stryker

Vocera Voice Commands Reference Guide

Version 5.3.2

Notice

Contents

Introduction

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

About This Guide

This guide details the Voice Commands that you can use on your Vocera badges and smartphones to communicate. It captures the basics of voice commands, commands to work with the Genie, communication with multiple sites, calling commands, message commands, group commands, and care team support commands.

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

Product Applicability

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

Supported Products	Vocera Firmware	Supported Vocera Software
B3000 and B3000n	Up to Firmware Release 5.0.0	Vocera Voice Server 5.3.1

Feature Applicability

This section lists the features and the supported Vocera software.

Feature	Badge	Supported Vocera Software
Basic Commands		
Logging In and Logging Out		
Getting Identity and Time Information		
Offer to Learn a Spelled Name	B3000n	Vocera Voice Server 5.3.0
Reminders		
Recording Reminders	B3000n	Vocera Voice Server 5.3.0
Recording Voice Reminders for a Group		
Recording Recurring and Non-recurring Voice Reminders	B3000n	Vocera Voice Server 5.3.0

Feature	Badge	Supported Vocera Software
Create an urgent voice reminder for yourself		
Create an urgent voice reminder for a single user, multiple users, or a Vocera group		
Deleting Reminders		
Working with the Genie		
Summoning and Dismissing the Genie		
Summoning Help in an Emergency		
Getting and Exiting Genie Help		
Training the Genie		
Training the Genie to learn a name		
Training the Genie to learn common commands		
Training the Genie to recognize the way you say other commands		
List of Commands That Genie Can Learn		
Changing the Genie Persona	B3000n	Vocera Voice Server 5.2.3
Recording Your Name and Greeting		
Categories for Genie Help		
Unlearn the training		
Delete all your learned commands		
Communicating with Multiple Sites		
Working with Sites		
Logging In at a Site you are Visiting		
Calling Commands		
Blocking and Accepting Calls		
Transfering a Call		
Forwarding a Call		
Calling an Address Book Entry or Buddy		
Calling Other Users		
Calling with Department Names		
Calling Telephone Numbers		
Connect incoming calls immediately		
Ask before connecting incoming calls		
Using the Auto Answer Commands		
Play announcements through badge speaker when headset plugged in		
Play announcements through headset when headset plugged in		

Feature	Badge	Supported Vocera Software
Place an urgent call		
Urgently add another party to a call		
Announce Caller or Phone Number on Incoming Calls	B3000n	Vocera Voice Server 5.3.0
Add a Doctor Prefix to Alternative Spoken Names	B3000n	Vocera Voice Server 5.3.0
Broadcast		
Issue an urgent broadcast		
Broadcasting to a Group	B3000n	Vocera Voice Server 5.3.1
Starting a Code Lavender Broadcast Call	B3000n	Vocera Voice Server 5.3.0
Sending Voice Mail to a Broadcast Number or Conference	B3000n	Vocera Voice Server 5.3
Messages		
Sending Messages		
Listening to Messages		
Listening to Missed Calls and Message Histories		
Play the next message		
Replay the current message		
Get the date the message was received		
Get the time the message was received		
Save the message you just played or are in the process of playing		
Delete the message you just played or are in the process of playing		
Cancel message play		
Sending and Receiving Numeric Pages	B3000n	Vocera 4.1 GA or later
Play Voice Mail Messages on Logout	B3000n	Vocera Voice Server 5.3.0
Setting Up a Voice PIN Authentication	B3000n	Vocera Voice Server 5.3.0
Conference Commands		
Using Instant Conferences		
Join a conference		
Leave a conference		
Start conferencing or reply		
Find out what conference you are in		
Find out who is in your conference		
Find out who is in any conference		

Feature	Badge	Supported Vocera Software
Placing a Three-Way Conference Call Between Different Sites		
Placing a Three-Way Conference Call		
Supervised Conferencing		
Initiate an urgent three-way conference call.		
Voice Mail		
Sending Voice Mail to a Broadcast Number or Conference	B3000n	Vocera Voice Server 5.3.0
Enabling Group Voice Mail	B3000n	Vocera Voice Server 5.3.0
Group Commands		
Calling a Group Member		
Joining or Leaving a Group		
Locating Users and Groups		
Broadcasting to a Group		
Calling a User or Group Member		
Group Manager Commands		
Adding and Removing Group Members		
Recording Names and Greetings for a Group		
Record a name prompt for a group		
Find out who belongs to a group.		
Enabling Group Voice Mail	B3000n	Vocera Voice Server 5.3.0
Care Team Support Commands		
Easter Eggs		
Disable Easter Egg Commands by Site	B3000n	Vocera Voice Server 5.3.0
Using Code Lavender Commands		
Scheduling a Code Lavender Call		
Starting a Code Lavender Broadcast Call		
Mindfulness Commands	B3000n	
Environmental Services		

Related Documentation

This topic lists the documents supporting the Vocera Voice Command Reference Guide.

The following documents support the Vocera Badge User Guide:

- Vocera Badge User Guide—Specifies the badge features and commands.
- Vocera Badge 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 Infrastructure Planning Guide—Specifies the recommended configuration of infrastructure to support Vocera.

Basic Commands

This section provides information about the basic and the most-frequently used voice commands.

Logging In and Logging Out

You can use the log in and log out commands to access the badge and exit from the badge.

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

Action	Recommended Commands
Log in	"Your first and last name."
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	1. "Connect to *<Site Name>*." For example: Santa Cruz 2. Wait for the next log-in prompt, then say or spell *Your name*. For example: April Buckley.

Recording Names and Greetings

To allow your callers to hear your name in your voice, and to 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 to 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 list 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 Reminders

The commands that you can use to record reminders are listed in this topic.

Action	Recommended Voice Commands	Alternative Forms
Create a voice reminder for yourself	"Record a reminder"	"Schedule a reminder" "Send a 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 " "Send a reminder to Keisha Hernandez and George Ngu and Sally Wassermann "
Create a voice reminder for a Vocera group	"Record a reminder for *Oncology*"	"Schedule a reminder for *Oncology*" "Send a reminder to *Oncology*"
Create a recurring voice reminder for: • Yourself • Another user • Multiple users • Vocera group	Schedule a recurring reminder for : • "Record a recurring reminder for *myself*" • "Record a recurring reminder for *Keisha Hernandez*" • "Record a recurring reminder for *Keisha Hernandez* and *George Ngu* and *Sally Wassermann*" • "Record a recurring reminder for *Oncology*"	"Schedule a recurring reminder for : • *myself*" • *Keisha Hernandez*" • *Keisha Hernandez, George Ngu,* and *Sally Wassermann*" • *Oncology*" "Send a reminder to: • myself or self" • *Keisha Hernandez*" • *Keisha Hernandez* and *George Ngu* and *Sally Wassermann*" • *Oncology*"
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 Hernadez.*" "Record an urgent reminder for *Keisha Hernadez* and *George Ngu* and *Sally Wassermann.*" "Record an urgent reminder for *Oncology.*"	"Schedule an urgent reminder for *Keisha Hernadez.*" "Schedule an urgent reminder for *Keisha Hernadez* and *George Ngu* and *Sally Wassermann.*" "Schedule an urgent reminder for *Oncology.*" "Send an urgent reminder to *Keisha Hernadez.*" "Send an urgent voice reminder to *Keisha Hernadez, George Ngu,* and *Sally Wassermann.*" "Send an urgent reminder to *Oncology.*"

Deleting Reminders

The commands that you can use to delete reminders are listed in this topic.

Action	Recommended Voice Commands	Alternative Forms
Delete a recurring or non-recurring scheduled or pending voice reminders for yourself	"Delete voice reminder"	"Delete reminder"
Delete all pending voice reminders	"Delete all scheduled reminders"	"Delete all voice reminders"
Delete one or more recurring or non-recurring voice reminder for yourself, another user, or a group	"Delete scheduled reminders"	"Delete voice reminders"

Setting Device Properties

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

Announce through Speaker Commands

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

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

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

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

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 take 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."

Working with the Genie

This section provides information about the voice commands that you can use to interact with the Genie.

Summoning and Dismissing the Genie

You can summon and dismiss the Genie if you change your mind to do some other task.

Action	Recommended Commands
Summon the Genie	Press the **Call** button. Wait for the Genie to answer.
Dismiss the Genie	Cancel or press the **Hold/DND** button.

Changing Genie Persona

You can switch Genie persona using this command.

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"

Getting 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.

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."

Training the Genie

If the Genie has difficulty understanding your speech, don't get frustrated—you can train the Genie to recognize the way you say names and commands.

The Genie can learn the names of people, groups, and locations as well as 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 will prompt 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."
Unlearn the training	"Unlearn name." "Unlearn group name." "Unlearn an address book 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."

Commands that Genie Can Learn

If the Genie has difficulty understanding your speech, you can train the Genie to recognize the way you say names and commands.

Following is a list of commands that the Genie can learn:
- 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

Following is a list of additional commands that the Genie can learn.
- 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

Categories for Genie Help

The help categories available with the Genie Help and their actions are listed in this topic.

The Help Genie Questions	Actions
"Would you like help with joining a group?"	Adding a user to a group
"Would you like help with volume adjustment? "	Adjusting the volume
"Would you like help with calling?"	Placing calls
"Would you like to play the welcome tutorial?"	Playing the Welcome Tutorial
"Would you like help with broadcast? "	Sending a broadcast message
"Would you like help learning names? "	Training the Genie
"Would you like help playing messages?"	Playing message
"Would you like help sending messages?"	Sending message
"Would you like help deleting messages?"	Deleting messages

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

Calling Commands

This section provides information about the voice commands that you calling.

Calling an Address Book Entry or Buddy

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

Action	Recommended Voice Commands	Alternative Forms
Call an address book entry *	"Call *Poison Control.*"	Find *Poison Control* Get me *Poison Control* Contact *Poison Control*
Call an outside buddy *	"Call *My Mom.*"	"Find *My Mom.*" "Get me *My Mom.*" "Contact *My Mom.*"

* = requires permission or telephony integration.

Calling Other Users

To begin a call, press the **Call** button, wait for the Genie to answer, and then say "Call *<User's Name>.*"

If the person you are calling is already on a call, a tone will notify him or her that someone else is trying to call.

Note: If you press the **Call** button and Genie does not perceive speech, you will hear a request to repeat your command. The request is repeated three times, after which the call attempt is ended.

When you call a user who is not available, the call may be forwarded to another user or phone number. If no forwarding is set, the Genie tells you that person's status and asks if you want to leave a message. There are four possible status messages: not on the network, not logged in, busy on another call, and not available.

Action	Recommended Voice Commands	Alternative Forms
Call a user	"Call *John Smith.*"	"Find *John Smith.*" "Get me *John Smith.*" "Contact *John Smith.*"

Calling with Department Names

System Administrators set up departments to connect in a convenient way with other users on the Vocera system.

When you use a department in a voice command:

• Vocera differentiates 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."

- Vocera identifies a Vocera user when you know the first name and department, but not the last name, of other people at your site.

  For example, you can issue the voice command "Call Sue in Hardware."

  Important: Users in an Ordinary group are not identified with the first name and department. The Ordinary group members are NOT considered members of a parent department.

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

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 make calls to 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."

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

Use the following voice command to redial a phone number:

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

Redialing can save you time when you have 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 that 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."

Transfering a Call

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 *Mary Smith*." "Transfer to *Tech Support*."
Transfer a call to a desk extension	"Transfer to extension *2457*."*

* = requires permission or telephony integration.

Blocking and Accepting Calls

You can use block and accept calls commands to block calls, accept calls, and to find out who is currently blocked from calling your badge.

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?"

* = requires permission or telephony integration.

Forwarding a Call

You can forward a call to your desk phone, cell phone, home phone, voice mail, or another other outside number.

Action	Recommended Commands
Forward your calls	"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 voice mail."* "Forward my calls to extension *3245*." * "Forward my calls to an outside number."* "Forward my calls to another number." * "Forward my calls to *Tech Support*." "Forward my calls to *John Smith*." "Stop forwarding."
When asked **which** calls to forward, answer:	"All" "Unanswered" "Offline"

* = requires permission or telephony integration

Urgent Call 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

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.

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: • "Urgently invite *Robin Hood.* " • "Urgently call *Robin Hood.* "	"Urgent invite *Robin Hood*." "Urgent call *Robin Hood*."

Messaging Commands

This section provides information about the voice commands that you can use for messaging.

Sending an Email Message

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 a `.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

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.

The following table shows the commands for recording voice messages:

Action	Recommended Voice Commands	Alternative Forms
Send a voice message to a user	"Record a message for *John Smith*."	"Send a message to *John Smith*."
Send a voice message to the members of a group	"Record a message for *Tech Support*."	"Send a message to *Tech Support*."
Send an urgent voice message to a user	"Record an urgent message for *John Smith.*"	"Send an urgent message to *John Smith*."
Send an urgent voice message to the members of a group	"Record an urgent message for *Tech Support.*"	"Send an urgent message to *Tech Support*"

Playing or Deleting Text Messages

You must speak the modifying word text when you issue commands to play or delete text messages. You can use the following commands to work with text messages, regardless of whether they were sent through the User Console or by email.

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.*"
Delete text messages sent through the User Console	"Delete all text messages from *John Smith*."	"Erase all text messages from *John Smith.*"

Playing or Deleting 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.*"
Delete voice messages	"Delete all messages."	"Delete all voice messages." "Erase all messages." "Erase all voice messages."

Action	Recommended Voice Commands	Alternative Forms
	"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.* "

Listening to Missed Calls and Message Histories

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 to both new and previously heard message histories and review them for two full working days or until you delete them.

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 for the remaining two day period.

While the **Who Called** commands provide you with the identity of the caller, they do not play the actual message.

This table lists the voice commands used to discover who called when you were off the network, logged out, 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.

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 by pressing the **Call** button twice.

Action	Recommended Voice Commands	Alternative Forms
Play new voice messages	"Play messages."	"Play messages from *John Smith.*" "Play messages from *Marketing.*"
Play new text messages	"Play text messages."	—
Play old voice messages (previously played)	"Play old messages."	"Play old messages from *John Smith.*" "Play old messages from *Marketing.*"
Play old text messages (previously played)	"Play old text messages."	—
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	"Time stamp"	"Time"
Get the date the message was received	"Date stamp"	"Date"
Cancel message play	"Cancel"	"Goodbye"

Setting Up a Voice PIN

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 5 digit personal identification number (PIN) to securely log in or access your voice messages. You can choose any 5 numbers between the range of 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 that 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 login.

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

Action	Recommendeed 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 *John Smith.*"	—

Sending and Receiving Numeric Pages

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

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

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.*	—

Table 1: Sending a page

Action	Recommended Voice Commands
Send a page to a person or group in the Vocera system	Page Tom Mailer. Page Tech Support.
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 Favorites 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.	

Action	Recommended Voice Commands	Alternative Forms
Stop receiving numeric pages from Vocera users *	Disable pages.	

Table 2: Enabling and disabling pages

Action	Recommended Voice Commands
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.

Group Commands

This section provides information about the voice commands that you can use for a group.

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 *Code Blue*?"
Add yourself to a group	"Add me to *Code Blue*" *
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 *Code Blue*" *
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.

* = 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 are calling 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 *Tech Support*."	"Find *Tech Support*" "Get me *Tech Support*" "Contact *Tech Support*"

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.

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 do I belong to?" "What groups am I a member of?"
Find out who is in a particular group	"Who is in *Technical Support*? "	None

Locating Users and Groups

You can use voice commands to locate where you are, another users, the nearest member of the group, and member of a group close to a given location.

Action	Recommended Commands
Find out what location you are closest to	"Where am I?" *
Locate another user	"Where is *John Smith*? "*
Locate the nearest member of a group	"Where is the nearest member of *Tech Support*? "* "Where is the closest member of *Tech Support*?" * "Locate nearest member of *Tech Support*" * "Locate closest member of *Tech Support*" *
Find a member of a group close to a given location	"Locate members of *Tech Support* close to The First Floor." *

* = requires permission or telephony integration

Broadcasting to a Group

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

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*." *
Cancel a broadcast	Press the **Call** button while listening to the broadcast.

Action	Recommended Commands

Reply to everyone	1. Press and hold the **Call** button before the broadcast ends.
	   • When it is OK to talk, the device plays a chime.
	   • If somebody else has already started to reply, you hear a warning sound.
	2. Begin speaking.
	   Everyone in the broadcast group hears you immediately.
	3. When finished, release the **Call** button.
	   Everyone in the broadcast group hears a chime, letting them know they can now reply.

Calling a User or Group Member

You can use voice commands to call, a user, group member, make urgent calls, and a user using department and first name.

Action	Recommended Commands
Call another user	"Call *John Smith.*"
Call a group member	"Call *Tech Support.*"
Place an urgent call	"Urgently call *John Smith.* *"
Call a user with a department name	"Call *John Smith.* in *Hardware.*"
Call a user with a first name and department	"Call *Sue* in *Hardware.*"

* = requires permission or telephony integration

Conferencing Commands

This section provides information about the voice commands that you conferencing.

Summary of Conference Commands

Commands needed to initiate, join or communicate during a conference are listed in this topic.

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)	1. Press and hold the **Call** button. • 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. Release the **Call** button when finished. 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 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
Placing a three-way conference call between different sites	1. Connect to a remote site by saying "Connect to *Santa Cruz*." 2. Wait for the next Genie prompt and then say: "Conference *April Buckley*." 3. After April is connected, put the call on hold by pressing the **Hold/DND** button. 4. Connect to another remote site by saying "Connect to *Scotts Valley*." 5. Invite another user to the conference call by saying "Invite *John Smith*."

Three-Way Conference Call

You can initiate a three-way conference call, add another user, switch between an active call and a call on hold, end a conversation and return to the other party, initiate an urgent three-way conference call, add another party to an ongoing call, call between different sites.

Action	Recommended Commands
Initiate a three-way conference call	"Conference *James Madison* and *Mary Lamb*."
Add another party to a call (unsupervised method)	"Invite *Robin Hood*."
Add another party to a call (supervised method)	"Call *Robin Hood*"
Initiate an urgent three-way conference call	"Urgently conference *John Smith* and *Mary Jones*."*
Urgently add another party to an ongoing call	"Urgently invite *Robin Hood*."* "Urgently call *Robin Hood*."*

Communicating with Multiple Sites

This section provides voice commands to work in multiple sites.

Working with Sites

You can use voice commands to help you work with sites.

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

Action	Recommended Commands
Call a user at your current site	"Call April Buckley."
Call a user whose home site is the same as your current site	" Call April Buckley."
Call a user at a remote site or any arbitrary site	1. "Connect to *<Site Name>*." For example: Santa Cruz 2. Wait for the next log-in prompt, then say or spell "*<Your name>*". For example: April Buckley.

Logging In at a Site you are Visiting

If you do not log out when you leave a site, and you 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.

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

Action	Recommended Commands
Logging in at a site you are visiting	1. "Connect to *<Site Name>*." For example: *Santa Cruz* 2. Wait for the next log-in prompt, then say or spell *Your name* . For example: April Buckley.

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

Group Manager Commands

This section provides information about the voice commands that a group manager can use for a group.

Adding and Removing Group Members

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

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 the alternate names.

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.*"	—

Care Team Support Commands

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

Easter Eggs

Easter Eggs is the voice command that you can use to delight and inspire patients and co-worker.

The following table shows the commands and Genie response:

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

Code Lavender Commands

You can use the following Code Lavender commands from your badge when Code Lavender permissions are enabled.

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>*."

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

Mindfulness Commands

You can use the following mindfulness commands from your Vocera badge.

The table below lists the voice commands you can use to practice mindfulness.

Action	Recommended Voice Commands	Alternative Forms
Play mindfulness for 30 seconds	"Play mindfulness"	"Mindfulness" "Practice mindfulness"
Play mindfulness for a minute	"Play 1 minute mindfulness"	"1 minute mindfulness" "Practice 1 minute mindfulness" "Practice or Play mindfulness for a minute"
Play mindfulness for 5 minutes	"Play 5 minutes mindfulness"	"5 minute minfulness" "Practice 5 minute mindfulness" "Practice or Play mindfulness for 5 minutes"

Environmental Services Commands

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

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"