offer, Genie asks you to say the user's name three times after each tone sound. After this, the system saves the name of the user in the database.

Learn a name offer is valid under the following conditions:

- If the call recipient's name is not in the database of learned names of the caller.
- If you spell out the recipient's name with the Call command
- Learning a name offer is limited to learning only one user's name at each login
- If you declined the offer by saying "No" the first time Genie offered to learn this user's name, Genie plays the prompt two more times after each consecutive login
- If you declined the offer to learn a name three consecutive times, the prompt is no longer played
- If there are more than one usernames to learn, the username with maximum call frequency takes precedence
- If there are two users with the same call frequency, then Genie offers to learn the name for the latest call record

For example, if you call a user named Emily Rose and say the command, "Call E M I L Y R O S E" (by spelling out the call recipient's name). The system checks if this name exists in the database. If the name is not found, Genie takes you through the, "Learn a name" command flow at your next login.

1. At your next login, you hear the prompt, "You called Emily Rose by spelling, do you want to learn this name?"

Say "Yes" to accept the offer.



**Note:** If you choose to decline the offer three consecutive times, the Genie will no longer offer to learn a user's name.

2. As soon as you accept the offer, Genie plays the prompt; "You may learn name for user Emily Rose, say the name each time you hear the tone. "

3. Say the username after each tone sound.

At the end of the third tone, Genie says, "Okay, I got it" to confirm having learned the username.

---

## List of Commands That Genie Can Learn

You can train the Vocera Genie to learn the following commands:

- Call
- Play Messages
- Play Old Messages
- Page
- Broadcast to group
- Dial extension
- Log out
- Yes
- No
- One
- Two
- Three
- Four
- Five
- Six
- Seven
- Eight
- Nine
- Zero
- Oh
- Add me to group
- Remove me from group
- Record a message for
- Forward my calls to
- Stop forwarding
- Locate
- Delete
- Repeat
- Learn
- Unlearn
- Transfer
- Conference
- Urgent broadcast to
- Urgent call to
- Call outside number
- Learn a name
- Unlearn a name
- Send reminder to
- Delete reminder

---

## Changing the Genie Persona

You can alternate between Genie persona using the "Change Genie" command.

To change Genie's persona, perform the following tasks:

1. Click the **Call** button.
2. Wait for the Genie to answer.
3. Speak the command "Change Genie."

The Vocera Genie responds with, "Okay, Your Genie is changed to Jennifer" or "Okay, Your Genie is changed to Dan."

## Genie Notification Prompts

When you first log into the Vocera Server with your badge, there are several messages that the Genie may provide.

The table below lists the available prompts, the Genie's notification, the condition under which the prompt is played, and the user action.

For more information, refer to [Logging In and Out](#).

Type of Prompt	Genie Says	Condition	User Action
Call Forwarding Reminder	You are forwarding all calls to	Played after login if a user is forwarding all calls to an outside phone number/extension or a Vocera user/group.	Determine if you still want your calls forwarded and take the appropriate action. For more information, refer to <a href="#">Forwarding Your Calls</a> .
New Features List	Vocera has changed the way you receive incoming calls. First, you will hear the name of the person calling you. Wait until the Genie asks you to accept the call before you say yes or no. You can also use the call button to respond yes or the <b>DND/Hold</b> button to respond no at any time.	Played for existing users after an upgrade from 4.3 to a later version of Vocera Server. New users created after the upgrade and in future releases will not hear the new features prompt.	None needed.
Record a Name Reminder	First login: You haven't recorded your name yet. Can we record your name now? Second login: I see you still haven't recorded your name. Can we record your name now? Third login: I still do not have your name recorded. Recording your name can help others learn how to pronounce it correctly. Can we record your name now?	This reminder is played after an upgrade from 4.3 to a later version of Vocera Server. If the user fails to record a name, the Genie prompts increase intensity with each subsequent login.	Record your name to stop the Genie prompts.
(Optional) Add a User to a Group Reminder	Would you like to add yourself to multiple groups? [Yes]. Okay, great! Say a group name each time you hear the tone. Press the call button once you are done.	This prompt is played only when your administrator enables this in the Vocera properties file. By default, this prompt is turned off.	Provide the name of the group or groups for which you want to be added as instructed by the Genie.
Who Called (For Missed Calls or Messages)	You had a call /message from <caller name>	Played for users that received a missed call or message. If you have a combination of missed calls and messages, the Genie will refer to these as "messages."	None

## Working with Genie Help

The Genie Help is interactive and walks you through a series of questions and responses to address your issue.

## Getting Started with Genie Help

After you initiate the Help Genie and speak your question, the Help Genie does one of the following:

- Says "I didn't understand" if the question was unclear and then repeats, "What would you like help with?"
- Suggests a help topic if the Help Genie is unsure and asks if this is correct.
- Launches directly into answering the question.

When the Help Genie discovers the correct category and provides the appropriate answer, the Help Genie session ends. If you have additional questions, you can invoke the Help Genie by pressing the **Call** button and using the Help command. For more information, refer to .

## Invoking and Exiting Genie Help

You can initiate and end an interactive session with the Help Genie using these commands.

You can ask for Genie Help at any time while you are logged in. When you log in on your Badge for the first time, Genie guides you through a series of prompts to record your name. Once your name recording is complete, Genie announces, "You can get help on how to use commands by saying, Genie help!"

During the Genie Help interaction, you may need to leave the session. To exit the Genie Help, press the **Call** button.

This table shows the command to bring up the Vocera Help Genie and exit the Help

Action	Recommended Voice Commands	The Genie Help Response
Invoke the Genie Help	Help. or Genie Help.	"What would you like help with?"
Exit the Help Genie	Cancel	"Help canceled."

## Categories for Genie Help

There are some general questions that Genie Help can answer.

The following table shows the help categories available with the Genie Help.

Category	The Help Genie Response
Adding a user to a group	Would you like help with joining a group?
Adjusting the volume	Would you like help with volume adjustment?
Placing calls	Would you like help with calling?
Playing the Welcome Tutorial	Would you like to play the welcome tutorial?
Sending a broadcast message	Would you like help with broadcast?
Training the Genie	Would you like help learning names?
How to play, send, or delete messages	Would you like help playing messages? Would you like help sending messages? Would you like help deleting messages?

Category	The Help Genie Response
Playing the Welcome Tutorial	Would you like to play the welcome tutorial?
Sending a broadcast message	Would you like help with broadcast?
Training the Genie	Would you like help learning names?
How to play, send, or delete messages	Would you like help playing messages? Would you like help sending messages? Would you like help deleting messages?

### Creating a Custom Help Prompt

If you prefer to implement a custom Help prompt instead of the Vocera Genie Help, you can create a customized Genie response.

In previous versions of Vocera Voice Server, if you spoke the Help command to the Genie, the system provided the standard prompt: "No help is currently available". Since some customers want to direct their users to specific help options, they can create a customized Help prompt.

For example, the Help prompt could direct users to a Vocera superuser, an administrator, an internal Web site, or a local help desk for assistance.



**Note:** You cannot use a custom help prompt and Genie Help at the same time. If Genie Help is preferred, you must remove the custom file from your system before using these features.

For more information, refer to the [Vocera Administration Guide](#) in the chapter titled, "Providing a Custom Help Prompt."

## Understanding Your Badge

---

This section introduces you to the Badge, the necessary hardware buttons, and the menu items you need to be aware of.

- [Hardware Overview](#) on page 33
- [Badge Menu](#) on page 48



## Hardware Overview

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The design of the Vocera badge is simple, so you can communicate quickly and easily and keep your hands free to do other tasks. The information in this section will help you familiarize with the badge hardware.

---

### Call Button

Use the **Call** button to begin and end all voice communications.

Press the **Call** button to make calls, send and listen to messages, and record your name and greeting. You can also press the Call button to perform the following tasks to:

- Power on the badge.
  - Answer “yes” if the Genie asks you a question that requires a yes or no response.
  - Put the current call on hold and connect to the new call, if you are on a call and you hear a call waiting tone.
  - Disconnect from the second call and return to the call on hold.
- 

### Hold/DND Button

The Hold/Do Not Disturb (DND) button places calls on hold, puts the badge in Do Not Disturb mode, and turns the badge power off. A small yellow indicator light on the Hold/DND button blinks when the badge is in Hold or Do Not Disturb mode.

You can perform the following tasks using the **Hold/DND** button:

- **Hold a call**—Press the **Hold/DND** button while the call is in progress. To release the hold, press the button again.  
While a call is on hold, you can press the Call button to summon the Genie. When the Genie answers, you can call another user, check for new messages, or issue any other command. Once the command has been carried out, and the operation is complete, the Genie automatically reconnects you with the person on hold.
- **Do Not Disturb mode**—Press the **Hold/DND** button when no call is in progress. Callers are told that you are unavailable. The caller is invited to leave a message, or else the call is forwarded to another destination if forwarding option is active for your badge and the badge is off network.
- **Turn the badge off**—Press and hold the **Hold/DND** button for at least seven seconds to turn off the badge power.
- **Cancel a command**—Press and hold the **Hold/DND** button when you start a command and change your mind on using the command. For example: If you are calling someone, leaving a message, or recording your name and, and then decide not to take action, press **Hold/DND** to cancel the action.
- **Response request when Genie asks you a question**—Press the **Hold/DND** button to answer “no” and press the Call button to answer “yes”.

## Working with Do Not Disturb

There may be times when it is inconvenient for you to receive calls and message notifications from the Genie. The best way to block calls temporarily is to press the Hold/DND button. When you are ready to resume accepting calls, press the **Hold/DND** button again.

On a badge, a light at the top of your badge flashes yellow to remind you that you are in Do Not Disturb (DND) mode. Also, your badge or phone will beep every 15 minutes to remind you, unless your system administrator turns off this setting.

When you put the badge or phone in DND mode, some calls may still be put through. VIP buddies or a person with VIP status can optionally interrupt DND mode, and an urgent call is always connected.

The Genie tells VIP buddies and callers who have **VIP Status** that you are not accepting calls right now, and asks them “Do you want me to break through?” If they confirm, the Genie calls your Vocera device. VIP Status is a permission granted by the system administrator.

Urgent calls and urgent broadcasts always break into DND mode. You do not get the opportunity to reject them. The system administrator must grant a user permission to make urgent calls and broadcasts.

---

## Volume

The Volume menu independently adjusts the sound level for speakerphone and headset modes.

You can also set the volume for handset mode.

### Adjusting Volume

Volume operation work differently depending on the badge mode or the badge state.

You can adjust the volume on the badge using the:

- **Volume** menu under **Settings**.
- **Up** and **Down** buttons on the badge.

For more information on the badge modes and states, refer to [Badge Mode and State Types](#) .

### Adjusting the volume in the active state

You can adjust the volume of the badge when you are on a call.

To adjust volume press one of the following:

- **Up** button as many times as necessary to increase the volume to the level you prefer.
- **Down** button to decrease the volume.

### Adjusting the Volume in the Idle State

You can adjust the volume of the badge when you are not using the badge or when the badge is in the standby state.

To adjust the volume, perform the following steps:

1. Hold the badge, and orient it so that you can read the screen.
2. Press the **Select** button to see the menu, and then press the **Up** button until you see the **Settings** icon.
3. Press the **Select** button to choose the **Settings** menu.
4. Press the **Select** button again to choose the **Volume** menu.

The display prompts you to select one of the following modes:

- **Speaker**
- **Headset**

- **Privacy**

5. Press the **Up** or **Down** buttons to move the highlight.
6. Press the **Select** button to set the **volume** for the specified mode.
7. Press one of the following:
  - **Up** button as many times as necessary to increase the volume to the level you prefer.
  - **Down** button to decrease the volume.
 The display changes accordingly.
8. Press the **Select** button to set the new volume level and return to the main screen.

### Adjusting Volume in Headset Mode

When using a headset with your badge, the state of the Announce Through Speaker property (enabled/disabled) changes the behavior of the volume controls for the headset and speaker depending on the call state.

The **Announce Through Speaker** property is disabled by default, and the volume adjustments affect the headset only.

However, if the **Announce Through Speaker** property is enabled:

- The volume on the headset and speaker is effected during a Genie session (announcement in progress).
- The volume on the headset is effected during the active mode (once the call is established).



**Note:** If you adjusted the volume during the Genie session, you might need to readjust the volume once the call is established since volume levels can shift after the call is accepted.

For more information, refer to [Using the Announce through Speaker Commands](#) on page 60.

### Headset Jack

The headset jack accepts an earphone or microphone-style headsets that are sold separately for times when you want more privacy or when you are working in a noisy environment.

When you attach a headset, the microphone operation of the device is suppressed. The speaker is also suppressed unless you turn on the Announce through Speaker property. For more information, refer to [Using the Announce through Speaker Commands](#) on page 60.

On a Vocera badge, you can adjust the volume for a headset separately from the badge speaker volume. For more information, refer to [Adjusting the Volume](#).

### Indicator Lights

The small indicator light on the top of the badge indicates whether the power of the badge and DND mode are on.

The following table indicates the meaning of the indicator lights:

Color	Meaning
Green blink	Power is on and DND mode is off
Amber blink	Power and DND mode is on

### Smart Battery and Power Efficiency

This topic helps you understand capacity reporting and improvements to battery life.

The lithium-ion polymer smart battery continuously monitors battery life and can accurately report remaining capacity. Due to improvements in power efficiency in the badge, a fully charged standard battery should provide 3 hours of talk time (U-APSD enabled).

The battery provides up to 35 hours of standby time for B3000 badge and 45 hours of standby time for the B3000n badge.

A fully charged B3000n extended battery should provide 5 hours of talk time and 60 hours of standby time. You must remove the battery to charge the badge.

---

## Increased Speaker Volume

The B3000 and B3000n badges have a speaker with 85 dBSPL peak loudness, making it easier to use without a headset in noisy areas or areas with persistent background noise.

Changes to volume is amplified through gain adjustments to the badge speaker.

---


## Privacy Mode

Privacy mode helps you to operate the badge like a telephone handset.

The badge lets users switch to privacy mode to ensure privacy or use the badge in a high noise environment without a headset. When the badge is in privacy mode, you can use it like a telephone handset.

Press the **Call** button to make a call or answer a call, and then put the badge speaker to your ear and speak into the primary microphone located on the front of the badge at the top right corner. Only the primary microphone is enabled in privacy mode; the three noise-canceling microphones are automatically disabled.



 **Note:** When you hold the badge speaker up to your ear, do not cover the primary microphone with your fingers. Otherwise, the Genie will not hear anything you say.

For more information, refer to [Using Privacy Mode](#) on page 52.

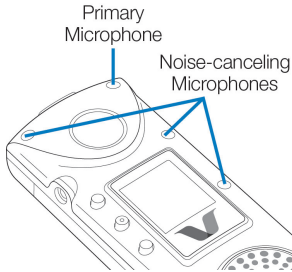
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## Integrated Noise Cancellation for B3000n badge

B3000n badge has enhanced noise cancellation and better acoustic echo cancellation during Genie mode or person-to-person calls.

In normal operation, the badge uses an array of four directional microphones. Two at the top and two along the right front side, each with their echo canceller, reducing background noise while you speak.

The following figure shows the primary B3000n microphone and the three noise-canceling microphones.



However, B3000n badges with 4.1 firmware or later, utilize an accelerometer to influence the behavior of the multi-microphone array that enables noise cancellation. For more information, refer to [Speech Zone for B3000 Badge](#) on page 38.

### Speech Zone Fallback for B3000n Badge

The Speech Zone Fallback feature allows optimal speech recognition even if the badge is not within the speech zone.

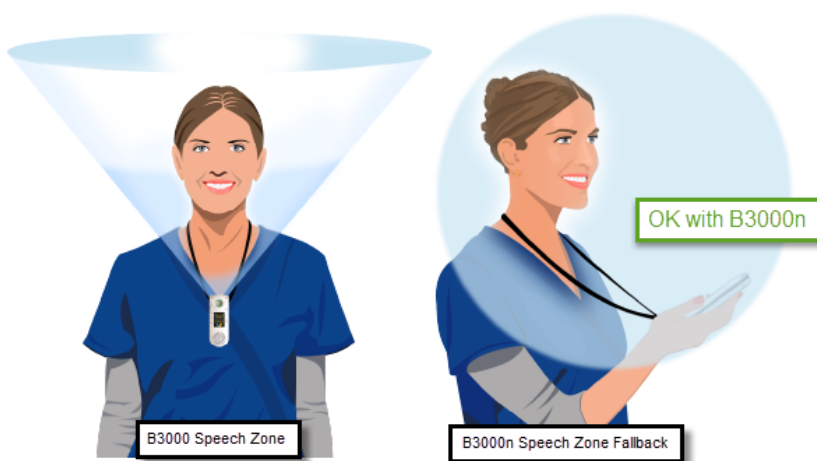
A B3000n badge implements a [speech zone](#) during normal operations just like a B3000 badge. However, when a B3000n badge is placed at an angle or a position that renders the speech zone ineffective, the Speech Zone Fallback feature interprets the orientation of the badge and changes the operation of the microphone array.



**Note:** Speech Zone Fallback is automatically enabled when the badge is turned to a 105-degree angle to improve voice recognition.

When the orientation of the badge shifts out of the [speech zone](#), Speech Zone Fallback moves the microphone array from a multi-microphone directional array to a single omnidirectional microphone. This change results in a wider speech zone where speech recognition is still successful.

The following figure shows the [speech zones](#) for B3000 followed by the speech zone available when Speech Zone Fallback is activated in B3000n badge.



It is still recommended to wear the B3000n badge in a position that directionally uses the array of microphones. But the automatic Speech Zone Fallback mechanism alleviates some of the difficulties with voice recognition when the B3000n is orientated incorrectly.



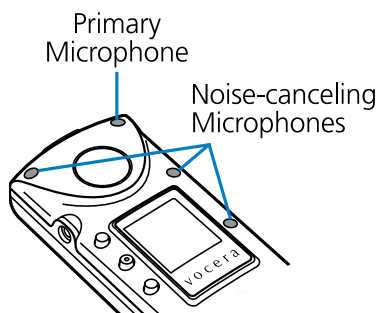
**Note:** The single omnidirectional microphone system is similar to the operation of the microphones when the badge is switched into Group Mode.

## Integrated Noise Cancellation for B3000 badge

The B3000 badge has enhanced noise cancellation as well as better acoustic echo cancellation.

The badge has an array of four directional microphones; two at the top and two along the right front side. Each with their own echo canceller, reducing background noise while you speak.

The following figure shows the primary microphone of the B3000 badge and the three noise-canceling microphones.



The noise cancellation features of the B3000 badge have been designed to provide a significant improvement in speech recognition accuracy in environments with background noise.

However, with this addition of this feature, the position of the badge to the speaker should be maintained in the **speech zone** for the optimal speech recognition. For more information, refer to **Speech Zone for B3000 Badge** on page 38.

## Speech Zone for B3000 Badge

The specific orientation of the badge affects speech recognition in B3000 badge.

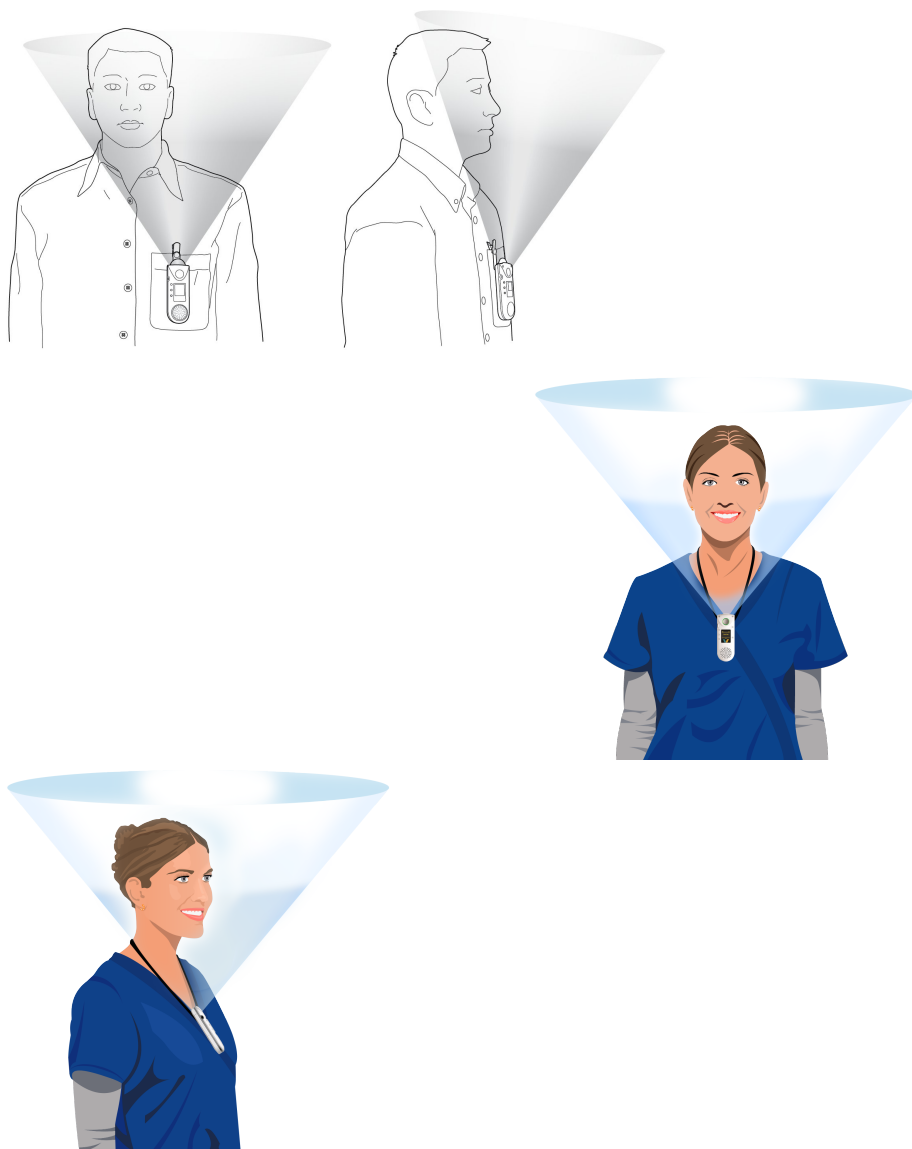
B3000 badges introduced a series of microphones which facilitate the elimination of the background noise and improves speech recognition. For more information, refer to **Integrated Noise Cancellation for B3000 badge** on page 38.

However, with the introduction of the muti-array microphones, a designated **speech zone** was identified and needed for optimal speech recognition. The **speech zone** is the region in which audio can be detected with the greatest efficiency.

The following examples illustrate microphone sensitivity of the B3000 badge and show the **speech zone** in the shaded cone area above the badge. These figures display the front and side views of someone wearing the badge using a universal clip (above) and a lanyard (below) followed by an example of badge use outside of the **speech zone** shown in the shaded circle.



**Note:** For optimal speech recognition, the badge should be located about 6 inches below the chin illustrated by darker shading inside the **speech zone** cone.



If the badge is tilted towards the face or removed from the speech zone, the Genie may not be able to understand your commands and vocalizations clearly.

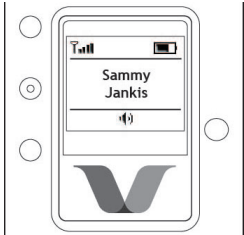


## Orientation Sensor

The B3000n badge display contains an orientation sensor that automatically inverts the text on its display when you tilt the bottom of the badge, making it easy to read the screen.

The display is activated only when you press buttons, use menus, or are on a call to conserve power. Otherwise, the display is powered off.

The following figure shows the B3000n screen:



The following figure shows a user tilting the badge to read the screen:



**Note:** When you tilt the badge to read the screen, ensure that your fingers do not block any of the four microphones.

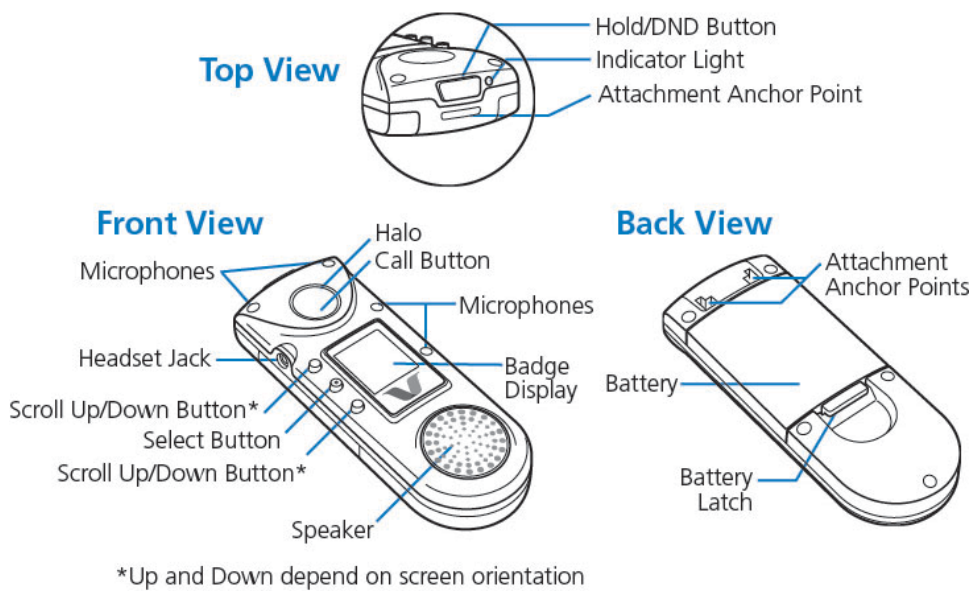
## Understanding Your B3000n badge

The B3000n badge provides new features for release Vocera 5.0.1 or later, Vocera 4.4.3 or later, and Vocera 4.3 SP4 or later.

The B3000n badge provides all the features of the B3000 badge. In addition, the B3000n introduces a number of features that have not been available on previous devices. These features include:

- Radio with 802.11a/b/g/n support
- Support for both 2.4Gz and 5GHz frequency bands
- Call button halo
- Orientation sensor





## Bluetooth Support

This section helps you configure, manage, and use a Bluetooth device with your Vocera badge.

Vocera badge firmware provides support for pairing your Bluetooth headset with a Vocera Badge. After you pair your headset with any badge, the pairing information is saved on the Vocera Server, and you do not have to pair your headset again when you change badges.

In other words, you can use a new Vocera badge without enabling Bluetooth and pair your headset again. Once the device is paired; every time you log-in into a Vocera badge and connect your Bluetooth headset, the information travels with you.

For optimal use in a wireless environment, Vocera recommends that you set B3000n badges to 5GHz radio frequency. By adjusting the spectrum to 5GHz, you can avoid the congestion and interference that can occur at lower frequencies such as 2.4GHz which is the standard range for wi-fi and Bluetooth.



**Note:** The 5GHz radio frequency is only available on B3000n badges. However, your wireless environment can include badges utilizing 5GHz and 2.4GHz.

## Setting up the Bluetooth Headset

You need to set up your Bluetooth headset only once with your Vocera badge.

**Prerequisite:** To pair Vocera badges with a Bluetooth device, you must install Vocera Server 4.3 SP4, 4.4.3 or later on the server.

After you perform the following steps, your Bluetooth headset and pairing information are saved in your user profile on the Vocera Voice Server.

The first-time setup steps include enabling Bluetooth on the badge and pairing your Bluetooth device.

## Enabling Bluetooth on the Badge

Blue tooth option is available in the Vocera Badge Settings menu.

To turn Bluetooth on your Vocera Badge:

1. Press the **Select** button from the **Main** screen.  
The badge menu appears and displays the **Messages** screen.

2. Press the **Down** button.  
The **Bluetooth** screen appears.
3. Press the **Select** button.  
The **Turn On** option appears.
4. Press the **Select** button.  
The badge displays the message, Enabling Bluetooth, and then displays **Completed** and transitions back to the **Bluetooth** screen.

## Pairing a Bluetooth Device

Pairing your Bluetooth device on a single Vocera Badge, saves the Bluetooth Setup Profile on the Vocera Server and automatically sent to every badge you log-on to.

**Prerequisite:** Ensure that you have enabled the Bluetooth feature as described in [Enabling Bluetooth on the Badge](#) on page 41.

To pair the Bluetooth device with your Vocera Badge, perform the following steps:

1. From the badge **Bluetooth** screen, press the **Select** button.  
The **Discover Headset** option appears.
2. Press the **Select** button.  
The badge displays the **Scanning** message and then displays the name of the headset it located.
3. Press the **Select** button.  
The badge displays the **Pairing** message and then displays **Connection success** and transitions back to the **Bluetooth** screen.

## Managing Bluetooth Headsets

After the initial setup and pairing tasks are complete, you need to know how to connect, disconnect, and manage your headset. You can switch to your Bluetooth device during a call, and unpair a device that you no longer want to use.

The details of the tasks are as follows:

- **Connecting with a paired Bluetooth device**—This task is performed each time you want to shift from Badge mode to your Bluetooth device.
- **Switching devices during a call**—This task is performed when you want to move back and forth between your paired Bluetooth headset and Vocera badge.
- **Disconnecting from a paired Bluetooth device**—This task is performed when you want to disconnect your Bluetooth device and switch back to badge mode.
- **Unpairing a Bluetooth device**—After you unpair a device, the pairing information is no longer stored on the Vocera Server in your Bluetooth headset profile. You are ready to pair a new device if desired.

## Connecting Bluetooth Devices

You can connect a Bluetooth device with your Vocera badge.

To connect your Bluetooth headset to the badge, perform the following tasks:

1. Ensure that you have powered on your Bluetooth headset.
2. Press the **Select** button, from the **Main** screen.  
The badge menu appears and displays the **Messages** screen.
3. Press the **Down** button.  
The **Bluetooth** screen appears.
4. Press the **Select** button.  
The badge displays the name of the headset you previously paired.

5. Press the **Select** button.  
The badge displays the **Connect** screen.
6. Press the **Select** button.  
The badge displays the **Connecting** message and then displays **Connection success** and transitions back to the **Bluetooth** screen.

### Switching Devices During a Call

You can switch audio between the badge and headset during a call.

To switch audio between the badge and headset during a call, perform the following tasks:

1. From the **Call** screen, press the **Select** button.  
The badge menu appears and displays the **Messages** screen.
2. Press the **Down** button.  
The **Bluetooth** screen appears.
3. Press the **Select** button. The **Audio Switch Over** screen appears.
4. Press the **Select** button. The audio switches from the badge to the headset or the headset to the badge, and the badge transitions to the **Bluetooth** screen.

### Disconnecting Bluetooth Devices

You can disconnect your Bluetooth device from your Vocera badge whenever you wish.

To disconnect your Bluetooth headset from the badge, perform the following tasks:

1. Press the **Select** button from the **Main** screen.  
The badge menu appears and displays the **Messages** screen.
2. Press the **Down** button.  
The **Bluetooth** screen appears.
3. Press the **Select** button.  
The badge displays the name of the headset you previously paired.
4. Press the **Select** button.  
The badge displays the **Disconnect** screen.
5. Press the **Select** button.  
The badge displays the Disconnecting message and then displays Disconnect success and transitions back to the **Bluetooth** screen.

### Unpairing Bluetooth Devices

You can unpair your Bluetooth device with your Vocera badge and pair it with new devices.

To unpair the Bluetooth device from your badge, perform the following tasks:

1. From the **Main** screen, press the **Select** button.  
The badge menu appears and displays the **Messages** screen.
2. Press the **Down** button.  
The **Bluetooth** screen appears.
3. Press the **Select** button.  
The badge displays the name of the headset you previously paired.
4. Press the **Select** button.  
The badge displays either the **Connect** or **Disconnect** screen.
5. Press the **Down** button.

The badge displays the **Forget** screen.

6. Press the **Select** button.

The badge displays the “Bluetooth Headset Unpaired” message and then transitions back to the **Bluetooth** screen

## Troubleshooting Bluetooth

The troubleshooting issues in this section do not extend to issues related to specific Bluetooth devices.

### Out of Synchronization Issues

In rare situations, your headset and badge may get out of synchronization. In other words, the badge connected while the headset is disconnected. This situation usually occurs if you power down your headset when it is out of range of the badge.

In Out-of-sync situations, you can explicitly disconnect and connect your badge using the badge menus as described in, [Managing Bluetooth Headsets](#) on page 42.

### Call Button LED Halo Colors

The B3000n provides a LED-lighted halo around the Call button to indicate the status of the badge, allowing other people to see if you are in a call.



The LED halo around the Call button uses the following colors:

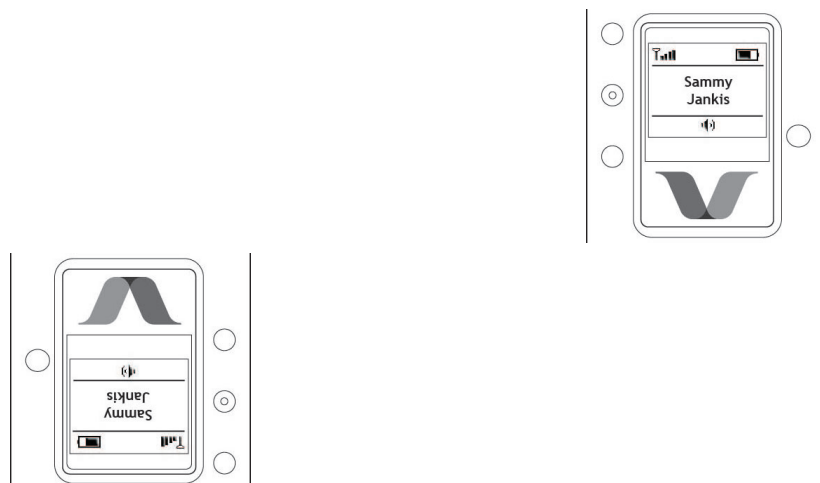
Color	Meaning
Green	On an active call
Amber	In DND mode or on hold
Cycle through colors	Off-network (unable to connect to access points)
Pink	The user is not logged into Vocera

The halo light around the **Call** button appears on the front of the badge and you may need to tilt the badge up to see your halo light. Other people should be able to see your halo light easily and notice whether you are currently on an active call.

### Enhanced Display

The B3000n badge display is located on the front of the badge and positioned in portrait orientation. The display is activated only when you press buttons, use menus, or are on a call, to conserve power. Otherwise, the display is powered off.

The following figure shows the B3000n screen in right side up and upside down orientations:



The following figure shows a user tilting his badge up to read the inverted screen:



**Note:** When you tilt the badge to read the screen, ensure that your fingers do not block any of the four microphones.

### Enhanced Durability

B3000n badges are durable and rugged. All the buttons on the latest badge use dome switches instead of mechanical switches.

Menu selection buttons have been moved from the side to the front of the badge, and the battery latch is now part of the battery. A metallic spine reinforces the shell and serves as the attachment point for accessories at the top of the badge. The B3000n has been tested to withstand dust, shock, and vibration. Like B3000, the B3000n is NOT water-resistant.

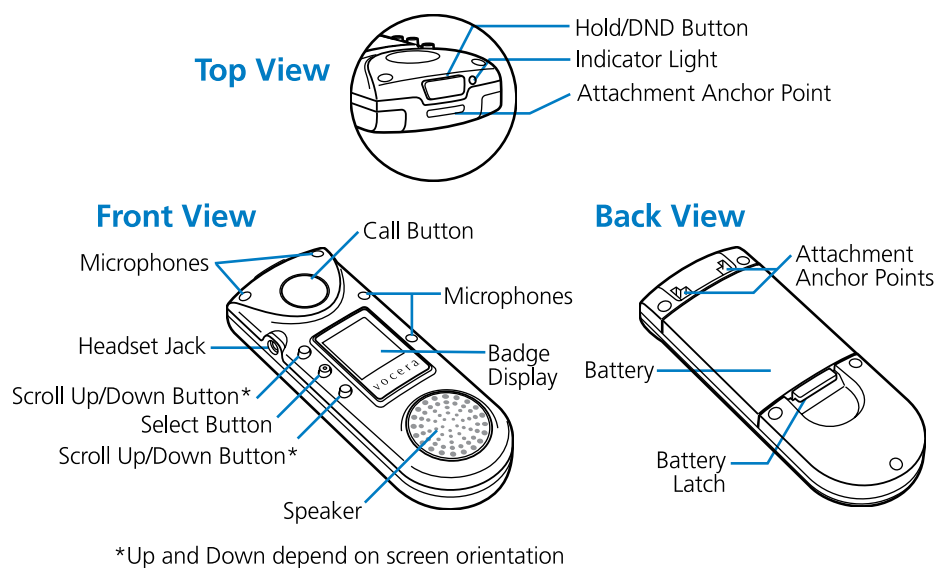
### Improved Attachments

You can easily secure and release the badge for on-the-job personal use.

Badge lanyards and clips attach easily and securely to the metal spine at the top of the badge, letting you remove the attachment without removing the battery, and vice versa.

## Understanding Your B3000 Badge

This section describes the features that are specific to the B3000 badge. These features were introduced in Vocera 4.1 SP7 or later.



### Enhanced Durability

B3000 badges can resist damage because they are durable and rugged.

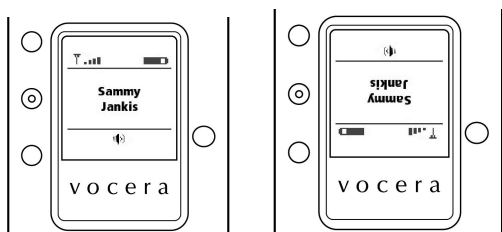
All buttons on the badge now use dome switches instead of mechanical switches. Menu selection buttons are moved from the side to the front of the badge, and the battery latch is now part of the battery. A metallic spine reinforces the shell and serves as the attachment point for accessories at the top of the badge. The B3000 has been tested to withstand dust, shock, and vibration. The B3000 badge is NOT water-resistant.

### Enhanced Display

The B3000 badges have improved display.

The display is activated only when you press buttons, use menus, or are on a call, to conserve power. Otherwise, the display is powered off. You can choose to invert the screen, thus letting you conveniently read the text by tilting the bottom of the badge up.

The following figures show the screen of the B3000 badge in different orientations—right side up and upside down.



The following figure shows a user tilting his badge up to read the inverted screen:



**Note:** When you tilt the badge to read the screen, ensure that your fingers do not block the four microphones.

## Badge Menus

---

The Badge Menu shows a series of menu screens that comprise the top level of the menu system for B-series badges.

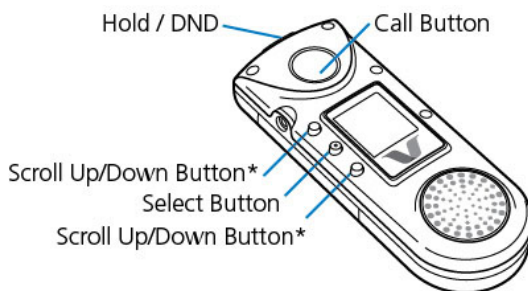
To use the B3000n badge menu, perform the following tasks:

1. Press the **Select** button to display the menu.
2. Use the **Up** or **Down** buttons to navigate through menus.



**Note:** The menu screens wrap in either direction if you keep pressing Up or Down.

The **Up**, **Select**, and **Down** buttons are on the front of the badge. Up and Down depend on the orientation of the screen.



\*Up and Down depend on screen orientation

3. Use the **Select** button to choose a displayed item.
4. Press and hold the **Select** button until the badge beeps, to return to the main screen at any time.
5. Press the **Select** button from the main screen takes you to the Messages screen.

The top-level menu of are as follows:

- Messages
- Settings
- Return Home
- Info

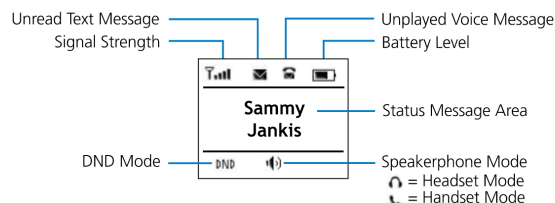
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## Main Screen

The Main screen appears when you turn on the badge. This screen has a status message area with symbols that show you the wireless network signal strength, the battery charge level, whether you are in speakerphone or headset mode, and whether you have unread text messages or unplayed voice messages.



The following figure shows the B3000n and B3000 main screen:



The status message area may show one of the following alerts:

Status Message	Description
Name—not blinking	The name of the person who is logged in to the Vocera system using this badge.
Name—blinking	<p>The name of the caller is displayed when you receive a call. If you are already on a call, the name of the person with whom you are currently speaking is displayed. If you are already on a call and you hear the Call Waiting tone, the name of the person who is trying to call you is displayed.</p> <p>If you are in a conference, the name of the conference is displayed. If you are receiving a broadcast, the name of the person broadcasting the message is displayed.</p> <p>If you received a message, the name of the person who sent the message is displayed for 15 seconds.</p>
Vocera	The badge is communicating with the Genie.
Logged out	No one is logged in with this badge.
Searching for Access Points or Off Network	The badge is out of network range or is not able to connect with the network. If you are sure you are within range of your network, contact your system administrator.
Searching for Server	The badge is within network range, but it is not communicating with the Vocera Server. For more information, refer to <a href="#">Why does my device display say "Searching for Server"?</a>
Authenticating	The credentials of the badge are authenticated for network security.
Requesting IP Address	The badge is requesting an IP address from the DHCP server.

## Settings

The Settings menu allows you to control the personal settings of the badge. The Vocera Server preserves these settings whenever you log into a different badge.

The menu displays the following sub-menus:

- **Volume**—The Volume menu allows you to adjust the sound level for different modes.
- **Font**—The Font menu lets you customize fonts for text messages.
- **Privacy**—Privacy mode enables you to press the Call button to make a call or answer a call.
- **Group Mode**—The group mode menu lets you turn off noise-canceling microphones while you are on a call, thus widening the speech zone and letting other people speak into the primary microphone of the badge.
- **Return Home**—The Return Home option takes you back to the main screen.
- **Flip Screen**—The Flip Screen menu lets you invert the screen, turning it upside down.

## Return Home

The Return Home option takes you back to the main screen.

## Info

The Info menu provides information about the badge you are using and how it is connected to the network.

Most of this information is intended to be used by your system administrator for diagnostic purposes.

The Info menu provides the following information:

- **Battery**—The battery strength is displayed in volts (V). The badge operates correctly when the battery level is 3.5 V or greater.
- **Badge MAC**—The MAC address is a unique identifier for your badge that the Vocera server uses as the Badge ID. On a B3000 badge, this screen also displays the Vocera serial number.
- **Location**—The name of the location or the physical network address of the access point with which your badge is currently communicating.
- **Label**—A label that uniquely identifies the device in the Vocera system for device management purposes.
- **Badge IP**—The Internet Protocol (IP) network address of the badge. The Badge IP command also shows the subnet mask or netmask and the gateway IP address.
- **Version**—The version of the firmware that your badge is using.
- **FIPs Mode**—The status of FIPs 140-2 mode. If the mode is enabled or disabled.



**Note:** For more information about FIPs Certification, refer to [Vocera Badge Configuration Guide](#).

- **Server IP**—The IP network address of the Vocera Server or the active node of the Vocera Server cluster.
- **Cluster**—The IP network addresses of the nodes in the Vocera Server cluster, if one exists. If all the Vocera Server cluster IP addresses do not fit on one screen, you can scroll to the next screen by pressing the **Down** button.
- **AP MAC**—The physical ID of the access point to which the badge is currently connected.
- **User**—The name of the person who is currently logged in to your network with this badge.
- **Radio**—The connectivity status of the badge. If the badge is connected to the network, it displays the message **Connected** and the channel that the radio is using. Otherwise, the badge displays the message **Powering off**.
- **SNR**—The signal-to-noise ratio (SNR) of the connection and plays a beep for the built-in survey tool.
- **SSID**—The SSID of the access point the badge is connected to.

## Power Off

Power Off turns off all power to the badge and the badge display to preserve the battery charge when you are away from the network.

Press the **Call** button to turn the power on again.

## Font

The Font menu lets you customize fonts for text messages.

You can change the font to all uppercase letters or mixed case. For instructions, refer to [Adjusting the Message Font](#).

## Adjusting the Message Font

You can adjust the way a badge displays text messages.

For example, if your site integrates with a messaging system such as a Nurse Call System and if you receive a lot of text messages, you may want to adjust the font to display more messages that is most readable for you.

## Customizing Message Fonts

Message font can be customized and adjusted to your personal choice.

To customize message fonts, perform the following tasks:

1. Hold the badge, and orient it so that you can read the screen.
2. Press the **Select** button to see the menu and then press the **Up** button until you see the **Settings** icon.
3. Press the **Select** button to choose the **Settings** menu.
4. Press the **Up** button until you see the **Font** icon.
5. Press the **Select** button to choose the **Font** menu.

The display prompts you to select either all uppercase letters (UPPERCASE MSG ON) or sentence-style mixed case letters (UPPERCASE MSG OFF).

6. Press the **Up** or **Down** buttons to move the highlight.
7. Press the **Select** button to set the text message display and return to the main screen.

## Flip Screen

The Flip Screen menu lets you invert the screen, turning it upside down.

When the screen is inverted, you can conveniently read the text by tilting the bottom of the badge up.

## Flipping the Screen

The B3000n badge contains an orientation sensor that automatically inverts the screen when the badge is tilted up, and thus making it easy to tilt up to read.

To flip the screen, perform the following tasks:

1. Hold the badge, and orient it so that you can read the screen.
2. Press the **Select** button to see the menu, then press the **Up** button until you see the Settings icon.
3. Press the **Select** button to choose the **Settings** menu.
4. Press the **Up** button until you see the Flip Screen icon.
5. Press the **Select** button to flip the screen and return to the main screen.

## Privacy Mode

Privacy mode enables you to press the Call button to make a call or answer a call.

Put the badge speaker to your ear and speak into the primary microphone located on the top right corner on the front of the badge. The handset mode menu available on the badges lets you turn privacy mode on or off. It ensures privacy and also lets you use the badge in a high noise environment without a headset. For instruction, refer to [Using Privacy Mode](#) on page 52.

## Using Privacy Mode

Privacy or handset mode is available on B3000n and B3000 badges.

You can access privacy mode in the following ways:

- Using Easy Access
- Using the badge menu under **Settings**

Press the **Call** button to make a call or answer a call, and then put the badge speaker to your ear and speak into the primary microphone located on the front of the badge at the top right corner.



**Note:** For B3000n if you are using a Bluetooth headset and switch to Privacy mode, your Bluetooth headset remains in headset mode even though the Gennie announces **entering the handset mode**.

### Turning on privacy mode with easy access

You can quickly turn your badge into privacy mode without going through the badge **Settings** menu, using the easy access.

You can use Easy Access before receiving a call and also during a call.

### Enabling privacy mode while on a call using easy access

You can enter the privacy mode while on a call using easy access.

To enable privacy mode while on a call, perform the following task:

1. Press and hold the **Select** button for about 3 seconds until you hear a beep, after receiving a call.
2. Release the **Select** button.



**Note:** Stop pressing the **Select** button after the beep. If you continue pressing the **Select** button for 10 seconds or more, the badge uploads diagnostic logs to the server.

The Genie announces, **Entering Handset Mode**.

3. Look at the screen and ensure that the handset mode icon appears at the bottom.



**Note:** To switch back to speakerphone mode, press and hold the **Select** button again for about 3 seconds until you hear a beep. The speakerphone mode icon appears at the bottom of the screen.

4. Continue your call in privacy.
5. Press the **Call** button to end the call. The badge automatically switches back to speakerphone mode.  
When you enable **handset mode** on a call, there is a badge property named `B3N.HandsFreeAtCallEnd` that controls whether the badge reverts to speakerphone mode (hands-free mode) at the end of the call. By default, the property is set to `TRUE`. If the property has been set to `FALSE`, the badge stays in handset mode after the call is completed. If so, you can switch back to speakerphone mode at any time by pressing and holding the **Select** button again for 3 seconds.

### Enabling privacy mode while on standby using easy access

You can enter the privacy mode while on standby using easy access.

To enable privacy mode while on standby, perform the following task:

1. Press and hold the **Select** button for about 3 seconds until you hear a beep.
2. Release the **Select** button.



**Note:** Stop pressing the **Select** button after the beep. If you continue pressing the **Select** button for 10 seconds or more, the badge uploads diagnostic logs to the server.

The Genie announces, **Entering Handset Mode**.

3. Ensure the privacy mode icon appears at the bottom of the screen.



**Note:** To switch back to speakerphone mode, press and hold the **Select** button again for about 3 seconds until you hear a beep. The speakerphone mode icon appears at the bottom of the screen.

### Turning on and off privacy mode using settings

You can enter the privacy mode while on a call using easy access.

To turn on and off privacy mode using settings, perform the following task:

1. Hold the badge, and orient it such that you can read the screen.
2. Press the **Select** button to see the menu, then press the **Up** button until you see the **Settings** icon.
3. Press the **Select** button to choose the Settings menu.
4. Press the Up button until you see the **Privacy** icon.
5. Press the **Select** button to choose the **Privacy** menu.
6. Press the Up or Down buttons to switch between **Privacy Mode Off** or **Privacy Mode On**, and then press the **Select** button to make your selection and return to the main screen.

When privacy mode is on, the privacy mode icon appears at the bottom of the screen.

### Switching to privacy mode while on a call

After you answer a call in speakerphone mode, you can put the caller on hold, switch to privacy mode, and then resume the call.

To switch to privacy mode while on a call, perform the following steps:

1. Press the **DND** button on the top of the badge to put the call on hold.
2. Hold the badge, and orient it such that you can read the screen.
3. Press the **Select** button to see the menu, then press the **Up** button until you see the **Settings** icon.
4. Press the **Select** button to choose the **Settings** menu.
5. Press the **Up** button until you see the **Privacy** icon.
6. Press the **Select** button to choose the **Privacy** menu.
7. Press the **Up** or **Down** buttons to switch to **Privacy Mode On**, and then press the **Select** button to make your selection and return to the main screen.
8. Put the badge speaker to your ear, and press the **DND** button to resume the call on hold.

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## Group Mode

For B3000n badges Group Mode menu lets you turn off noise-canceling microphones while you are on a call, thus widening the speech zone and letting other people speak into the primary microphone of the badge.

If you are in a noisy environment, you can disable **Group** Mode to eliminate background noise while you are on a call.

### Group Mode Setting

Group Mode setting lets you disable the noise canceling microphones while you are on a call.

By disabling the noise canceling microphones, the speech zone is effectively widened, thus letting people other than you speak into the primary microphone of the badge.

The Group mode setting affects the speech zone of the badge only when you are on a badge-to-badge call. Group Mode is always off during Genie interactions.

### Specifying the Group Mode Setting

The Group Mode setting is enabled by default. Group Mode is enabled only when you are on a call. Choosing the option **disabled** turns on the noise-canceling microphones while you are on a call, thus eliminating background noise.

To specify the group mode setting, perform the following tasks:

1. Hold the badge, and orient it so that you can read the screen.
2. Press the **Select** button to see the menu, then press the **Up** button until you see the **Settings** icon.
3. Press the **Select** button to choose the **Settings** menu.
4. Press the **Up** button until you see the **Group Mode** icon.
5. Press the **Select** button to choose the **Group Mode** menu.

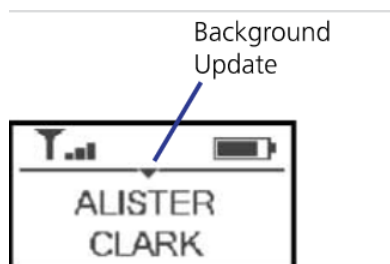
The display prompts you to select either **Enabled** or **Disabled**.

6. Press the **Up** or **Down** buttons to switch between settings, and then press the **Select** button to make your selection and return to the main screen.

### Background Updater

The background update displays when there is an update in progress.

When a badge is performing a background update, the **down arrow** on the screen indicates that the update is in progress. The badge restarts after the files are downloaded.



If the update process is paused because the badge is being used to make or receive a call, the **down arrow** does not appear on screen until the call is finished and the update process resumes.

### Using a Badge While a Background Update is in Progress

All badge functionality is available while a background update is in progress. If you make or receive a call, the background update is automatically paused so that it does not affect call quality.

While background update is paused, the

icon does not appear on screen. When you finish the call, the background update process resumes and the icon appears on screen again until the update is finished.

### Interrupting a Background Update

If you roam off-network or the Vocera Server fails over to another server while a background update is in the process, the update stops and the badge restarts.

When your badge reconnects to a Vocera Server, the background update process will begin again.

## Audio Mode and Call State

Audio mode helps you understand how you can receive and respond to calls. Calls state helps you understand the state the badge is in and if it is in use or is in the idle state.

Types of audio modes:

- **Speakerphone mode**—Communication is heard and responded to through the speaker on the badge.
- **Headset mode**—Communication is heard and responded to through a headset plugged into the headset jack. In headset mode, you can set call announcements to be heard through the speaker.
- **Privacy mode**—The badge operates like a telephone handset where the speaker becomes earpiece and microphones become the voice receiver. For more information on using Privacy mode, refer to [Privacy Mode On or Off](#).

Types of call states:

- **Idle (standby) state**—The badge is not in use and ready to receive a call. Optionally, you can turn on:
  - **Do Not Disturb**—You can block calls temporarily through the badge by pressing the Hold/DND button. For more information on using Do Not Disturb, refer to [Using Do Not Disturb](#).
- **On a call (active) state**—The badge is in use with communications being actively sent and received. Optionally, you can use:
  - **Touch-tone**—Navigate IVR (Interactive Voice Response) trees when using the badge to place calls to organizations that require human interaction with digital responses. For more information on using Touch-tone state, refer to [Using Navigating IVR Phone Trees with a Badge](#).

## Alert Tones and Notifications

You can control the alert tones using the settings on the Vocera server.

Your device may play any or all of the following alert tones:

Tone	Meaning
On/Off Network Alert	You just moved out of the range of the wireless network, or you just moved into the range of your wireless network.
Low Battery Alert	Your battery needs to be recharged.
Text Message Alert	You just received a new text message.
Voice Message Alert	You just received a new voice message.

Your device may play any or all of the following reminders:

Reminder	Meaning
Text Message Reminder	Plays a tone every 15 minutes until you read or listen to a new text message.
Voice Message Reminder	Plays a tone every 15 minutes until you listen to a new voice message.
DND Reminder	Plays a tone every 15 minutes to remind you that the badge is in DND mode.

If you are not receiving an alert tone or reminder that you would find useful, or if you do not want to be notified of any of the above conditions, ask your system administrator to change the settings for your device. The system administrator can also set an option to disable all alerts when your device is in Do Not Disturb mode.

In addition to the alert tones, the badge provides a spoken notification **Searching for Server** if you press the **Call** button when the badge is connected to the network but not connected to the Vocera Server.



## Basic Commands and Settings

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This section helps you understand some basic settings and commands that you can perform with your badge.

- [Recording Names and Greetings](#) on page 58
- [Getting Identity and Time Information](#) on page 59
- [Setting Device Properties](#) on page 60
- [Recording Voice Reminders](#) on page 62

# Recording Names and Greetings

To allow your callers to hear your name in your voice and enable callers to hear a personal greeting when they leave messages, record your name and create call greetings.

Use the following voice commands to record your name and record, play, and erase your greeting.

Action	Recommended Voice Commands	Alternative Forms
Record your name	"Record name."	"Record my name."
Record greeting	"Record greeting."	"Record my greeting. "
Playback greeting	"Playback greeting."	"Playback my greeting."
Erase greeting	"Erase greeting."	"Erase my greeting."

# Getting Identity and Time Information

You can find out who you have logged in as and the current time.

The table below lists the commands you need to get identity and time data.

Action	Recommended Voice Commands	Alternative Forms
Find out who is logged in to the badge or phone	"Who am I logged in as? "	"Who am I?"
Find out the current time and date	"What time is it?"	—

## Setting Device Properties

A few voice commands let you set properties that control the behavior of your Vocera device. The system administrator sets default values for these properties. You can change them through the User Console or by using voice commands.

### Using the Auto Answer Commands

The Auto Answer property lets you specify whether the badge or phone automatically answers incoming calls or whether it asks if you can accept a call before connecting it.

The Auto Answer functions are as follows:

- **Turned on**—The badge or phone automatically connects all incoming calls immediately, without asking if you want to take the call. If all calls need to be connected quickly, you can enable this feature.
- **Turned off**—The Genie announces the name of the caller before connecting an incoming call.

Use the following commands to control the Auto Answer property:

Action	Recommended Voice Commands
Connect incoming calls immediately	Turn auto-answer on.
Ask before connecting incoming calls	Turn auto-answer off.

### Using the Announce through Speaker Commands

When you use a headset, the badge automatically plays all audio through it by default.

Consequently, if you do not wear your headset all the time, you may not hear an incoming call or message announcement, and you may not know that someone is trying to contact you.

The Announce through Speaker property lets you customize that behavior:

- **Enabled**—The badge provides call or message announcements through **both** the device speaker and the headset. These dual announcements ensure that you will always be notified of an incoming call, even if your headset is temporarily off. After accepting the call, the audio is through the headset only.
- **Disabled**—The device plays both the announcement and the call or message through the headset.

If you turn on Announce through Speaker, you can leave your headset plugged in and put it on to communicate after you hear the announcement.

When your headset is not plugged in, all calls, messages, and announcements play through the speaker, as usual, regardless of the **Announce through Speaker** setting.

Use the following commands to control the Announce through Speaker property:

Action	Recommended Voice Commands
Play announcements through badge speaker when headset plugged in	Turn announce through the speaker on.
Play announcements through the headset when headset plugged in	Turn announce through speaker off.

## Recording Voice Reminders

You can record a voice reminder for yourself and other users.

When you create a voice reminder, you can instruct the Genie to create a reminder for yourself, other users, and group members.

You can set the frequency and duration of reminders as follows:

- Specific time: For example, "At 4 PM today".
- Relative time: For example, "15 minutes from now".
- Recurring time: For example, "Every 30 minutes for the next 2 hours" or "Every Wednesday at 2 PM", you must provide an end time for your recurring reminders.

After initiating the first command, the Genie walks you through the various prompts and confirms your selections. For more information on making the reminder urgent, refer to [Issuing Urgent Commands](#) on page 79.

The following table summarizes the commands for recording a recurring or non-recurring reminder:

Action	Recommended Voice Commands	Alternative Forms
Create a voice reminder for yourself	Record a reminder	Schedule a voice reminder Send a voice reminder
Create a recurring voice reminder for yourself	Record a recurring reminder	Schedule a recurring reminder Send a recurring reminder
Create a voice reminder for a single user or multiple users	Record a reminder for <b>Keisha Hernandez</b> Record a reminder for <b>Keisha Hernandez</b> and <b>George Ngu</b> and <b>Sally Wassermann</b> .	Schedule a reminder for <b>Keisha Hernandez</b> and <b>George Ngu</b> Send a reminder to <b>Keisha Hernandez</b> and <b>George Ngu</b> and <b>Sally Wassermann</b>
Create a recurring reminder for a single user or multiple users	Record a recurring reminder for <b>Keisha Hernandez</b> Record a recurring reminder for <b>Keisha Hernandez</b> and <b>George Ngu</b> and, <b>Sally Wassermann</b> .	Schedule a recurring reminder for <b>Keisha Hernandez</b> and <b>George Ngu</b> Send a recurring reminder to <b>Keisha Hernandez</b> and <b>George Ngu</b> and, <b>Sally Wassermann</b>
Create a voice reminder for a group	Record a reminder for <b>Oncology</b>	Schedule a reminder for <b>Oncology</b> Send a reminder to <b>Oncology</b>
Create a recurring voice reminder for a group	Record a recurring voice reminder for <b>Oncology</b>	Schedule a recurring reminder for <b>Oncology</b> Send a recurring reminder to <b>Oncology</b>

## Example

Review a short example of how the recipient receives the reminder.

Once the reminder is set, the following events occur:

1. The recipient of the reminder hears a "Kerplunk" tone at the specified time.
2. The next time the recipient presses the **Call** button, they hear, "You had a message from **Sender Name**".

If you set a reminder for yourself it is announced as the sender when you press the **Call** button.

Urgent reminders behave similarly to urgent messages and announce, "Urgent reminder from <sender's names>". For more information, refer to [Issuing Urgent Commands](#) on page 79.

## Voice Reminder Interval Usage

The "Record a reminder" command is designed to create short-term or long-term voice reminders from your badge. It is important to understand the limitations and proper usage to record a voice reminder successfully.

Adhere to the following when creating a voice reminder:

- specify reminder intervals in minutes and hours
- specify a recipient's name, and you can create a reminder for another user, multiple users' names, or a Vocera group
- specify the following for recurring reminders:
  - set a duration for the reminder, the minimum duration to 5 minutes, and the maximum is up to 24 hours for short-term reminders
  - set a frequency of daily or weekly for long-term reminders.
  - set a start date and an end date for long-term recurring reminders

The table below shows the minimum and maximum frequency/duration you can set for recurring reminders.



**Note:** If you do not set a duration on a recurring reminder, it defaults to 24 hours.

Frequency	Duration	Example
Every hour Every <b>x</b> minutes, where <b>x</b> is from 5 to 90 minutes Every <b>y</b> hours, where <b>y</b> is from 1 to 23 Every <b>x</b> minutes and <b>y</b> hours, where <b>x</b> is from 1 to 59, and <b>y</b> is from 1 to 23 Every <b>weekday</b> at <b>y</b> hours, <b>x</b> minutes from <b>sd</b> to <b>ed</b> , where <b>weekday</b> is a day of the week, <b>y</b> is from 1 to 23, and <b>x</b> is from 1 to 59, <b>sd</b> is the start date and <b>ed</b> is the end date.	For non-recurring and recurring (short-term) reminders: 1 to 24 hours For recurring reminders with a future end date: The long-term recurring reminders last till the end date.	You <b>can</b> specify: <ul style="list-style-type: none"> <li>• "... every 30 minutes"</li> <li>• "...every 5 minutes for the next 8 hours"</li> <li>• "...every 8 hours for the next 24 hours"</li> <li>• "...every Wednesday (specify any day of the week) starting September 12, 2018 (current or a future start date) at 2 pm till November 14, 2018 (future end date).</li> </ul> You <b>cannot</b> specify: <ul style="list-style-type: none"> <li>• "... every 100 minutes"</li> <li>• "...every 2 minutes for the next 48 hours"</li> <li>• "...every 100 minutes for the next 2 days"</li> <li>• "...every 88 minutes for the next 2 weeks"</li> <li>• "...past dates or times for recurring reminders with a start and end date.</li> </ul>

## Deleting Voice Reminders

Deleting Voice reminders is similar to deleting voice messages.

After a Voice reminder is sent, it is treated as a voice message. You can delete scheduled recurring or non-recurring voice reminders for yourself, other users, or a group.

After you initiate the command, the Genie walks you through the various prompts and confirms your selections.

The following table summarizes the commands for deleting reminders.

Action	Recommended Voice Commands	Alternative Forms
Delete a recurring or non-recurring scheduled (pending) voice reminder for yourself or a group	Delete voice reminder	
Delete all scheduled voice reminders for yourself, multiple users, or a group	Delete all scheduled reminders	



# Handling Calls

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This section helps you understand how to handle different types of calls.

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- [Calling a User with Department Name](#) on page 67
- [Answering a Call](#) on page 68
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## Placing a Call

---

You can place a regular and urgent call using the Vocera Genie.

### Placing a Call

To place a call using Vocera Genie, perform the following steps:

1. Press the **Call** button and wait for the Genie to say "Vocera."
2. Say "Call *User Name*." For example: "Call *Hannah Smith*".

The Genie announces that a call is initiated.

### Placing an Urgent Call

To place an urgent call with the help of Vocera Genie, perform the following steps:

1. Press the **Call** button and wait for the Genie to say "Vocera."
2. Say "Urgent Call *User Name*." For example: "Urgent Call *Hannah Smith*".

The Genie announces that a call is initiated.

# Calling a User with Department Names

If your system administrator sets up departments, they are convenient to contact other users on the Vocera system.

When you use a department in a voice command, Vocera can:

- Differentiate among users with the same first and last names.  
For example, if your site has two users named John Smith, you can issue the voice command "Call John Smith in Hardware."
- Identify a Vocera user when you know the first name and department of other people at your site but not the last name.  
For example, you can issue the voice command "Call Sue in Hardware."

Action	Recommended Voice Commands	Alternative Forms
Call a user with a department name	Call John Smith in Hardware.	Find John Smith in Hardware. Get me John Smith in Hardware. Contact John Smith in Hardware.
Call a user with first name and department	Call Sue in Hardware.	Find Sue in Hardware. Get me Sue in Hardware. Contact Sue in Hardware.

## Answering a Call

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You can use the device to enter into the DND mode, answering, forwarding, and blocking calls.

When someone calls your Vocera device, you will hear a tone. If you have a badge, the Genie may ask if you want to talk to the caller. The ringtones for a badge and a phone are different.

When you reject a call, the caller is prompted to leave a message or forwarded to a destination you have chosen. For more information refer to [Forwarding Your Calls](#).

If **Auto Answer for Incoming Calls** is enabled for your Vocera device, all of your calls will be connected immediately, without any action on your part. For more information, refer to [Using the Auto Answer Commands](#).



**Note:** Calls are not put through if you told the Genie to block calls or you put your badge or phone in Do Not Disturb mode.

## Accepting a Call on a Badge

To accept calls on a badge, perform one of the following:

- Answer **Yes**.
- Press the **Call** button.

## Rejecting a Call on a Badge

To reject calls on a badge, perform one of the following:

- Answer **No**.
- Press the **Hold/DND** button.

## Ending a Call

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Either party can end a call. If the other party ends the call, you will be disconnected automatically.

To end the call:

1. Press the **Call** button.

## Declining a Call

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For an incoming call, the name of the caller, role, and the options accept and decline are displayed. Answering "No" to the Genie, disconnects the call and informs the caller that you are not available.

To decline calls on a Badge using the Genie, perform one of the following:

- Answer **No**.
- Press the **DND/Hold** button.

## Call Waiting

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If you hear a call-waiting tone during a call, it means that someone is trying to call you and the call is waiting.

The name of the person calling you will flash on your badge or phone display.

### Accepting a waiting call

To accept a waiting call, perform the following tasks:

1. Press the **Call** button.  
Vocera puts the first call on hold and connects the second call.
2. Press the Call button again, when you are done speaking.  
Vocera ends the second call and returns to the original call.

### Refusing a waiting call

To refuse a waiting call, perform one of the following tasks:

- Press the **Hold/DND** button.
- Ignore it.
- If possible, use the DND button to refuse the call and cancel the call waiting tone immediately.

Vocera treats the second call as an unanswered call. The caller is either prompted to leave a message or forwarded to a destination you have chosen.

# Blocking and Accepting Calls

You can use voice commands to enable and disable call blocking.

You can use the following voice commands to block or accept calls. Some of these commands offer more flexibility than the comprehensive blocking provided by the **Hold/DND** button.

Action	Recommended Commands
Block calls	Block all calls. * Block all calls from John Smith. * Block all calls except from John Smith. * Block all calls except from Tech Support. *
Accept calls	Accept all calls. * Accept all calls from John Smith. * Accept all calls except from John Smith. * Accept all calls except from Tech Support. *
Find out who is currently blocked from calling your badge	Who is blocked?

When you activate call blocking, some calls may still be put through. VIP buddies or a person with VIP status can optionally breakthrough, and an urgent call or urgent broadcast is always connected.

If you are blocking calls, the Genie tells VIP buddies and callers who have **VIP Status** that you are not accepting calls right now and asks them, "Do you want me to breakthrough?" If they confirm, the Genie calls your badge or phone and asks if you want to take the call. VIP Status is a permission granted by the system administrator.

Urgent calls and broadcasts always breakthrough. You do not get the opportunity to reject them. The system administrator must grant a user permission to make urgent calls and broadcasts.



**Note:** You must have special permission to issue block and accept call commands.



## Forwarding a Call

You can instruct the Genie to forward your calls to another user, to a group, or if telephony integration is installed on your system, to a phone number.

This feature is helpful when you cannot answer a call for any reason or block all calls or put your badge or phone in Do Not Disturb mode; your caller is usually prompted to leave a message.

When you tell the Genie to forward your calls, you will be prompted to choose the conditions under which calls are forwarded. The choices are:

- **All**—Your badge or phone does not play a ringtone when you receive a call, and every call is forwarded to the user or group you specified.
- **Unanswered**—Your badge or phone will still receive calls. Only the calls you do not answer are forwarded according to your instructions.
- **Offline**—Calls are forwarded when you are logged out or when your badge or phone is out of range of the wireless network.

The following table summarizes the commands for forwarding your calls:

Action	Recommended Voice Commands	Alternative Forms
Forward calls to a phone number in your profile *	Forward my calls to my desk phone. Forward my calls to my cell phone. Forward my calls to my home phone. Forward my calls to my company voice mail.	Forward calls to my desk phone. Forward calls to my mobile phone. Forward calls to my home phone. Forward calls to my voicemail.
Forward to an internal extension *	Forward my calls to extension 3425.	Forward to extension 3425.
Forward to an outside number *	Forward my calls to an outside number. Forward my calls to another number.	Forward to an outside number. Forward to another number.
Forward to another user or to a group *	Forward my calls to John Smith. Forward my calls to Sales.	Forward calls to John Smith. Forward calls to Sales.
Stop calls from forwarding *	Stop forwarding.	Stop forwarding calls.



**Note:** Your system administrator must permit you to forward calls. If you attempt to issue these commands without the proper permissions, the Genie will remind you.

## Calling Telephone Numbers

If the Vocera Telephony Solution Software is installed on your system, you can ask the Genie to call telephone numbers.

Separate permissions are required to call in-house extensions, local numbers, and long-distance numbers.

The following commands are available:

Action	Recommended Voice Commands	Alternative Forms
Call an extension *	Dial extension 5120.	
Transfer a call to a desk extension *	Transfer to extension 5120.	
Call a local or long-distance telephone number *	Dial an outside number.	Call an outside number.
Redial the last phone number you called	Redial number	



**Note:** You cannot use “Get me an outside line” as an alternate form of “Dial an outside number.” This alternate command has been removed because it interferes with the “Get me John Smith” command.

Use the same command to make local and long-distance calls. When the Genie prompts you for the number, say both the area code and the phone number, even when calling a local number. If the area code you say matches the local area code or toll-free area codes set up by your system administrator, the call will be considered local.

You cannot place an international call by speaking a series of digits. However, you can specify an international number for a buddy or an address book entry, then use the corresponding name in a voice command. For example, if you specify an international phone number for an address book entry named German Office, you could place a call by saying, “Call German Office.”

The Genie understands numbers, including variations of a number. For example, “Dial extension four one zero zero,” “Dial extension four one oh oh,” or “Dial extension forty one hundred” are all recognized as commands to dial 4100. The Genie also recognizes “double,” “triple,” “treble,” and “naught”. The Genie does not let you say alphabetical characters in a dialing command, such as “1-800-VOC-ERA1”.

## Redialing Phone Numbers

Your badge can redial the last phone number that you called.

Redial occurs as a result of any of the following actions:

- Calling an extension or outside phone number
- Transferring a call from a Vocera device to an extension
- Sending a numeric page

Redialing can save you time to call the same number successively. For example, the first time you call a long-distance number you must issue the command "Dial an outside number," then state the full telephone number you want to call. If you want to call that same number again, and you have not made other phone calls since then, you can issue the command, "Redial number."

## Calling an Edge User

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You can call an Edge app user from your Vocera device if your administrator has enabled this feature.

Vocera Edge, a cloud-based communication solution for smartphones, provides caregivers with the ability to enhance care team mobility and efficiency at the point of care through effective and reliable clinical workflows. With Vocera Edge, nurses can document to the EHR while receiving filtered, prioritized alarm and task notifications. Physicians can easily locate and communicate with the nurse and team members supporting their patients, saving time with each connection.

You can call an Edge user using the Genie or the **Call** button. The following are scenarios while you make a call to an Edge user:

- The call is delivered to the Edge mobile device If the Edge user is logged in.
- The Genie enunciates that the Edge user you are calling is not logged in and prompts you to leave a message If the Edge user is not logged in. You don't need to leave a message since the Edge user cannot listen to your message.
- The call is delivered to the Edge device by default If the Edge user is logged into both Edge mobile and a Vocera device.

# Calling an Address Book Entry or Buddy

The voice commands let you contact callers in your address book and buddy list.

The Vocera system provides an address book for the names and phone numbers of people who are not Vocera users. Your system administrator sets up and maintains this address book, but all users can access the names of people and places it contains from their Vocera devices.

For example, if Vocera users frequently need to contact local businesses, your Vocera administrator can enter the business names and phone numbers in the address book. Then, getting a price quotation from Northwestern Hardware can be as simple as using a badge or phone to say "Call Northwestern."

If you have access to the User Console, you can also set up a private address book of Outside Buddies. Your buddy list contains the names, nicknames, and contact information for friends who are not Vocera users. For example, if you set up **My Mom** as an outside buddy, you can say, "Call My Mom" to dial her phone number. For complete information about setting up buddies refer to the [Vocera User Console Guide](#).

Vocera requires you to have separate permissions to call toll and toll-free phone numbers. You need one or both of these permissions to contact names in your private address book. You do not need any special permissions to contact a person or place in the system address book.

In addition to the Call command, you can use address book entries and buddies in the following voice commands:

- Conference— [Placing a Three-Way Conference Call](#).
- Invite—[Placing a Three-Way Conference Call](#).
- Send Voice Email— [Sending an Email Message](#).

Action	Recommended Voice Commands	Alternative Forms
Call an address book entry *	Call <a href="#">Poison Control</a> .	Find <a href="#">Poison Control</a> . Get me <a href="#">Poison Control</a> . Contact <a href="#">Poison Control</a> .
Call an outside buddy *	Call <a href="#">My Mom</a> .	Find <a href="#">My Mom</a> . Get me <a href="#">My Mom</a> . Contact <a href="#">My Mom</a> .

## Holding and Releasing the Call Hold

---

You can put a caller on hold and reconnect on the badge and Vocera smartphone.

When a call is on hold, you can press the Call button, and then call another badge or phone, send a message, or give the Genie any other authorized command when the Genie answers.



**Note:** If you put a call on hold on a Vocera smartphone, you cannot use the keypad to dial an extension to place another call. However, you can press the Call button and use a Genie command "Dial extension" or "Dial an outside number" to dial a number.

### Putting a badge call on hold

To put a badge call on hold:

1. Press the **Hold/DND** button on the top of the badge.  
The indicator light on the **Hold/DND** button blinks.

### Reconnecting to a call on hold

To reconnect to a call on hold:

1. Press the **Hold/DND** button again.  
On the badge, the indicator light on the **Hold/DND** button stops blinking. On the smartphone, the DND icon disappears from the top of the screen.

## Issuing Urgent Commands

If the system administrator has granted you the required permission on the Vocera server, you can issue an Urgent command that automatically breaks through to all recipients.

You can make any of the following commands urgent:

- Broadcast
- Call
- Conference
- Invite
- Record Reminder

Urgent commands are powerful—they break through to recipients even if they are in Do Not Disturb mode, are blocking calls, are forwarding all their calls, or are in the middle of another call or three-way conference. The badge or phone announces an urgent call or broadcast with a special ring tone, and it is automatically answered, even if the recipient has auto-answering turned off. For more information, refer to [Using the Auto Answer Commands](#).

The following table shows you how to issue urgent commands.

Action	Recommended Voice Commands	Alternative Forms
Place an urgent call *	Urgently call <b>Yukio Nakamura</b> .	Urgent call to <b>Yukio Nakamura</b> . Urgent call <b>Yukio Nakamura</b> .
Issue an urgent broadcast *	Urgently broadcast to <b>Managers</b> .	Urgent broadcast to <b>Managers</b> .
Initiate an urgent three-way conference call. *	Urgently conference <b>James Madison</b> and <b>Mary Lamb</b> .	Urgent conference <b>James Madison</b> and <b>Mary Lamb</b> .
Urgently add another party to a call *	Press the Hold/DND button to put your call on hold. Press the Call button to summon the Genie and say either of the following: <ul style="list-style-type: none"> <li>• Urgently invite <b>Robin Hood</b>.</li> <li>• Urgently call <b>Robin Hood</b>.</li> </ul>	Urgent invite <b>Robin Hood</b> . Urgent call <b>Robin Hood</b> .
Create an urgent voice reminder for yourself	Record an urgent reminder	Schedule an urgent reminder Send an urgent reminder
Create an urgent voice reminder for a single user, multiple users, or a Vocera group	Record an urgent reminder for <b>Keisha Hernandez</b> Record an urgent reminder for <b>Keisha Hernandez</b> , <b>George Ngu</b> , and <b>Sally Wassermann</b> Record an urgent reminder for <b>Oncology</b>	Schedule an urgent reminder for <b>Keisha Hernandez</b> Schedule an urgent reminder for <b>Keisha Hernandez</b> , <b>George Ngu</b> , and <b>Sally Wassermann</b> Schedule an urgent reminder for <b>Oncology</b> Send an urgent reminder to <b>Keisha Hernandez</b> Send an urgent voice reminder to <b>Keisha Hernandez</b> , <b>George Ngu</b> , and <b>Sally Wassermann</b> Send an urgent reminder to <b>Oncology</b>

## Dialing a Phone Number to Urgently Broadcast to a Group

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Using a phone, a user can dial the prefix for urgent broadcasts (666 by default) followed by the telephone extension of a group to make an urgent broadcast to a group of Vocera users.

The Dual-tone multifrequency (DTMF) method of initiating an urgent broadcast is fast, and it bypasses the Genie. It thus avoids potential speech recognition problems. This feature is also available if you access the Genie from a standard phone by calling the Vocera hunt number.

For example, if the prefix for urgent broadcasts is 666 and the extension for the Charge Nurse group is 5800, you could send an urgent broadcast to the Charge Nurse group by dialing **6665800**.



**Note:** The prefix for urgent broadcasts is configurable. Check with your Vocera administrator for the prefix used by your Vocera system.



## Placing a Broadcast Call

---

You can place a broadcast call using a voice command.

In this example, Jen McMaster places a broadcast call to Nursing group.

To place a broadcast call using genie, perform the following tasks:

1. Press the **Call** button.

The genie says "Vocera."

2. Say "Broadcast <group name>."

A broadcast call is placed to all the members in the <group name>.



**Note:** If you receive a broadcast call and want to respond, press the **Call** button.

---

## Reply to All in a Broadcast Call

To reply to all in a broadcast call

1. Press and hold the **Call** button before the broadcast ends.

When it is OK to talk, the device plays a chime.

If somebody else has already started to reply, you hear a warning sound.

2. Begin speaking.

Everyone in the broadcast group hears you immediately.

3. When finished, release the **Call** button.

Everyone in the broadcast group hears a chime, letting them know they can now reply.

## Initiate an Emergency Broadcast

---

Your system administrator sets up an emergency broadcast group. You can quickly summon help in an emergency.

Using this feature initiates an urgent broadcast to this special group. Everyone in the emergency broadcast group hears you immediately. Unlike other broadcast commands, this feature does not require any special permissions.

Like an ordinary broadcast, you can press the Call button to end the emergency broadcast, and other users can reply to everyone by pressing and holding the **Call** button before the broadcast ends.



**Note:** This feature initiates an urgent broadcast, so it interrupts any other calls or broadcasts that are in progress.

### Initiating an emergency broadcast

To initiate an emergency broadcast, perform the following steps:

1. Click the **Call** button twice.
2. When you hear the chime, start talking.

# Conference Calling

---

This section helps you understand conference calling.

---

## Using Instant Conferences

You can initiate and join conference calls using voice commands on your device.

In some situations, even the short time required to place a call with a Vocera device is too long to wait. For example, employees in a retail store may have a goal of just a few seconds to respond to a customer's query. Similarly, some hospital employees may have an ongoing need for extremely urgent communication.

Using the conference feature gives your badge the push-to-talk quickness and convenience of a walkie-talkie while retaining all the flexibility and power of the Vocera system. In Vocera, a **conference** is not a place for idle conversation—it is a special device state that lets you speak with other users instantly.

## Placing an Instant Conference Call

You can place an instant conference call to a group you are subscribed to.

To place an instant conference call, press and hold the **Call** button.

An instance conference is placed.



**Note:** If you receive an instant conference call and want to respond, press the **Call** button.

## Joining and Leaving a Conference

The Join command places you in a conference. Once you are there, you press and hold the Call button to speak to everyone else in the conference. You do not have to wait for call setup, speech recognition, or Genie interactions.

Everyone in a conference can hear you, anyone in a conference can reply as soon as you release the Call button, and everyone hears the reply immediately.

Every group has a conference associated with it. For example, if your site has set up managers and cashiers groups, you automatically have access to conferences with those names. You **do not** need to be a group member to use its conference; however, your system administrator does need to grant you the **Conference** permission.

To join or leave a conference, use the "Join" or "Leave" commands with the name of the conference; for example:

"Join the conference for **Managers**."

"Leave the conference for **Cashiers**."

The Genie speaks a confirmation when you join or leave a conference. Also, the Genie announces how many other users are in the conference when you join.

You cannot be at more than one conference at the same time. If you use the "Join" command when you are already in a conference, Vocera automatically takes you out of the first conference and places you in the second one.

## Summary of Conference Commands

Here is an example of conference call commands that you can use.

The table below lists the commands needed to initiate, join or communicate during a conference.

Action	Recommended Voice Commands
Join a conference *	Join conference for <b>Intensive Care</b> .
Leave a conference *	Leave conference for <b>Intensive Care</b> .
Start conferencing or reply (when you are in a conference)	<ol style="list-style-type: none"> <li>1. Press and hold the Call button. <ul style="list-style-type: none"> <li>• If it is OK to talk, you hear a beep. Other users also hear a beep to indicate that an instant conference is starting.</li> <li>• If somebody else in the conference has already started to speak, you hear a chirp.</li> </ul> </li> <li>2. Begin speaking. Everyone in the conference hears you immediately.</li> <li>3. When finished, release the Call button. Everyone in the conference hears a chirp, letting them know they can now reply.</li> </ol>
Find out what conference you are in	What conference am I in?
Find out who is in your conference	Who is in my conference?
Find out who is in any conference	Who is in the conference for <b>Intensive Care</b> ?

## Placing a Three-Way Conference Call

You can use your badge or phone to set up a three-way conference call with two other Vocera users. Three parties include yourself.

To begin a three-way conference call, you use the "Conference" voice command, and then say the names of the other Vocera users you want to participate in the call. For example, "Conference James Madison and Mary Lamb."

You can also change any two-party call into a three-way conference call by adding another party. You can do this in either an unsupervised or supervised way. The following sections describe each method.

### Unsupervised Conferencing

You can add another user to an existing call without speaking to them first.

#### Adding a third person to a call

You can add a third person to a call using the Invite command.

To add a third person to a call, perform the following tasks:

1. Press the **Hold/DND** button while on a two-party call.
2. Wait for the Genie to confirm that your current call is on hold, and then press the **Call** button.
3. Say **Invite** **First and last names of the new user**.

For example: "Invite George Washington." If the person you want to add answers, all parties are then connected in a three-way conference call automatically.

## Handling Messages

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Messages Menu consists of text messages sent from email accounts, the Vocera User Console, or an application that integrates with the Vocera system, such as a nurse call system.

When you select **Messages**, the badge displays one subject line for each text message. On B3000 and B3000n badges, the subject line for only one message is shown at a time. A closed envelope symbol next to a subject means you have not yet read that message; an open envelope means you have already read that message. An [S] indicates that you have already read and saved that message.

- [Reading Text Messages](#) on page 86
- [Playing Text Messages](#) on page 88
- [Sending Text Messages from an Email Account](#) on page 89
- [Sending Text Messages from the User Console](#) on page 91
- [Sending Voice Messages to an Email Address](#) on page 92
- [Sending a Voice Message to a Vocera Device](#) on page 93
- [Playing Voice Messages](#) on page 94
- [Delete Messages](#) on page 95
- [Playing History of Missed Calls and Messages](#) on page 96
- [Message Play Command](#) on page 97
- [Sending and Receiving Numeric Pages](#) on page 98

## Reading Text Messages

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You can view text messages, email messages, and user console messages on the badge.

You can read three kinds of text messages on the display of your Vocera device

- Text messages—Vocera smartphone users can send text messages to other Vocera users. Vocera Messaging Interface (VMI) applications that interface with other systems, such as nurse call systems, can also send text messages to Vocera devices.
- Email messages—People inside and outside the Vocera system can send text messages to your Vocera device from their email programs.
- User Console messages—Users can send these text messages from the Vocera User Console, refer to [The User Console](#) section.

To read text messages on the badge display, perform the following tasks:

1. Hold the badge so that the display screen is visible.
2. Press the **Select** button once to see the **Messages** icon.
3. Press the **Select** button to display a list of message subjects, one subject per line. On a B3000n or B3000 badge, the subject line for only one message is displayed at a time. The newest messages are listed first.

If the message was sent from an email account, the subject line displays the first 12 or 13 characters of the message.

4. Use the **Up** and **Down** buttons to scroll through the list of messages until you see the message you want to read.
5. Press the **Select** button to view the selected message.

The badge displays the body of the message, the name of the sender or email address, and the date and time the message was received by the Vocera server. Use the Up and Down buttons to scroll through the message, if necessary.



**Note:** If a text message appears to be incomplete, someone may have sent you an email message longer than the character limit for your device.

6. Press the **Select** button to see the following menu of message options, when you finish reading the message:
  - PLAY—Uses text-to-speech generation to speak the message for you.
  - TO NEXT MSG—Skips to the next message in the list.
  - DELETE MSG—Erases the message from the badge memory and the Vocera server.
  - SAVE MSG—Saves the message and prevents it from being automatically deleted. You are limited to 20 text messages at a time, and you can save up to 10 of these messages.
  - UNSAVE MSG—Allows the message to be deleted automatically.
  - BACK TO LIST—Returns to the list of text messages, where you can select another message.

- EXIT MENU—Returns to the main screen.



**Note:** You can discontinue reading messages and return to the main screen at any time by pressing and holding the Select button until the badge beeps.

To read the most recent text message quickly on a badge press the **Select** button three times.

## Playing Text Messages

You can use various messages, message settings, and commands to listen to text messages.

If you do not speak the modifying words "voice" or "text" when you play messages, the Genie does the following:

- If you have only one type of messages (voice or text), the Genie automatically plays back the messages.
- If you have both types of messages, the Genie walk you through a dialog to play out both voice and text messages.



**Note:** The voice commands for playing text messages are not supported on Vina in the 6.x Vocera Platform releases. Starting Vocera Platform 6.5 release, these commands are supported on the V5000 Smartbadge.

You can use the following commands to work with text messages, regardless of whether they were sent through the User Console or by email:



**Note:** You can also play "text reminders" sent through the User Console using these commands.

Action	Recommended Voice Commands	Alternative Forms
Play new (unplayed) text messages	Play text messages.	Play my text messages.
Play old (previously played) text messages	Play old text messages.	Play my old text messages.

You can also use the "from" modifier to play or delete text messages sent from the User Console, as shown in the following table:

Action	Recommended Voice Commands	Alternative Forms
Play new (unplayed) text messages sent through the User Console	Play text messages from John Smith.	Play my text messages from John Smith.
Play old (previously played) text messages sent through the User Console	Play old text messages from John Smith.	Play my old text messages from John Smith.



## Sending Text Messages from an Email Account

---

You can send text messages to Vocera devices from an email account.

You cannot send text messages **from** a Vocera badge, but you can send them from a smartphone. Both Vocera badges and smartphones can **receive** text messages.

You must send the email message as plain text. Make sure the email message is not in HTML or RTF format.

The Vocera server logs in to the Vocera system email account at regular intervals (usually every 30 seconds), downloads all the email in the mailbox, and distributes each message to the user or group whose user ID or group name appears on the subject line of the message.

You will need to get the following information from your Vocera Administrator for sending text messages from an email account.

- The email address dedicated to the Vocera system. All email messages to Vocera users must be addressed to this email account.
- The user ID of a Vocera user to whom you want to send the email. This is often the person's first initial followed by the last name or the name of the group and its site if it is not in the Global site.  
For example: jbatista
- The name of a group; If the group is in the global site, you need only the group name.  
For example: I C U Nurses
- The name of a group and its site; If the group is in any site other than Global, specify the group name in brackets, followed by the site name in braces.

For example: [I C U Nurses] {West Wing} or [Trauma Team A] (Site A)

With Vocera 4.3 (or later), you can send an urgent text message using email. To send an urgent message, include the string **\*\*urgent\*\*** anywhere in the subject, and specify the ID of a Vocera user or a group name in brackets. If the user or group is not in the Global site, also specify the site in braces. For example:

[jbatista] **\*\*urgent\*\***

[I C U Nurses] {West Wing} **\*\*urgent\*\***

To send a message, perform the following steps:

1. Start a new message, in your email program.
2. Enter the email address of the Vocera system, in the **To** field.
3. Specify the message recipient using one of the following formats, in the **Subject** field:
4. Type your message, in the **message** area.

Be brief, because the message will be limited to 223 characters on badges or smartphones. Additional characters will not be displayed.



**Note:** When the recipient views the list of text messages, the entry for an email displays the first thirteen characters of the message.

Ensure the email message is formatted as plain text; HTML and RTF formats are not supported.

5. Click **Send**.

## Sending Text Messages from the User Console

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Learn about sending text messages from the user console to a selected user or to a group.

The User Console is a Vocera utility that runs in a web browser. For a summary of the User Console, refer to [Vocera User Console Guide](#).

You cannot send text messages **from** a Vocera badge, but you can send them from a smartphone. Both Vocera badges and smartphones can **receive** text messages.

You can send text messages to a specific user or to any group defined in your system.

Your administrator can control whether text messages will be received by group members working at a different site. For example, if a user in a Trauma Team group at site A is working at site B at the time a text message is sent to that group, the user working at site B would not receive the message. The exception is that users in the Global site will always receive group messages.

1. Launch the User Console.
2. Click the **Send Text** on the navigation bar.  
The Send Text page appears.
3. Click the **Select Recipient** button.  
The Select User or Group dialog box appears, letting you specify the recipients of the message.
4. Choose the users and groups to whom you want to send the message.
5. Click **Finish**.
6. Enter up to 11 characters of text in the **Subject** field.
7. Enter up to 115 characters of text in the **Message** field.
8. Click **Send**.

## Sending Voice Messages to an Email Address

You can send a voice message from your badge or phone to the email address of any badge user, group, outside buddy, or address book entry.

Vocera sends your message as a .WAV sound file that is attached to a generic text email message. The recipient can play the message by using Windows Media Player or any other Windows utility that can play .WAV files.

For example, suppose you want to use your Vocera device to send a message to a traveling colleague who is reachable only by email. You can send a voice email to your colleague. His or her email reply automatically appears on your badge as soon as it is received.

The following table shows you the commands for sending a voice message from a Vocera device to an email address:

Action	Recommended Voice Commands	Alternative Forms
Send a voice email message to a user, group, outside buddy, or address book entry.	Send an email message to John Smith.	Record an email message for John Smith. Leave an email message for John Smith.

When you send a voice email message to a user, outside buddy, or address book entry, the message is sent to the address stored for that person on the Vocera server. If you send the email to a group, the message is sent to all members of the group.



**Note:** If you attempt to send a message to a user who does not have an email address, the Genie notifies you and cancels the message. If you attempt to send a message to a group, and a group member does not have an email address, the Genie notifies you and asks if you want to send the message to the members who have email addresses.

## Sending a Voice Message to a Vocera Device

You can send voice messages to individual users, or you can send messages to all members of a group simultaneously.

You can also specify that the message is urgent. By default, the maximum length of each message is one minute, although your system administrator can set it as high as three minutes.

If you send an urgent message, it automatically breaks through to all recipients, regardless of what they are doing at the time. For more information, refer to [Issuing Urgent Commands](#).



**Note:** For information on recording a voice reminder message, refer to [Recording a Voice Reminder](#).

The following table shows the commands for recording voice messages:

Action	Recommended Voice Commands	Alternative Forms
Send a message to a user	Record a message for <b>John Smith</b> .	Send a message to John Smith.
Send a message to the members of a group	Record a message for <b>Tech Support</b> .	Send a message to <b>Tech Support</b> .
Send an urgent message to a user	Record an urgent message for <b>John Smith</b> .	Send an urgent message to <b>John Smith</b> .
Send an urgent message to the members of a group	Record an urgent message for <b>Tech Support</b> .	Send an urgent message to <b>Tech Support</b> .

## Playing Voice Messages

You can use various messages, message settings, and commands to listen to voice messages.

When you play a voice message, you hear the recorded voice of the person who sent it. When you play a text message, Vocera uses text-to-speech generation to speak the message for you.

Vocera uses the following default settings for message playback:

- The order in which messages are played is the opposite of the order in which they are received (most recent message first).  
The badge or phone plays urgent messages before standard messages, regardless of the order in which messages are received.
- The date and time of the message are not announced.

You can change these default settings in the **Preferences** tab of the User Console. If you do not have access to the User Console, your system administrator can change these settings for you.

If you do not speak the modifying words "voice" or "text" when you play messages, the Genie does the following:

- If you have only one type of messages (voice or text), the Genie automatically plays back the messages.
- If you have both types of messages, the Genie walk you through a dialog to play out both voice and text messages.

Use the following commands to work with voice messages:

Action	Recommended Voice Commands	Alternative Forms
Play new (unplayed) voice messages	Play voice messages.	Play messages. Play my messages.
	Play voice messages from <b>John Smith</b> .	Play messages from <b>John Smith</b> . Play my messages from <b>John Smith</b> .
	Play voice messages from <b>Marketing</b> .	Play messages from <b>Marketing</b> . Play my messages from <b>Marketing</b> .
Play old (previously played) voice messages	Play old voice messages.	Play old messages. Play my old messages.
	Play old voice messages from <b>John Smith</b> .	Play old messages from <b>John Smith</b> . Play my old messages from <b>John Smith</b> .
	Play old voice messages from <b>Marketing</b> .	Play old messages from <b>Marketing</b> . Play my old messages from <b>Marketing</b> .

## Delete Messages

You can use voice commands to delete voice or text messages.

The following table shows the commands for deleting voice or text messages:



### Note:

The voice commands for deleting text messages are not supported on Vina in the 6.x Vocera Platform releases. Starting Vocera Platform 6.5 release, these commands are supported on the V5000 Smartbadge.

If you do not speak the modifying words "voice" or "text" when you delete messages, the Genie does the following:

- If you have only one type of messages (voice or text), the Genie automatically delete the messages on the confirmation.
- If you have both types of messages, the Genie walk you through a dialog to delete both voice and text messages.

Action	Recommended Voice Commands	Alternative Forms
Delete voice messages	Delete all messages.	Delete all voice messages. Erase all messages. Erase all voice messages.
	Delete all messages from John Smith.	Delete all voice messages from John Smith. Erase all messages from John Smith. Erase all voice messages from John Smith.
Delete text messages	Delete all text messages	Erase all text messages.

You can also use the "from" modifier to delete text messages sent from the User Console, as shown in the following table:

Action	Recommended Voice Commands	Alternative Forms
Delete text messages sent through the User Console	Delete all text messages from John Smith.	Erase all text messages from John Smith.

## Playing History of Missed Calls and Messages

You can listen to the messages that you missed when you were logged off, out of network, or on another call.

Use the **Who Called** command to learn about incoming calls you received while you were logged off, out of network, or on another call. Genie plays the name or phone number of the caller and provides the date and time that the call was missed. If a name is not associated with the number of the incoming call, the number is announced. If both the name and phone number are known in the system, the name is used. If the call was to a group, Genie announces the names of the group and the person who is placing the call.

You can retrieve call histories for the current workday and the previous workday at a convenient time and not lose important data. In previous releases, call histories were played and automatically deleted after you logged in with your badge or issued the **Who Called** command. You can listen and review new and previously heard messages until you delete them, or the messages are automatically deleted after the time limit (sweep age) set by your administrator. The default sweep age is two weeks.

After you hear your missed call history using the **Who Called** command, the Genie prompts you with, "Do you want to delete your call history?". You can respond "Yes" to remove your missed calls or "No" to keep them on the system.

While the **Who Called** commands provide you with the identity of the caller, they do not play the actual message. For instructions on how to retrieve and play your messages, see [Playing Voice Messages](#) and [Playing Text Messages](#).

This table lists the voice commands used to discover who called when you were off the network, logged out, forwarded a call, or on another call.

Action	Recommended Voice Commands	Alternative Forms
Find out who called or left a message while you were unavailable	Who called?	Who called me?
Find out who called or left a message on the current workday.	Who called today?	Who called me today?
Find out who called or left a message the day before.	Who called yesterday?	Who called me yesterday?



**Note:** You can use the **Who Called** commands even if the **Missed Call Notification** turned on or off. For more information, refer to [Vocera Voice Server Administration Console Guide](#) in the section titled, "Choosing Badge Notifications."



## Message Play Commands

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You can use voice commands and functions available while playing messages.

The following table shows the commands you can use during message playback. In each case, you press the Call button while the message is being played and say the command. You can end message play altogether by pressing the Hold/DND button or pressing the Call button twice.

Action	Recommended Voice Commands	Alternative Forms
Delete the message you just played or are in the process of playing	Delete	Erase
Save the message you just played or are in the process of playing	Save	Archive
Play the next message	Next	Skip
Replay the current message	Repeat	
Get the time the message was received	Timestamp	Time
Get the date the message was received	Date stamp	Date
Cancel message play	Cancel	Goodbye

## Sending and Receiving Numeric Pages

If the Vocera Telephony Solution Software is installed on your system, you can use a voice command to send a numeric page. You can send and receive pages using names or directly to phone or pagers number.

Vocera sends the recipient's pager a call-back number that allows that person to return a call **directly to your Vocera device**.

You can send a page to anyone in the Vocera system by using his or her name. For example, if Dr. Randolph is a Vocera user, personal contact (or buddy), or person in the address book, you can speak the command "Page Dr. Randolph" to send a numeric page.

Additional voice commands let you use a Vocera device to send a numeric page to any arbitrary number. If you dial full 7- or 10-digit numbers to send a page in your environment, issue the command, "Page an outside number." When the Genie prompts you for the number of the pager, say the area code and the phone number, even when calling a local number. If the area code matches your local area code or a toll-free area code set up by your system administrator, the call will be considered local.

Some environments provide a paging service that allows employees to send internal pages using only a few digits, similar to the way they call internal extensions. Vocera lets you send pages to these numbers directly. For example, to send a page to the internal number 3964, you speak the command "Page number 3964."

The Genie understands common variations of numbers. For example, "four one zero zero," "four one oh oh," and "forty one hundred" are all recognized as acceptable variations of 4100. The Genie does not recognize commands to dial letters (for example, 1 – 800 – VOC – ERA1).

The following table summarizes the voice commands you use to send a numeric page:

Action	Recommended Voice Commands	Version
Send a page to a Vocera user, buddy, or address book entry	Page <b>Tom Mailer</b> .	
Send a page to a Vocera group	Page <b>Tech Support</b> .	Vocera 4.1 GA or later
Send a page to an outside number	Page an outside number.	
Send a page to an internal number	Page number <b>3964</b> .	

When you send someone a page, Vocera dials the pager number, pauses briefly, and then passes the pager the telephone number of the Vocera system as well as your extension. The pager displays the Vocera system number and the extension.



**Note:** By default, the extension is your Vocera extension, a virtual extension that the Vocera administrator assigns to you to enable the callback feature. You do not have to learn the Vocera extension; it is for internal purposes only. If you have not been assigned a Vocera extension, your desk extension is used instead.

The person who is paged returns the call by dialing the Vocera system number and then entering your extension at the system's Genie prompt. Vocera then automatically connects the return call directly to your Vocera device, **not** to your extension.

Vocera requires you to have separate permissions to call toll and toll-free phone numbers. You need one or both of these permissions to send a page to names in your buddy list. You do not need any special permissions to page a Vocera user or a person in the system address book.

You also need permission to have a pager number. If you have a pager number, use the following voice commands to specify whether you want Vocera users to be able to send you pages:

Action	Recommended Voice Commands	Alternative Forms
Allow Vocera users to send you numeric pages *	Enable pages.	
Stop receiving numeric pages from Vocera users *	Disable pages.	

In addition to using the voice commands to send pages, the Genie may ask if you want to send a page to someone who is unavailable. For example, when you call a user who is not on the system, and that person has a pager number, the Genie asks you if you want to send that person a page. If you say no, the Genie then asks if you want to leave a message.

## Groups and Sites

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This section helps you work with groups and sites.

- [Working with Groups](#) on page 101
- [Commands for Group Managers](#) on page 104
- [Communicating with Multiple Sites](#) on page 106

# Working with Groups

This section helps you understand how you can work with groups.

## Working With Your Groups

You can use voice commands to help you work with your group.

Action	Recommended Commands
Find out what groups you belong to.	"What groups am I in?"
Find out who belongs to a group.	"Who is a member of <i>Code Blue</i> ?"
Add yourself to a group	"Add me to <i>Code Blue</i> " *
Add yourself to multiple groups	"Add me to multiple groups." Each time you hear a tone, say the name of a group you want to be added to. When you are finished, press the Call button.
Remove yourself from a group	"Remove me from <i>Code Blue</i> " *
Remove yourself from multiple groups	"Remove me from multiple groups." Each time you hear a tone, say the name of a group you want to be removed from. When you are finished, press the Call button.

\* = requires permission or telephony integration

## Calling a Group Member

The system administrator may create groups of Vocera users and provide a list of groups for you to use in commands.

When you call a group, you call an available member of that group, not everyone in the group. The Vocera server determines which member to try first, based on the ordering method that the system administrator or group manager chooses.

Action	Recommended Voice Commands	Alternative Forms
Call a group member	Call <i>Tech Support</i> .	Find <i>Tech Support</i> . Get me <i>Tech Support</i> . Contact <i>Tech Support</i> .

## Calling a member of a group

You can call a group member using the Genie.

To call a member of a group, perform the following tasks:

1. Press the **Call** button.
2. Wait for the Genie to answer.

### 3. Tell the Genie to call the **Name of the Group**.

The Vocera server searches for an available member of the group.

If no one in the group is available, one of the following is performed:

- Prompted to leave a message, that is sent to all members of the group
- Call is forwarded based on the way the system administrator or group manager has set up the group.

## Joining or Leaving a Group

If the system administrator has granted you the required permission on the Vocera server, you can use voice commands to add yourself to or remove yourself from a group.



**Note:** Group managers also can add members to a group and remove them. For more information, refer to **Commands for Group Managers**.

Use the following voice commands to add yourself to or remove yourself from a group:

Description	Recommended Voice Commands
Add yourself to a group *	Add me to <b>Technical Support</b> .
Add yourself to multiple groups *	Add me to multiple groups. Each time you hear a tone, say the name of a group to which you want to be added. When you are finished, press the Call button.
Remove yourself from a group *	Remove me from <b>Technical Support</b> .
Remove yourself from multiple groups *	Remove me from multiple groups. Each time you hear a tone, say the name of a group from which you want to be removed. When you are finished, press the Call button.

You can also find out whether you or other Vocera users are members of groups by asking the Genie:

Description	Recommended Voice Commands	Alternative Forms
Find the groups to which you belong	What groups am I in?	What groups am I a member of?
Find out who is in a particular group	Who is in <b>Technical Support</b> ?	None

## Locating a Vocera User or Group Member

You can locate another Vocera user or group member at your site or a different site.

To find a Vocera user or group member in your location or neighboring locations, press the Call button and tell the Genie to Locate the nearest User or Locate the nearest member of Group.

To locate a Vocera user or group member at a different site, you must first connect to that site using the "Connect to **Site**" command. After you are connected to the site, use one of the "Locate" voice commands.



**Important:** The voice command **Find** ("Find John Smith," for example) will call the user or group.

Action	Recommended Voice Commands	Alternative Forms
Locate another user or group member *	Where is <b>John Smith</b> ? Locate <b>John Smith</b> ? Locate nearest member of <b>Tech Support</b> ? Locate closest member of <b>Tech Support</b> ?	
Find out your current location *	Where am I?	
Find out the current location of another user *	Where is <b>John Smith</b> ?	
Find a group member near a certain location *	Locate a member of <b>Tech Support</b> near <b>The Cafeteria</b> .	

## Broadcasting to a Group

The broadcast feature lets you send a message from the badge to the entire group.

Broadcasting is different from calling a group:

- **Broadcasting**—Simultaneously contacts everyone in a group who is online and available. Broadcast is not recorded for members who are offline or unavailable.
- **Calling**—A group connects you to the first available member in a group.

Recipients of a broadcast may cancel it by pressing the **Call** button during the broadcast. Recipients may also respond to everyone in the broadcast group by pressing and holding the **Call** button before the broadcast ends.

The following table summarizes the commands you use to communicate in a broadcast:

Action	Recommended Commands
Initiate a broadcast to a group	Broadcast to <b>Tech Support</b> .
Initiate an urgent broadcast to a group	Urgently broadcast to <b>Tech Support</b> . *
Initiate an urgent broadcast to the emergency broadcast group	Double-click the Call button.
Cancel a broadcast	Press the Call button while listening to the broadcast.
Reply to everyone	<ol style="list-style-type: none"> <li>1. Press and hold the Call button before the broadcast ends. <ul style="list-style-type: none"> <li>• When it is OK to talk, the device plays a chime.</li> <li>• If somebody else has already started to reply, you hear a warning sound.</li> </ul> </li> <li>2. Begin speaking. Everyone in the broadcast group hears you immediately.</li> <li>3. When finished, release the Call button. Everyone in the broadcast group hears a chime, letting them know they can now reply.</li> </ol>

You cannot initiate a broadcast to a group already receiving one. The Genie prevents you from starting the second broadcast, but it allows you to join the broadcast in progress (if you are a member of that group), or it tells you to try later (if you are not a member of that group). An urgent broadcast to a group that is already receiving a broadcast will always break-in.

If you are already listening to one broadcast, when someone attempts to include you in another broadcast, you receive the call waiting tone. Similarly, you receive the call waiting tone when someone calls you while receiving a broadcast.

## Commands for Group Managers

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You can contact users based on their group affiliation rather than their name.

Groups provide a way for internal or external callers to communicate with Vocera users based on their roles within an organization.

For example, groups let you call someone who fits a specific role "Call a salesperson," belongs to a certain department "Call Accounts Receivable," or has some other skill or authority that the caller requires "Call a manager."

Groups also provide a way to broadcast to a specific set of users at the same time. You can use commands such as "All cashiers to the front, please" or to leave messages for many users at once using the command "Send a message to Nurses Assistants."

Some groups have management capabilities for other groups. For example, the members of the Charge Nurse group may manage the Code Blue group in a hospital, or members of the Head Cashier group may manage the Cashier group in a retail store.

---

## Adding and Removing Group Members

As a group manager, you are responsible for maintaining the membership in the group. You can add members to the group and remove them from the group with voice commands.

If the Vocera administrator allows it, Vocera users can also add themselves to a group. See [Joining or Leaving a Group](#).

The following table shows the commands for adding and removing group members:

Description	Recommended Voice Commands
Add another user to a group	Add <b>May Hu</b> to <b>Technical Support</b> .
Add yourself to a group	Add me to <b>Technical Support</b> .
Remove a user from a group	Remove <b>May Hu</b> from <b>Technical Support</b> .
Remove yourself from a group	Remove me from <b>Technical Support</b> .

---

## Recording Names and Greetings for a Group

To record names and greetings for a group, the Genie speaks the name of a group or one of its alternate names.

The situations in which the Genie speaks are to:

- Prompt users who call, send messages, or broadcast to a group.
- Confirm calls, messages, or broadcasts to a group.



To ensure more natural-sounding speech, you should record names for the Genie to use. If you do not record names, the Genie attempts to pronounce them by converting the spelling of the group names to spoken words.

To record group names, press the **Call** button, wait for the Genie to answer, and say “Record names for the **group name**.” The Genie walks you through the steps for recording the group name and its alternates.

Similarly, Genie enunciates a **greeting** when someone calls the group, and no members can accept the call. This greeting can let callers know that they have reached the proper group or give them further information. If a greeting is available, the Genie plays it before automatically asking callers if they want to leave a message. Vocera sends messages left for a group to every member in the group.

For example, a retail store could record a greeting that says, “Thank you for calling Hardware Supplies. Our team members are busy assisting customers right now, but if you leave a message, one of us will call you back as soon as possible.”

Greetings can help all callers, but they are beneficial when people who are not Vocera users call into the system with a telephone. These callers may not be familiar with Vocera, and a greeting helps to “break the ice.”

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Record name prompts for a group	Record names for <b>Technical Support</b> .	Record name prompts for <b>Technical Support</b> .
Record a greeting for a group	Record greeting for <b>Technical Support</b> .	

# Communicating with Multiple Sites

You can use your Vocera devices to communicate with users at any site in your organization.

A site refers to a specific physical location. You can communicate with each other if your organization has multiple sites connected to the same Vocera server.



**Note:** This section is relevant only if your installation supports multiple sites. Contact your Vocera administrator to find out if your installation supports multiple sites.

## Logging In at a Site you are Visiting

If you do not log out when you leave a site and bring your logged-in device to a new site, you will not need to log in again. Vocera identifies you as soon as you connect to the local network.

If you log out or get a new device at a site you are visiting, you need to log in when you are on the local network. In this situation, you must connect to your home site and then log in as you usually do.

Action	Recommended Commands (Italics indicate an example)
Logging in at a site you are visiting	<div>1. Press the Call button, then wait to hear the log-in prompt.</div> <div>2. Connect to your home site as follows: Connect to <i>Santa Cruz</i>.</div> <div>3. Wait for the next log-in prompt, then say or spell your name as usual: <i>April Buckley</i>.</div>

When you log in to your home site, you do not need to connect to it. You only need to connect when logging in at a remote site.

## Working with Sites

If your deployment has multiple sites, your usual procedures allow you to place your most common calls.

To call a user who is at your current site, or call a user whose home site is the **same** as your current site, use normal voice commands. Vocera will find the person for you.

For example, if you want to call Tech Support at your current site, say "Call Tech Support." If you are visiting Chicago, and want to call Remington Peters, whose home site is Chicago, say "Call Remington Peters." Vocera will find Remington even if he is visiting another site.

You can also use normal voice commands to call a user, group, or address book entry at the global site if your installation has one. However, if the party you're calling happens to have the same name as a user, group, or address book entry at your local site, Vocera automatically calls the local party. In this situation, you need to connect to the proper site before issuing the command.

To call users, groups, or address book entries at any arbitrary site, you must first connect to the proper site, and issue the normal voice command. Explicitly connecting to a site always works, no matter where you or the party you are calling are located, assuming you have permission to call users at remote sites.

Here are some examples of using sites in the “Call” voice command:

Action	Recommended Commands
Calling a user at your current site	Call <b>April Buckley</b> .
Calling a user whose home site is the same as your current site	Call <b>April Buckley</b> .
Calling a user at a remote site or any arbitrary site *	<ol style="list-style-type: none"> <li>1. Connect to <b>Santa Cruz</b>.</li> <li>2. Wait for the next Genie prompt, then say: Call <b>April Buckley</b>.</li> </ol>

You can use any voice command after you connect to a site. The connection exists for the current call only. When you end the call, the connection is closed.

## Placing a Three-Way Conference Call Between Different Sites

You can use your device to set up a three-way conference call with two other Vocera users at different remote sites.

The conference commands that you use are the same that you would use for a normal three-way conference call in which all three users are located at the same site. However, to invite a user at a remote site to a conference, you must connect to the site first.

Action	Recommended Commands (Italics indicate an example)
Placing a three-way conference call between different sites	<ol style="list-style-type: none"> <li>1. Connect to a remote site. Connect to <b>Santa Cruz</b>.</li> <li>2. Wait for the next Genie prompt, then say: Conference <b>April Buckley</b>.</li> <li>3. After April is connected, press the Hold/DND button to put the call on hold.</li> <li>4. Connect to another remote site: Connect to <b>Scotts Valley</b>.</li> <li>5. Invite another user to the conference call: Invite <b>John Smith</b>.</li> </ol>

## Care Team

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This section provides information about the Vocera care team connect solution and the voice commands that the care team can use for support activities.

- [Care team connect](#) on page 109
- [Commands for Care Team](#) on page 113

## Care team connect

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The new direct call feature as part of the Vocera care team connect solution enables patients and their care team to communicate with each other in bed locations lacking nurse call. Use of this feature can reduce the need to don and doff PPE (Personal Protective Equipment) and improve the patient experience.

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### Direct Calling Overview

Care team connect feature enables patients and their care team to directly communicate with each other in bed locations.

### Advantages

The advantages of care team connect:

- Enables seamless patient-to-nurse communication.
- Enables patients to communicate with the care team in the absence of a nurse call system.
- Reduces the need to don and doff Personal Protective Equipment (PPE) and improve the patient experience.
- Allows easy implementation by extending Wi-Fi to a new facility more quickly than bedside wiring.

### Capabilities

The following capabilities are enabled by default:

- Placing a call
- Controlling Volume
- LED indication for call in progress

### Default Behaviors

The following are the default behaviors for the Smartbadge:

- Black screen display and User Interface#Turned off to save power.
- Touch screen#Disabled and does not respond.
- DND button#Disabled to prevent the user from accidentally applying DND and rejecting incoming calls.
- Panic button#Disabled to prevent the user from accidentally pressing the Panic button.



**Note:** Only the DND button is applicable for B-series Badges.

There is no change in behavior for the B3000n badge, and the following behavior still exists:

- DND button#Places the user in DND mode. An inbound caller is offered the option to breakthrough.
- Call button#Places a call to the target destination. If the badge user has accidentally enabled DND, pressing the **Call** button will turn off DND.

- **Panic Call#**Double tapping the Call button attempts to initiate a Panic call if a Panic group is configured.

## Enabling and Disabling Direct Calling on V5000 Smartbadge

The care team connect feature on V5000 Smartbadge can be enabled using one of the following:

- **Badge Configuration Utility#**You can enable direct calling on multiple devices by setting the custom badge property `V5.DirectCallEnabled = True`. The default value of this property is `False`.  
**Best Practice:** Set the Hotword badge property `V5.EnableHotword` to `False`.
- **VCB Menu#**You can enable direct calling on specific devices by using the VCB Menu **Direct Calling Enable>True**.

For more information, refer to [Vocera Device Configuration Guide](#).



**Note:** When the custom property `V5.DirectCallEnabled = True` is enabled, any user that logs into the Vocera V5000 Smartbadge are set to this mode. Ensure that only those devices intended for this use case are configured with this custom property.

B3000n Badges do not need this property. You can place a direct call to a patient if the Direct Call and a destination are set in the user profile in the Voice Server or Vocera Platform.



**Note:** Ensure that your administrator has enabled the direct call feature on Voice Server Console and Vocera Platform.

## Mounting Vocera Devices to a Bed

As part of the care team connect, improvising patient-caregiver communication is essential. Vocera recommends mechanisms to fasten the Vocera devices at the location of the patient.

The following are the recommendations:

- Clip the Vocera device directly to the gown of the patient using the existing Vocera Universal Clip.
- Add a loop to the top rail of each bed, and use the device clip to attach the device. This configuration allows flexibility to move the Vocera device from one side of the bed to the other.



**Note:** Hospital policy determines whether a Vocera device is attached to the gown of a patient or a bed.

## Beds With Flat Surfaces

A zip tie adhesive mount, with the standard dimensions of 1-inch square to accommodate a 4.8 mm zip tie, is fixed on a flat surface of the bed rail. It can be placed either close to where a nurse call panel is located or near the middle of the top rail.

A standard 4 mm zip tie is then inserted horizontally into the adhesive mount to form a loop; the loop should be large enough to accommodate a Vocera device clip. The Vocera device clip can then be attached to the horizontal loop.

Utilize the standard clip for the Vocera device so that the device can be easily detached from the zip tie loop to replace the battery. It also permits the Vocera device to be attached to the patient if there is any need to move the patient away from the bed.

## Beds With Curved Rails

Longer zip tie could be fastened to a tubular rail to which the Vocera device clip could be attached.

If there are rails of any form, or no flat surface to attach an adhesive zip tie mount to, it is recommended to attach the Vocera device to a patient using the universal clip.

## Positioning for Audio Effectiveness

The Vocera device must be configured to have Group Mode enabled for the patient. When a patient and the caregiver are in a call, there is flexibility in changing the position of the Vocera device.

Locating the Vocera device at or below chest height is preferred. This position is relatively convenient for a patient to press the **Call** button. It also delivers good quality audio for the patient and the caregiver to communicate.

If a bed rail needs to be lowered to its full extent the Vocera device may drop below the covers. Vocera recommends to move the Vocera device to the zip tie loop on the opposite bedrail.

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## Logging in to the Device

A care team member logs in to the device of the patient with the username provided by the administrator.

To login to the device:

1. Press the **Call** button.

The genie enunciates “**Good Morning, Please say or spell your first and last name.**”

2. Login on behalf of the patient when prompted.

The login ID could be a bed number or a user name assigned by the administrator. The patient is logged in, and direct calling is activated.

---

## Placing a Direct Call

After a device is logged in, the patient can place a direct call to the care team member or a care team member can call a patient.

## Placing a Direct Call to the Care Team

To place a call, touch the **Call** button. The call is initiated to your care team.

## Placing a Call to a Patient

The administrator assigns a user name or a bed number to a patient.

For more information about calling a patient, refer to the sections [Calling Using the Genie](#) and [Calling from the Smartbadge](#) of this document.

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## Accepting a Direct Call

A care team member can accept a direct call from a patient. Calls placed by the care team member is auto answered on the device of the patient.

## Accepting an Incoming Call from the Care Team

The calls your receive on your device are auto-answered. No action is required.

## Accepting an Incoming Call from Patients

You will hear the Genie enunciate, “<**Caller Name**>, accept call?”

Say “Yes” or “No”, based on your response.

For more information on answering calls, refer to section [Accepting a Call](#) of this document.





## Commands for Care Team

You can use voice commands to improve care team support activities.

### The Funny Genie and Easter Eggs

You can use prompts and commands for fun and entertainment in the clinical setting.

Vocera recognizes that the healing arts require medical skill and training with an equal measure of human compassion, emotional support, and sometimes a little bit of humor. Funny Genie mode was originally added as a hidden feature and designed to give the Genie a personality.

Clinicians can use the Funny Genie and Easter Eggs as they like; the choice is up to you and your team members. However, many find that the Funny Genie and Easter Eggs are valuable tools for creating rapport with patients and other co-workers alike and facilitating a light-hearted environment.

### Easter Eggs

Use the Easter Eggs voice commands to delight and inspire patients and co-workers.

This table shows the commands and Genie responses:

Commands	The Genie Says
Call Captain Kirk	Captain Kirk is busy in another Galaxy at the moment!
Make it so	OK, I made it but you will have to unmake it!
Beam me up!	Sorry the transporter feature is still under development.
Beam me down!	I don't think I can do that!
Good bye	Live long and prosper!
I'm having a bad day	Take a deep breath and know that you are helping to save a life today.
My Vocera is broken	Are you sure it's not your wireless or the way you are holding your badge.
Genie, I have a wish	Your wish is my command
Genie, obey my commands	First you must follow my rules!
Santa Claus	Ho Ho Ho, Santa hopes you feel better
Mrs. Claus	Santa is watching you, be brave
Easter Bunny	Hopping you feel better
I need a hug	Warm fuzzies coming your way
Houston, we have a problem	Keep calm, and call a super hero
Play/Sing happy birthday	Happy birthday to you

Commands	The Genie Says
Play/Sing happy birthday	Happy birthday to you
Play/Sing happy birthday	Happy birthday to you

## Code Lavender Commands

You can use the following Code Lavender commands from your badge when Code Lavender permissions are enabled. Press the **Call** button, wait for the Genie to answer, and then say the recommended commands.

Action	Recommended Commands
Start Code Lavender for a group	"Start a Code Lavender for <group name>."
Schedule Code Lavender for a group	"Schedule a Code Lavender for <group name>."
Delete Code Lavender Reminder for a group	"Delete Code Lavender reminder for <group name>."
Delete All Code Lavender Reminders	"Delete All Code Lavender reminders."

## Practicing Mindfulness Commands

You can use the Vocera mindfulness commands to practice mindfulness at work.

Mindfulness is a type of meditation practiced widely in many homes and workplaces. Practicing mindfulness has proven to bring awareness and attention to everything we do. Vocera recognizes that practicing mindfulness can reduce stress, sharpen concentration skills, and contribute to the overall mental and physical health of individuals. We strive for the same in our work at Vocera and aspire for our customers to share in Vocera's mission of achieving the Quadruple Aim of restoring joy and humanity in healthcare.

You can now take a guided mindfulness break using the Vocera Genie voice commands.

The mindfulness feature is enabled by default. You can choose to practice mindfulness for 30 seconds, 1 minute, or 5 minutes. When you say the command, "Play Mindfulness", the Genie plays a pre-recorded guided mindfulness track. You can listen to the guidance soundtrack and follow the actions narrated in this track.

The following table summarizes the voice commands for practicing mindfulness:

User Action	Recommended Voice Commands	Genie Action
Listen to the 30-second mindfulness guidance provided in the soundtrack and follow the steps narrated in this soundtrack.	Play Mindfulness	Plays the mindfulness soundtrack for 30 seconds
Listen to the one-minute mindfulness guidance provided in the soundtrack and follow the steps narrated in this soundtrack.	Play Mindfulness for a minute	Plays the mindfulness soundtrack for 1 minute
Listen to the five-minutes long mindfulness guidance provided in the soundtrack and follow the steps narrated in this soundtrack.	Play Mindfulness for 5 minutes	Plays the mindfulness soundtrack for 5 minutes.

## Environmental Services Staff Commands

Environmental Services Staff (EVS) shift workers use commands to begin and end breaks and stop a shift.

The Vocera EVS solution is fully integrated with the EPIC EVS module. It improves the response time of the environmental services staff members and workflow of the EVS requests for your entire organization. EVS staff members are sent cleaning requests and automated reminders; staff members respond with voice commands that update the request status in the Epic EVS module to ensure that cleaning requests are sent to the right staff member who is available to respond to the immediate need. For more information on Vocera Environmental Services, refer to [EVS Integration Deployment Guide](#).

When Environmental Services integration is enabled for your Vocera system, the following additional voice commands are supported on Vocera devices.

Action	Recommended Voice Commands
Begin a break	Start break
Stop a break	End break
Stop a shift	End shift

## Vocera Device with Smartphone Apps

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This section provides information about using a Vocera device with Smartphone Apps with the Vina app and Vocera Collaboration Suite (VCS) app with the Vina app and Vocera Collaboration Suite (VCS) app.

- [Using a Vocera Device with Smartphone Apps](#) on page 117

## Using a Vocera Device with Smartphone Apps

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You can use Smartphone apps (Vocera Vina and VCS app) for messaging with a Vocera device (Badge, Smartbadge, and Minibadge) for hands-free communication.



**Note:** If you are using a non-GMS Android device, you will not receive a message notification on the device at approximately the same time as you receive it on your Vocera device, as Google Mobile Services is not being used. For VCS, messages are not received until your device polls the VMP server, resulting in a delay of up to five minutes.

- You can use your Vocera device as needed to send and receive Vocera calls, broadcasts, and messages.
- You can also use the Vina or VCS app to participate in message conversations and alerts.
- All messages sent to your Vocera device are delivered to the Inbox of the Vina and VCS apps. You can respond to a message from the app if you prefer.
- When you use a Vocera device with the Vina or VCS app, if you initiate a call from the app from your Contacts list, it is connected through your Vocera device instead of the app.
- If you tap the **Call** button on the app while using it with your Vocera device, you are logged out of your Vocera device.

The following table describes the features and the status of the features on the Smartbadge when used with the Vina or VCS app:

Feature	Status
Login	<ul style="list-style-type: none"> <li>You can log in to both VCS or Vina and your Vocera device at the same time.</li> <li>The Vocera icon appears on the Vina app when you log in to the Vina app.</li> <li>When you log in to your Vocera device after logging in to the Vina app, the Vocera icon changes to your device icon on the Vina app.</li> <li>When you log in to the Vina app after logging in to your Vocera device, the Vina app icon changes to your device icon.</li> <li>If you log in to VCS or Vina first, followed by your Vocera device, you are logged out of voice on VCS or Vina and logged in on voice on your Vocera device.</li> <li>If you log in to your Vocera device first, followed by VCS or Vina, you remain logged in for voice on your Vocera device.</li> <li>The Vocera device warns you that you are already logged in if you are using VCS or Vina on your device. If you are asked whether you still want to log in to the Vocera Device, say "Yes."</li> <li>Your VCS or Vina app also warns you that you have been logged into another device and that it is logging you out. This warning only applies to the call functionality. You are still logged into the VCS or Vina app and can send and reply to messages and initiate calls from the contact list.</li> </ul>
Logout	<ul style="list-style-type: none"> <li>If you log out of the Vina app, all the calls, messages, and alerts are received on your Vocera device.</li> <li>For VCS, your Vocera device logout is controlled through the VMP server setting "VCS Logout in dual mode also causes a badge logout." If the setting is Yes, both VCS and your Vocera device are logged out. If the setting is No, your Vocera device remains logged in.</li> </ul>
Presence Status	The availability status and the availability description are reflected on your Vocera device and VCS or Vina.
Favorites	Favorites added or removed in one endpoint reflect in the other.
Calls	<ul style="list-style-type: none"> <li>Your Vocera device is the voice device, so it receives all calls and broadcasts.</li> <li>Calls initiated from VCS or Vina contacts are audio-connected on your Vocera device.</li> <li>When you access the call screen from the Vina and VCS app, a message is displayed on the call module screen that indicates that an alternate Vocera device is in use for calls and messages.</li> </ul>
Voicemail	<ul style="list-style-type: none"> <li>You can play the Voicemail from either endpoint, but the Smartbadge is where the message audio will be played.</li> <li>The "listened to" status is reflected on both endpoints irrespective of where the playback is initiated.</li> </ul>
Alerts	<ul style="list-style-type: none"> <li>Alerts are delivered to both endpoints.</li> <li>Your Vocera device plays the appropriate kerplunks based on the alert priority.</li> <li>Alerts can be read and responded to on either endpoint. The alert messages reflect as read or answered in the other endpoint.</li> <li>When an alert is deleted, it is reflected on all endpoints.</li> </ul>

Feature	Status
Text messages	<ul style="list-style-type: none"> <li>Your Vocera device plays the appropriate kerplunks based on the message priority.</li> <li>Messages can be read and responded to on either endpoint. The text messages reflect as read and answered in the other endpoint.</li> <li>Sent messages are reflected on both endpoints.</li> <li>When a conversation is deleted, it is reflected on all endpoints.</li> </ul>
Vina and VCS Control	<p>VCS or Vina can take back voice control by pressing the Call button in VCS or Vina. In that case:</p> <ul style="list-style-type: none"> <li>Smartbadge is logged out.</li> <li>VCS or Vina device becomes the primary device for voice and messaging.</li> </ul>
DND status	<ul style="list-style-type: none"> <li>Setting DND on your Vocera device sets DND on Vina and DND for voice and messages (texts or alerts) on VCS, along with the timer setting if the timer is selected.</li> <li>Setting voice DND on VCS or DND on Vina, sets DND for your Vocera device.</li> <li>Selecting timed DND on VCS or Vina sets the timed DND for your Vocera device.</li> <li>Selecting text DND on VCS does nothing for your Vocera device.</li> </ul>
Button behavior during DND	<ul style="list-style-type: none"> <li>Pressing the Call button or the Call option on the screen—your Vocera device resets the Voice DND for VCS and DND for Vina. If the DND is timed, your Vocera device resets both Voice and Text DND on VCS or DND on Vina.</li> <li>Pressing the Logout button or the Call button on the screen—your Vocera device resets the Voice DND for VCS and DND for Vina. If the DND is timed, your Vocera device resets both Voice and Text DND on VCS or DND on Vina.</li> </ul>
DND status during login and logout	<ul style="list-style-type: none"> <li>When you log in to your Vocera device, Voice DND is reset for VCS and DND for Vina. If the DND is timed, your Vocera device resets both Voice and Text DND on VCS or DND on Vina.</li> <li>When you are logged in on both endpoints and log out of your Vocera device using the Genie or logout button, your Vocera device resets the Voice DND for VCS or DND for Vina. If the DND is timed, your Vocera device resets both Voice and Text DND on VCS or DND on Vina.</li> </ul>

## Reference

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This section provides a list of frequently asked questions.

- [Headsets](#) on page 121
- [Navigating IVR Phone Trees with a Badge](#) on page 125
- [Using Vocera Access Anywhere](#) on page 127
- [Frequently Asked Questions](#) on page 132



## Headsets

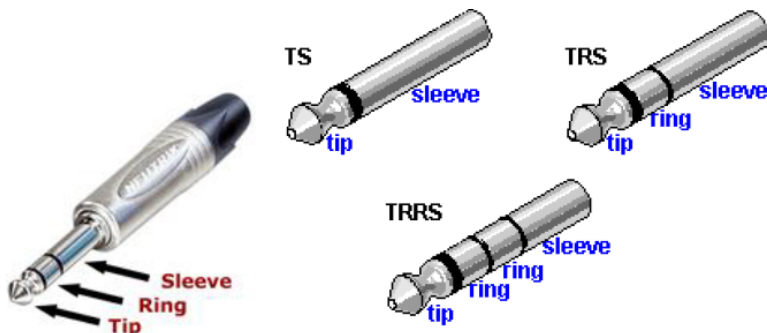
This section provides details about headsets and how you can use Bluetooth headsets with Vocera B3000n.

### Wired headsets

Headsets have been used with a variety of audio devices for decades, often used in a variety of environments. There is no standard for headsets or headset interfaces, partly because the variety of use cases and deployments has created a variety of interfaces. There are interfaces and some standards which have become conventional in certain use cases and environments.

### Consumer Audio Connectors

TRS connectors are named after the old telephone jacks which contained a Tip, Ring and Sleeve, these days they are often called phone jacks or audio jack, but they all use the same basic configuration, in different sizes.



Typically the TRS connector is mated to a headset which contains a speaker and microphone. If the headset is a monaural headset (one ear piece), the TRS connector is used. If the headset is a binaural or stereo headset, a TRRS connector is used which contains one extra Ring for the second earpiece.

The Tip is normally connected to the microphone. In Vocera B series badges the Tip is connected to the microphone, the Ring is attached to the speaker and Sleeve is the ground.

There may also be a button in the headset, close to the microphone, which can be used to answer or disconnect a call. This is achieved by shorting the connection between the Tip and Sleeve, which is detected by the phone's headset port and takes action on the event.

### 2.5mm or 3.5mm Connector

The size of the connector has varied over the years, and between different types of equipment. In early cordless phones a 2.5mm connector was very common. As cellular mobile telephones began to appear the 2.5mm connector remained a common size, and many of the early feature phones and indeed some early smart phones would use the 2.5mm connector.

Many of the mobile consumer audio devices would use a 3.5mm TRS connector, and over time the 3.5mm connector became very common on both mobile and desktop consumer audio devices. Eventually being used in consumer computers and laptops, this 3.5mm TRS connector is now the standard audio connector for consumer electronics.

As smartphones emerged and began to blur the lines between cordless telephones and consumer electronics, there was no industry standards body setting the rules for whether to use a 2.5mm or 3.5mm TRS connector so different manufacturers were free to select the connector that they preferred.

Those equipment manufacturers producing physically small devices tended to favor the 2.5mm connector in order to save space. Early Blackberry, Treo, Cisco, Nokia phones and other vendors who were producing mobile devices quite early on were using the 2.5mm connector. Vocera, as an early manufacturer of the communication devices, also opted for the 2.5mm connector in order to save space.

As touchscreen smartphones entered the market, they were targeted as both communication devices and entertainment devices, and so inherited the interface of the consumer audio world and were fitted with 3.5mm connectors. Typically these smartphones are designed to play music so they are fitted with a 3.5mm TRRS socket in order to support the stereo earpieces in addition to the microphone.

## Headset Detection

If an audio device has several options on where to send the sound, the audio device needs to be able to detect when a headset has been connected so that it can direct the sound to the appropriate destination. The ear buds in a headset are normally much closer to a person's eardrums than the hands free speaker in a device, so the device needs to adjust the audio volume accordingly to avoid harming the person through acoustic shock.

The typical way to detect the insertion of a headset is for the device to measure the impedance between the contacts on the connector. Microphones typically have an impedance between 330 Ohms and 1000 Ohms, and speakers typically have an impedance around 4-8 Ohms. If the headset detection in the device measures impedances of these values across the pins of the TRS connector, the device can be fairly confident what kind of headset is connected (TRS or TRRS) and route the audio accordingly.

Vocera Badges contain a 2.5mm TRS socket and headset detection circuitry. The Vocera badges have some extra detection capability to accommodate the use case where a person may wish to listen to a conversation using the headset but use the microphone in the badge. This mode of operation is not normally found in other handheld communication devices and has necessitated some complex headset detection mechanisms.

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## Headset Compatibility

This section helps you understand if your headset can be used with Vocera badges.

If the headset being connected to a Vocera badge has a 2.5mm TRS connector, with the impedances of the earpieces and microphones within the common impedance range, and has been manufactured by a reputable vendor, the headset should work reliably with a Vocera badge. Headsets from Plantronics and Jabra containing the 2.5mm TRS connector have been proven to work well with Vocera badges.

There are many 2.5mm to 3.5mm headset adaptors, which in principle would permit a Smartphone headset to work with a Vocera badge. But there is a complication.

Modern Smartphones use TRRS connectors to provide the stereo audio and the microphone, however two different pin configurations have emerged for the TRRS connector.

The early equipment manufacturers such as Nokia, Samsung and Sony Ericsson, implemented a pin configuration known as OMTP. Later equipment manufacturers such as Apple, HTC and Android phones implement a different pin configuration known as CTIA. This means that mixing headsets between different brands of equipment may not work unless you are sure of the pin configuration being used by that brand of equipment.

The pin configurations of the 3.5mm TRRS headsets are not directly compatible with a TRS interface so a simple 3.5mm to 2.5mm adaptor is unlikely to work unless it has been specifically designed for this purpose.

## Third-Party Headsets

This section provides information about the headset you can use with the Vocera Badges.

Good quality headsets with conventional impedances and a TRS connector should work with Vocera badges, and the following headsets have been proven to work with Vocera badges.

For more insight into the differences in TRS and TRRS headset connectors, refer to the following Wikipedia page [http://en.wikipedia.org/wiki/Phone\\_connector\\_\(audio\)](http://en.wikipedia.org/wiki/Phone_connector_(audio)).

## Plantronics

The Plantronics Encore range of headsets, designed for call centres and desk phone use contain the Plantronics Quick Connector. There is a 2.5mm to Quick Connector adaptor (P/N 43038-01) available which has been proven to work well with Vocera Badges.

For MX200-X1 Standard, refer to <http://www.plantronics.com/us/product/mx200-black?skuId=sku4670018>.

For MX256-X1 Standard, refer to <http://www.plantronics.com/us/product/mx250?skuId=sku4670028>.

## Jabra

Biz2400 Binaural headsets with the quick disconnect work well, if mated to the 2.5mm to OD adaptor (P/N 1005143)

## Vocera Headset

Vocera has offered a wired headset integrated into the lanyard loop in the past, though this option was not made available with the introduction of the B3000.

There is the intention to develop an integrated headset lanyard for the B3000 badges in the future, as part of a comprehensive review of the B3000 accessory portfolio. However, any headset provided by Vocera must meet the quality standards of Vocera and the integration into a lanyard must take into account the use cases of the Vocera customers. The \$1 headset from the local dollar store is unlikely to be built to a sufficiently high standard to integrate well with a Vocera communication badge.

## Wired Headset Cleaning

Vocera wired headsets used with the Vocera B3000n Badge and Vocera V5000 Smartbadge contain different resins to those in the Badge and Smartbadge.

The wired headsets must be cleaned with the following cleaning agents:

- Hydrogen Peroxide (3%)
- Ethyl alcohol (70%)
- Isopropyl alcohol (70%) (alcohol wipes)

Commercial cleaning agents listed by Vocera may be used to clean wired headsets if the hospital cleaning and infection guidelines require its use. However, the cleaning agents will cause some visible or functional damage over time.

Ultra Violet cleaning using UV-C light is also an acceptable method of cleaning wired headsets. If wired headsets are worn in conjunction with personal protective equipment (PPE), there are concerns that the wire may be exposed between items of PPE. Vocera recommends that you wrap the wire with a contact film (plastic wrap) that can be discarded when the wired headset is removed.

For wired headsets that are not supplied by Vocera, please refer to the guidelines for cleaning provided by the manufacturer.

## Navigating IVR Phone Trees with a Badge

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An **IVR (Interactive Voice Response) tree** is an automated system that gathers information and routes incoming telephone calls without human interaction.

These systems typically require you to use a combination of voice and keypad touch-tones to answer questions about the reason you are calling. You can respond to automated systems responses using your badge.

For example, many airlines require you to use an IVR tree if you call them for flight arrival and departure information. Such a tree may tell you to "Press 1 for arrivals or 2 for departures", then tell you to enter a flight number using the telephone keypad.

You can use the badge to navigate an IVR tree and enter touch-tone responses, **even though it does not have a keypad**. Any time you are using the badge in a call, press the Hold/DND button twice in rapid succession (double-clicking) places the badge in a special "touch-tone" mode, where you can speak the digits.



**Note:** The Vocera smartphone has a keypad that you can use to enter IVR responses.

As described in **Possible Touch-Tone Responses** you may say up to ten digits, letters, or special characters. Say all responses one-at-a-time. For example, say "One Zero Zero," not "One Hundred."

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### Using a badge to interact with an IVR tree

You can use your badge to interact with an IVR tree.

To interact with an IVR tree, perform the following tasks:

1. Double-click the **Hold/DND** button when the IVR system prompts you to enter a number.  
The badge beeps to indicate that it is ready for you to respond.
2. Speak the number at a steady pace, one digit at a time.  
The Vocera Genie responds by asking you to confirm the number and then beeping to indicate that it is ready for you to respond.
3. Say "Yes" to confirm or "No" to try again. You can also use the Call button for "Yes" or the **Hold/DND** button for "No," as in other Genie interactions.  
When you confirm, the badge sends a touch-tone for each spoken digit to the IVR system, and the IVR system continues asking you questions.
4. Speak into the badge as you would during any badge call, without double-clicking, if the IVR tree asks for a spoken response at any time.  
The IVR system hears your response and acts accordingly.

## Possible Touch-Tone Responses

IVR systems often require you to press the pound (#) or star (\*) key during an interaction.

Also, telephones in some countries have a few alphabetical keys without numbers that you may have to use. The following table lists the digits, letters, and special characters you can speak in touch-tone mode.

Supported Characters	How to Speak Them
The digits 0 through 9.	Say "Zero," not "Oh" or "Naught." Speak only single digits; do not use "Double" or "Treble".
The letters A through D.	Speak "Ay," "Bee," "See," or "Dee."
#	Do either of the following: <ul style="list-style-type: none"> <li>• In the US or Canada, say "Pound" or "Sharp."</li> <li>• In the UK, Australia, or New Zealand, say "Pound," "Sharp," or "Hash."</li> </ul>
*	Say "Star," not "Asterisk."

## Redialing Phone Numbers

Your badge can redial the last phone number that you called.

Redial occurs as a result of any of the following actions:

- Calling an extension or outside phone number
- Transferring a call from a Vocera device to an extension
- Sending a numeric page

Use the following voice command to redial a phone number:

Action	Recommended Voice Commands
Redial the last phone number you called	Redial number.

Redialing can save you time to call the same number successively. For example, the first time you call a long-distance number, you must issue the command "Dial an outside number," then state the full telephone number you want to call. If you want to call that same number again, and you have not made other phone calls since then, you can issue the command, "Redial number."

## Using Vocera Access Anywhere

If the Vocera SIP Telephony Gateway is installed with your system, you can use a standard phone to call the Vocera hunt number to direct the call to any Vocera user, group, or Address Book entry.

This section describes how to access the Genie from a standard phone and use many of the same voice commands available from a Vocera badge or a smartphone.

### Types of Access to the Genie

When you use a phone to call the Vocera hunt number for a site, you need specific access type.

The following table describes the access types:

Access Type	Call this Hunt Group Number	Description
Guest Access	Guest Access number	Callers can interact with the Genie to place a call. They are not identified to the called person and cannot issue voice commands. This type of access requires no additional configuration or user licenses.
Direct Access	Direct Access number (SIP or ISDN PRI only) or Guest Access number. Once connected, press the star (*) key to switch to direct access mode.	Once callers are authenticated, either by Caller ID or by name and password, they have full permission to access the Genie to issue Vocera commands. This type of access requires additional configuration and a Vocera Access Anywhere user license.

### Software and Configuration Requirements

Your Vocera system must meet certain software and configuration requirements to access the Genie from a phone.

The requirements are:

- The Vocera Telephony Solution Software must be installed on your system.
- The Vocera system must have a license key that allows users to access the Genie from a phone.
- The users must be members of groups that have been granted the following permission:
  - Access Vocera Anywhere Using Caller ID



**Note:** Caller ID is supported only when your Vocera system has a digital or IP connection to the PBX, you have selected an ISDN or SIP signaling protocol, and Calling and Called Party Information is enabled on the PBX.

- User profiles must be enabled for Vocera Access Anywhere and must be properly configured with phone numbers or a phone password to allow authentication.

Only a system administrator can enable your user profile for Vocera Access Anywhere. However, you can use the User Console to set your phone numbers and phone password. For more information, refer to [Vocera Voice Server User Console Guide](#).

## Starting a Genie Session from a Phone

If your user profile is properly enabled and you have the appropriate permission, you can access the Genie from a phone and use many voice commands you use from a badge.

When you access the Genie from a phone, you are not logged into the Vocera system. You are simply establishing an authenticated Genie session. You can access the Genie from a phone even when you are currently logged in from a badge.

If Caller ID is not supported on your Vocera system, you can start a Genie session from a phone by calling the Guest Access number of your home site and then pressing star (\*).



**Note:** If you try to start a Genie session from a phone when you do not have permission, the Genie says, "I'm sorry. You need permission to access the Genie from a phone. See your administrator."

## Starting a Genie session from a phone using Caller ID

You can start a Genie session from a phone using a Caller ID.

To start a Genie session, perform the following tasks:

1. Call the Direct Access number for your home site, using either your desk phone or cell phone.
2. You should be automatically authenticated based on your Caller ID. The Genie says, "Good morning, [FirstName]. [Chime] Vocera."



**Note:** Depending on your Vocera permissions and the phone you used to call, the Genie may prompt for your first and last name and then prompt for your phone access password.

3. Say any of the supported commands.  
If the Genie asks you a question requiring a yes or no response, you can press the 1 key to answer "yes" or the 2 to answer "no."

## Starting a Genie session from a phone using your credentials

You can start a Genie session with a phone using your credentials.

To start a session, perform the following task:

1. Call the Guest Access number for your home site using any phone.  
The Genie says, "Good morning. Say the full name of the person or group you want to reach or enter an extension."
2. Press the star (\*) key.  
The Genie switches to direct access mode. The Genie prompts you to say or spell your first and last name.
3. Say or spell your first and last name.  
The Genie prompts you to enter your phone password and pound sign (#).
4. Enter your phone password followed by the pound sign (#).  
You must enter the password using the keypad; you cannot say it. The phone password must be between five and 15 characters, and it may contain letters or numbers. If your password contains letters, type the corresponding numeric keys on your phone's keypad. Do not enter your regular Vocera password to log into the User Console.



- After you enter your phone password, you are prompted by the Genie. Say any of the supported commands.

If the Genie asks you a question that requires a yes or no response, you can press the 1 key to answer "yes" or the 2 key to answer "no."

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## Starting a Genie Session at Another Site

If your Vocera system is a multi-site deployment, you can access the Genie from a phone by calling the Guest Access number of any site.

If you are prompted to say your first and last name, use the "Connect to" command to connect to your home site and authenticate yourself. Once the Genie session is established, you can use the "Connect to" command to connect to other sites and make calls if you have permission. For more information about calling sites, refer to [Working with Sites](#) on page 106.

## Accessing the Genie by calling the Guest Access number at another site

You can access the Genie by calling the Guest Access number at another site.

To access the Genie, perform the following steps:

- Call the Guest Access number at another site using any phone.  
The Genie says, "Good morning. Say the full name of the person or group you want to reach or enter an extension."
- Press the star (\*) key.  
The Genie switches to direct access mode.
- If the Genie prompts you to say or spell your first and last name, connect to your home site by saying this command:  
Connect to [Site](#).



**Note:** Replace the name of the site with the actual name of your home site.

The Genie prompts you to say or spell your first and last name.

- Say or spell your "first and last name."  
The Genie prompts you to enter your phone password and the pound sign (#).
- Enter your phone password followed by the pound sign (#).  
You must enter the password using the keypad; you cannot say it. The phone password must be between five and 15 characters, and it may contain letters or numbers. If your password contains letters, type the corresponding numeric keys on your phone's keypad. Do not enter your regular Vocera password to log into the User Console.
- After you enter your phone password, you are prompted by the Genie. Say any of the supported commands.



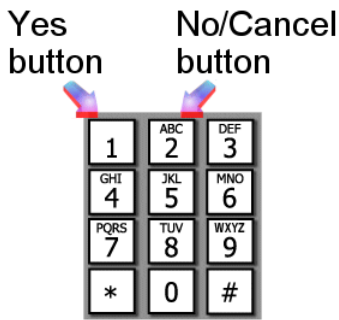
**Note:** When you access the Genie from a phone, Vocera is unaware of your location. If you want to call people at other sites, you must first connect to that site.

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## Vocera Access Anywhere Special Keys

If the Genie requires a yes or no response, you can press 1 for "Yes" or 2 for "No."

You can also press 2 to cancel a command. For example, if you call someone and you change your mind, press 2 to cancel the action.



**Important:** Vocera uses the 1 and 2 keys for its functionality and hence does not fully support calling Interactive Voice Response (IVR) phone numbers while you are accessing the Genie from a phone.

## Announcements for Calls from a Phone

When **Announce Caller's Name After Tone** is enabled in the Vocera system, the Genie provides helpful information to Badge users about incoming calls. Genie will announce the caller's name or the phone number; If both are available, the name will be announced.

Callers use a hunt number (such as, 408-555-1111) defined in the Vocera Administrator's Console for either **Guest Access** or **Direct Access** to reach users in the Vocera system.

Registered Vocera Badge users call the Direct Access hunt number and are prompted to provide a PIN assigned to their account. Once authenticated, users can use any of the Vocera voice commands.

This announcement adds to the time required to connect each call.

By default, the **Announce Caller's Name After Tone** is enabled, and **Override User Settings** is set to **No**.

## Commands Not Supported From a Phone

Some Vocera voice commands are not supported while you are accessing the Genie from a phone.

If you try to use an unsupported command, the Genie will respond, "I'm sorry the command is available only from a badge."

Category	Command
Log in and out	Log me in as <b>John Smith</b> Log me out
Locate Users and Groups	Where am I? Where is the nearest member of <b>Tech Support</b> ? Where is the closest member of <b>Tech Support</b> ? Locate nearest member of <b>Tech Support</b> ? Locate closest member of <b>Tech Support</b> ?
Assign Access Points to Locations	Begin tour End tour Assign location

Category	Command
Miscellaneous	Turn Auto Answer on Turn Auto Answer off Turn Announce Through Speaker on Turn Announce Through Speaker off

### Other Functionality Not Supported on a Phone

In addition to voice commands that are not supported by a phone, there are other limitations to Vocera functionality when you access the Genie from a phone:

- To receive a call on your phone that would normally be received on your badge, you must have forwarding enabled in your Vocera user profile.
- When you receive a call on your phone, you cannot access the Genie to perform Vocera commands, such as transferring the call to another user.
- You cannot receive calls made to a group you belong to even if forwarding is enabled for the group.
- Although you can use a phone to access the Genie to initiate a broadcast, you cannot receive a broadcast on the phone.
- You cannot participate in push-to-talk conference groups. However, you can use voice commands to join or leave a conference, find out what conference you are in, and find out who is in your conference or any conference.
- You cannot initiate an emergency broadcast by pressing the 1 key twice.
- You cannot put your phone in Do Not Disturb mode.
- You can press keys on your phone to send DTMF tones to navigate IVR trees, but the 1 and 2 keys cannot be used for touch-tone responses because they are used as Yes and No buttons. You cannot put the phone in touch tone mode to say touch-tone responses.

### Training the Genie from a Phone

When you access the Genie from a phone, you can train the Genie to recognize how you say names and commands.

For more information about commands, you can use to train the Genie from a badge or a phone, refer to [Training the Genie](#) on page 25.



**Tip:** If you use a badge more often than a phone to access the Genie, you should use only a badge to train the Genie.

## Frequently Asked Questions

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This section answers some common inquiries about using your Vocera device.

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### Why does the Genie have trouble understanding me?

If the Genie does not understand you, it may be due to one of the following reasons:

- Is the device close enough to your mouth? For optimal voice recognition, a Vocera badge should be approximately 6 inches (15 cm) from your chin.
- Did you wait for the Genie to answer before giving a command?  
If you press the Call button and begin speaking immediately, your command may not be recognized. You must wait for the Genie to greet you before you give a command. (The Genie says "Vocera" or plays a tone, or both, depending on your device settings.)
- Did you say a valid command? If so, was the command in the proper format?  
The Genie recognizes specific commands, and these must be in the format **verb-noun**. If you get into the habit of saying the command first, and then giving the details, you will find it very easy to communicate through your Vocera device. Here are a few examples:
  - "Call Jim Olsen."
  - "Record a greeting."
  - "Block all calls"
  - "Play old messages."
- Is the problem that the Genie doesn't understand "yes" or "no"?  
Sometimes, when the Genie gives a prompt that requires a "yes" or "no" answer (for example, "Should I save that message?"), the Genie will not "hear" you if you answer too quickly. Try waiting a moment before answering.  
You can also press the Call button to answer "yes" or press the Hold/DND button to answer "no."
- Does the Genie have trouble recognizing a name?  
The Genie will not recognize a name if the person has not been added to the system as a user. Have you ever seen this person use a Vocera device?  
If you are sure you are saying the name of a valid user, make sure you say both the first and last names. If you think the Genie doesn't recognize a name because of the way you pronounce it, you can train the Genie to understand you. For instructions refer to [Training the Genie](#) on page 25.  
When you train the Genie, you are prompted to spell the name of the person. If the Genie does not recognize the name after you spell it, it may mean that the individual has not been added to the Vocera system. Contact the system administrator for help.

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### Why is my device chirping or beeping?

The system administrator can program your Vocera device to issue alerts when the device goes out of the range of the wireless network, when the battery is low, when you receive a text message, or when you receive a voice message. To find out why you heard a particular alert tone, check the device display or, if you have a badge, the indicator light on the top of the badge:

- If the B2000 indicator light is flashing red slowly and the badge display shows a low signal strength (see the illustration that follows), it means that your badge is out of the signal range of the wireless network. You will also see the “Searching for Access Points” message on the display.



If the alert tone starts and stops as you move slightly, it means that you are at a location where the wireless network coverage begins.

- If the B2000 indicator light is flashing red rapidly, and the badge display shows a low battery level, it is time to recharge the battery.



- If the B2000 indicator light is blinking green rapidly, you have unread text messages or unplayed voice messages. Icons on the badge display will show whether the messages are voice or text, or both.

B3000n and B3000 badges do not have red indicator lights, or lights that blink at different speeds. Instead, the indicator light either blinks green to indicate power is on or amber to indicate Do Not Disturb mode is on.

The system administrator can disable or enable any of the badge's alert tones, and can choose a setting to turn off alerts when you put the badge in Do Not Disturb mode.

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### Why does my device beep when I'm talking to someone?

You may be hearing the Call Waiting tone. Check the name that is flashing on the display. If it is not the name of the person to whom you are speaking, it means that someone else is trying to call you. The display is flashing the name of that caller.

- To take the call, press the Call button. Your first call is put on hold, and the second call is connected. To end the second call and return to the original call, press the Call button again.
- To refuse the call, press the Hold / DND (Do Not Disturb) button. The caller will be prompted to leave a message or will be forwarded to someone else, depending on how your forwarding options are set.

If there is not another call waiting the device beeps. For information to determine why your device is beeping, refer to [Why is my device chirping or beeping?](#).

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### Why does my device display say "Searching for Server"?

First, ask other Vocera users if they are having the same problem. If they are, it means the Vocera server needs to be reset. Contact the system administrator.

If other people are able to use their Vocera devices, try taking the battery out, and then putting it back in. If the device still cannot find the server, contact your system administrator for help.

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### Why does the Genie ask me to wait when I press Call?

All communications with the Genie go through speech-recognition ports. If the Genie asks you to wait, it means that all of those ports are in use. If you wait a short time, the Genie will prompt you to speak.

### **Why can't I receive calls or messages?**

You may be logged in as a different user. Check the badge display while the badge is idle to see who is actually logged in on that badge. If your name is displayed and you are still unable to receive calls or messages, contact the system administrator for assistance.

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### **Why do some text messages begin with strange characters?**

The message was sent in HTML format. Ask the sender to re-send the message in plain text format.

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### **Why does my badge beep and then restart?**

If you ignore low-battery signals and alerts long enough, the battery level will get so low that the badge resets. Recharge your battery.

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### **What can I do if badge buttons are not working?**

If the badge display is blank and the indicator lights are off, it means that you need to recharge the battery.

Occasionally, the badge may need to be reset. If you have an image on the badge display, but none of the buttons respond when you press them, remove the battery and then put it back in again. The badge should work normally after it resets.

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### **How can I stop getting logged out when I charge my badge?**

This automatic log off is the result of the settings for your badge on the Vocera server. If you want to use your badge while it is in a single-bay charger, contact the system administrator.

Eight-bay chargers do not have cutouts for the badge speaker, so you cannot use the badge while it is charging in that kind of charger.