

Vocera V-Series Smartbadge User Guide

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Introduction to the Vocera V-Series Smartbadge User Guide

This section provides the details covered in this document, the product applicability, feature applicability, and the related documentation.

About the Vocera V-Series Smartbadge User Guide

Vocera V-Series Smartbadge User Guide describes how to use your Vocera Smartbadge and its features. It starts with the basics, such as placing and receiving calls.

Smartbadge Product Applicability

Product applicability lists the firmware releases, the Vocera Voice Server, and Vocera Platform versions it applies to.

- Vocera Firmware 5.0.0 or later applies to Vocera Voice Server 5.3.1 or later
 - Vocera Firmware 5.0.2 or later applies to Vocera Voice Server 5.3.2 or later
 - Vocera Firmware 5.0.3 or later applies to Vocera Voice Server 5.3.3 or later
 - Vocera Firmware 5.0.4 or later applies to Vocera Voice Server 5.4.0 or later
 - Vocera Firmware 5.0.5 or later applies to Vocera Voice Server 5.5.0 or later
 - Vocera Firmware 5.0.6 or later applies to Vocera Voice Server 5.6.0 or later
 - Vocera Firmware 5.0.7 or later applies to Vocera Voice Server 5.7.0 or later
 - Vocera Firmware 5.0.8 or later applies to Vocera Voice Server 5.8.0 or later
 - Vocera Firmware 5.1.0 or later applies to Vocera Platform 6.1.0 or later
 - Vocera Firmware 5.1.1 or later applies to Vocera Platform 6.2.1 or later
 - Vocera Firmware 5.1.3 or later applies to Vocera Platform 6.3.0 or later
 - Vocera Firmware 5.1.5 or later applies to Vocera Platform 6.4.0 or later
 - Vocera Firmware 5.1.6 or later applies to Vocera Platform 6.5.0 or later
 - Vocera Firmware 5.1.7 or later applies to Vocera Platform 6.6.0 or later
-

Smartbadge Feature Applicability

Feature applicability lists the Vocera Smartbadge features and the Vocera software applicable for the feature to work.

Feature	Vocera Firmware	Vocera Messaging Platform	Vocera Voice Server	Vocera Platform
Starting Your Smartbadge				
Log in and log out	5.0.0 or later	5.3.1 or later	5.3.1 or later	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Log in with a PIN	5.1.0 or later	NA	NA	6.1.0 or later
	5.0.3 or later	NA	5.3.3 or later	NA
Change PIN using Smartbadge	5.0.3 or later	5.3.3 or later	5.3.3 or later	NA
Screen turn off on swipe	5.1.0 or later	NA	NA	6.1.0 or later
	5.0.3 or later	NA	5.3.3 or later	NA
Badge Help	5.1.5 or later	NA	NA	NA
Handling Calls				
Voice Server only mode with UI changes	5.0.5 or later	NA	5.4.0 or later	NA
	5.1.5 or later	NA	NA	6.4.0 or later
Badge-to-badge calls	5.0.0 or later	NA	5.3.1 or later	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Panic calls	5.0.0 or later	NA	5.3.1 or later	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Location of the panic caller	5.1.3 or later	5.3.3 or later	5.3.3 or later	6.3.0 or later
Broadcast calls	5.0.0 or later	NA	5.3.1 or later	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Broadcast UI options for group	5.0.3 or later	NA	5.3.2 or later	NA
	5.1.1 or later	NA	NA	6.1.1 or later
Instant conference call	5.0.0 or later	NA	5.3.1 or later	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Outside number calls using the keypad	5.0.2 or later	NA	5.3.1 or later	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Patient context calls	5.1.0 or later	NA	NA	6.1.0 or later
Alert context calls	5.1.0 or later	NA	NA	6.1.0 or later
Context calls	5.1.0 or later	NA	NA	6.1.0 or later
Care team connect	5.0.3.45 [14.5]	NA	5.3.4 or later	NA
	5.1.1 or later	NA	NA	6.2.1.164 or later

Feature	Vocera Firmware	Vocera Messaging Platform	Vocera Voice Server	Vocera Platform
Wake word to initiate a genie call	5.0.3 or later	NA	5.3.3 or later	NA
	5.1.1 or later	NA	NA	6.1.1 or later
User-selectable call button timer	5.0.4 or later	NA	5.4.0 or later	NA
	5.1.3 or later	NA	NA	6.3.0 or later
Push-to-talk button timing	5.0.4 or later	NA	5.4.0 or later	NA
	5.1.3 or later	NA	NA	6.3.0 or later
Coverage Handling	5.1.3 or later	NA	NA	6.3.0 or later
Autoset handset mode	5.0.5 or later	NA	5.5.0 or later	NA
	5.1.4 or later	NA	NA	6.3.2 or later
Accessing external contacts	5.1.4 or later	NA	NA	6.3.0 or later
Dual-mode	5.0.6 or later	5.6.0 or later	NA	NA
	5.1.6 or later	NA	NA	6.5.0 or later
Audio Options				
Speaker mode	5.0.0	NA	5.3.1 or later	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Handset mode	5.0.0	NA	5.3.1 or later	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Hands free mode	5.0.0	NA	5.3.1 or later	NA
	5.1.0 or later	NA	NA	6.1.0 or later
USB-C headset	5.0.3 or later	NA	5.3.2 or later	NA
	5.1.1 or later	NA	NA	6.1.1 or later
Bluetooth headset certification and support	5.0.3 or later	NA	5.3.2 or later	NA
	5.1.1 or later	NA	NA	6.1.1 or later
Volume setting for audio paths	5.0.3 or later	NA	5.3.2 or later	NA
	5.1.1 or later	NA	NA	6.1.1 or later
Speech Zone				
Speech zone	5.0.0	NA	5.3.1 or later	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Speech zone fallback	5.0.0	NA	5.3.1 or later	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Home Screen				
Home screen filter	5.0.0 or later	5.3.1 or later	NA	NA

Feature	Vocera Firmware	Vocera Messaging Platform	Vocera Voice Server	Vocera Platform
	5.1.0 or later	NA	NA	6.1.0 or later
Call log filter	5.0.0 or later	5.3.1 or later	NA	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Message filter	5.0.0 or later	5.3.1 or later	NA	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Alerts filter	5.0.2 or later	5.3.2 or later	NA	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Messages from Vocera Messaging Interface, Vocera Administration Interface or Voice Server consoles	5.0.4 or later	5.4.0 or later	NA	NA
Directory Screen				
Favorites	5.0.0 or later	5.3.1 or later	NA	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Staff	5.1.0 or later	NA	NA	6.1.0 or later
My Patient	5.0.6 or later	5.6.0 or later	NA	NA
	5.1.0 or later	NA	NA	6.1.0 or later
My groups	5.0.0 or later	5.3.1 or later	NA	NA
Group	5.1.0 or later	NA	NA	6.1.0 or later
Contacts	5.1.4 or later	NA	NA	6.3.3 or later
Dialpad dialer	5.0.2 or later	5.3.2 or later	NA	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Chats/Conversation				
New chat	5.0.0 or later	5.3.1 or later	NA	NA
	5.1.0 or later	5.3.1 or late	NA	6.1.0 or later
Accessing chat and viewing participants	5.0.0 or later	5.3.1 or late	NA	NA
	5.1.0 or later	5.3.1 or late	NA	6.1.0 or later
Adding participants	5.0.0 or later	5.3.1 or later	NA	NA
	5.1.0 or later	5.3.1 or later	NA	6.1.0 or later
Leaving a conversation	5.0.6 or later	NA	5.6.0 or later	NA
Setting message Priority	5.0.0 or later	5.3.1 or later	NA	NA
	5.1.0 or later	5.3.1 or later	NA	6.1.0 or later
Calling a Chat Participant	5.0.0 or later	5.3.1 or later	NA	NA
	5.1.0 or later	NA	NA	6.1.0 or later

Feature	Vocera Firmware	Vocera Messaging Platform	Vocera Voice Server	Vocera Platform
Attaching Patient Information to a Conversation	5.0.6. or later	5.6.0 or later	NA	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Speech-to-text for chat conversations	5.0.4 or later	5.4.0 or later	5.4.0 or later	NA
Suggestive text and keyboard optimization	5.0.4 or later	NA	5.4.0 or later	NA
	5.1.3 or later	NA	NA	6.3.0 or later
Audible clicks on key press during keyboard use	5.0.4 or later	NA	5.4.0 or later	NA
	5.1.3 or later	NA	NA	6.2.0 or later
Add Care team members to patient-linked conversations	5.0.6 or later	5.6.0 or later	NA	NA
	5.1.4 or later	NA	NA	6.3.0 or later
Settings Screen				
Account Settings	5.0.0 or later	NA	5.3.1 or later	NA
	5.1.0 or later	NA	NA	6.1.0 or later
DND selection indication	5.0.1 or later	NA	5.3.1 or later	NA
	5.1.0 or later	NA	NA	6.1.0 or later
Customized DND messages	5.1.0 or later	NA	NA	6.1.0 or later
Badge settings	5.0.0 or later	5.3.1 or later	NA	NA
	5.1.0 or later	NA	NA	6.1.0 or later
PPE mode	5.0.6 or later	NA	5.6.0 or later	NA
	5.1.5 or later	NA		6.4.0 or later
Wi-Fi Connectivity				
Multi-profile Support	5.0.6 or later	NA	5.6.0 or later	NA
	5.1.5 or late	NA	NA	6.4.0 or later

Related Documentation for Vocera V-Series Smartbadge User Guide

Related documentation lists the documents supporting the Vocera V-Series Smartbadge User Guide.

The supported documents are:

- [Vocera Infrastructure Planning Guide](#)—Specifies the recommended configuration of infrastructure to support Vocera.
- [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 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 Device Safety and Regulatory Guide**—Specifies the safety details for electrical, magnetic, radio, wireless, chemical, chargers, along with your power supply safety.
- **Vocera Mobile Badge Utility User Guide**—Specifies how to use the Mobile Badge Utility application for on-site troubleshooting of Vocera Smartbadge.

Getting Started with Vocera V-Series Smartbadge

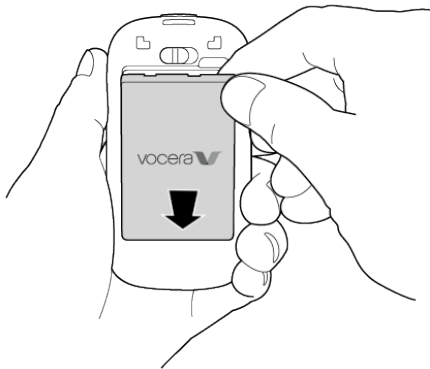
This section provides an overview of your Smartbadge and helps you understand how to charge your Smartbadge battery and log in to your Smartbadge. You will also be guided to play the welcome tutorial for more information specific to the Smartbadge usage.

Inserting the Battery Correctly

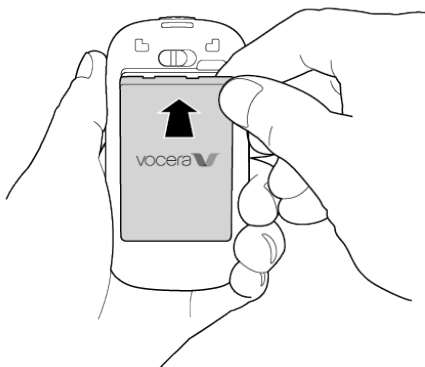
The battery of the Smartbadge must be inserted correctly for the device to work.

To insert the battery into the Smartbadge, perform the following steps:

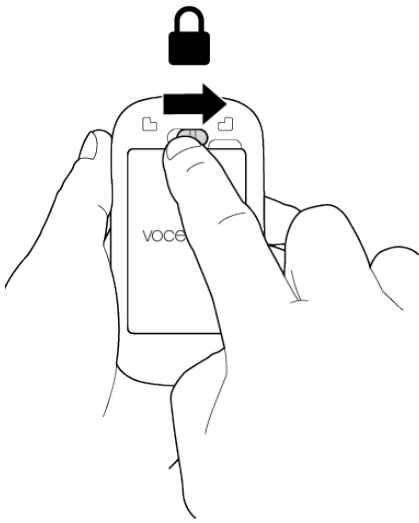
1. With the Vocera logo facing outwards insert the lower part of the battery so that the contacts meet.



2. Push the top of the battery to fill the battery cavity.

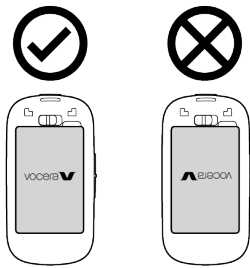


3. Slide the battery latch to lock the battery.



Note: The red color indicates that you can insert or remove the battery.

Note: The battery must be inserted upright as shown in the image for the Smartbadge to work.



Do not insert the battery backwards and upside down as shown in the image below:



Smartbadge Overview

The Vocera Smartbadge is a small, lightweight, wearable communication device purpose-built for healthcare. The Smartbadge is powered by the Vocera Platform, enabling interoperability with the majority of clinical and operational systems used in healthcare.

The Smartbadge gives caregivers the agility to respond to the complex and unpredictable patient care environment by enabling real-time situational awareness and allowing them to receive a prioritized alert and alarm notifications, make and answer calls hands-free, and send messages securely.

The salient features of the Smartbadge are:

- Hands-free calling and answering calls.
- Smooth, natural bi-directional conversation.
- Seamless texting as done on a smartphone.
- Receive phone calls, messages, and alerts with essential information available at a glance.
- Present priority items to the end-user.
- Integration of hardware, software, and firmware within a single device.
- Real-time situational awareness and help in reducing interruption fatigue.

Charging Your Smartbadge Battery

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

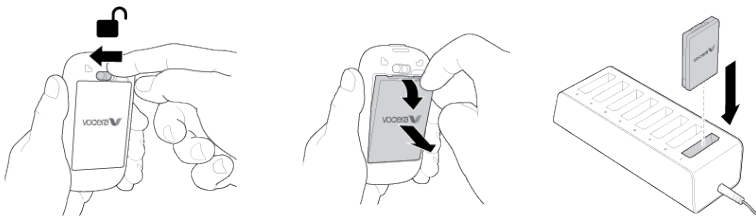
You can charge the battery using one of the following methods:

- 8-bay charger
- USB-C cable
- Vocera power adaptor

Using the 8-bay charger

To charge the battery using an 8-bay charger, perform the following steps:

1. Slide the battery latch to release the battery.
The red section indicates that it is open, and you can remove the battery.



2. Press the top of the battery to loosen it, and then lift and remove.
3. Insert the battery into the charger, and press the battery down, until you see the amber indicator light turned on.

Using the USB-C cable

To charge the battery using a USB-C cable, perform the following steps:

1. Connect your Smartbadge to a USB-C cable.
2. Insert the USB-C cable to the USB port of a laptop or a personal computer.



Note: The charging rate is reduced when connected to a laptop or desktop computer.

Using the Vocera power adaptor

To charge the battery using a Vocera power adaptor, perform the following steps:

1. Connect your Smartbadge to the adaptor provided with your Smartbadge.
2. Insert the adaptor into the wall socket.

Your Smartbadge starts charging and boots up immediately.

8-Bay Charger LED Indicator

The 8-Bay charger has an LED indicator that represents the different charging status.

LED Color	Indication
Amber	Charging
Green	Charged
Red	Charging error

Using the USB-C Cable

You can use the USB-C cable to charge your Smartbadge.

1. Connect your Smartbadge to a USB-C cable.
2. Insert the USB-C cable to the USB port of a laptop or a desktop computer.



Note: The charging rate is reduced when connected to a laptop, or desktop computer.

Headset Support Overview

This section guides you about the headset that can be used for Vocera Smartbadge

USB-C digital headsets

- V5000 Smartbadge only support Google Pixel USB-C Earbuds Wired Headset

USB-C Analog Headsets

V5000 supports most off-the-shelf analog earphones that come with:

- USB-C plug
- Built-in mic with or without mute button
- Mono headsets with one Earbud
- Stereo headsets with a pair of Earbuds

USB-C to 3.5mm Jack Audio Connector, Converter or Adaptor

- Old earphones with 3.5mm jacks can be made to work with Vocera Smartbadge by using an off-the-shelf USB-C to 3.5mm jack converter.

Using the USB-C Digital Headset

You can use the USB-C digital headset or earphones the same way as the Vocera provided analog USB-C wired headset or earphone with your Smartbadge.

1. Connect your Smartbadge to a USB-C digital headset or earphones.
2. Navigate to the Settings screen to adjust the volume.



Note: Contact the administrator if your digital headset is not detected. Only digital headsets that support 8 kHz playback and record are currently supported — for example, Google earbuds headset.

Powering On and Off the Smartbadge

Power on your Smartbadge by inserting the battery. The Smartbadge starts automatically if the battery has sufficient power.

Power On

The **Call** button wakes the Smartbadge up from a low power state.

**Note:**

You cannot power the Smartbadge on by pressing the **Call** button.

The Smartbadge is not powered off unless you remove the battery.

Power Off

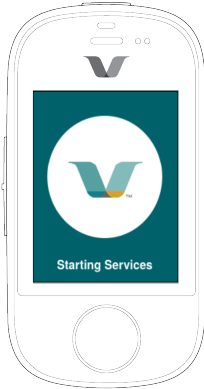
You can power down a Smartbadge by using the **Power Off** menu option under **Badge Settings** or by pressing and holding the **Hold/DND** button. Remove and insert the battery when you want to power on the Smartbadge or restart the Smartbadge.

Starting Your Smartbadge

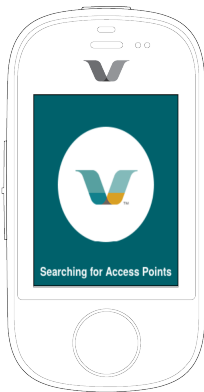
The steps mentioned in this section helps you understand how your Smartbadge starts up.

To start your Smartbadge:

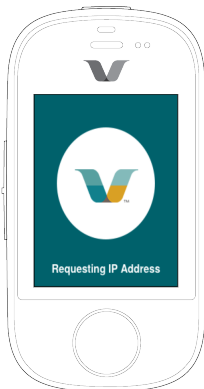
1. Insert a battery into your Smartbadge.
The Smartbadge boots up displaying a series of splash screen with boot statuses.
2. Wait until a series of boot-up screens are displayed.
The typical status screens are:
 - Starting Services.



- Searching for Access Points.



- Requesting IP Address.



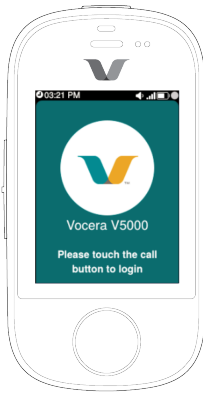
After the Smartbadge boots up, the login screen **Press Call to Sign In** appears.

Log In and Log Out of Your Smartbadge

Use the login and log out commands to access and exit from the Smartbadge.

Log In

1. Tap the **Call** button on your Smartbadge.



The genie prompts “Say your *First and last name.*”

2. Say your first and last name.
You are logged in to the Smartbadge



Note:

When you log in to the Smartbadge for the first time, a welcome tutorial (Badge Help) appears to help you get started with your Smartbadge. You can swipe to access different pages within the tutorial. You can dismiss the tutorial any time by tapping the close icon on the top right-hand corner.

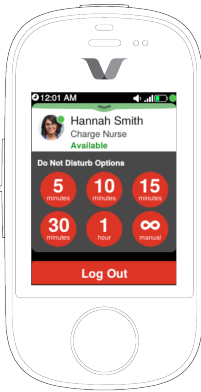
You can also use the login commands to log in to the site you visit. For information on voice commands for logging in and logging out, refer to [Logging In and Logging Out Your Badge](#) on page 162.

Log Out

You can also log out of the Smartbadge from the **Settings** Screen.

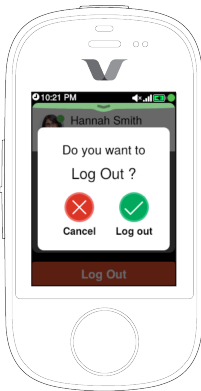
To logout, perform the following steps:

1. Navigate to the **Settings** Screen.
By default, the following screen appears.



The option to **Log Out** is displayed at the bottom.

2. Tap **Log Out**.



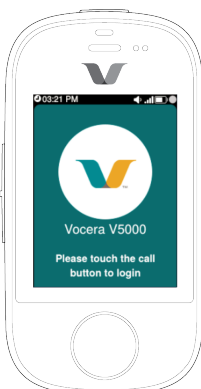
You are logged out of the Smartbadge.

Log In to Your Smartbadge with a PIN

The Smartbadge authenticates your login using the PIN you enter. Without authenticating the PIN, you will not be able to access any UI features. You can still accept calls, makes calls.

To log in with your PIN, perform the following:

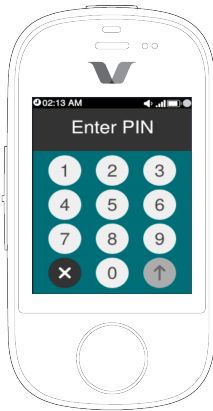
1. Tap the **Call** button on your Smartbadge.



The genie prompts, "Say your *First and last name.*"

2. Say your first and last name.

The genie prompts to enter your PIN.



You are logged in to the Smartbadge.



Note: An ideal PIN is 4-10 digits long. If you are unable to log in using your PIN, contact your administrator



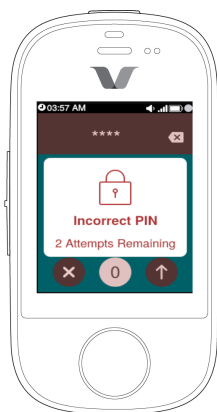
Note: If your Smartbadge is idle for a duration, you will be prompted to enter your PIN.

About PIN Authentication

If you enter a wrong PIN to log in, you will be notified. You will also be notified if your PIN is scheduled to expire.

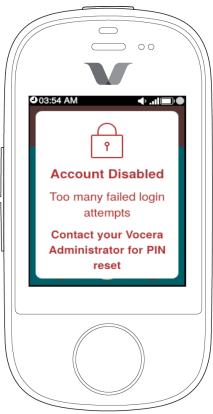
Incorrect PIN Entry

If you enter an incorrect PIN to authenticate your Smartbadge, you will be notified that you have a certain number of attempts left to try to log in.



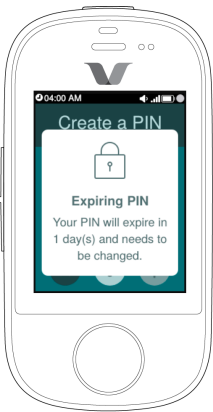
Note: The administrator sets the number of attempts provided to log in.

After the number of set attempts, your Smartbadge is disabled. Contact your administrator to enable your Smartbadge.



PIN Expiry

When the PIN is nearing expiration, three days or less, the Smartbadge indicates that the PIN will expire and must be changed.



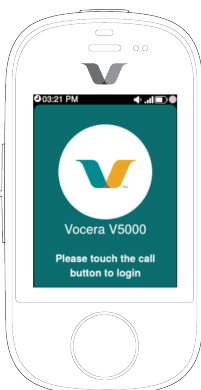
You will then be proceeded to create a new PIN. For more information, refer to [Creating PIN Authentication](#) on page 23.

Creating PIN Authentication

If you have not set up a PIN to authenticate your login, you will be prompted to set a PIN.

To create an authentication PIN, perform the following:

1. Tap the **Call** button on your Smartbadge.



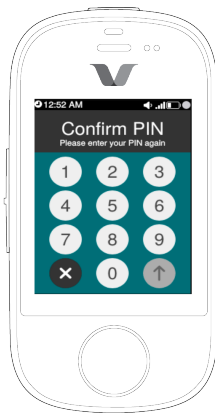
The genie prompts “Say your *First and last name.*”

2. Say your *First and last name.*



The screen to create PIN is displayed.

3. Enter the PIN of your choice and tap the send arrow.



Your authentication PIN is set. Use the same PIN the next time you log in.

Changing PIN for Authentication

If you want to change the PIN to authenticate your log in, you can do it using the settings option.

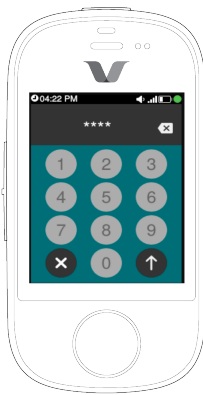
To change a PIN, perform the following:

1. Navigate to the **Settings screen** > **Badge Settings** on your Smartbadge.
The settings screen is displayed



2. Tap **Change PIN**

The option to enter the current PIN is displayed.



3. Enter the current PIN.

The option to create a PIN appears.

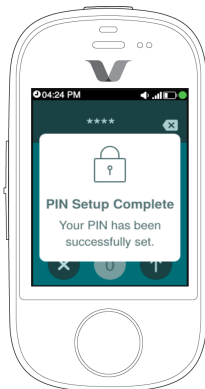


4. Enter the new PIN.

The option to confirm the PIN appears.



5. Enter the same PIN to confirm.

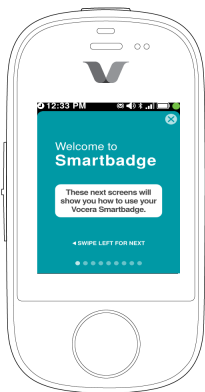


The new PIN is set.

Smartbadge Help Overview

The Smartbadge includes an integrated Help that covers the basics to help you get started with the device. It also includes a voice-based Welcome Tutorial.

The Help covers the following topics: Badge Introduction, Events, Directory, Settings, and Conversations. The Badge Introduction topic is displayed as the welcome tutorial when you log in to the Smartbadge for the first time.

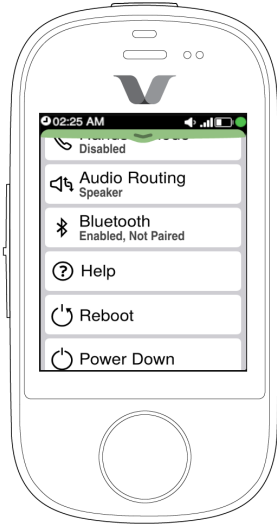


Using the Smartbadge Help

You can access the Smartbadge Help using the **Help** option on the Badge Settings menu. Each screen menu includes a **Help** option to access the Help specific to a screen (context-sensitive help).

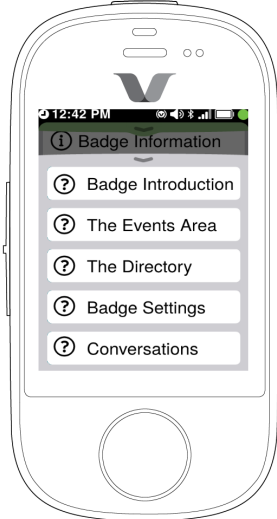
To use the Smartbadge Help, perform the following actions:

1. Navigate to the **Badge Settings** screen.



2. Tap **Help**.

A list of help topics appears.

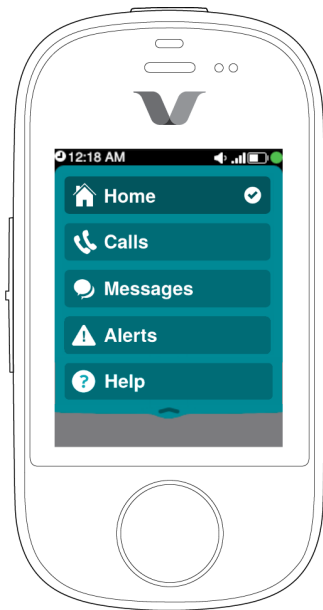


3. Tap a topic of your choice.

The topic introduction page appears. You can swipe left to access other pages. You can dismiss the help any time by tapping the close icon on the upper right corner.

To use a context-sensitive help, perform the following actions:

1. Navigate to the screen that you want to display the help for. For example, Home screen.



2. On the screen menu, tap **Help**.

The topic introduction page specific to the selected screen appears. You can swipe left to access other pages. You can dismiss the help any time by tapping the close icon on the upper right corner.

Using the Voice-Based Welcome Tutorial

The voice-based welcome tutorial is easy to use and covers the basics to help you get started with your Smartbadge. You can play the tutorial as many times as you want. You can also end the tutorial and return later to listen further.

To use the voice-based welcome tutorial, perform the following actions:

1. Invoke the Vocera Genie by pressing the **Call** button and saying the command: "Play Welcome Tutorial" or "Play Welcome."
The Vocera Genie walks you through the process of listening to the tutorial. You can listen to the tutorial entirely or in segments.
2. Proceed or decline the tutorial by pressing one of the following buttons as indicated by the Genie:
 - **Call**—Indicates "Yes" and proceeds with the tutorial.
 - **Hold/DND**—Indicates "No," and declines the action.

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 31

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."

The table below lists the voice command used to alternate between Genie personas.

Action	Recommended Voice Commands
Change the Genie from one persona to another.	"Change Genie"

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 Forwarding Your Calls .
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 DND/Hold 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 <i><caller name></i>	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.

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!"

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

Action	Recommended Voice Commands	The Genie Help Response
Get the Help Genie	"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 Smartbadge

This section introduces you to the Smartbadge, the necessary hardware buttons, the gestures you can use to navigate to various screens, and the different screens that you need to be familiar with.

Hardware Buttons Overview

Use the buttons on your Smartbadge to perform specific tasks. If the Smartbadge screen is turned off, press the **Volume** buttons (up or down) to illuminate the display.



The following table captures the details of the hardware buttons on the Smartbadge and its functions.

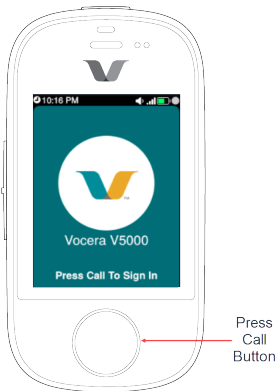
Button	Location on the Smartbadge	Functions
Call	Bottom-centre	Begin and end voice communications.
Do Not Disturb (DND)/Hold	Top	Set your Smartbadge to DND mode.
Volume	Left side	Increase or decrease the volume of your Smartbadge.
Panic	Right-bottom	Place an emergency call.

Button	Location on the Smartbadge	Functions
Battery Latch	Behind	Insert or remove the battery from your Smartbadge.

Using the Call Button

You can use the **Call** button on your Smartbadge to begin and end all voice communications. The **Call** button can be used in different ways to achieve different results.

The **Call** button is a touch sensor and is not a mechanical button. When a finger is placed on the call button, the button senses the presence of the finger, and after approximately 300 milliseconds, the button is triggered.



A small haptic feedback vibration is felt when the button triggers. The **Call** button must be operated with bare fingers, light gloves, and through thin clothing. The button will not trigger if you are using thick gloves or thick clothing.

The following table provides information about how to use the **Call** button in different Smartbadge states:

Smartbadge State	Call Button Action	Result
Idle state (no active call)	Short press	Invokes Genie.
Active call	Short press	Terminates a call.
Contact in focus (in the event list and directory list)	Short press	Places a call to the contact in focus.
Held call	Short press	Invokes Genie.
Genie asks a question that requires a yes or no response	Short press	Responds with 'yes.' Press the Hold/DND button to respond with 'no.'

Using the DND/Hold Button

You can use the **DND/Hold** button on your Smartbadge if you do not want to be disturbed for a specific period. The **DND/Hold** button can be used in many ways to provide different results.

When you press the **DND/Hold** button while you are on any screen, the time options slide up from the bottom of the screen.

The following table provides information about how to use the **DND** button in different Smartbadge states:

Smartbadge State	DND Button Action	Result
Idle state (no active call)	Short press	Invokes DND.

Smartbadge State	DND Button Action	Result
Active call	Short press	Places call on hold. Genie enunciates that call is on hold.
Contact in focus (in the event list and directory list)	Short press	Invokes DND.
Held call	Short press	Rejoin call.
Held call and Active call	Short press	The second called party is put on hold and switches to the originally held call.
Genie asks a question that requires a yes or no response	Short press	Responds with 'no.' Press the Call button to respond with 'yes.'

Some important things to note while using the **DND/Hold** button on your Smartbadge are:

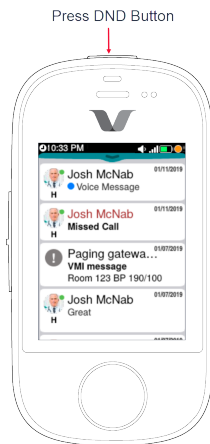
- The status line is updated to indicate that you are on DND.
- The LED flashes amber periodically to indicate that you are on DND.
- You will stay on DND mode until the **DND/Hold** button is pressed again.
- When the Smartbadge is logged out or when you press the **Call** button, the DND status is cleared.

Setting DND Using the DND Button

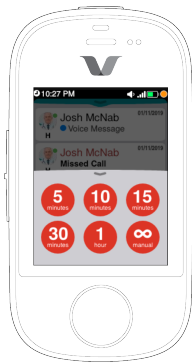
You can set a DND duration to publish your non-availability. You can do it by pressing the **DND** button in an idle state.

To set your DND duration, perform the following tasks:

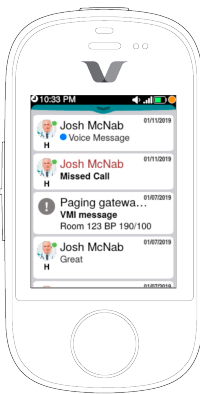
1. Press the **DND** button.



A panel slides up from the bottom of the screen. The options (5, 10, 15, 30) min, 1 hour, and infinity are displayed. If you do not select an option, the **infinity** option is set.

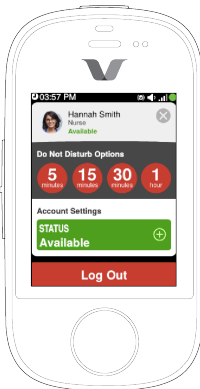


2. Select an option as per your requirement.



The DND duration is set, and the option slides out of the view.

To verify if the DND timer is set, swipe from the bottom of the screen to display the settings screen. The following screen appears:



The infinite icon changes to **I'm Back**.

Using the Volume Button

You can increase and decrease the volume of your Smartbadge using the volume button. If the display is turned off, pressing the volume button once will turn on the display.

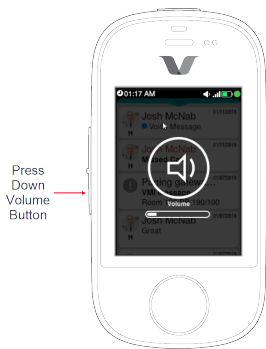
To adjust the volume button of your Smartbadge, perform the following steps:

1. Press the **Top volume** button to, as shown in the following figure.



The volume is increased.

2. Press the **Down volume** button, as shown in the following figure.

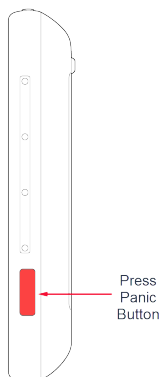


The volume is decreased.

Using the Panic Button

The **Panic Call** button is red for easy identification. You can use the **Panic Call** button to make an emergency call.

To make an emergency call, press the **Panic Call** button on the lower-right edge of the device.



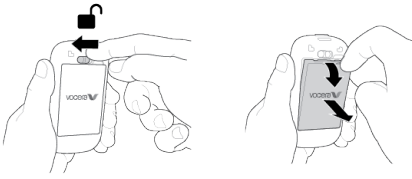
Using the Battery Latch

The battery latch is located at the back of your Smartbadge. It is a slide latch that you can use to remove and insert the battery into your Smartbadge.

To use the battery latch, perform the following action:

1. Slide the battery latch.

The red section indicates that you can remove the battery.



2. Press the top of the battery to loosen it, and then lift and remove.

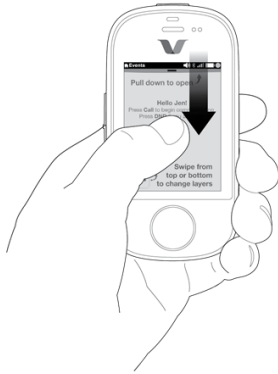
The battery is removed.

Smartbadge Gestures

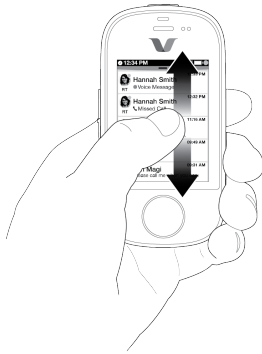
You can navigate between screens, scroll a screen up and down, and move to a previous screen by using Smartbadge gestures.

Use the following gestures to perform the corresponding functions.

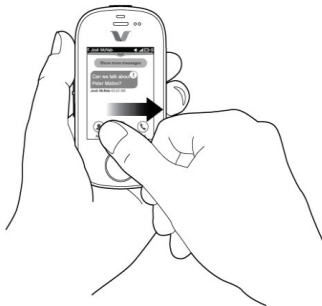
- **Navigating between Screens**—Place your thumb or finger close to the Vocera logo and swipe down vertically to move to the next screen to navigate between the primary screens in the Smartbadge. The screens rotate on a carousel basis as you swipe vertically. A filter tab is visible within each screen, and this can be used to filter the contents in the display. For more information, refer to [Smartbadge Screen Navigation](#) on page 46.



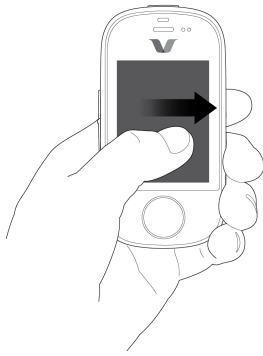
- **Scrolling the screen up and down**—Place a finger in the center of the screen and move up or down to scroll through the entries in the list.



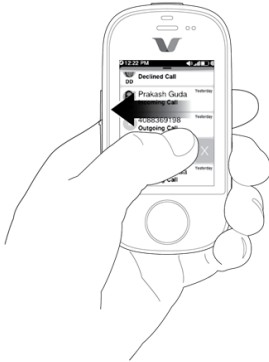
- **Moving to a Previous Screen**—Place your finger or thumb on the screen and swipe right to move to a previous screen in the menu.



- **Turning off Screen Display**—Place your finger or thumb on the Home screen and swipe right to turn off the display. The dismiss action turns off the display, and the screen turns dark.



- **Deleting an entry**—Place your finger or thumb on the entry and swipe left. The entry is deleted after your confirmation.

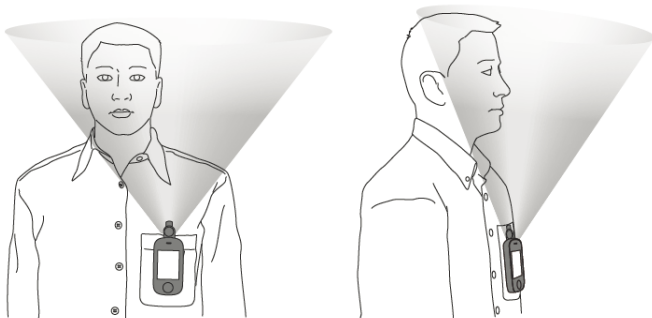


Speech Zone for Smartbadge

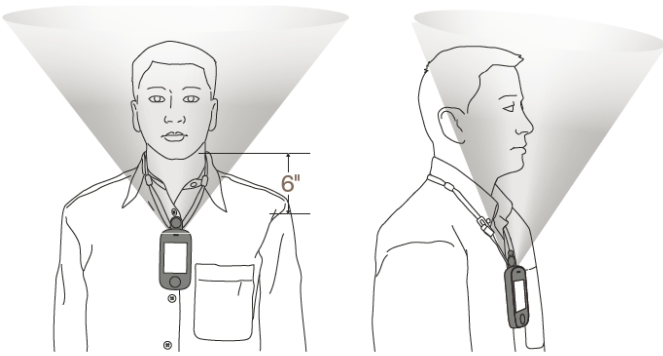
Speech zone is the region in which audio can be detected with the highest efficiency. The specific orientation of the Smartbadge affects speech recognition.

With the introduction of multi-array microphones, a designated speech zone was identified and needed for optimal speech recognition. The illustrations show the microphone sensitivity and the **speech zone** in the shaded cone area above the Smartbadge.

The following illustrations display the front and side views of a person wearing a Smartbadge using a universal clip.



The following illustrations display the front and side views of a person wearing a Smartbadge using a lanyard cable.



Note: For optimal speech recognition, the Smartbadge must be placed about 6 inches below the chin illustrated by darker shading inside the **speech zone** cone.

If you hold your Smartbadge, you will inadvertently cover the speakers, microphones, and antenna. Also, holding your Smartbadge while talking will position your voice outside of the Speech Zone, making it difficult for the Vocera Genie to hear your commands.



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



Speech Zone Fallback for Smartbadge

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

A Smartbadge implements a **speech zone** during normal operations. However, when a Smartbadge is placed at an angle or a position that renders the speech zone ineffective, the Speech Zone Fallback feature interprets the orientation of the Smartbadge and changes the operation of the microphone array.



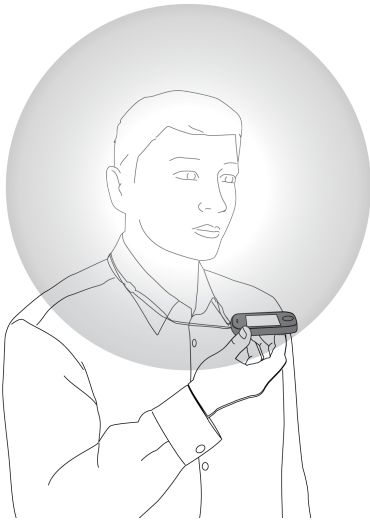
Note: Speech Zone Fallback is automatically enabled when the badge is turned to a 105-degree angle to improve voice recognition.

When the orientation of the Smartbadge 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 illustration shows the **speech zones** for the Smartbadge.



The following illustration shows the Speech Zone Fallback activated.



It is still recommended to wear the Smartbadge 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 Smartbadge is orientated incorrectly.

Smartbadge Screen Navigation

The screen menu is represented as a bar that is attached to the top of the screen. When you touch the chevron (V-shaped line) on the status bar area, the screen menu is expanded.

You can navigate between the screens of your Smartbadge using finger gestures. Swipe from the top or bottom of the screen to navigate between the Home screen, Directory screen, and the Settings screen sequentially. You can also swipe from the bottom to top of the screen to access the Settings screen.

















The screens are displayed in the following order, and tapping the chevron on each screen displays the following functions:












- **Home Screen**—Displays an integrated list of Calls, Messages, and Alerts. It also displays the **Help** button. By default, the Home screen opens up and list the integrated list of Calls, Messages, and Alerts. You can use the drop-down filter **Calls**, **Messages**, and **Alerts**. For more information, see [Understanding Your Home Screen](#) on page 88.
- **Directory Screen**—Displays an integrated list of My Favorites and My Groups. It also displays the **Help** button. By default, the Directory screen displays the Favorites list. You can use the drop-down filter to select Groups. For more information, refer to [Understanding Your Directory Screen](#) on page 107.
- **My Accounts**—Displays My Account and Badge Settings of your Smartbadge. It also displays the **Help** button. For more information, refer to [Understanding Your Smartbadge Settings Screen](#) on page 153.

Smartbadge Status Bar

The status bar is the upper edge of the screen of your Smartbadge that displays useful information such as battery state, WiFi Signal strength, Presence Status icon, Selected Audio path, Clock, the Navigation screen, and Network Activity.

The following list helps you understand what each icon on the status bar means.

Status Bar Item	Description	Variants
Battery state	Indicates the charge in the battery. The battery icon turns red when the battery is low, green when connected to a power source, and green plus a plug icon to indicate that the battery is fully charged.	<p>Some of the indications are:</p> <ul style="list-style-type: none"> •  The battery has 94-100% charge and is not plugged in. •  The battery has 50-55% charge and is not charging. •  The battery has 25-30% charge and is not charging. •  The battery charge is < 10% and is not charging. •  The battery charge is < 10% and is charging. •  The battery has 25-30% charge and is charging. •  The battery has 50-55% charge and is charging. •  The battery has 94-100% charge and is charging.
WiFi Signal strength	Indicates the strength of the link to the current access point.	<p>The indications are:</p> <ul style="list-style-type: none"> •  WiFi signal is weak or non-existent. •  WiFi signal is less than 40%. •  WiFi signal is less than 60%. •  WiFi signal is less than 80%. •  WiFi signal is greater than 80%.
Presence Status icon	Indicates the user status.	<p>The available options are:</p> <ul style="list-style-type: none"> •  The user is offline. •  The user is available. •  The user is in DND mode.

Status Bar Item	Description	Variants
Audio path selection	Indicates the current audio path. It also displays the mute icon if you have muted the audio.	<ul style="list-style-type: none">  Audio routing is set to default, and the volume is set high.  Audio routing is set to default, and the volume is set to low.
Clock	Indicates the time. The clock icon is displayed continuously after 3 seconds until you navigate to another screen.	<ul style="list-style-type: none">  Appears 3 seconds after any navigation.
Screen Navigation	Indicates the screen you are on or have moved to. The navigation title and the icon fades away and is replaced by the clock.	<p>The available screens are:</p> <ul style="list-style-type: none">  Home You are on the Home screen.  Directory You are in the Directory screen.  My Accounts You are in the Settings screen.
Network Activity	Indicates that your Smartbadge is downloading a firmware or that the firmware download is paused.	<ul style="list-style-type: none">  Smartbadge is uploading logs.  Smartbadge is downloading firmware.  Smartbadge firmware upload and download are paused.
Bluetooth Icon	Indicates Bluetooth status.	<ul style="list-style-type: none">  Bluetooth is enabled on the Smartbadge.
Wake word Icon	Indicates wake word status.	<ul style="list-style-type: none">  Wake word is enabled on the Smartbadge.

Enabling Raise to Wake

When the Smartbadge chirps, raise the Smartbadge screen to wake it and display newly arrived items. This feature is very useful when receiving alerts that need immediate attention.



Note: Raise the Smartbadge within 5 seconds of event notification for the screen to activate and the event to open.

Following is the behavior for the incoming events:

- Alerts display the pop-up screen to accept, decline, and access details
- Texts open the conversation directly
- If multiple events have arrived within the 5-second interval, the screen wake to show the Event screen

You can enable this feature using the badge setting **Raise to Wake**. For more information, refer to [Smartbadge Settings](#) on page 155.

Handling Calls Using Your Smartbadge

This section helps you understand how to place calls, receive calls, decline calls, navigate to other screens during an active call, place a call on hold, merge calls, place a call wait, respond to a message while on a call, place panic calls, and the audio options available.

Placing a Call on the Smartbadge

You can place a normal call and an urgent call from the Smartbadge and the Vocera Genie. This section assumes that you are on the **Home Screen** while placing a call.

Calling from the Smartbadge

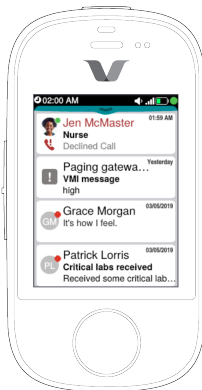
You can place a regular and urgent call using your Smartbadge.

In the following example, Hannah Smith is placing a normal call and an urgent call to Jen McMaster in different instances. Hannah Smith is using the missed call event from the Home screen to call Jen McMaster.

Placing a Call

To place a call using your Smartbadge, perform the following steps:

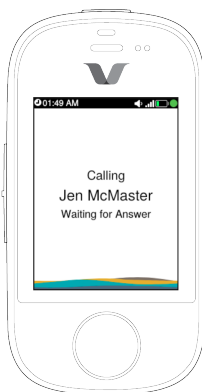
1. Tap an event.



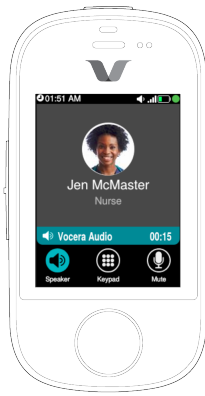
The details page for the selected event slides into view.



2. Tap the **Call** icon or press the **Call** button to call the contact that appears in the event.



A call is initiated.



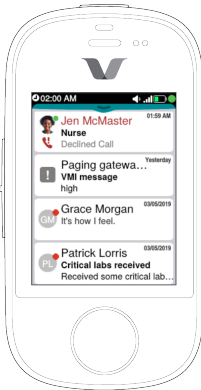
When the recipient answers the call, the **Call screen** appears and the elapsed time is displayed.

3. Use the following functions on the **Call screen** as needed.
 - **Speaker**—Switches between a handsfree speaker or handset mode.
 - **Keypad**—Displays a touch-tone keypad that can be used to send DTMF (Dual-tone multi-frequency signaling) tones during the call.
 - **Mute**—Mutes your microphone.

Placing an Urgent Call

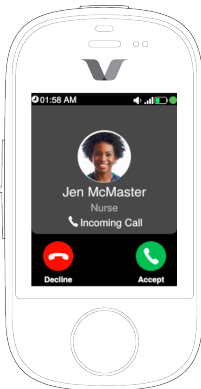
To place an urgent call using your Smartbadge, perform the following steps:

1. Tap an event.

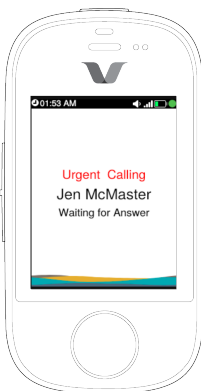


The details page for the selected event slides into view.

2. Tap and hold the **Call** icon.



An urgent call is initiated.



When the recipient answers the call, the **Call Screen** is displayed.



Wake Word to Initiate a Genie Call

An expression that turns on a device is called wake word. The phrase "OK Vocera" is the wake word for the Smartbadge.

When you wear a Smartbadge and say the wake word "OK Vocera," the Smartbadge wakes up and invokes the Genie. You can only use the wake word to initiate a call and not end one. To end the genie session, you must manually press the **Call** button. The wake word uses the Smartbadge microphone, irrespective of headset connection status.

The wake word does not invoke the Genie when the Smartbadge is in:

- An active audio session.
The wake word module is turned off to save power and is turned back on when the audio session is complete.
- The handset mode.
- The DND mode.

Enabling Wake Word

The badge property, `V5.EnableHotword` enables the voice command "OK Vocera" to initiate a Genie call. Your administrator sets this.

After the badge property is set, you must log out and log back into the Smartbadge. When you call out "OK Vocera", the Smartbadge listens; the Genie is activated if the wake word is detected. If you do not wish to use the wake word, you can disable it from the **Settings** menu on the device.

Wake Word Privacy

The wake word detection and processing occurs within the Smartbadge; the data is stored only in the volatile memory. The data is not extracted to be processed externally by the Voice server or a cloud solution. The wake word sensing microphone is always on, and a continuous stream of audio is captured in the volatile memory to process the audio for the wake word detection. This memory holds one second of audio at any time and is overwritten constantly as the audio is streamed.

If the Smartbadge is on a call, the audio continues to be streamed to the volatile memory without being processed. This memory is cleared when the Smartbadge is powered down.

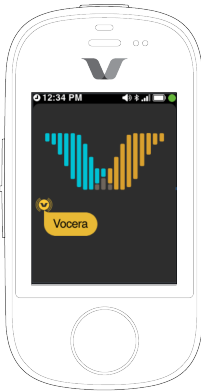
Calling Using the Genie

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

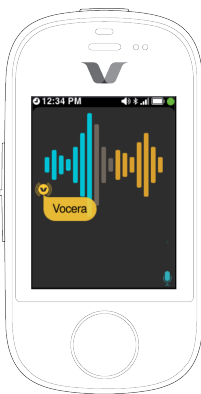
Placing a Call

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

1. Press the **Call** button and wait for the Genie to say "Vocera."

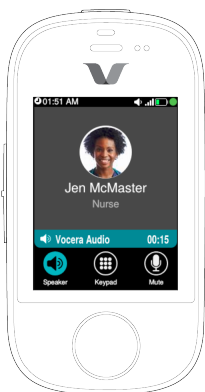


2. Say "Call *User Name*." For example: "Call *Hannah Smith*".



The Genie announces that a call is initiated.

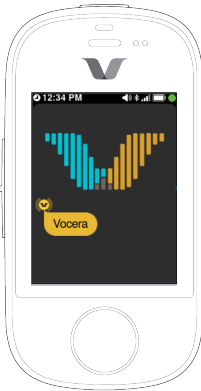
When the recipient answers the call, the **Call screen** is displayed.



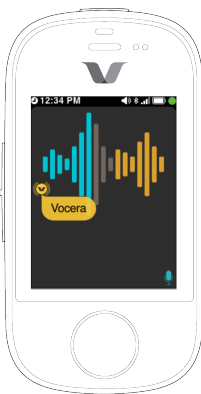
Placing an Urgent Call

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."

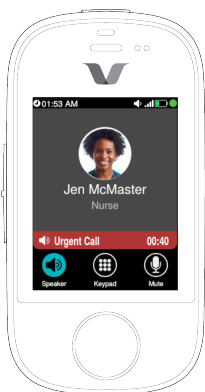


2. Say "Urgent Call *User Name*." For example: "Urgent Call *Hannah Smith*."



The Genie announces that a call is initiated.

When the recipient answers the call, the **Call Screen** is displayed.



Calling an Outside Number

You can place a call to a phone number outside your organization using your Smartbadge.

To call an outside number, perform the following steps:

1. Navigate to the Directory Screen.

The contact list with the dial-pad icon on the left side of the page appears.

2. Tap the dial-pad icon.

The following screen appears.



3. Dial the number to be called and press the call button.

The call is placed.

Accepting a Call on the Smartbadge

You can answer a call when you are not on DND mode. The audio path is opened up, and the calling party identification is enunciated by the Genie.

You can answer a call in the following ways:

- Use the touchscreen on your Smartbadge and respond.
- Verbally respond through the open audio path to the Genie.
- Press the **Call** button and respond to the Genie.

The following table explains the badge status, audio interaction, screen display, and call button action to be taken during incoming calls:

Badge State	Audio Interaction	Screen Display	Call Button Action
Idle Incoming call	Chime, Incoming caller enunciated	Incoming Call	Answer call
Active Call Call waiting	No Chime, Incoming caller name not enunciated The Smartbadge vibrates	Call Waiting	Answer the new call, places existing call on hold.
In Directories Screen	Chime, Incoming caller name enunciated	Incoming call provides visual notification in foreground, previous activity in background	Answer call
Genie Call In session with Genie, such as Welcome tutorial	Genie is playing out audio stream Genie is prompting the user with audio questions	Active call displayed, unless the user dismisses the screen and moves to another layer	Confirm "Yes" response to Genie prompt End audio playout and end call
Idle Inbound call terminated by caller	As the inbound call is terminated by the caller, the Genie enunciates that an inbound call was missed	The inbound call is displayed. When the inbound call is terminated, the Genie prompt appears while the missed call is enunciated	Terminate the call by pressing the decline option
Idle Inbound call timed out	While the incoming call is presented, the name of the calling party is enunciated by the Genie. When the call times out, the call end chime is heard.	The inbound call is displayed. When the inbound call times out, the display returns to which ever screen it was on before the incoming call.	No action required

Accepting a Call from the Smartbadge

For an incoming call, the name of the caller, role, and the options accept and decline are displayed. Accepting the call connects the user to the caller and displays the in-call screen.

In the following example, Hannah Smith is accepting a call from Jen McMaster.

Accepting a Call

To answer a call using the Smartbadge:

1. Tap the **Accept** option.



The following in-call screen is displayed.



Accepting a Call Using the Genie

For an incoming call, the name of the caller, role, and the options accept and decline are displayed. Answering "Yes" to the Genie, connects the user to the caller and displays the in-call screen.

To accept calls on a Smartbadge using the Genie, perform one of the following:

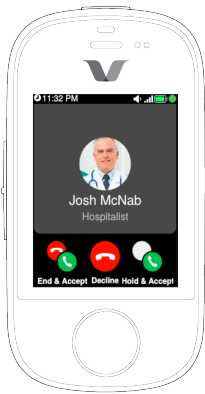
- Answer **Yes**.
- Press the **Call** button.

Accepting a Call from the Smartbadge While on Another Call

You can receive a call when you are on another call.

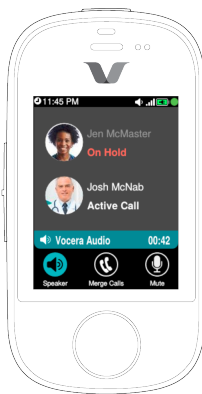
When you receive a call while you are on another call, a notification at the bottom of the screen indicating a new incoming call is displayed.

In this example, Josh McNab calls Hannah Smith while she is already in a conversation with Jen McMaster.



To accept the call, tap one of the options:

- **End & Accept**—Ends the active call and accepts the incoming call.
- **Hold & Accept**—Holds the active call and accepts the incoming call as displayed in the following screen.



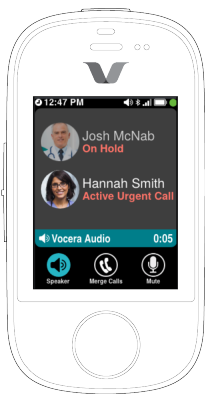
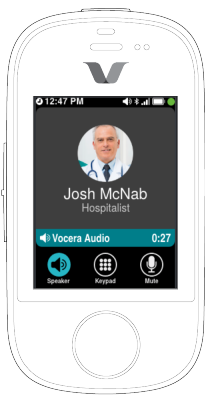
You can press one of the following buttons:

- **Call** button—Answers the incoming call. You can also use the call button to rejoin the call on hold.
- **DND/Hold** button—Hold the active call and accepts the incoming call.

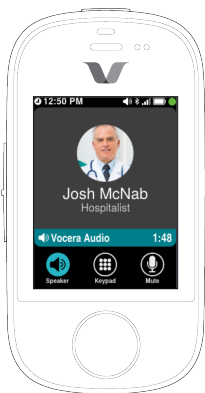
Accepting an Urgent Call from the Smartbadge While on Another Call

An urgent call automatically places the current call on hold and accepts the urgent call immediately.

In this example, while Josh McNab and Hannah Smith are in a conversation, Jen McMaster places an urgent call to Hannah Smith.



Press the **Call** button to end the urgent call and un-hold the previous call.



Declining a Call on the Smartbadge

For an incoming call, the name of the caller, role, and the options accept and decline are displayed. Declining a call disconnects the call and informs the caller that you are not available.

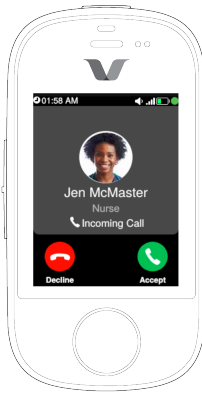
Declining a Call from the Smartbadge

Declining a call disconnects the call and informs the caller that you are not available.

In this example, Hannah Smith is declining a call from Jen McMaster.

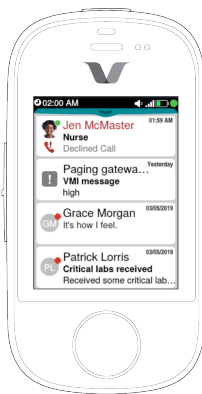
To decline a call using the Smartbadge

1. Tap **Decline**.



The call is declined.

An entry in the Home screen displays that you have declined a call from a caller.



Declining a Call Using the Genie

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 Smartbadge using the Genie, perform one of the following:

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

Navigating to other Screens During an Active Call

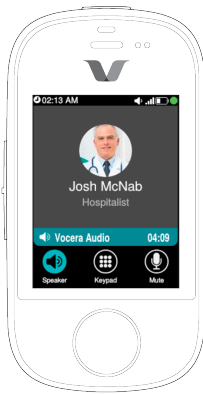
You can navigate to different screens during an active call for activities such as viewing contact details or events, adjusting badge settings to responding to a notification, and so on.

The steps you perform is subjected to the action you want to perform.

In this example, Josh McNab is in a call with Hannah Smith, and he is navigating to the Home screen to refer to a message he received earlier.

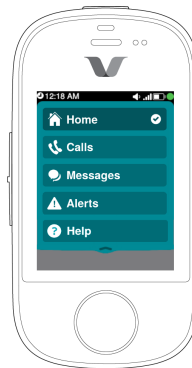
To navigate to other screens during an active call, perform the following steps:

1. Swipe top to bottom of the Call Screen.

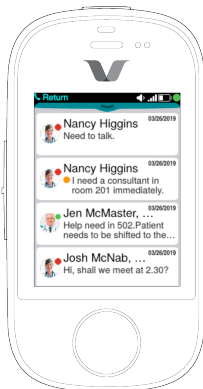


The Home Screen appears.

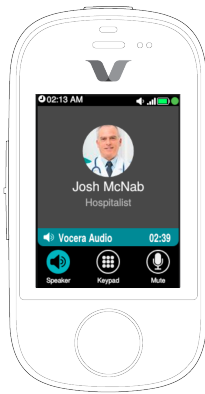
2. Tap **Messages** to refer to a message received earlier.



The Home screen with the filtered messages appear.



3. Read the message and tap **Return** on the left corner of the screen.



The Call Screen appears.

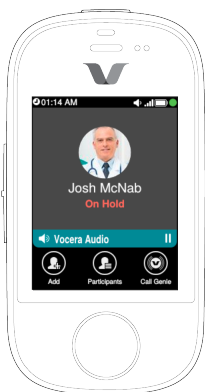
Placing a Call On Hold on the Smartbadge

You can place a call on hold when you are in a call.

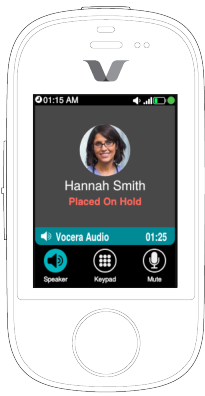
In this example, Hannah Smith and Josh McNab are in a call, and Hannah Smith places the call on hold. This example also captures how you can add participants and view the participant list to add them to the favorites list.

To place a call on hold, press the **DND/Hold** button while in a call.

In this state, Hannah Smith's Smartbadge enunciates **I am holding your call** and displays the following screen.



The Smartbadge of Josh McNab enunciates **Please hold** and displays the following screen.



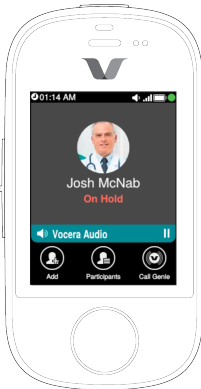
In this state, the following buttons are displayed at the bottom of the screen.

- **Add Participant** —Allows the initiator of the call to add participants.
- **Participant**—Allows the initiator of the call to view participant details. You can also favorite or remove the participant from the favorite list.
- **Call Genie**—Allows the initiator of the call to call the Genie. To call the Genie, press the **DND** button, and then tap the **Call Genie** icon.

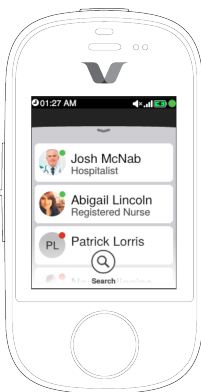
Adding Participants

To add participants while the call is on hold, perform the following steps:

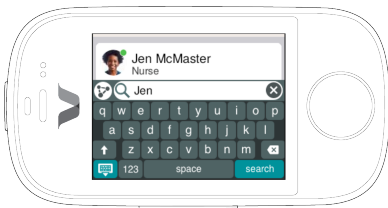
1. Press the **Add** icon.



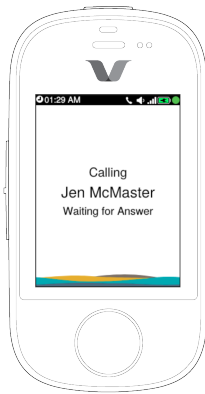
The contact list slides into view from the bottom of the screen.



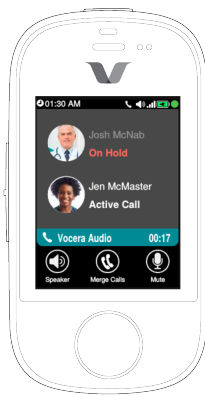
2. Rotate the screen if you do not have any favorite contacts and search for the contact.



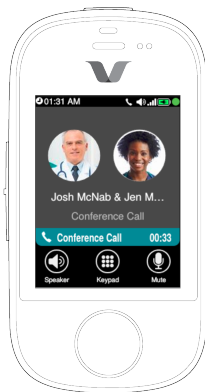
3. Select the contacts from the search list.



A call is initiated to the selected contact.
The first call is put on hold, and the second call is connected.



4. Tap **Merge**.

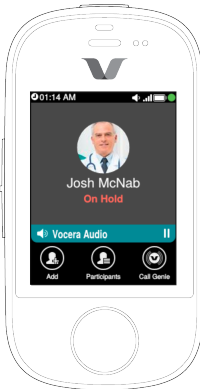


The calls are merged.

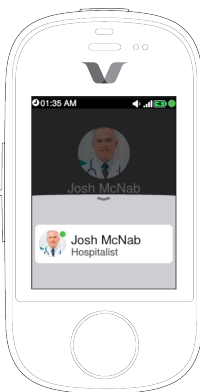
Viewing Participants in a Call

To view the participants in a call, perform the following steps:

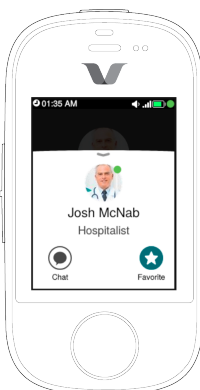
1. Press the **Participant** icon.



The list of participants slides into view from the bottom of the screen.



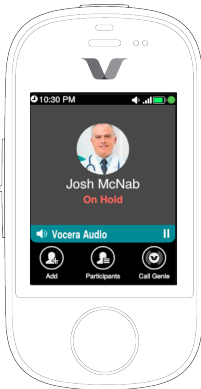
2. Perform one of the following or both of the following:
 - Favorite or unfavorite the contact—Allows you to add or remove the contact to or from your favorites list.
 - Message—Allows you to message the contact directly.



Calling Genie While on a Call

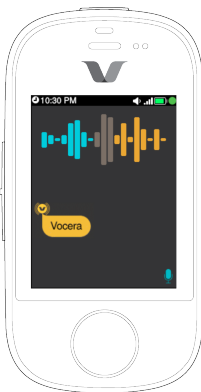
To call the Genie while on a call, perform the following steps:

1. Tap the **Call Genie** icon.



The Genie Screen appears.

2. Press the **Call** button after you finish the conversation with the recipient.



Returns to the call on hold.

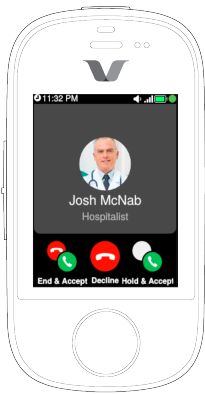
Call Waiting and Merging Calls on the Smartbadge

When you are on a call, and you receive another call, you can put the current call on hold and connect to the new call, toggle between calls, and merge both the calls.

Responding to the Second Call

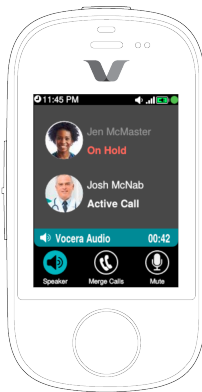
In this example, Hannah Smith and Josh McNab are in a call (first call). Hannah Smith receives a call from Jen McMaster (second call) during the first call. Hannah Smith puts the first call on hold and talks to Jen McMaster. She then switches between the first and the second call and then merges both the calls.

When you receive a second call while you are already on a call, a notification at the bottom of the screen indicating the new call is displayed.



To respond to the second call while you are already on a call, perform the following steps:

1. Tap on one of the options:
 - **End & Accept**—Ends the active call and accepts the incoming call.
 - **Hold & Accept**—Holds the active call and accepts the incoming call.



The first call goes on hold, and the second call is connected.

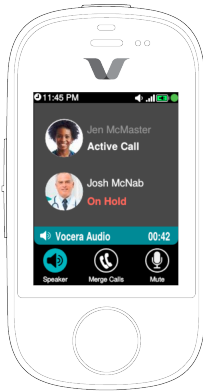
2. Converse with the second caller.

Switching Between Calls

You can switch between the call on hold and the active call.

To switch between calls, perform the following steps:

1. Tap the call on hold.



The second call goes on hold, and the first call is connected.

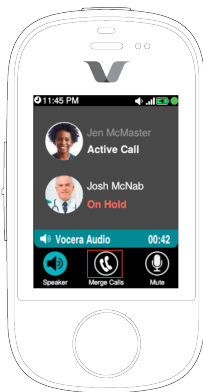
2. Converse with the first caller.

Merging Calls

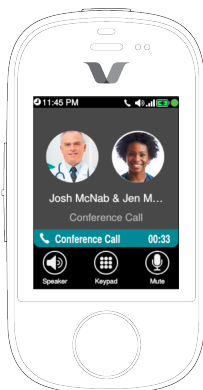
Merging the active call and the call on hold will merge both calls into a 3-way conversation.

To merge calls, perform the following steps:

1. Tap the **Merge Call** icon.



The call on hold and the active call are connected, creating a 3-way conference call.



2. Converse with both the callers.

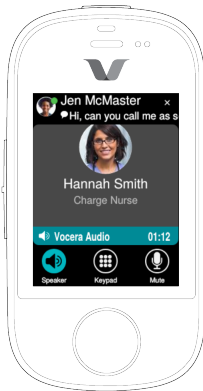
Responding to a Message on the Smartbadge While on a Call

When you receive a message while you are on a call, a notification banner slides down into view, replacing the status bar.

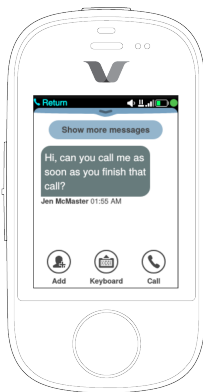
To respond to the message, perform the following steps:

In this example, while Josh McNab is in a call with Hannah Smith, he receives a message from Jen McMaster. He navigates to the message and responds to the message.

1. Tap the incoming message banner.



You are navigated from the in-call screen to the message screen.

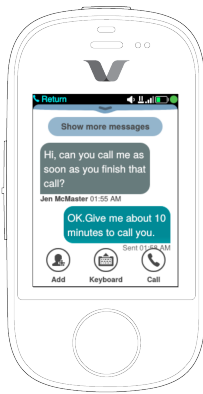


2. Turn the Smartbadge to the landscape mode.



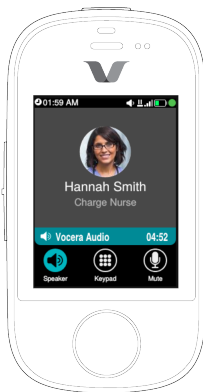
The keypad appears in landscape mode.

3. Type in your message and tap the **Up arrow** icon.



The message response is sent.

4. Tap **Return**.



You are navigated to the Call Screen.

Placing a Panic Call on the Smartbadge

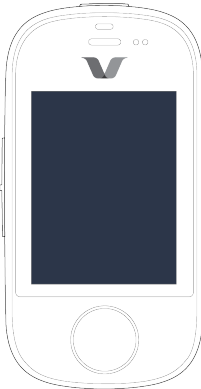
You can place an emergency call using the red **Panic Call** button.

In this example, Hannah Smith places a panic call, and the call is connected to the security group.

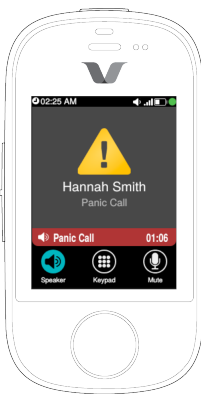
To place a panic call, perform the following tasks:

1. Press the **Panic Call** button on the Smartbadge.

The display of your Smartbadge is lit off, and an urgent broadcast call is placed to the group or groups that you are subscribed. Your Smartbadge produces a pulse vibration till the call is connected.



The following screen is displayed on the Smartbadge of all the members of the group.



When the panic call is connected, smartbadge of the initiator vibrates for 500ms. When the call is in progress, the smartbadge initiator pulse vibrates for 50ms every 3 seconds.



Note: If the panic call is triggered accidentally, press the **Call** button to end the call.



Note: If you turn on the screen when you have placed a panic call, the Home screen is displayed and not the call screen. To navigate to the Call screen tap Return on the top left-hand corner of the screen.

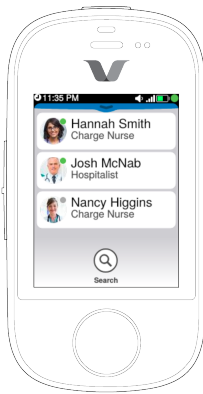
Placing a Broadcast Call on the Smartbadge Using Genie

You can place a broadcast call using a voice command.

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

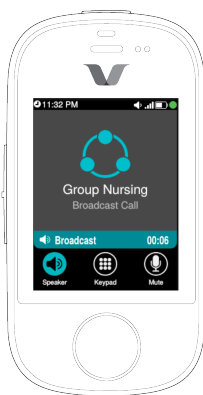
To place a broadcast call using genie, perform the following tasks:

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.

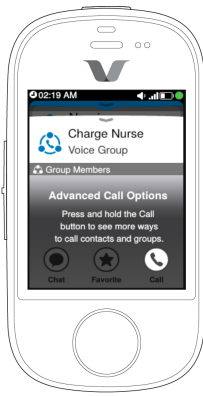
Placing Calls to a Group or Department on the Smartbadge

You can place calls to a group or department using the Smartbadge. The options available are: calls, urgent calls, broadcast calls, and urgent broadcast calls.

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

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

1. Navigate to the group you need to place a broadcast call.

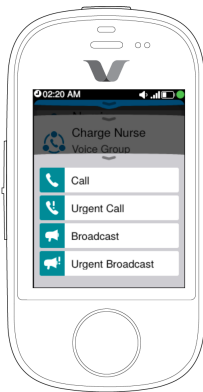


The advanced call options help is displayed.



Note: The advanced call option details appear the first time you open a voice group.

2. Tap and Hold the **Call** button.



The advanced call options are displayed.

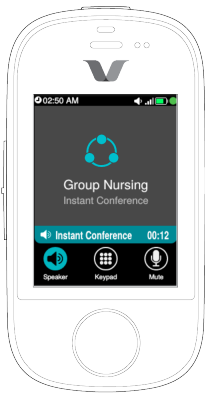
3. Tap **Broadcast**.

The broadcast call is placed to the Nursing Group.

Placing an Instant Conference Call on the Smartbadge

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

In this example, Hannah Smith is placing an instant conference call to the Nursing group. 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.

Bluetooth Support on the Smartbadge

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

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

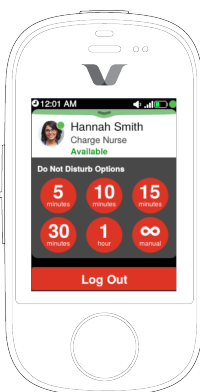
In other words, you can use a new Smartbadge without enabling Bluetooth and pair your headset again. Once the device is paired; every time you log-in into a Smartbadge and connect your Bluetooth headset, the information travels with you. Headset Profile (HSP) is supported.

Enabling Bluetooth on the Smartbadge

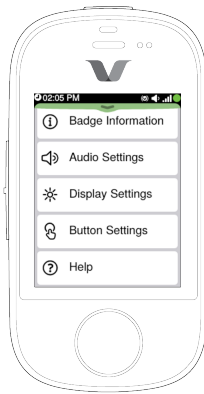
Bluetooth option can be enabled on the Smartbadge Settings menu.

To enable Bluetooth, perform the following:

1. Navigate to the **Settings** screen.
The following default screen is displayed.



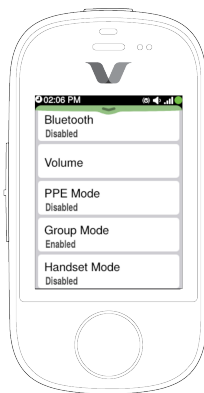
2. Tap the chevron and select **Badge Setting**.
The following screen is displayed.



Note: If you do not see the option in the Badge Settings, check if you are logged in to your Smartbadge. If you are logged in to the Smartbadge and do not see the option, contact your system administrator, or enable the option using the Badge Property Editor. For more information, refer to [V5000 Smartbadge Properties Configuration](#) of the [Vocera Device Configuration Guide](#).

3. Tap **Audio Settings**.

The following screen is displayed.



4. Tap **Bluetooth**.

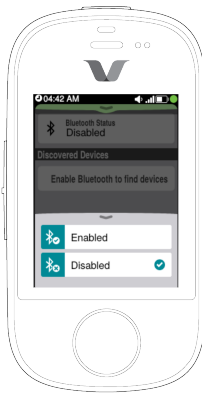
The following screen is displayed.



The Bluetooth option is disabled by default.

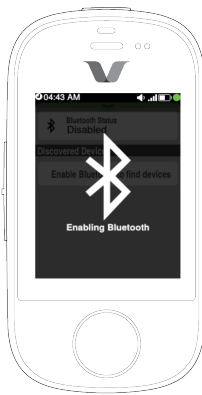
5. Tap the Bluetooth Status area.

The following screen is displayed.



6. Tap **Enabled**.

The following screen is displayed.



It may take a few seconds for the Bluetooth service to come up. The Bluetooth icon on the top status bar indicates that the Bluetooth is enabled.

Managing the Bluetooth Device on the Smartbadge

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

Connecting a Bluetooth Device from the Smartbadge

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

Discovering Bluetooth Device

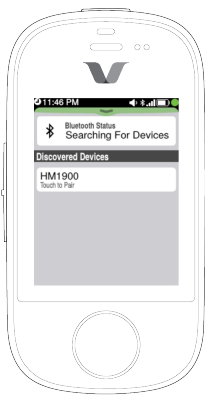
The Bluetooth application searches for the headsets automatically if no pairing information is available until the user selects a headset to pair or the user navigates away from the Bluetooth menu.



Note: While searching for the device, if the screen is turned off on expiry of touch inactivity timer, the search continues in the background until the scan stops the event mentioned earlier occurs.

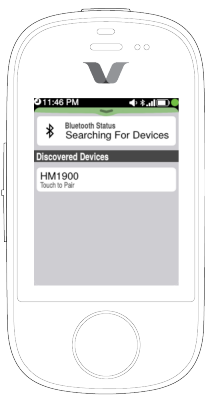
The scanning process is restarted every 8 seconds.

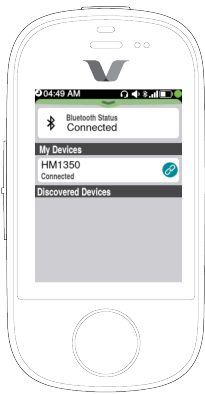
The following screen is displayed



Pairing a Bluetooth Device

Selected the device you want to pair to begin the pairing process. The pairing process may take a few seconds to complete. After pairing the following screen is displayed:





After connection with the paired device, the following updated are visible:

- The Bluetooth status bar is updated.
- The paired device is listed under **My devices**
- The audio routing path is updated in the status bar.
- The **Discovered Devices** section is cleared.



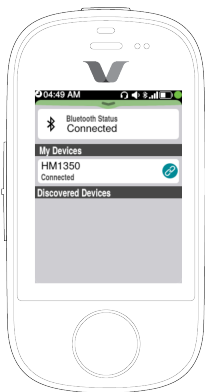
Note: The pairing information of one headset is stored at a time. So, the currently paired device needs to be removed to start a new search for a new headset.

Disconnecting and Unpairing a Bluetooth Device from the Smartbadge

You can disconnect your Bluetooth device from your Vocera Smartbadge and pair it whenever you wish.

Disconnecting a Bluetooth Device

Touch the teal soft button.



The device is disconnected.



Unpairing a Bluetooth Device

Swipe from right to left over the name of the headset.



Tap the delete button to delete the pairing information.

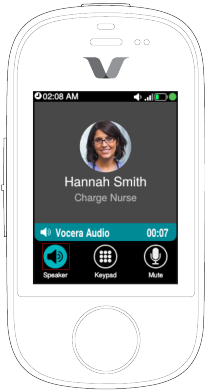


Smartbadge Audio Options Overview

The audio options available for your Smartbadge are the speaker mode, headset mode, and the handset mode.

The speaker button on the call screen controls how audio from the call is presented to the user.

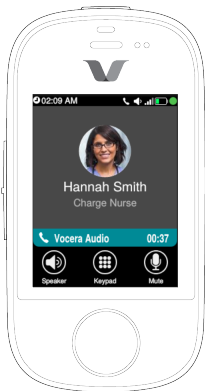
Speaker Mode



Speaker Mode is activated by default, and the **Speaker** icon is highlighted. The audio is played through the Smartbadge speaker aloud.

Handset Mode

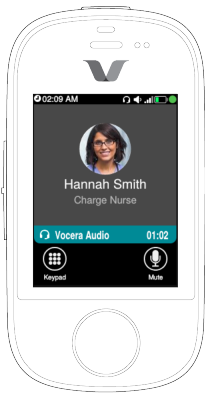
In the handset mode the audio is played through the Smartbadge receiver, and people nearby cannot hear the call, and the **Speaker** icon is not highlighted. A handset icon is displayed on the Call status bar.



Note: Touch screen is disabled when the Smartbadge is in close proximity to your face.

Wired Headset Mode

Headset Mode is automatically activated when a wired headset is connected. Speaker icon is not displayed when a headset is connected.



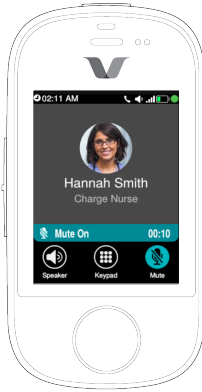
Using the Mute Function on the Smartbadge

You can mute and unmute a call if you want to prevent callers from hearing any sound from your end. This function is useful, especially if you are in a conference call with a large number of people.

Muting Your Call

To mute your call, perform the following steps:

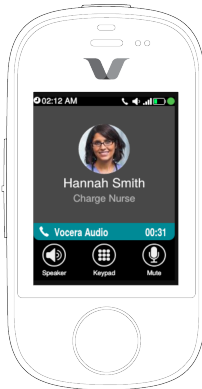
1. Place a call using your Smartbadge.
An on-screen display appears with an in-call option.
2. Tap the **Mute** icon.



Mute icon is highlighted, and the call status bar displays the mute icon.

The microphone of your Smartbadge is disabled, and the recipient cannot hear you.

3. Tap the **Mute** icon again.



Mute icon is unhighlighted, and the call status bar displays the audio routing icon.

The microphone of your Smartbadge is enabled, and the recipient can hear you.

Audio Volume Settings on the Smartbadge

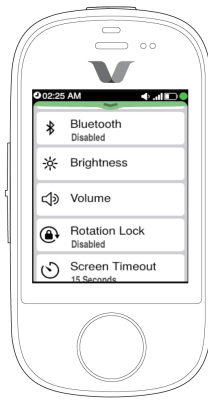
You can change the volume of the audio options available for your Smartbadge from the settings menu. You can select each audio path options, and adjust the volume.

When you are on a call, and you press the volume key, the audio path currently in use is adjusted.

Audio Volume Settings Option

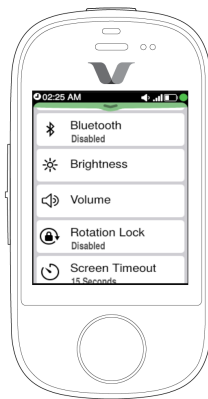
To adjust the audio volume settings options, perform the following tasks:

1. Navigate to **Settings** screen.



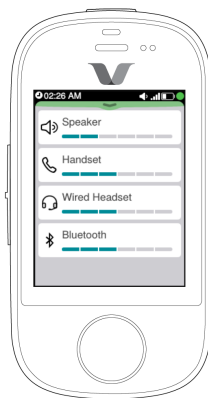
The Volume option is displayed.

2. Tap **Volume**



The audio path options are displayed.

3. Tap the audio path options you wish to use.

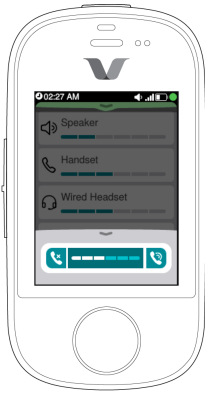


The following options are displayed respectively.

Speaker Mode



Handset Mode



Wired Headset Mode



Bluetooth Mode

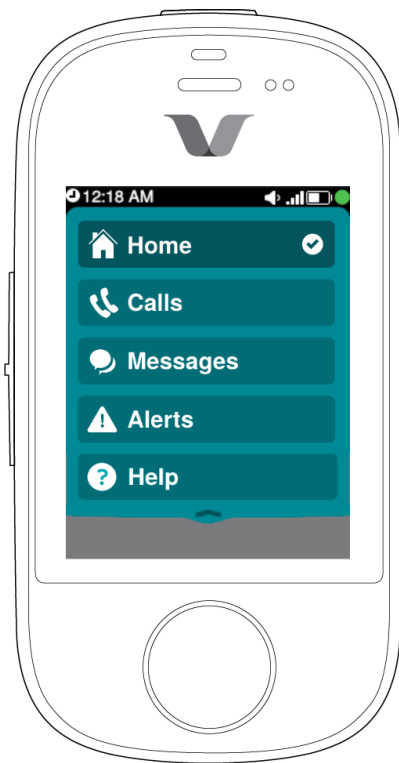


Understanding Your Home Screen

The Home screen displays Home, Calls, Messages, and Alerts filters.

The **Home** screen for 5.0.x firmware displays an integrated event (calls, messages, and alert) list. Events are sorted in chronological order. You can scroll down to view the entire list of events. You can also delete the events from the Home screen by swiping left and clicking **X**. The home screen displays the name of the patient if it is a patient-attached conversation.

The **Home** screen for 5.1.x firmware groups your interactions per patient and are termed as Patient Linked Conversations (PLC). These interactions are grouped to make it simple for you to catch on messages based on specific patients and individual messages. You can leave these conversations by swiping left and clicking **Leave**



Home Overview

The **Home** screen displays Home filter, by default and is indicated by a tick mark in the circle to the right of the title.

The Home screen displays the integrated view of the calls, messages, and alerts received.

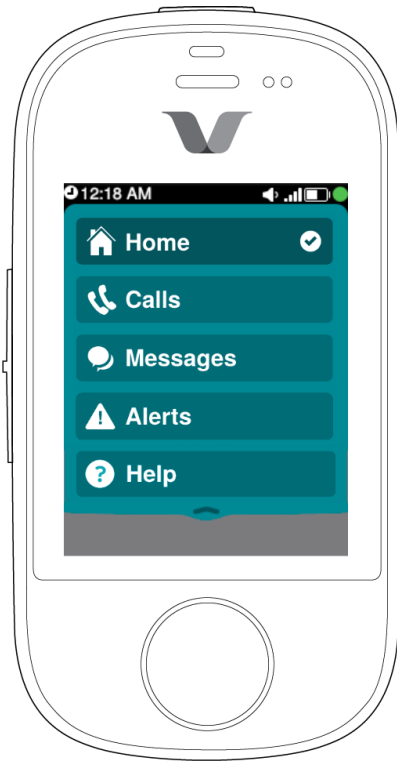


Note: When you are off-network, the details of the text messages, the ability to play voice messages, and the details of the alerts are not available.

Calls Overview

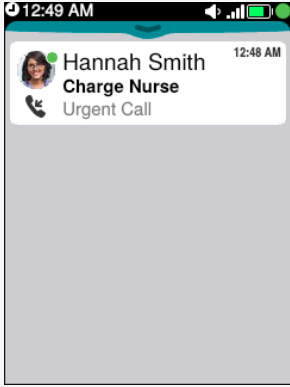
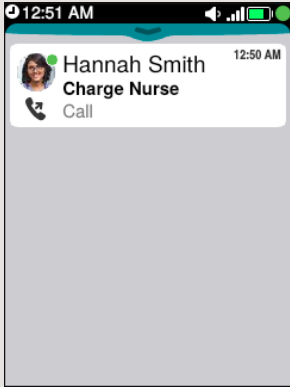
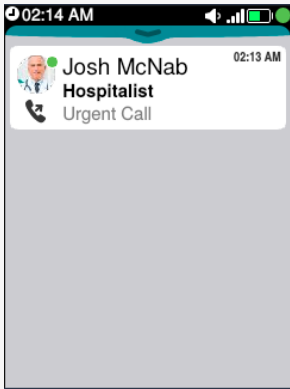
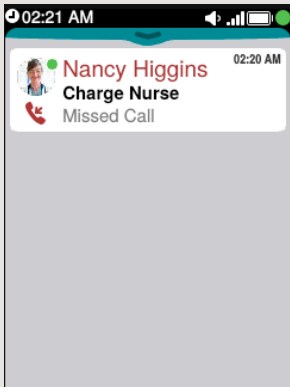
You can use the Home screen to filter call events. The Call screen displays an integrated call event (placed calls, received calls, and missed calls) list. Events are sorted in chronological order.

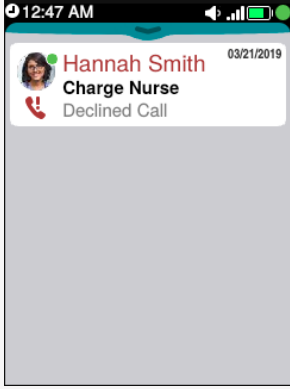
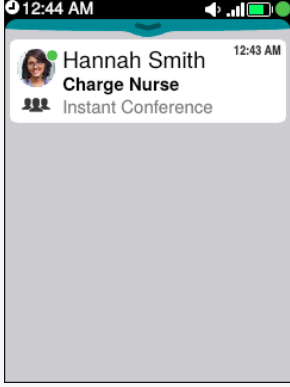
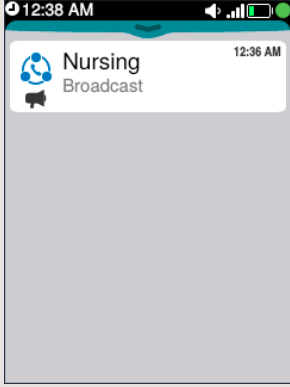
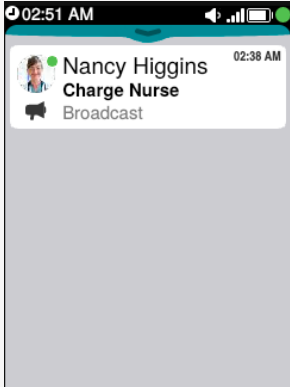
When you select the **Calls** option on the Home screen filters, it is indicated by a tick mark in the circle to the right of the title as shown in the following screenshot.

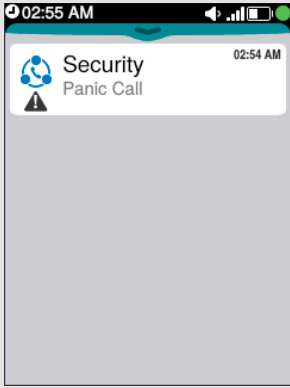
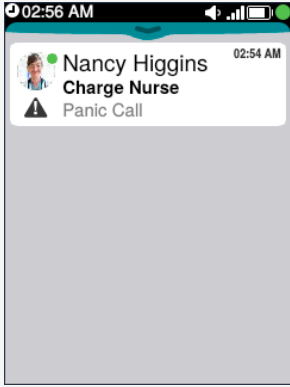
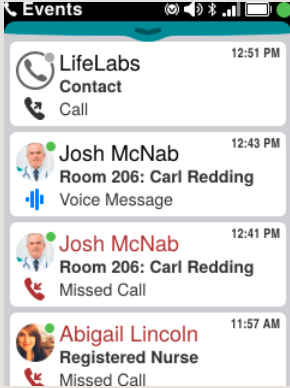


The following table lists the call events on the Home screen.

Event Type	Screenshot	Description
Calls		
Incoming calls		<p>Specifies the calls received by you. Tap the event to:</p> <ul style="list-style-type: none"> Call the <caller>. Place an urgent call to the <caller>. Chat with the <caller>.

Event Type	Screenshot	Description
Incoming urgent call		<p>Specifies an urgent call received by you.</p> <p>Tap the event to:</p> <ul style="list-style-type: none"> • Call the <caller>. • Place an urgent call to the <caller>. • Chat with the <caller>.
Outgoing call		<p>Specifies the calls made by you.</p> <p>Tap the event to:</p> <ul style="list-style-type: none"> • Call the <called person>. • Place an urgent call to the <called person>. • Chat with the <called person>.
Outgoing urgent call		<p>Specifies the urgent call made by you.</p> <p>Tap the event to:</p> <ul style="list-style-type: none"> • Call the <called person>. • Place an urgent call to the <called person>. • Chat with the <called person>.
Missed call		<p>Specifies the calls missed by you. The caller name in this event appears red.</p> <p>Tap the event to:</p> <ul style="list-style-type: none"> • Call the <caller>. • Place an urgent call to the <caller>. • Chat with the <caller>.

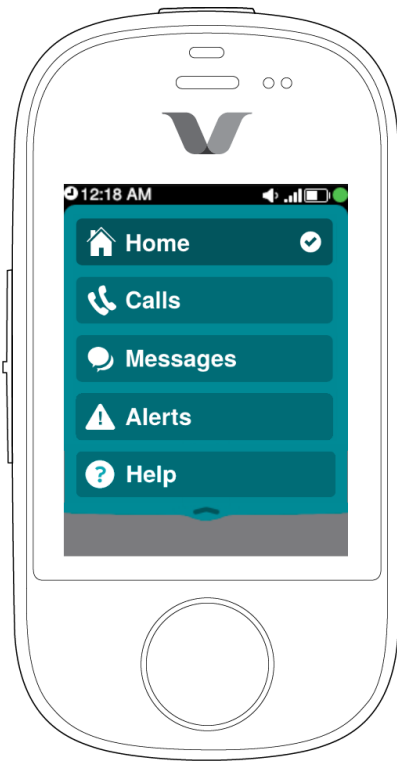
Event Type	Screenshot	Description
Declined call		<p>Specifies the calls declined by you. The caller name in this event appears red.</p> <p>Tap the event to:</p> <ul style="list-style-type: none"> • Call the <caller>. • Place an urgent call to the <caller>. • Chat with the <caller>.
Group Calls		
Received instant conference		<p>Specifies that you received an instant conference because you are a member of the group.</p> <p>Tap the event to:</p> <ul style="list-style-type: none"> • Call the <group name>. • Place a call to the <group name>. • Chat with the <group name>.
Placed broadcast call		<p>Specifies that you started broadcast to a <group name>.</p> <p>Tap the event to:</p> <ul style="list-style-type: none"> • Place a call/urgent call to the <group name>.
Received broadcast call		<p>Specifies that you received broadcast to a <group name>.</p>

Event Type	Screenshot	Description
Panic broadcast call		Specifies that you started a panic call to a <group name> . No other details are mentioned in the event.
Received panic call		Specifies that you received a panic call from a <group name> group because you are a member of the group.
Placed contact call		Specifies that you have placed a contact call.

Messages Overview

You can use the Home screen to filter call events. The Messages screen displays an integrated call event (chat and voice messages) list. Events are sorted in chronological order.

When you select the **Messages** option on the Home screen filters, it is indicated by a tick mark in the circle to the right of the title as shown in the following screenshot.

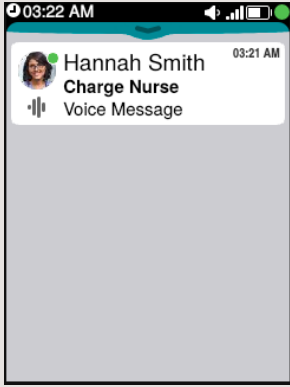
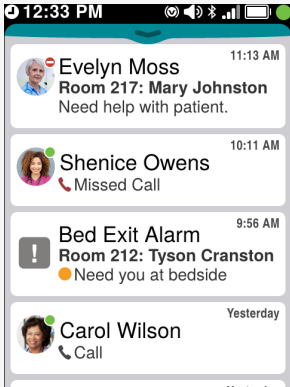


Note: The Smartbadge automatically opens the new notification when you wake up the screen within 5 sec of incoming notification and raise to wake up is enabled. For more information about **Rise to Wake** option, refer to [Smartbadge Settings](#) on page 155.

The following table lists the messages events on the Home screen.

Event Type	Screenshot	Description
Messages		
Chat messages		<p>Specifies the chat message left for you.</p> <p>Tap the event to:</p> <ul style="list-style-type: none"> • Add new participants to the chat. • Respond to the <message sender>. • Call the <message sender>.

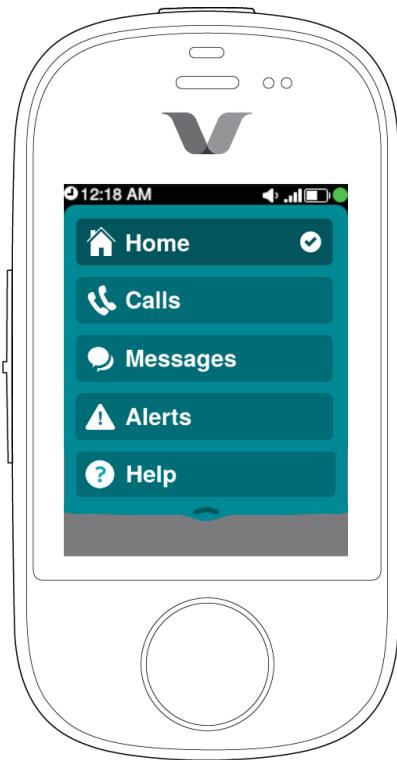
Event Type	Screenshot	Description
Chat messages with attachment received		<p>Tap the event to:</p> <ul style="list-style-type: none"> • Add new participants to the chat. • Respond to the <message sender>. • Call the <message sender>.
Chat messages with a subject line		<p>Tap the event to:</p> <ul style="list-style-type: none"> • Add new participants to the chat. • Respond to the <message sender>. • Call the <message sender>. <p>The color of the message appears as per the priority selected by the sender. The priority options and its corresponding colors are:</p> <ul style="list-style-type: none"> • Normal—Gray • High—Orange • Urgent—Red
Voice Messages		
Voice message received		<p>Specifies the voice message left for you.</p> <p>Tap the event to:</p> <ul style="list-style-type: none"> • Play the voice message left for you. • Place a call to the <caller> who left the voice message. • Chat with the <caller>.
Urgent voice message received		<p>Specifies the urgent voice message left for you.</p> <p>Tap the event to:</p> <ul style="list-style-type: none"> • Play the voice message left for you. • Call the <caller>. • Place a call to the <caller> who left the voice message. • Chat with the <caller>.

Event Type	Screenshot	Description
Voice message read		Specifies the voice message is read by you. Tap the event to: <ul style="list-style-type: none"> • Play the voice message left for you. • Call the <caller>. • Place a call to the <caller> who left the voice message. • Chat with the <caller>.
Message with patient details		Specifies the patient name when the patient is linked.

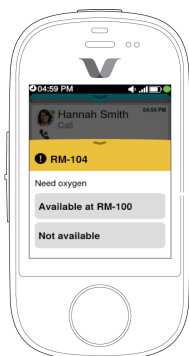
Alerts Overview

You can use the Home screen to filter alerts events. The Alerts screen displays an integrated alert event list. Events are sorted in chronological order.

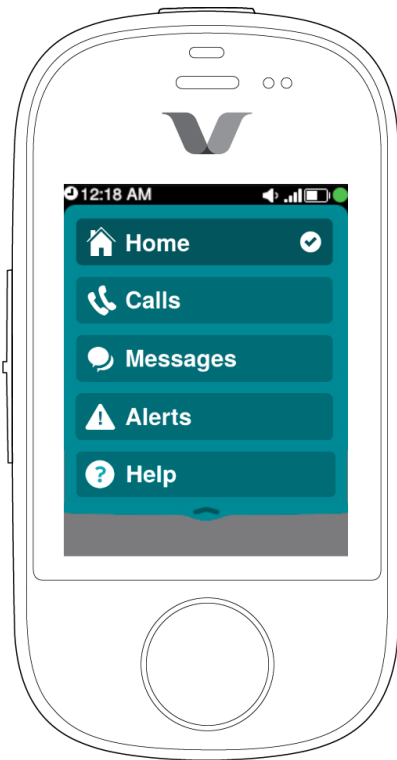
In 5.0.x firmware, when you select the **Alerts** option, on the Home screen filters, it is indicated by a tick mark in the circle to the right of the title as shown in the following screenshot.



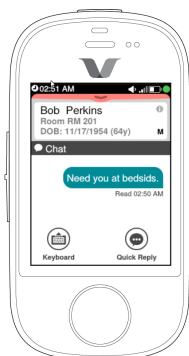
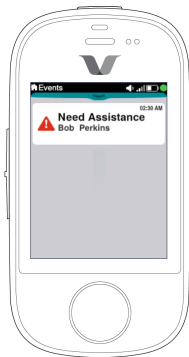
In this example, Hannah Smith receives an alert from RM-104 to provide oxygen.



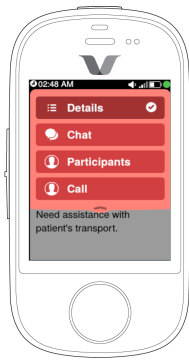
In 5.1.0 firmware, when you select the **Alerts** option on the Home screen filters, it is indicated by a tick mark in the circle to the right of the title as shown in the following screenshot.



In this example, Carol Wilson receives an alert from RM-104 requesting assistance.



The detailed alert screen also provides additional information. Tap the chevron to access the additional information.






Information provided in an alert is as follows:

- **Details**—Provides details of the alert received.
- **Chats**—Provides details of the chats had about the patient.
- **Participants**—Provides details of the participants involved in the patient conversation.
- **Call**—Provides details of the calls had with the Care team working with the patient.

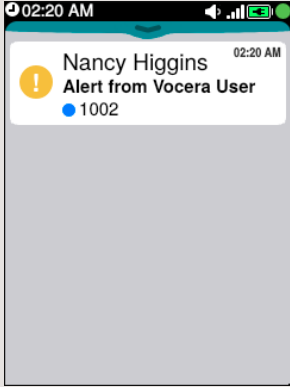
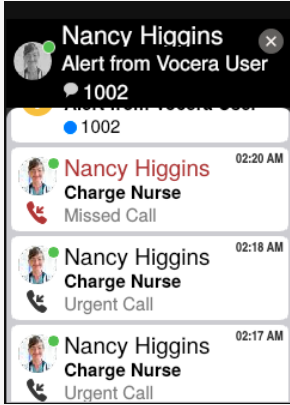

Alert Notifications for 5.0.x Firmware

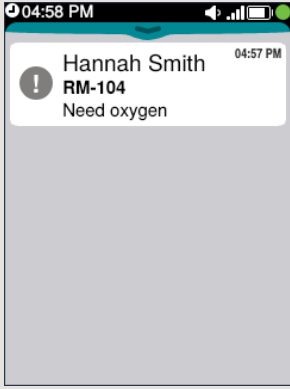
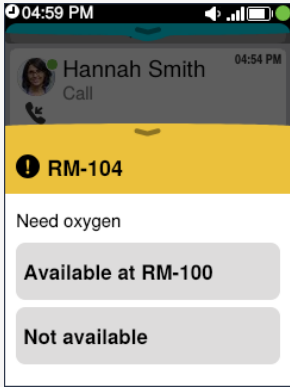

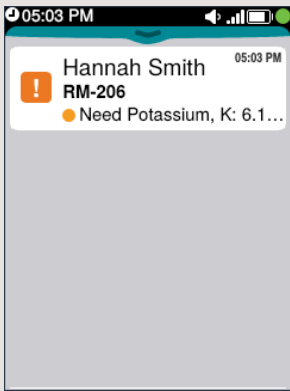
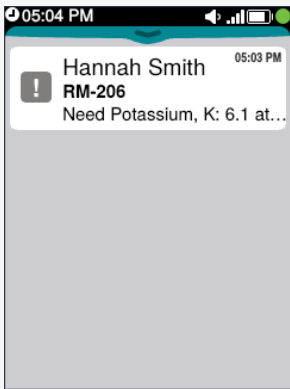
When you receive an alert, you receive a notification if the alert has not already accepted. The alert is added to the list of calls and messages in the Home screen.

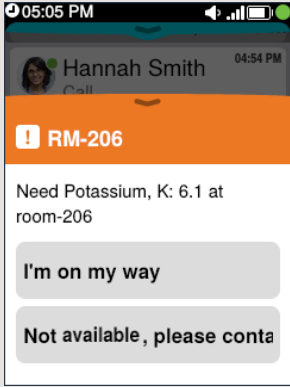
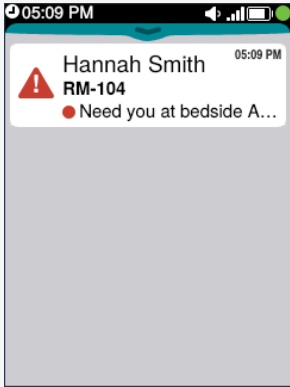
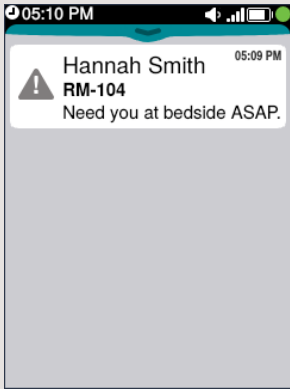
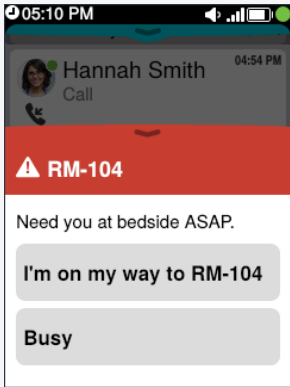
The following icon in the alert indicates its priority.

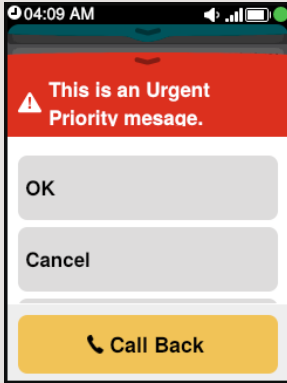
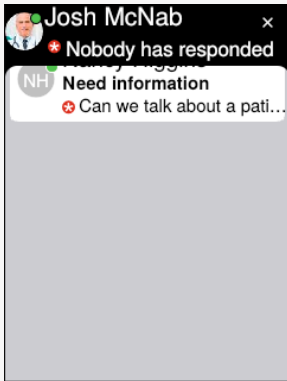
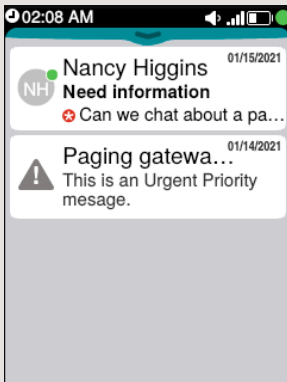
Icon	Priority
	Urgent
	High
	Normal

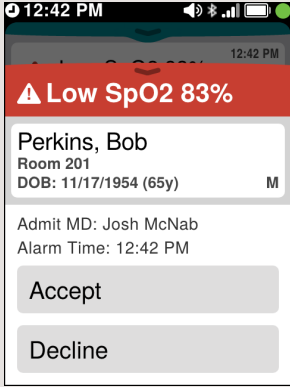
The following table lists the alerts received on the Smartbadge. You can view the details of the alerts on the Home screen. A sample of one of the priority is provided as an example.

Event Type	Screenshot	Description
Page alerts		
Incoming page alert		Specifies that you have received a page from a user.
Incoming page alert notification		Specifies that you have received a page notification about an alert received.
Mass Notoficatoin Alerts		
 Note: A message sent from VMP to a distribution list with more than 50 members is converted to an alert.		
Incoming normal priority alert		Specifies that you have received a normal priority alert message.

Event Type	Screenshot	Description
Incoming normal priority alert read		Specifies that you have read the normal priority alert message that you received.
Incoming normal priority alert options		Specify the sample Multiple Choice Response (MCR) options available to respond to the normal priority message. Select the appropriate option to respond.  Note: You can select a different response to an already responded alert if the setting Allow multiple responses to alerts is enabled on VMP.
Incoming high priority alert		Specifies that you have received a high priority alert message.
Incoming high priority alert read		Specifies that you have read the high priority alert message that you received.

Event Type	Screenshot	Description
Incoming high priority alert options		<p>Specify the sample MCR options available to respond to the high priority message. Select the appropriate option to respond.</p> <p>Note: You can select a different response to an already responded alert if the setting Allow multiple responses to alerts is enabled on VMP.</p>
Incoming urgent priority alert		<p>Specifies that you have received a high priority alert message.</p>
Incoming urgent priority alert read		<p>Specifies that you have read the high priority alert message that you received.</p>
Incoming urgent priority alert options		<p>Specifies the sample MCR options available to respond to the high priority message. Select the appropriate option to respond.</p> <p>Note: You can select a different response to an already responded alert if the setting Allow multiple responses to alerts is enabled on VMP.</p>

Event Type	Screenshot	Description
Incoming urgent priority alert with call back option		Specifies the sample high priority message to respond or call back. Select the appropriate option to respond or tap Call Back . You can also use the buttons on the Smartbadge to respond to an alert based on the administrator settings on the Vocera Messaging Interface (VMI).
Sent alert not responded		Specifies that the alert message that you sent has not been responded to. After the alert expires, the home screen displays a red icon that indicates that the message is not responded to.
Incoming Voicemail alert		Specifies that you have an unread voicemail.




Event Type	Screenshot	Description
Incoming urgent priority alert with patient details		Specifies the sample high priority message with patient details. Select the appropriate option to respond. The inbox events displays the patient name if the patient information is linked to the alert.

Alert Notifications for 5.1.x Firmware

When you receive an alert, you receive a notification if the alert has not already accepted. The alert is added to the list of conversations in the Home screen. If an alert is not accepted or declined or responded to, a pop to take action appears.

If the context of the alert is a specific patient, information on this patient is displayed in the alert.

The following icon in the alert indicates its priority.

Icon	Priority
	Urgent
	High
	Normal

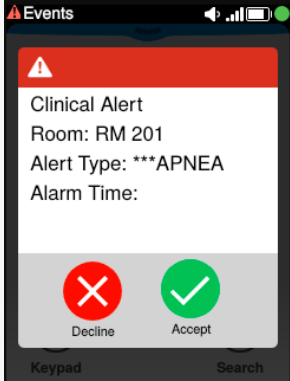
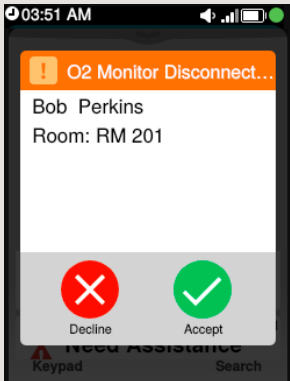
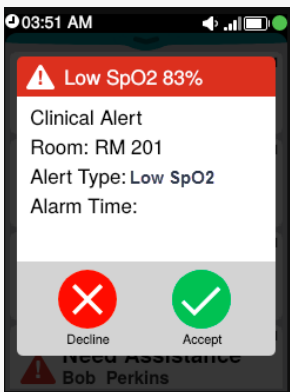
The following table lists the alerts received on the Smartbadge. You can view the details of the alerts in the Home screen. A sample of one of the priority is provided as an example.

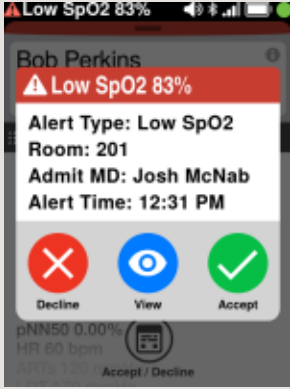

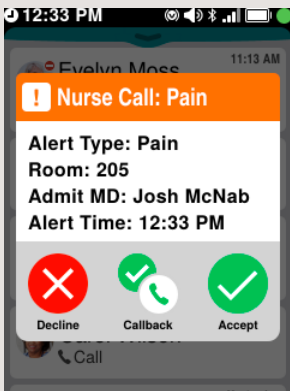
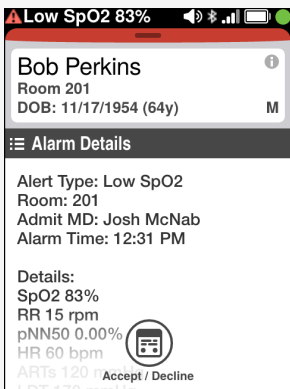


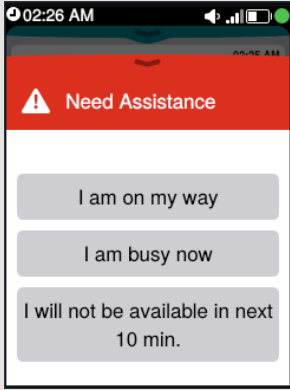
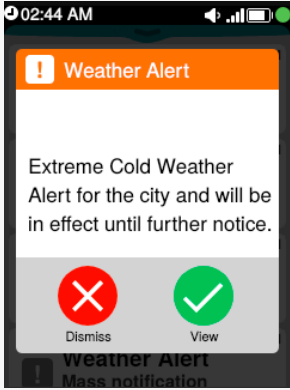
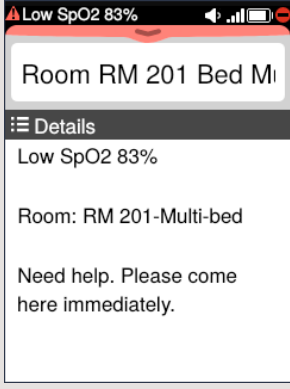
Note: The options available to respond to alerts are based on the options set up by your administrator.



Note: You can accept an alert that is already accepted.

Event Type	Screenshot	Description
Urgent priority clinical alert		Specifies that you have received an urgent priority clinical alert. You may be provided with the following options: <ul style="list-style-type: none"> Decline—Declines the alert. Accept and Call—Accept the alert and call back. Accept—Accept the alert
High priority patient alert		Specifies that you have received a high priority clinical alert. You are provided with the following options: <ul style="list-style-type: none"> Decline—Declines the alert. Accept—Accepts the alert.
Urgent priority staff alert		Specifies that you have received an urgent priority staff alert. You may be provided with the following options: <ul style="list-style-type: none"> Accept—Accept the alert. Decline—Declines the alert.

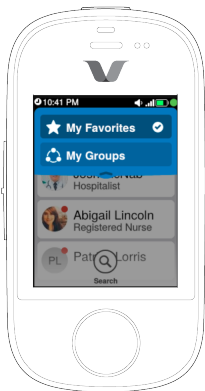
Event Type	Screenshot	Description
Urgent priority alert with view option		Specifies that you have received an urgent priority alert with an option to view the alert. The administrator may provide you with the following options: <ul style="list-style-type: none"> Decline—Decline the alert. View—View the alert. Accept—View the alert.
High priority alert with call option		Specifies the option to call back after viewing the alert details.
High priority callback alert		Specifies the option to call back.
Urgent priority alert with Accept and Decline option		Specifies the option to accept or decline an alert after viewing the alert details.

Event Type	Screenshot	Description
Urgent priority MCR alert		Specifies that you have received a high priority multiple-choice response alert. Select the appropriate option to respond.
High priority mass notification alert		Specifies that you have received a urgent priority mass notification alert message. You may be provided with the following options: <ul style="list-style-type: none"> Dismiss—Dismiss the alert. View—View the alert.
Urgent priority location alert		Specifies that you have received an urgent priority location alert.

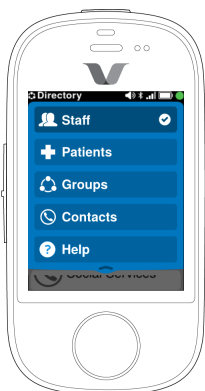
Understanding Your Directory Screen

The Directory screen provides information about your Favorites and the Groups you are subscribed.

The **Directory** screen for 5.0.x firmware builds display **My Favorites** and **My Groups**. By default, **My Favorites** is displayed and is indicated by a tick mark in the circle to the right of the title. Favorites are listed alphabetically. Vocera recommends that you do not save more than 100 entries in the Favorites list. To access groups, you have enrolled to, tap the chevron to access Groups and select **My Groups**.



The **Directory** screen for 5.1.x firmware builds display **Staff**, **Patient**, **Groups**, and **Contacts**. By default, **Staff** is displayed and is indicated by a tick mark in the circle to the right of the title. Staff members are listed alphabetically.



To access patients assigned to you, tap **Patients** and to access groups you have enrolled to.



Note: If your administrator provides you with restricted access, you will not have the Patients option in the directory. You will only be able to access the location of the patient. If your access is set to full, you will be able to can access patient data.

To view the group you are subscribed to, tap the chevron and select **Groups**.



Note: Group and My Group indicate the same options on the Smartbadge.

To view the contacts, tap the chevron and select **Contacts**.



Note: You cannot text messages or send alerts because these contacts are external.

My Favorites Overview

You can view, add, or delete favorites, under **My Favorites**.

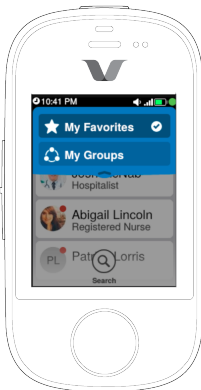
You can search for additional contacts from the directory and add them to the favorites list by tapping the **Search** icon at the bottom of the favorites list.

Searching a Contact in My Favorites List

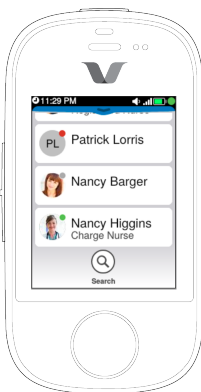
You need not scroll through the favorites to search a contact. You can search in the directory by keying in the name of the contact.

To search for a contact in a directory, perform the following steps:

1. Navigate to the **Directory** screen.
2. Tap the chevron and select **My Favorite**.



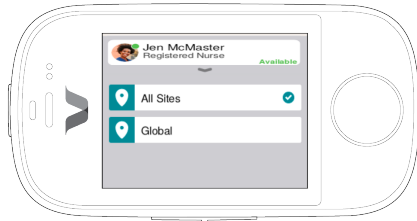
3. Tap the search icon at the bottom of the screen.



The Keypad appears in landscape mode.



4. Tap the **Site** icon on the left side of the keyboard.



The site details slide up.

5. Select the site that you wish to search.
The search entry is displayed.
6. Enter the name of the user in the search **Start typing to search** field.



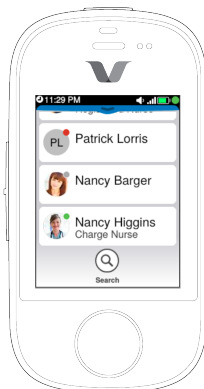
The search entry is displayed.

Populating Favorites from the Directory Screen

If you frequently call a user, you can add that contact to your favorites list.

To add a contact to the favorites list from the Directory Screen, perform the following steps:

1. Navigate to the **Directory** screen.



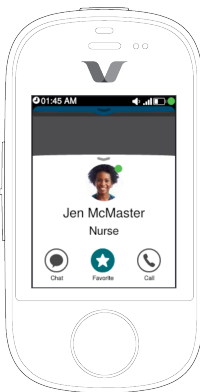
The favorites list is displayed by default.

2. Tap the **Search** icon.

The keyboard is displayed in landscape mode.



3. Type the name of a contact or a group you want to favorite and tap **Search**.
The item you searched is displayed.
4. Tap the **Favorite** icon.



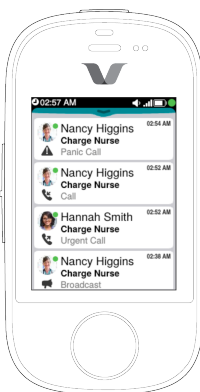
The contact or group is added to the favorites list.

Populating Favorites from the Home Screen

You can add a contact to your favorites list from your Home screen.

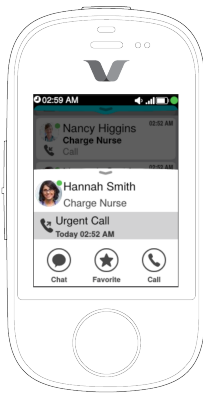
In this example, Jen McMaster is adding Hannah Smith to the favorite list from the call she received. To add a contact to the favorites list from the Home screen, perform the following steps:

1. Navigate to the **Home** screen.

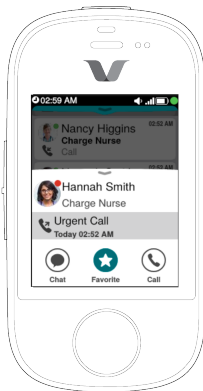


The list of events are displayed.

2. Tap the the name of a contact you want to favorite.



3. Tap the **Favorite** icon.



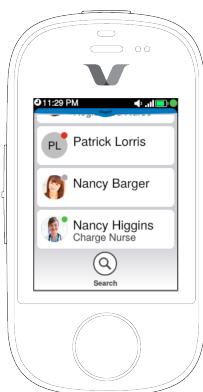
The contact is added to the favorites list.

Removing a Contact from the Favorites List

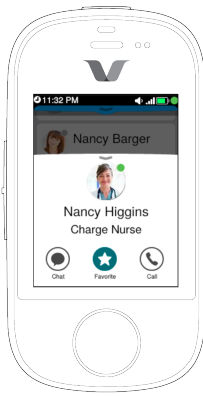
If you no longer call a frequently-called user, you can remove that contact from your Favorites list.

To remove a contact from the Favorites list, perform the following steps:

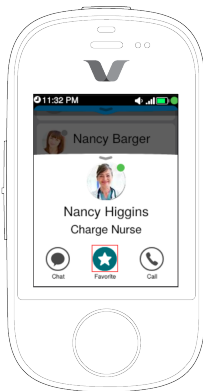
1. Navigate to the **Directory** screen.
The contacts in the **My Favorites** is displayed.



2. Select the contact that you want to remove from the list.



3. Tap the **Favorite** icon.



The contact is deleted from **My Favorites** list.

Staff Overview

You can view, add, or delete favorites, under the directory screen of the **Staff** tab.

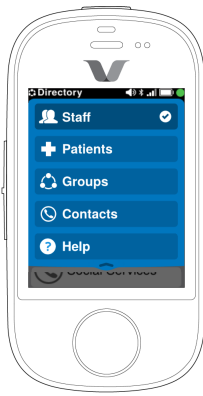
You can search for additional contacts from the directory and add them to the staff list by tapping the **Search** icon at the bottom of the staff list.

Searching a Contact in Staff List

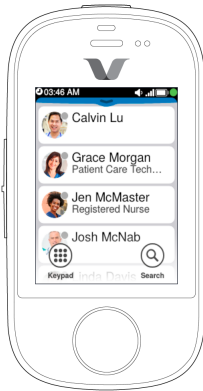
You need not scroll through the staff list to search a contact. You can search in the directory by keying in the name of the contact.

To search for a staff in a directory, perform the following steps:

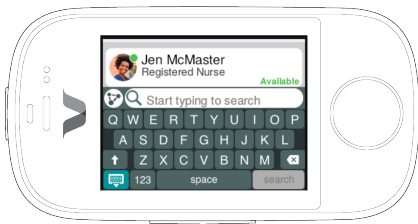
1. Navigate to the **Directory** screen.
2. Tap the chevron and select **Staff**.



3. Tap the search icon at the bottom of the screen.



The Keypad appears in landscape mode.



4. Tap the **Site** icon on the left side of the keyboard.



The site details slide up.

5. Select the site that you wish to search.
The search entry is displayed.
6. Enter the name of the user in the search **Start typing to search** field.



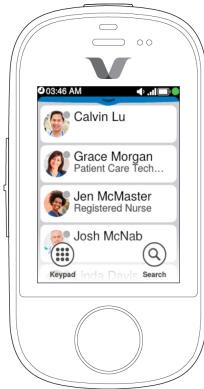
The search entry is displayed.

Populating Staff List from the Directory Screen

If you frequently call a staff member, you can add that member to your favorites list.

To add a staff member to the favorites list from the Directory Screen, perform the following steps:

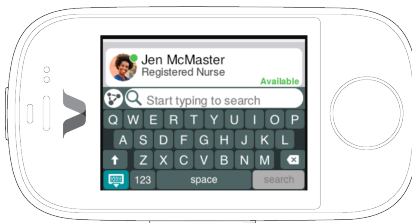
1. Navigate to the **Directory** screen.



The staff list is displayed by default.

2. Tap the **Search** icon.

The keyboard is displayed in landscape mode.

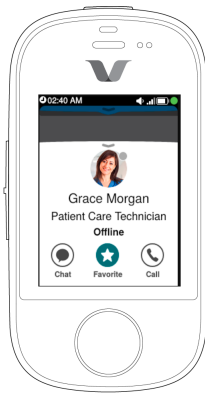


3. Type the name of a contact you want to favorite and tap **Search**.



The contact you searched is displayed.

4. Tap the **Favorite** icon.



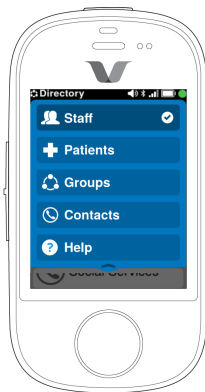
The contact is added to the favorites list.

Removing a Contact from the Staff List

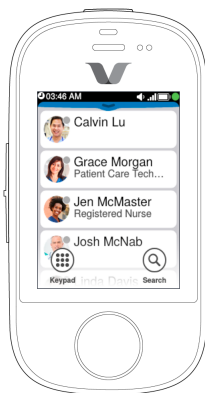
If you no longer call a frequently-called user, you can remove that staff name from your Favorites list.

To remove a contact from the staff list, perform the following steps:

1. Navigate to the **Directory** screen.
2. Tap the chevron and select **Staff**.



3. Tap the search icon at the bottom of the screen.



The Keypad appears in landscape mode.

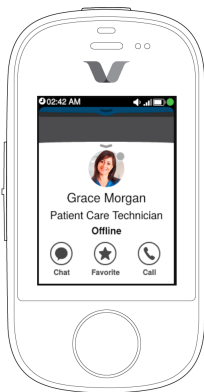


4. Enter the name of the user in the search **Start typing to search** field.



The search entry is displayed.

1. Tap the contact and then the **Favorite** icon.



The contact is deleted the favorites list.

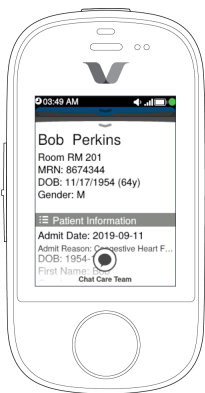
Patient Overview

You can view patients assigned to you under the **Patients** tab of the directory screen.

In this example, patient, Bob Perkins admitted to Room number 201 is assigned to the nurse **Carol Wilson**. You can view information of the patients assigned to you.



Tapping **Patients** displays the information of the patient assigned to **Carol Wilson**.



Attaching Patient Information from the Directory

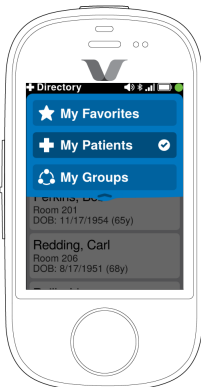
You can share patient information with a user to help them understand the context of the patient.

In the following example, Jen McMaster navigates to the Directory screen and send the information of the patient, Bob Perkins to her peer Josh McNab.

To share patient information with a user, perform the following steps:

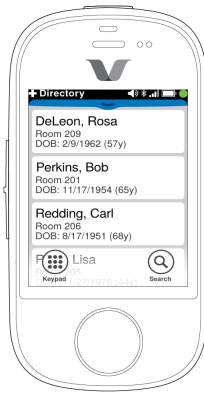
1. Navigate to the **Directory** screen and select **My Patients**.

The directory list appears.

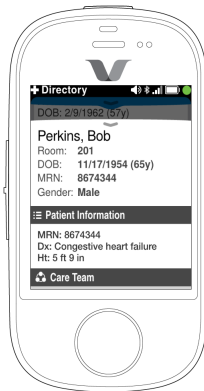


2. Tap **My Patient**.

The list of patients assigned to you appears.



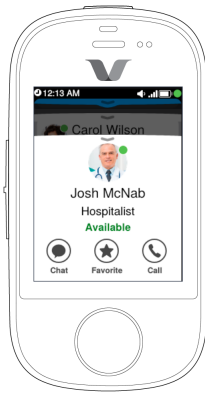
3. Tap patient information and scroll to the care team information.



The list of care team members is displayed.

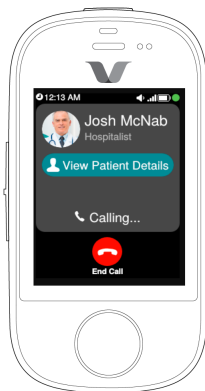


4. Tap the care team member you intend to call.



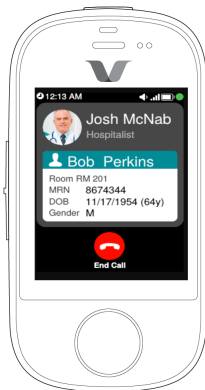
The information about the care team member is displayed.

5. Tap **Call**.



A call along with the patient information is placed.

6. Tap **View Patient Details**.



Pdient details are displayed.

Groups Overview

You can view the list of groups and departments you are subscribed to under **My Groups** or **Groups**. You can add or remove a contact from the group or department. You can also call or initiate a chat with a contact in a group or department.

Vocera groups organize users into roles such as Floor Manager, Cashier, Nurse, Cardiologist, Executive, and so forth. A department group, also called a department, is a group that corresponds to a department within the organization using the Vocera system. A group designated as a department carries accounting features and speech recognition enhancements that are not available to other Vocera groups. Groups and departments have different icons, as shown in the following table.

Vocera groups organize users into roles such as Floor Manager, Cashier, Nurse, Cardiologist, Executive, and so forth. A group that corresponds to a department within the organization using the Vocera system is called a department or a department group. It is denoted by the letter "D." A department group carries accounting features and speech recognition enhancements that are not available to other Vocera groups.

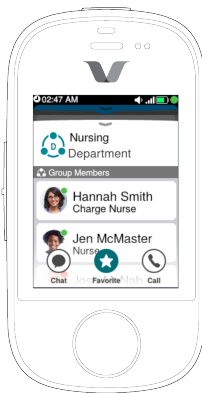
Using Favorites from a Group or Department

You can add or remove a contact from the Favorites list. You can do it from the Group directly in the Favorites list. The steps apply to both My Favorites and My Groups. The topic is an example that describes how to add favorites from a group or department.

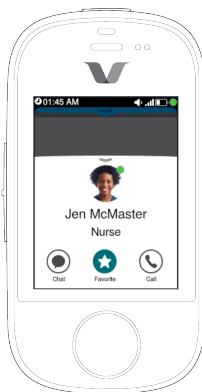
Adding a Contact from a Group or Department to your Favorites list

To add a contact from a group or department to your favorites list, perform the following steps:

1. Tap a group or department from your Groups list.
The members of the selected group or department is displayed.



2. Scroll up to view the members of the group or department.
3. Select the group member to be added to **My Favorites** list.



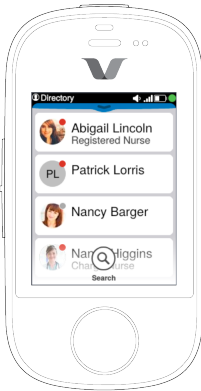
The details of the group member are displayed.

4. Tap the **Favorite** icon.
The group member is added to **My Favorite**.

Adding a Contact to the Favorites List from a Search

To add a contact to the favorites list from a search result, perform the following steps:

1. Navigate to the Directory Screen.

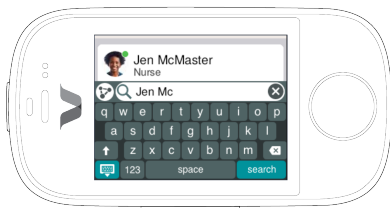


The call details screen slides up.

2. Tap the search icon.

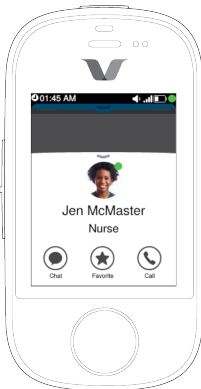


3. Type in the name of the user you want to favorite.

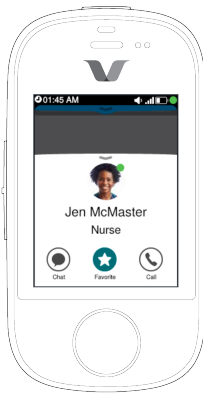


4. Tap the name.

The caller details slides up.



5. Tap the **Favorite** icon.

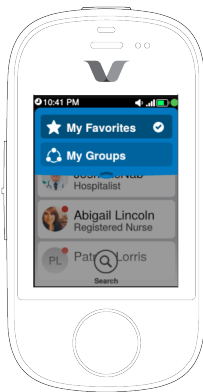


The contact is added to **My Favorite**.

Removing a Contact from the Favorites List

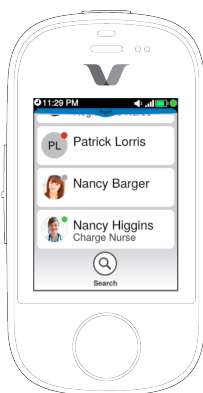
To remove a contact from the favorites list, perform the following steps:

1. Navigate to the **Directory** screen.

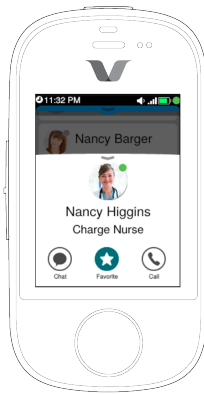


2. Tap **My Favorites**.

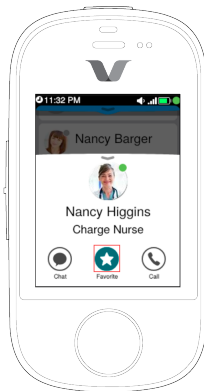
The contacts added to the **My Favorites** are displayed.



3. Select the contact to be removed from the favorites list.
The contact details slides up.



4. Tap the favorite icon.



The contact is removed from **My Favorite** list.

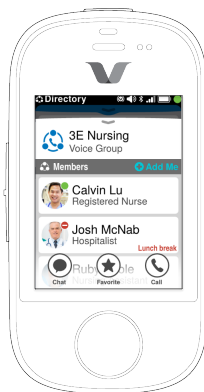
Joining or Leaving a Group

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

Joining a Group

To join a group, perform the following steps:

1. Tap a group that you want to join.
The members of the selected group are displayed.



2. Tap the **Add me** icon.

You are added to the group if you have required permission to join the group.

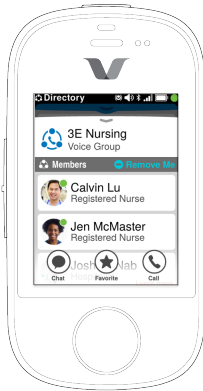
If you don't have required permission to join the group, the following message appears: "You don't have permission to be added to this group." You may contact your administrator for required permission.

Leaving a Group

To leave a group, perform the following steps:

1. Tap a group that you want to leave from.

The members of the selected group are displayed.



- a. Tap the **Remove me** icon.

You are removed from the group if you have required permission to leave the group.

If you don't have required permission to leave the group, the following message appears: "You don't have permission to leave group." You may contact your administrator for required permission.

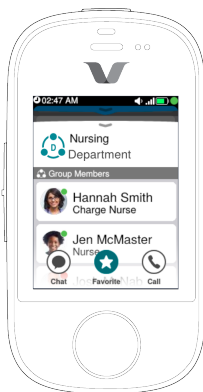
Calling a Contact in a Group or Department

You can call a contact from a Group or Department directly from the Favorites list. The steps mentioned in this topic applies to both **My Favorites**, **My Groups**, and **Groups**. The topic is an example that describes how to call a group member.

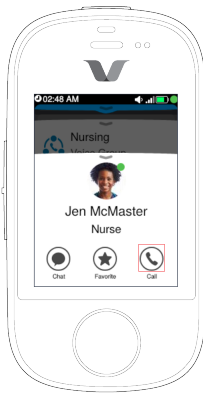
To call a contact in a group or department, perform the following steps:

1. Navigate to the **Directory** screen.
2. Tap a group or department..

The members of the selected group or department are displayed.



3. Scroll up to view the members of the group or department.
4. Select the group or department member.



The details of the group or department member are displayed.

5. Tap the **Call** icon.

A call is initiated to the group or department member.

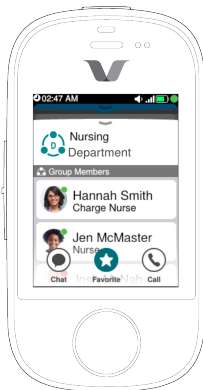
Initiating a Chat with a Contact from Directory Screen

You can chat with a contact from a group or department that appears in the Directory Screen. This topic is an example that describes how to chat with a group or department member.

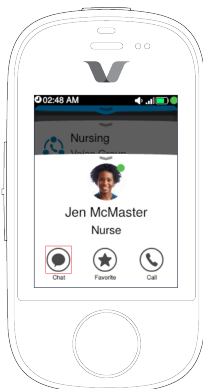
To chat with a contact in a Group within the Directory screen, perform the following steps:

1. Tap a group or directory in the Directory screen.

The members of the selected group or department are displayed.



2. Scroll up to view the members of the group or department.
3. Select the group or department member.



The details of the group or department member are displayed.

4. Tap the **Chat** icon.

A conversation is initiated with the group or department member.

Contacts Overview

You can view and call external contacts such as labs outside the hospitals, pharmacies or suppliers in the directory screen under Contacts tab.

You can not perform the following actions for external contacts:

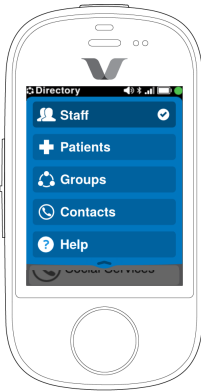
- Add to the favorite list
- Place an urgent call or broadcast
- Include in chats
- Send text messages or alerts

Searching a Contact

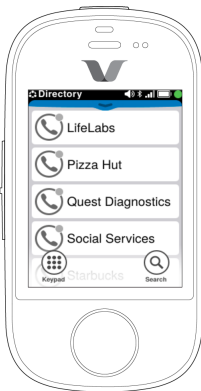
You can search a contact by keying in the name of the contact.

To search for a contact in the contact directory, perform the following steps:

1. Navigate to the Directory screen.
2. Tap the chevron and select **Contact**.



3. Tap the search icon at the bottom of the screen.



The Keypad appears in landscape mode.

4. Enter the name of the user in the search Start typing to search field.



The search entry is displayed.

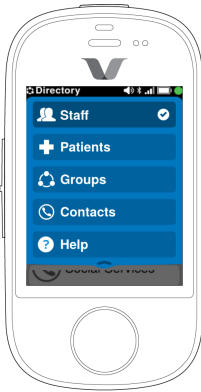
Calling a Contact

You can call a user from the Contacts list either using the genie of the Smartbadge like any other normal call.

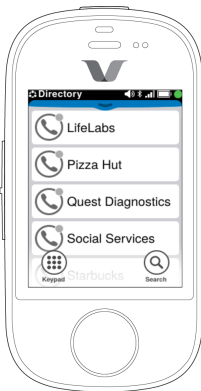
In this example, Hannah Smith is calling LifeLabs using the Smartbadge.

To call a user in the Contacts list, perform the following steps:

1. Navigate to the Directory screen.
2. Tap the chevron and select **Contact**.



3. Tap the search icon at the bottom of the screen.



The Keypad appears in landscape mode.

4. Enter the name of the user in the search Start typing to search field.



The search entry is displayed.

5. Select the contact.



6. Press **Call**.
The call is placed.

Handling Chat Conversations on the Smartbadge

This section helps you understand how to start a chat, add participants, type messages, set message priorities, chat with multiple participants, load message history, and call a chat participant.



Note:

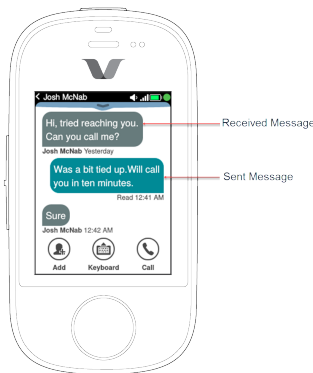
Your administrator can prevent you from sending and receiving text messages. In this case, the chat option will be disabled. Text messages cannot be sent to the users who don't have permission to send and receive text messages.

Understanding Chat Messages

This section helps you understand how chat messages are presented, priorities are identified, and represented when multiple participants are involved.

Chat Presentation

Chat bubbles are styled to differentiate sent and received messages. In the following screenshot, the conversation is between two participants. Messages of the sender are teal in color, left-aligned, and displays the time the message was received. Messages of the receiver are color-coded based on the priority icon, that is, orange for high priority and red for an urgent message. The priority icon of the received messages appear on the right edge.



Message Priorities

Messages can be sent with three levels of priority. You can change the priority of the message you send using the keyboard. By default, the priority of a message is normal. The priority options available are:

- Normal
- High
- Urgent

For more information on setting message priority, refer to [Setting Message Priority](#) on page 140.

Messages on the Smartbadge of the sender display in teal, and the priority icon is displayed on the left edge of the message.

Messages on the Smartbadge of the receiver displays the color of the priority and is displayed on the right edge of the message.

Multiple Participant Chats

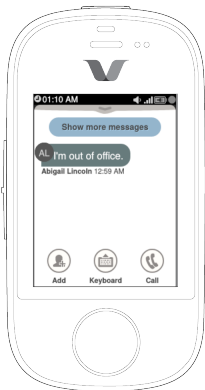
The chat priorities of multiple participants are similar to 1-to-1 chats. They differ only by including sender identification with each received message. Conversations with multiple participants have initials of the name of the sender on the left corner of the message.



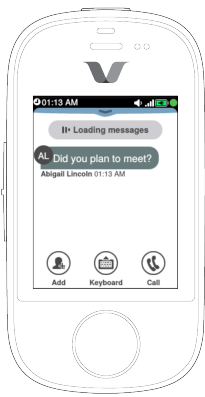
Loading Chat History

If a long message thread is generated, approximately ten messages are displayed at a time.

Scroll up to the top of a conversation and tap **Show more messages** icon.



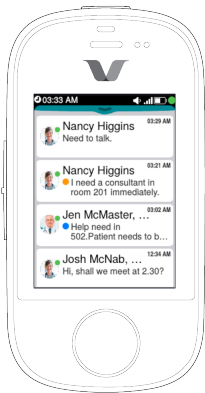
Show more messages transitions to **Loading messages** animation while additional messages are retrieved from the server.



The screen content scrolls up slightly, and the next couple of messages are displayed. If you continue to scroll upward beyond the end of the displayed messages, the chat layer menu slides into view.

Chat Presentation on Home Screen

Unread chat messages on the home screen are indicated with colored indicators.



Following are the color indicators:

- Red—Unread message with Urgent priority.



Note: Urgent priority messages are enunciated with the details. If you cancel the notification when it arrives the red color indicator appears next to the message.

- Amber—Unread message with High priority.
- Blue—Unread message with normal priority.
- No icon—Message has been read.

Starting a New Chat

You can start a chat conversation on different screens.

Chat conversations can be initiated using the following options by:

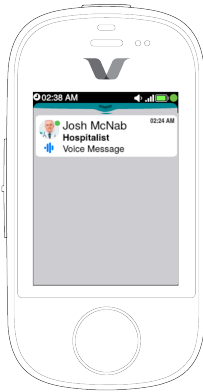
- Tapping the **Chat** icon in the Voice message or Call log from the Home Screen.
- Choosing a contact and tapping the **Chat** icon from the Directory Screen.
- Selecting the details of the chat participants.

You can chat with a user by accessing their information from the Home screen.

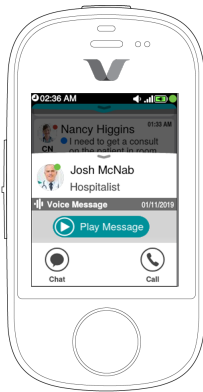
In this example, Hannah Smith is sending a chat message to Josh McNab. Hannah Smith uses the Voice Message event that appears on the Home screen.

To begin a chat conversation, perform the following steps:

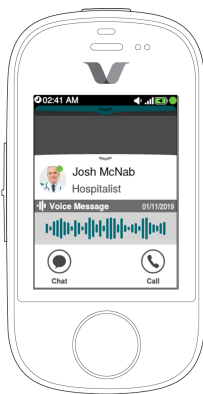
1. Tap Voice Message on the Home Screen.



The Voice Message details screen slides up.



2. Play the message.



3. Tap **Chat**.
The chat screen appears.



4. Tap **Keyboard**.



The keyboard appears in the landscape mode.

5. Type in the message.



6. Select words from the suggested list and tap the **Up arrow**.
The message is sent.

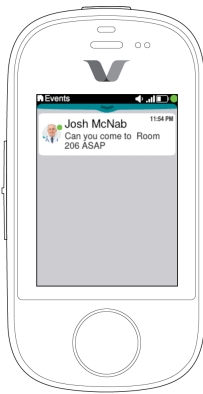
Sending a Quick Message

The Smartbadge provides an option to send a quick message when you have to send a message urgently.

In this example, Hannah Smith is sending a chat message to Josh McNab. Hannah Smith uses the quick message option to respond to Josh McNab.

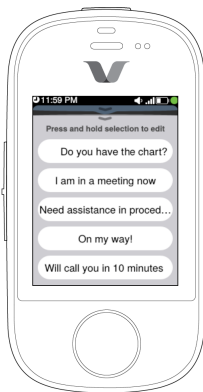
To send a quick message, perform the following steps:

1. Tap the Message on the Home Screen.



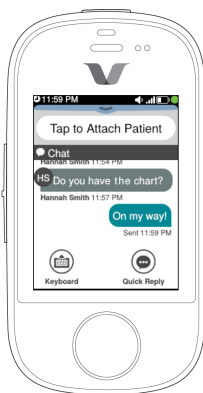
The quick messages configured by your administrator slides up.

2. Tap the quick message you wish to send.



The quick messages configured by your administrator slides up.

3. Tap the quick message you wish to send.



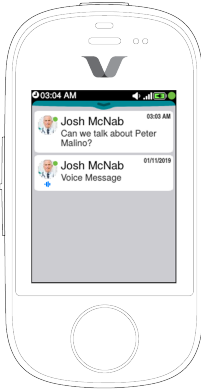
The quick message is sent.

Accessing Chat and Viewing Participants

You can access the chat screen by either choosing a contact and pressing the message button or by tapping a message on the Home Screen.

In this example, Hannah Smith views chat details and the participant list.
To access chat and view participants, perform the following steps:

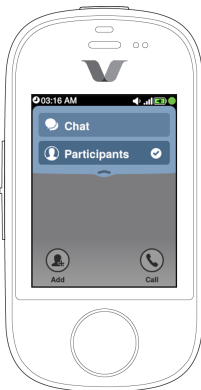
1. In the Home screen, tap the message you received.



The message opens, and you are navigated to the Directory screen.

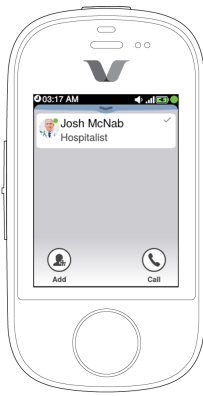


2. Tap on the chevron on the Directory Screen.



The Directory Screen options are displayed, and the tick mark appears on the **Chat** icon by default.

3. Tap the **Participants** option.



The participants in the chat are displayed.

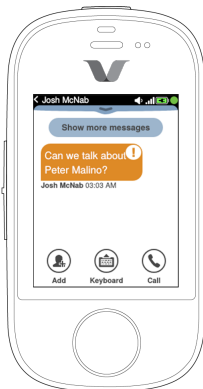
Adding Participants

You can add multiple participants to your chat conversation. You can add participants from favorites, groups, and search results.

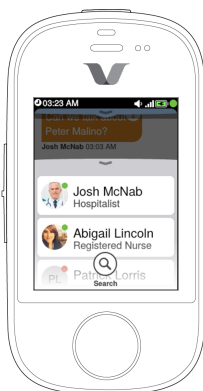
In this example, when Josh McNab and Jen McMaster are in a chat conversation, Abigail Lincoln is added to the chat conversation.

To add participants to your chat, perform the following steps:

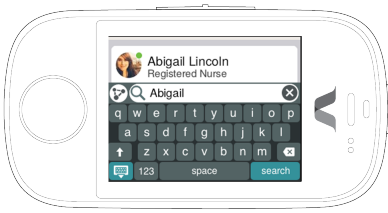
1. In the chat screen, tap **Add**.



The favorites screen slides up from the bottom of the screen.

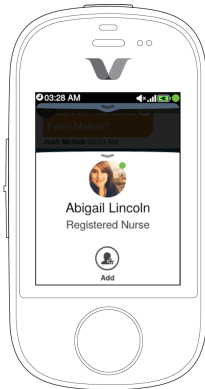


2. Tap the search option.

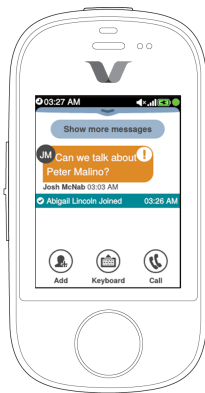


The Keyboard slides up.

3. Tap the contact you have searched.
Add icon appears on the contact details screen.



4. Tap the **Add** icon.



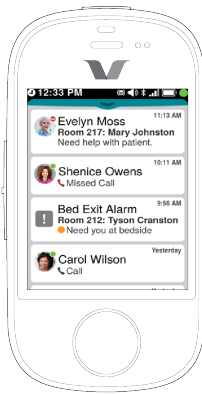
The contact is added to the chat conversation.

Hiding or Leaving a Conversation

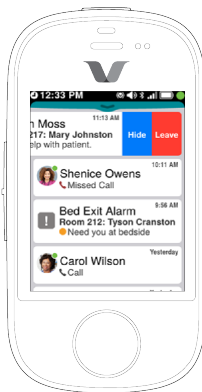
If you are no longer associated with a patient case, you can leave that conversation or hide it from your inbox. If you are logged in using VCS, the participant list in the conversation and the inbox of the endpoint are updated. The other participants receive a message that the participant has left the conversation.

In the following example, Evelyn Moss leaves a conversation. To leave or hide a conversation, perform the following steps:

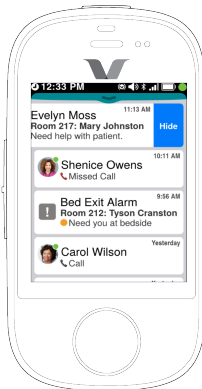
1. Navigate to the Inbox.
 The following screen is displayed.



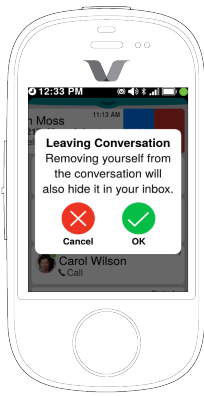
2. Swipe left on the conversation you want to Leave or Hide.
The following screen is displayed.



3. Choose one of the following:
 - Hide—To hide the conversation.
The conversation is hidden from the inbox.



- Leave—To leave the conversation.
The following message is displayed.



Note: Hiding a conversation only hides the conversation temporarily. A new message brings back the hidden conversation to the inbox. Leaving a conversation removes self from the conversation until you are added back to the conversation.

You leave the conversation or the conversation is hidden.

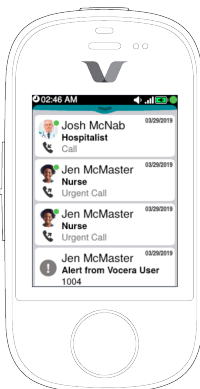
Setting Message Priority

You can set priorities for the chat messages you send.

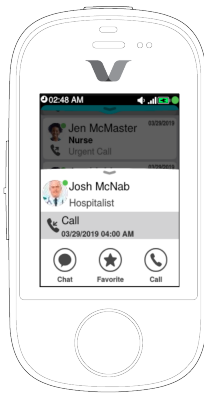
In this example, Hannah Smith is sending a chat message with different priorities at different instances to Josh McNab.

To set chat priorities, perform the following steps:

1. Navigate to the Home screen.
The following screen is displayed.



2. Tap user to call.



User details slide up.

3. Tap the **Chat** icon.



The chat screen appears.

4. Tap the **Keyboard** icon.



The keyboard appears in the landscape mode.

5. For normal priority, type in the message and tap the **Up arrow** icon.



The message is sent as a normal message.

6. For high priority, type the message and tap the **Priority** icon once and tap **Up arrow** icon.



The message is sent as a high priority message.

- For urgent priority, type the message and tap the **Priority** icon twice and tap **Up arrow** icon.



The message is sent as an urgent priority message.

Chat Using Speech-to-Text

You can send a chat message to a user using speech-to-text. You can begin a new chat or open an existing conversation.



Note:

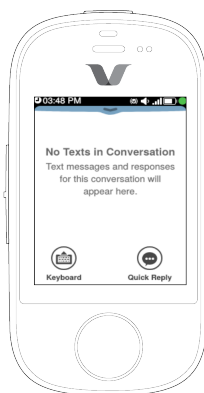
The Speech-to-text feature is not supported in the 6.x Vocera Platform releases.

In this example, Hannah Smith is starting a new chat with Ruby Poole.

To dictate a message within a conversation, perform the following steps:

- Tap **Chat**.

The chat screen opens.



- Tap the **Keyboard** icon.

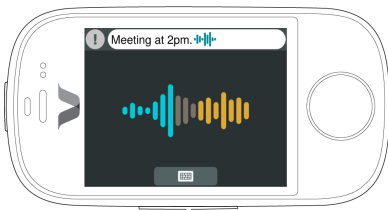
The keyboard is displayed.



3. Tap the **Microphone** icon on the keyboard.
The genie screen is displayed with a long beep.

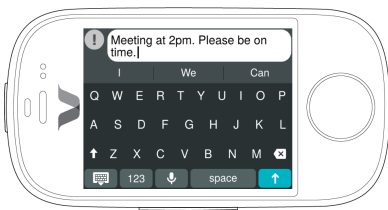


4. Dictate your message.



The speech message is converted to text.

5. After you complete dictating your message, the following screen is displayed.



Edit the message to make changes.



Note: You can also edit the message by tapping the microphone button any number of times to append the dictated text at the end of the existing transcribed text.

6. Tap the up arrow to send the message.
The message is sent.

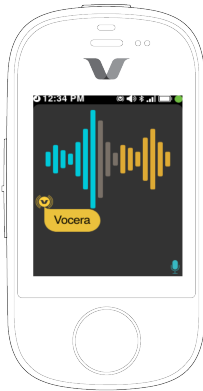
Handsfree Chat

You can send a handsfree chat message to a user, a group, or multiple users and groups.

In this example, Hannah Smith is sending a text message to the user Ruby Poole.
To begin handsfree chat conversation, perform the following steps:

1. Say "Ok Vocera."
The Smartbadge enunciates "Vocera."
2. Say "Send a text message to *Ruby Poole*."

The following screen is displayed.



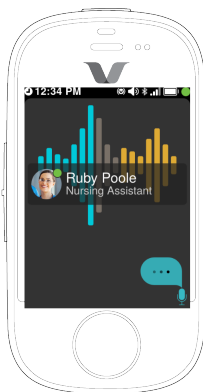
The genie enunciates the following message: "I believe you asked to send a text message to *Ruby Poole*. Is this correct?"

3. Say "Yes."

The genie enunciates the following message: "Sending a text message to *Ruby Poole*. Please speak after the tone."

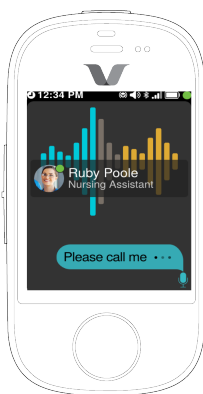
4. Dictate your message after you hear the tone.

The following screen is displayed.



5. Dictate the message to be sent.

The following screen is an example of the message sent.

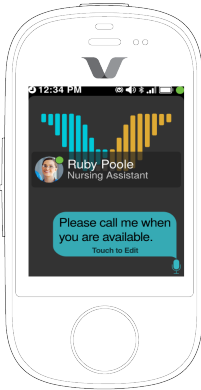


The dots indicate that you can continue to dictate the message.

**Note:**

Your administrator sets the maximum transcription time limit. By default, the value is set to **30** sec.

After the transcription is complete, the following screen is displayed.



6. Perform one of the following:

- **Send Message**#Confirm the request to send the transcribed message after it is played. Genie sends the transcribed text.
- **Edit Message**#Tap the **Touch to Edit** option on the screen, edit the message, and tap the up arrow.



- **Continue Dictation**#Tap the **Microphone** button to continue dictating the message.
- **Cancel Message**#Press the **DND** button or Say "No as the response to send message. Genie ends the session without saving the transcribed text."

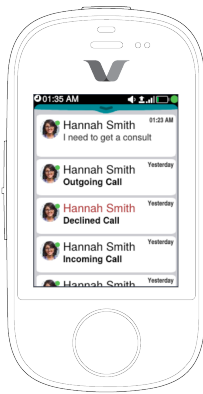
Calling a Chat Participant

You can call a chat participant from the chat screen without navigating to the Directory screen or look for the user on your home screen.

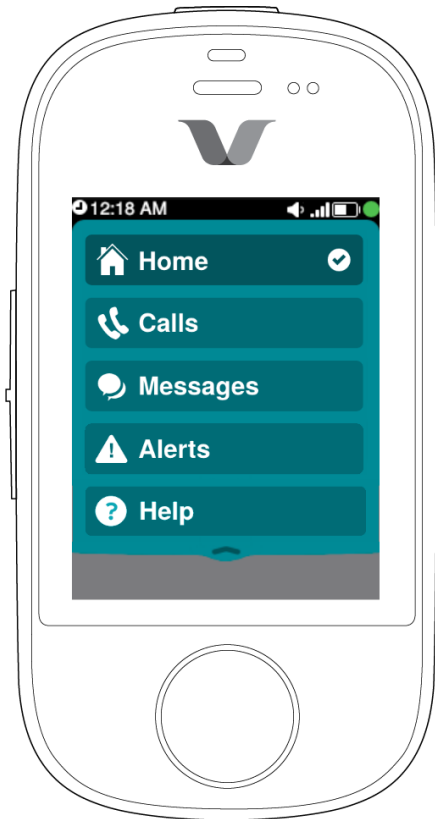
Calling Individual Chat Participants

To call an individual chat participant, perform the following tasks:

1. In the Home screen, tap the message you received.

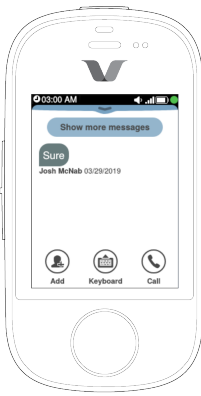


2. Tap **Messages**.

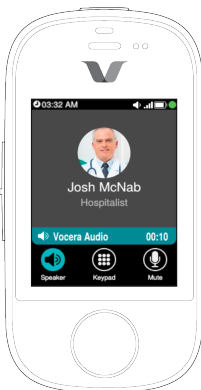
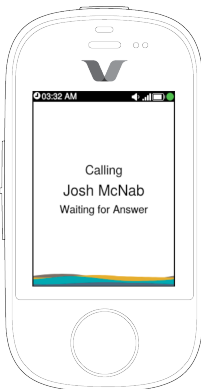


The messages are filtered

3. Open the message of the individual you want to call.



4. Tap the **Call** icon.

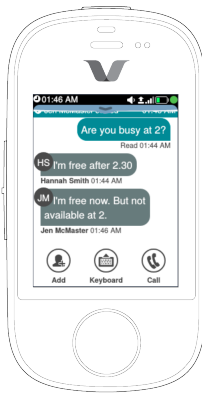


A call is initiated to the chat participant.

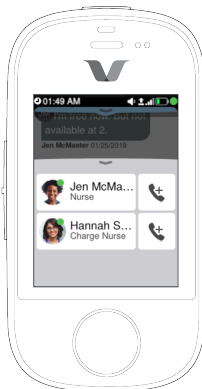
Calling a Chat Participant from a Multiple Participant Chat

To call a chat participant from a multiple participant chat, perform the following tasks:

1. On a multiple chat screen, tap the **Call** icon on the bottom of the screen.

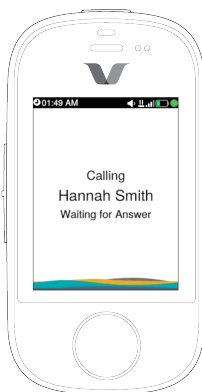


2. Tap the **Call** icon next to the participant name.

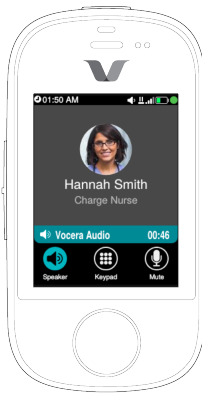


The list of participants slides up from the bottom of the screen. In this example, Hannah Smith is called.

3. Tap the Call icon next to the chat participant you wish to call.



A call is initiated to the chat participant.



The call is connected when the participant receives the call.

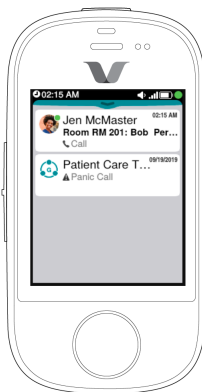
Attaching Patient Information to a Conversation

You can chat with care team members of the patients assigned to you. You can attach the details of the patient to the chat to set the context.

In the following example, Josh McNab navigated to the Home screen, selects the conversation had with Jen McMaster and sends a chat along with the patient information to set a context.

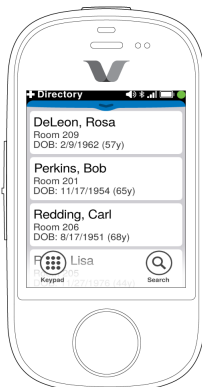
To share patient information with a user, perform the following steps:

1. Navigate to the **Home** screen.



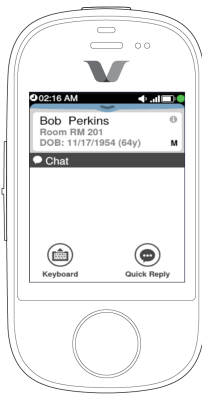
The list of patient list conversations and one-to-one conversations appear.

2. Tap the conversation of the Patient you wish to chat.



The details of patients assigned to you appear.

3. Tap patient information.



The chat screen is displayed.

4. Tap the keyboard icon.

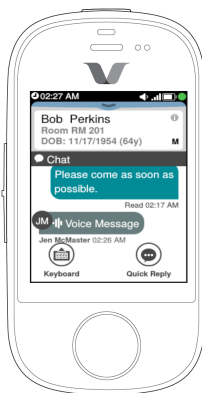


The keyboard is displayed.



Note: You can send quick messages if your administrator has created templates for quick messages.

5. Type the message and press the send arrow.



A chat message along, with the patient information is placed.

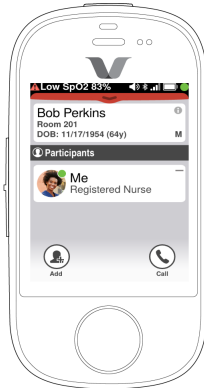
Adding a Care Team Member to a Conversation

You can add a care team member to a conversation of the patients assigned to you.

In the following example, Jen McMaster is adding a care team member Ruby Poole, to the conversation of the patient Bob Perkins. To add a care team member to a conversation of a patient, perform the following steps:

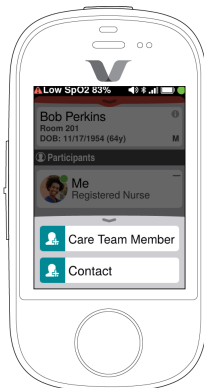
1. Navigate to the participant screen.

The following screen is displayed.



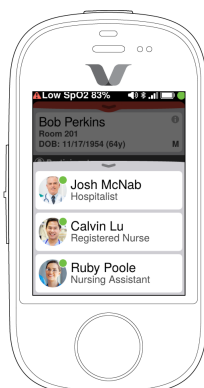
2. Tap **Add**.

The options **Care Team Members** and **Contact** is displayed.



3. Tap **Care Team Member**.

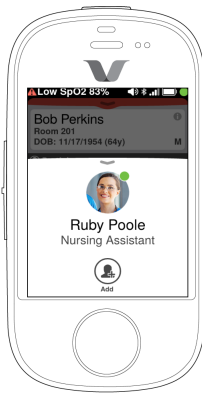
The list of the Care Team Members assigned to the patient is displayed.





Note: Use the **Contact** option to add a user from the favorite contact list.

4. Select the member you wish to add.
The following screen is displayed.



5. Tap **Add**.



The care team member is added to the conversation.

Understanding Your Smartbadge Settings Screen

This section provides details of your account. It helps you set your DND duration and also helps you understand the Smartbadge settings.

My Accounts on the Smartbadge

My Accounts screen helps you set a DND duration to publish your non-availability.

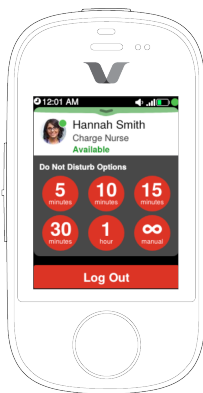
If the default screen does not appear, tap the chevron on the Setting screen and then select **My Account** .

In this example, the DND timer is set to 5 minutes.

To set DND from the Settings screen, perform the following steps:

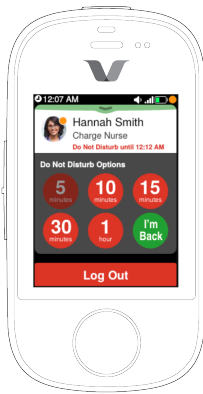
1. Navigate to the **Settings** screen.

The following default screen is displayed. The status is displayed as available.



The DND options 5 min, 10 min, 15 min, 30 min, 1 hour, and manual are displayed.

2. Tap a DND time option as per your requirement.



The selected timer value is set, the status is displayed as Do Not Disturb, and the Manual icon is flipped to **I'm Back**.

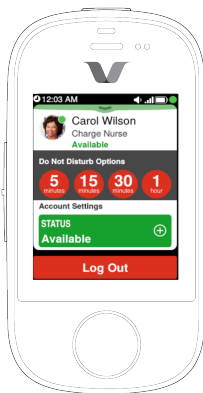
Tap the **I'm Back** icon to change your status to Available before the set period ends.

Setting up the Status Message on the Smartbadge

My Accounts screen helps you set a DND duration to publish your non-availability along with a message. If the default screen does not appear, tap the chevron on the Setting screen and then select **My Account**. To set DND message from the Settings screen, perform the following steps:

1. Navigate to the **Settings** screen.

The following default screen is displayed. The status is displayed as available.



The DND messages displayed are based on the Administrator settings. Following is an example of the possible status messages your administrator could set.

2. Select one of the status messages.






The status message is set.



Smartbadge Settings


You can customize your Smartbadge to suit your requirements.

The following table provides information on the settings available on your Smartbadge.

Settings	Details	Description
Badge Information		
System	Badge Serial Number	Displays the serial number of your Smartbadge.
	Badge Label	Displays the label of your Smartbadge.
	Firmware Build Number	Displays the firmware build loaded on your Smartbadge.
	Firmware Build Date	Displays the firmware build date.
	User	Displays the user ID of the user logged in.
Connection	Client Version	Displays the version of the client.
	Badge MAC Address	Displays the MAC address of the Smartbadge.
	Badge IP Address	Displays the IP address of the Smartbadge.
	Netmask	Displays the netmask details of the Smartbadge.
	Gateway	Displays the gateway address.
	Voice Server	Displays the IP address of the Voice Server.
	Voice Server Version	Displays the version of the Voice Server.
	VMP Version Not available in the Voice Server only mode.	Displays the version of the VMP Server.
	Voice Cluster	Displays the details of the voice cluster your Smartbadge is associated.
	Data Server Not available in the Voice Server only mode.	Displays the data server address.
Battery	Location	Displays the location of the access point.
	Voltage	Displays the details of the battery charge in volts.
Wireless	Charger	Displays if the charger is connected or not connected.
	AP MAC	Displays the MAC address of the access point that your Smartbadge is connected.
	SSID	Displays the name of the Service Set Identifier (SSID) used for naming the wireless network that your Smartbadge is associated with.
	Channel	Displays the channel number utilized.
	Bandwidth	Displays the bandwidth information. The options available are: <ul style="list-style-type: none"> 20 MHz

Settings	Details	Description
		<ul style="list-style-type: none"> 40 MHz 80 MHz  Note: Only 20 MHz bandwidth is supported on 2.4 GHz band and 20, 40, and 80 MHz bandwidth are supported on 5 GHz band.
	RSSI	Displays the RSSI value.
	NF	Displays the value for Noise Floor.
	Bluetooth Address	Displays the Bluetooth address of your headset.
	Bluetooth RSSI	Displays the Bluetooth RSSI value.
Security		
Encryption Status		
Not available in the Voice Server only mode.		
	Control Plane Security Type	Displays the control plane security type used. For example: DTLS.  Note: When encryption is disabled on the server or if the Smartbadge is connected to an older server, the Control Plane Security Type is None .
	Data Plane Security Type	Displays the data plane security type used. For example: TLS.  Note: For the Vocera Platform, the Data Plane Security Type is TLS. On 5.1.x, Data Plane Security Type is HTTPS or None depending on the VMP address.
	Serial Number Begins On Expires On	Specifies the details of the client certificate used for Wi-Fi authentication, the date the certificate begins and expires on.
Client Certificate		
Multicast Diagnostics		
	Multicast IP Address	Displays the multicast IP address.
	IGMP Version	Displays the IGMP version used.
	IGMP Status	Displays the IGMP status. The status options are: <ul style="list-style-type: none"> Off Joining Listening Rejoining Rejoined Transmitting Left
	Received Packets	Displays the packets received.
	Transmitted Packets	Displays the packets transmitted.

Settings	Details	Description
	Total Packets	Displays the total number of received and transmitted packets.
Audio Settings		
	Bluetooth	Specifies the options to set the Bluetooth mode. The options available are: <ul style="list-style-type: none"> • Enabled • Disabled
	Volume	Specifies the options to increase and decrease volume. <ul style="list-style-type: none"> • Speaker • PPE Mode Speaker • Handset • Wired Headset • Bluetooth
	PPE Mode	Specifies the options to set the Smartbadge to PPE mode. The options available are: <ul style="list-style-type: none"> • Enabled • Disabled  Note: PPE mode option is available if your administrator enables it.
	Group Mode	Specifies the option to ensure noise-canceling microphones are turned off while users are on a call.  Note: Group mode does not apply to Vocera Genie calls, which always utilize noise-canceling microphones for enhanced recognition. <p>Group Mode widens the speech zone, allowing additional people to speak into the primary microphone of the badge. The options available are:</p> <ul style="list-style-type: none"> • Enabled • Disabled <p>Disable this option if you want to eliminate background noise when users are on a call.</p> <p>Widening of the speech zone (Speech Zone Fallback) is automatically enabled when the badge is turned to a 105-degree angle to improve voice recognition.</p>
	Handset Mode	Specifies the options to enable or disable Handset Mode. Set the option to automatic to enable auto-set handset mode when raised to ear. The options available are: <ul style="list-style-type: none"> • Automatic • Enabled

Settings	Details	Description
Display Settings	Ok Vocera	<ul style="list-style-type: none"> Disabled <p>Specifies the options to activate the voice command "OK Vocera" to initiate a Genie call. The options available are:</p> <ul style="list-style-type: none"> Enabled Disabled
	Screen Brightness	<p>Specifies the options to enables you to increase or decrease the screen brightness from 0-9. The options available are:</p> <ul style="list-style-type: none"> Enabled Disabled
	Rotation Lock	<p>Specifies the options to enable or disable the screen rotation lock. The options available are:</p> <ul style="list-style-type: none"> Enabled Disabled
	Screen Timeout	<p>Specifies the options to enable the options to set the screen timeout duration. The options available are:</p> <ul style="list-style-type: none"> 15 seconds 30 seconds 1 Minute 2 Minute
	Raise to Wake	<p>Specifies the options to enable or disable screen activation when tilted to view new notification. The options available are:</p> <ul style="list-style-type: none"> Enabled Disabled
Button Settings		
	Call Button Sensitivity	<p>Specifies the options to increase or decrease call button delay. Use the slider to adjust the value for the call button delay. The default value is 300 ms. The options available are:</p> <ul style="list-style-type: none"> 150 ms 250 ms 300 ms 350 ms <div>  Note: For Voice Server only mode the default value for the call button delay is 150 ms. </div>
	Push-To-Talk Timing	<p>Specifies the options to increase or decrease Push-To-Talk Timing (PPT) delay. Use the slider to adjust the time that suits your need. The default value for the PPT delay is 800 ms. The options available are:</p> <ul style="list-style-type: none"> 700 ms

Settings	Details	Description
		<ul style="list-style-type: none"> • 750 ms • 800 ms • 850 ms • 900 ms • 950 ms
Keyboard Settings Not available in the Voice Server only mode.		
	Haptic Keyboard	Specifies the options to enable or disable haptic feedback during a chat conversation or a directory search, every time a key is pressed on the keyboard. The options available are: <ul style="list-style-type: none"> • Enabled • Disabled
	Keypress Click	Specifies the options to enable or disable audio feedback for the keyboard. Each time a key on the keyboard is touched, a soft click sound is triggered. By default, the option is disabled. The options available are: <ul style="list-style-type: none"> • Enabled • Disabled
Help		Displays the following help topics: <ul style="list-style-type: none"> • Badge Introduction • The Events Area • The Directory • Badge Settings • Conversations Tap a topic to open the related help.
Power Down	—	Specifies the option to power down your Smartbadge.
Reboot Device	—	Specifies the option to reboot services.
Restart Services	—	Specifies the option to restart services.
Change PIN Not available in the Voice Server only mode.	—	Specifies the option to change Smartbadge authentication PIN.

Using Voice Features

This section provides information about the most-frequently used voice commands, by category that you can use on the Vocera badges.

Basic Commands and Settings

This section helps you understand the basic actions you can perform with your badge. 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 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 29.

Logging In and Logging Out Your Badge

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 Call 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.

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?"	—

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 you recurring reminders.

After you initiate 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 171.

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 Keisha Hernandez Record a reminder for Keisha Hernandez and George Ngu and Sally Wassermann .	Schedule a reminder for Keisha Hernandez and George Ngu Send a reminder to Keisha Hernandez and George Ngu and Sally Wassermann
Create a recurring reminder for a single user or multiple users	Record a recurring reminder for Keisha Hernandez Record a recurring reminder for Keisha Hernandez and George Ngu and Sally Wassermann .	Schedule a recurring reminder for Keisha Hernandez and George Ngu Send a recurring reminder to Keisha Hernandez and George Ngu and Sally Wassermann
Create a voice reminder for a group	Record a reminder for Oncology	Schedule a reminder for Oncology Send a reminder to Oncology
Create a recurring voice reminder a group	Record a recurring voice reminder for Oncology	Schedule a recurring reminder for Oncology Send a recurring reminder to Oncology

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 and sees the name of the sender flash briefly on the screen of their Vocera badge.
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, your name will appear on the screen of your device and is also 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>" and display the sender's name on the recipient's badge screen. For more information, refer to [Issuing Urgent Commands](#) on page 171.

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 x minutes, where x is from 5 to 90 minutes Every y hours, where y is from 1 to 23 Every x minutes and y hours, where x is from 1 to 59, and y is from 1 to 23 Every weekday at y hours, x minutes from sd to ed , where weekday is a day of the week, y is from 1 to 23, and x is from 1 to 59, sd is the start date and ed 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 can specify: <ul style="list-style-type: none"> • "... every 30 minutes" • "...every 5 minutes for the next 8 hours" • "...every 8 hours for the next 24 hours" • "...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). You cannot specify: <ul style="list-style-type: none"> • "... every 100 minutes" • "...every 2 minutes for the next 48 hours" • "...every 100 minutes for the next 2 days" • "...every 88 minutes for the next 2 weeks" • "...past dates or times for recurring reminders with a start and end date.

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	

Enabling DND

You can use voice commands to enable the Do Not Disturb (DND) mode to publish your non-availability.

The voice commands help you use your badge hands-free when wearing it under PPE. However, you can use the commands in normal situations as well.

You can enable DND with or without specifying a duration.

The following table lists the voice commands you can use to enable or disable DND.

Action	Recommended Voice Commands	Alternative Forms
Enable DND	"Turn on DND"	"Enable do not disturb"
Enable DND for 5, 10, 15, or 30 minutes	"Turn on DND for <time> "	"Enable do not disturb for <time> minutes"
Enable DND for 1 hour	"Turn on DND for 1 hour"	"Enable do not disturb for 1 hour"
Disable DND	"Turn off DND"	"Disable do not disturb"

Adjusting Badge Volume


You can use voice commands to adjust the volume of your Vocera Device (Smartbadge and Minibadge) Badge Badge volume.

The voice commands help you use your badge hands-free when wearing it under PPE. However, you can use these commands in normal situations as well.

You can use the voice commands to increase or decrease the volume and set the volume to low, medium, or high. You can also set a volume range from 0 to 10, which is mapped to 0-6 levels on the badge.

The following table lists the voice commands you can use to adjust your badge volume.

Action	Recommended Voice Commands	Alternative Forms
Increase the volume	"Increase the volume"	"Turn up the volume" "Turn the volume up"
Decrease the volume	"Decrease the volume"	"Turn down the volume" "Turn the volume down"

Action	Recommended Voice Commands	Alternative Forms
Set the volume to minimum	"Set the volume to minimum"	"Set the volume to low" "Set the volume to off" "Change the volume to vibrate"
		 Note: The device vibrates only if the minimum volume is set to 0 in the device properties. By default, the minimum volume is set to 1.
Set the volume to medium	"Set the volume to medium"	
Set the volume to maximum	"Set the volume to maximum"	"Change the volume to high"
Set a volume range	"Set the volume to <volume range>" Range: 0-10	"Change the volume to <volume level>"

Checking the Battery Level

You can use voice commands to check the battery level of your Vocera Device.

This command helps you use your badge hands free when wearing it under PPE. You can use this command in normal situation as well.

The following table lists the voice commands you can use to check the battery level of your badge.

Action	Recommended Voice Commands	Alternative Forms
Check the battery level	"Check battery life"	"Check battery status" "What is my battery status?"

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 plays call and message announcements through **both** the device speaker and the headset. These dual announcements ensure that you will always be notified of incoming calls or messages, even if your headset is temporarily off. Once you accept the call or begin playing the message, the audio is routed exclusively through the headset.
- **Disabled**—The badge plays call and message announcements, as well as the audio of the call or message, exclusively 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 on announce through speaker.
Play announcements through the headset when headset plugged in	Turn off announce through speaker.

Additional Calling Options

The available commands for general use on the Vocera badge are provided in this section.

Your Vocera device provides one-touch communication. To begin any call or to record or play messages, press the Call button to summon the Vocera Genie. The Genie answers with a tone, a prompt, or both depending on the setting that is active for your device and is then ready to accept your voice commands.

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 .

Action	Recommended Voice Commands	Alternative Forms
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 .

Transferring a Call to a Badge

You can use voice commands to help you transfer a call to a badge and to a desk.

Action	Recommended Commands
Transfer a call to a badge	"Transfer to <i>Mary Smith</i> ." "Transfer to <i>Tech Support</i> ."
Transfer a call to a desk extension	"Transfer to extension 2457."*

* = requires permission or telephony integration.

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 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 Poison Control .	Find Poison Control . Get me Poison Control . Contact Poison Control .

Action	Recommended Voice Commands	Alternative Forms
Call an outside buddy *	Call My Mom .	Find My Mom . Get me My Mom . Contact My Mom .

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, regardless of what they are doing at the time.

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 Yukio Nakamura .	Urgent call to Yukio Nakamura . Urgent call Yukio Nakamura .
Issue an urgent broadcast *	Urgently broadcast to Managers .	Urgent broadcast to Managers .
Initiate an urgent three-way conference call. *	Urgently conference James Madison and Mary Lamb .	Urgent conference James Madison and Mary Lamb .
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"> • Urgently invite Robin Hood. • Urgently call Robin Hood. 	Urgent invite Robin Hood . Urgent call Robin Hood .
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 Keisha Hernandez Record an urgent reminder for Keisha Hernandez , George Ngu , and Sally Wassermann Record an urgent reminder for Oncology	Schedule an urgent reminder for Keisha Hernandez Schedule an urgent reminder for Keisha Hernandez , George Ngu , and Sally Wassermann Schedule an urgent reminder for Oncology Send an urgent reminder to Keisha Hernandez Send an urgent voice reminder to Keisha Hernandez , George Ngu , and Sally Wassermann Send an urgent reminder to Oncology

Handling Messages

This section helps you understand how to handle voice and text messages.

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 John Smith .	Send a message to John Smith.
Send a message to the members of a group	Record a message for Tech Support .	Send a message to Tech Support .
Send an urgent message to a user	Record an urgent message for John Smith .	Send an urgent message to John Smith .
Send an urgent message to the members of a group	Record an urgent message for Tech Support .	Send an urgent message to Tech Support .

Sending a Text Message

You can send text messages to individual users or send messages to all members of a group simultaneously.

If you have the speech-to-text feature enabled by your administrator, you can send text messages or initiate a chat with users and group by providing voice input using the microphone icon. When the feature is **not** enabled, the microphone icon is disabled and the Genie indicates it when you use the command, **Send a text message to <User Name>**.



Note: You cannot send a text message to the **Everyone** group and **Address Book Entries**.

The following table shows the commands for sending text messages:

Action	Recommended Voice Commands	Alternative Forms
Send a text message to a user	"Send a text message to John Smith ."	"Send a text to John Smith ."
Send a text message to the members of a group	"Send a text message to Tech Support ."	"Send a text to Tech Support ."

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.

The Genie assumes you are working with voice messages if you do not speak the modifying words "voice" and "text" when you play or delete messages.

Use the following commands to work with voice messages:

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

Playing Text Messages

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

You must speak the modifying word “text” when you issue commands to play text messages.

If you do not speak the modifying words “voice” or “text” when you play messages, the Genie assumes you are working with voice 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 .

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

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

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 .

Voice PIN to Play Messages

Voice PIN authentication provides added security when an unauthorized user attempts to log in using your name or tries to play your messages.

You can record a five digit personal identification number (PIN) to log in or access your voice messages securely. You can choose any five numbers between 0 to 9 to create a voice PIN.

The voice PIN authentication is not enabled by default. Your system administrator must enable the required security permissions to allow you to record a voice PIN.



Note: Your voice PIN proves your identity, similar to your email password or the ATM card PIN you don't want to share with unauthorized users. As a security best practice, Vocera recommends that you record your voice PIN in an area where unauthorized users can not hear you.

Use the following commands to record and erase a voice PIN:

- Record a Voice PIN
- Erase a Voice PIN
- Erase a PIN for Another User

After you record your voice PIN, the Genie prompts you to say your voice PIN to listen to your voice messages. If you have "Require authentication to login" permission enabled, then the Genie will prompt you to say your voice PIN to log in.

The following table summarizes the commands for recording or erasing a voice PIN:

Action	Recommended Voice Commands	Alternative Forms
Record your Voice PIN	"Record a Voice PIN"	"Record my Voice PIN"
Erase your Voice PIN	"Erase Voice PIN"	"Erase my Voice PIN"
Erase the Voice PIN for another user	"Erase Voice PIN for <i>John Smith</i> ."	—

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 the phone or pager numbers.

Vocera sends the recipient's pager a callback 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 their 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 pager number, 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 how 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 Tom Mailer .	
Send a page to a Vocera group	Page Tech Support .	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 3964 .	

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.

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

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.

Working with Groups on Your Vocera Device

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 Technical Support .
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 Technical Support .
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 Technical Support ?	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 John Smith ? Locate John Smith ? Locate nearest member of Tech Support ? Locate closest member of Tech Support ?	
Find out your current location *	Where am I?	
Find out the current location of another user *	Where is John Smith ?	
Find a group member near a certain location *	Locate a member of Tech Support near The Cafeteria .	

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 Tech Support .
Initiate an urgent broadcast to a group	Urgently broadcast to Tech Support . *
Initiate an urgent broadcast to the emergency broadcast group	Press the Panic Call button.
Cancel a broadcast	Press the Call button while listening to the broadcast.
Reply to everyone	<ol style="list-style-type: none"> 1. Press and hold the Call button before the broadcast ends. <ul style="list-style-type: none"> • 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.

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.

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	<ol style="list-style-type: none"> 1. Press the Call button, then wait to hear the log-in prompt. 2. Connect to your home site as follows: Connect to Santa Cruz. 3. Wait for the next log-in prompt, then say or spell your name as usual: April Buckley.

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

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"> 1. Connect to a remote site. Connect to Santa Cruz. 2. Wait for the next Genie prompt, then say: Conference April Buckley. 3. After April is connected, press the Hold/DND button to put the call on hold. 4. Connect to another remote site: Connect to Scotts Valley. 5. Invite another user to the conference call: Invite John Smith.

Commands for Group Managers

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

You can use voice commands to add and remove 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 May Hu to Technical Support .
Add yourself to a group	Add me to Technical Support .
Remove a user from a group	Remove May Hu from Technical Support .
Remove yourself from a group	Remove me from Technical Support .

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 Technical Support .	Record name prompts for Technical Support .
Record a greeting for a group	Record greeting for Technical Support .	

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.

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

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

User Action	Recommended Voice Commands	Genie Action
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

Care team connect

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.

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.

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.



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, improving 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.

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.

PPE Mode

When you wear your Vocera device under Personal Protective Equipment (PPE), it is not easy to touch the device to perform some tasks. To accomplish these tasks efficiently, you can turn on the PPE mode.

This mode adjusts your Vocera device settings to improve speech recognition by boosting high-frequency audio output to overcome microphone challenges when using the Vocera device with a Powered Air Purifying Respirator (PAPR). Also, it improves haptic response by making the Call button more sensitive to touch under a gown. You can enter the PPE mode using a voice command. To improve your experience in the PPE environment, you can use voice commands for **adjusting badge volume**, **enabling DND**, and **checking battery life**.

Entering and Exiting the PPE Mode

You can use voice commands to enter and exit the PPE mode.

The PPE mode adjusts your badge settings to improve speech recognition and haptic response when you wear your Vocera devices (Smartbadge and Minibadge) under PPE.

If the default volume set by the PPE command is not optimum, you can also change the volume using the voice commands. This setting is retained the next time you enter the PPE mode.

If your badge is already in the PPE mode, the command disables the PPE mode. The following table lists the voice commands you can use to enter or exit the PPE mode.

Action	Recommended Voice Commands	Alternative Forms
Enter or exit the PPE mode	" Change PPE mode"	"Switch PPE mode" "Toggle PPE mode"

Voice Server Only Mode

This section provides the details of the capabilities available on the Smartbadge while using the Voice Server only mode.

The 5.0.5 and 5.1.5 firmware enables the Smartbadge to operate in this mode.

Only the following features are available for the Smartbadge in the voice-only mode:

- All call and broadcast capabilities, including instant conferences and panic calls.
- You can navigate through the screens using a vertical swipe.
- The main screens available are:
 - **Events/Home Screen**—Lists the message from Voice Server user consoles, Staff Assignment, alerts from integrations and messages from the Vocera Secure Texting solution. A maximum of 20 items are displayed in the Events screen.
 - **Settings Screen**— Provides access to the badge settings, and displays the user details and their current availability state (Do Not Disturb, Available, or Code Lavender.)
- Swipe to the right from any main screen to lock the Smartbadge.

For more information on Badge Settings, refer to [Smartbadge Settings](#) on page 155.
- To delete an event in the Home Screen, swipe to the left to reveal the red “X” and press the “X.”
- The Smartbadge chirps and an indicator is displayed on the status bar if a Voicemail is received.

Using a Vocera Device with Smartphone Apps

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"> You can log in to both VCS or Vina and your Vocera device at the same time. The Vocera icon appears on the Vina app when you log in to the Vina app. 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. When you log in to the Vina app after logging in to your Vocera device, the Vina app icon changes to your device icon. 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. If you log in to your Vocera device first, followed by VCS or Vina, you remain logged in for voice on your Vocera device. 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." 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.
Logout	<ul style="list-style-type: none"> If you log out of the Vina app, all the calls, messages, and alerts are received on your Vocera device. 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.
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"> Your Vocera device is the voice device, so it receives all calls and broadcasts. Calls initiated from VCS or Vina contacts are audio-connected on your Vocera device. 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.
Voicemail	<ul style="list-style-type: none"> You can play the Voicemail from either endpoint, but the Smartbadge is where the message audio will be played. The "listened to" status is reflected on both endpoints irrespective of where the playback is initiated.

Feature	Status
Alerts	<ul style="list-style-type: none"> Alerts are delivered to both endpoints. Your Vocera device plays the appropriate kerplunks based on the alert priority. Alerts can be read and responded to on either endpoint. The alert messages reflect as read or answered in the other endpoint. When an alert is deleted, it is reflected on all endpoints.
Text messages	<ul style="list-style-type: none"> Your Vocera device plays the appropriate kerplunks based on the message priority. Messages can be read and responded to on either endpoint. The text messages reflect as read and answered in the other endpoint. Sent messages are reflected on both endpoints. When a conversation is deleted, it is reflected on all endpoints.
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"> Smartbadge is logged out. VCS or Vina device becomes the primary device for voice and messaging.
DND status	<ul style="list-style-type: none"> 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. Setting voice DND on VCS or DND on Vina, sets DND for your Vocera device. Selecting timed DND on VCS or Vina sets the timed DND for your Vocera device. Selecting text DND on VCS does nothing for your Vocera device.
Button behavior during DND	<ul style="list-style-type: none"> 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. 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.
DND status during login and logout	<ul style="list-style-type: none"> 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. 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.

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