

# **Vocera Platform My Profile Guide**

Version 6.2.0

# Notice

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**Last modified:** 2023-02-14 08:33

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## About the Vocera Platform My Profile Guide

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The Vocera Platform My Profile Guide describes how to perform tasks using the My Profile application.

You can use this document as you work with My Profile, and you can get the same information from the console's context-sensitive help. The organization of this guide follows the layout of the My Profile console.

## Related Documentation

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This section includes a list of recommended reference documents that support the Vocera Platform My Profile Guide

- [Vocera B-Series Badge User Guide](#) — Describes the usage guidelines for your Vocera Badge and supported features.
- [Vocera V-Series Smartbadge User Guide](#) — Describes the usage guidelines for your Vocera Smartbadge and supported features.
- [Vocera Vina User Guide](#) — Describes the usage guidelines for your Vocera Vina application and supported features.
- [Vocera Voice Commands Reference Guide](#) — Describes supported Vocera voice commands and guidelines to use these commands on your Vocera Badges, Vocera Smartbadges, and smartphones.

# Getting Started With My Profile

To start using My Profile, you must first log into it.

After you have logged in, online help is available.

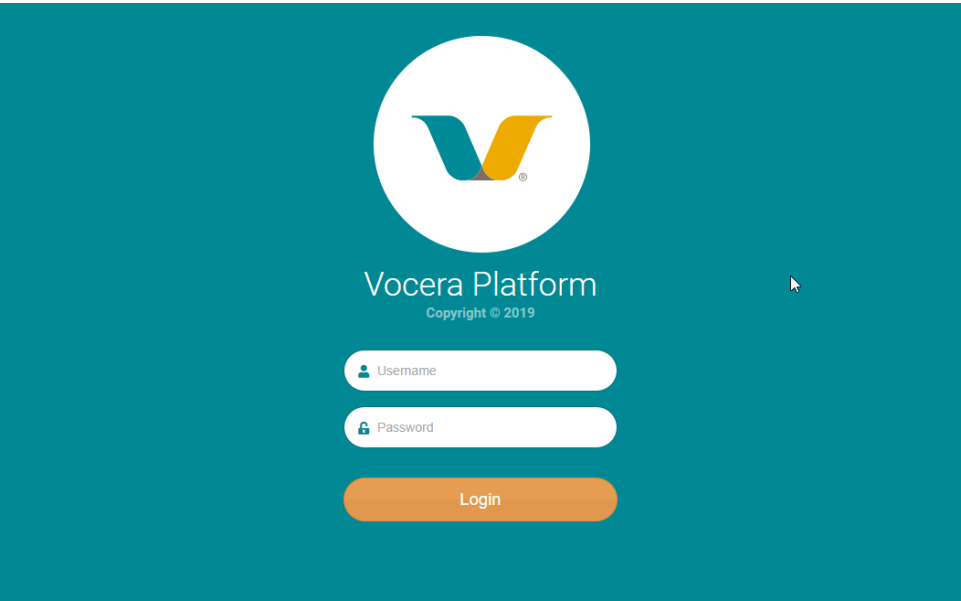
## Logging Into My Profile

You can typically log into the Vocera Platform Web Console using the credentials you provide for other applications in your organization (your Active Directory credentials).

Use the following steps to log into the Vocera Platform Web Console using Active Directory authentication:

1. In your browser, type the URL of the Vocera Platform Web Console that your administrator has provided for you.

The Vocera Platform login screen appears.

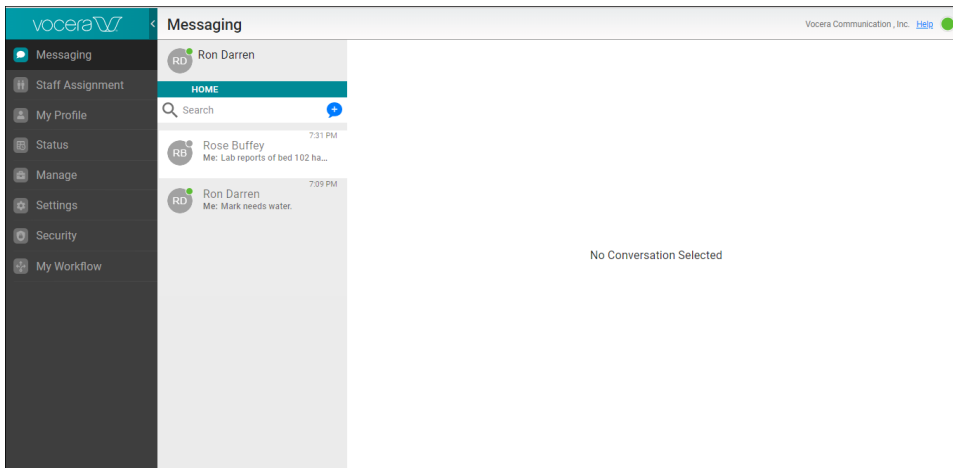


2. Specify the following values:

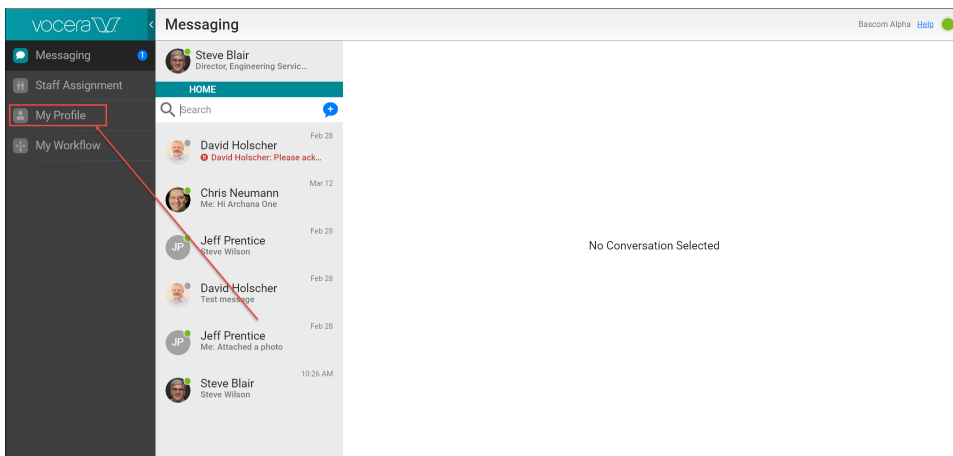
Field	Description
<b>Username</b>	Enter your username (up to 250 characters).
<b>Password</b>	Enter your password (up to 127 characters).

3. Click **Log In**.

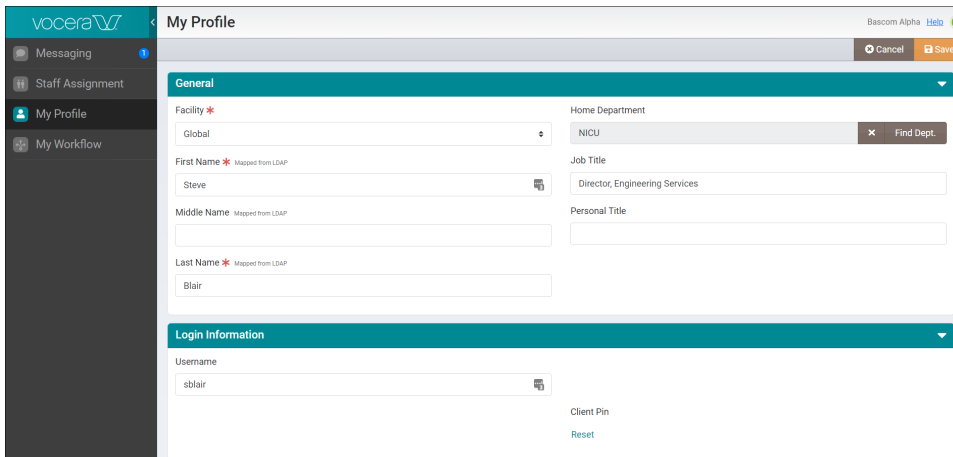
The Vocera Platform Web Console screen appears.



4. If the My Profile page is not visible, select **My Profile** from the panel at the left.



The My Profile page appears.

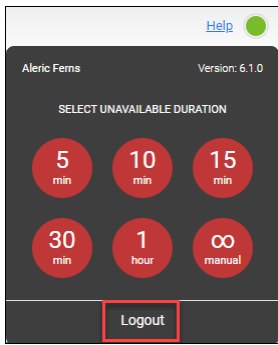


## Logging Out

When you are finished using the Vocera Platform Web Console, log out.

To log out from the Vocera Platform Web Console:

1. Click the presence icon in the top right corner of the Vocera Platform Web Console.  
The presence dialog box appears.



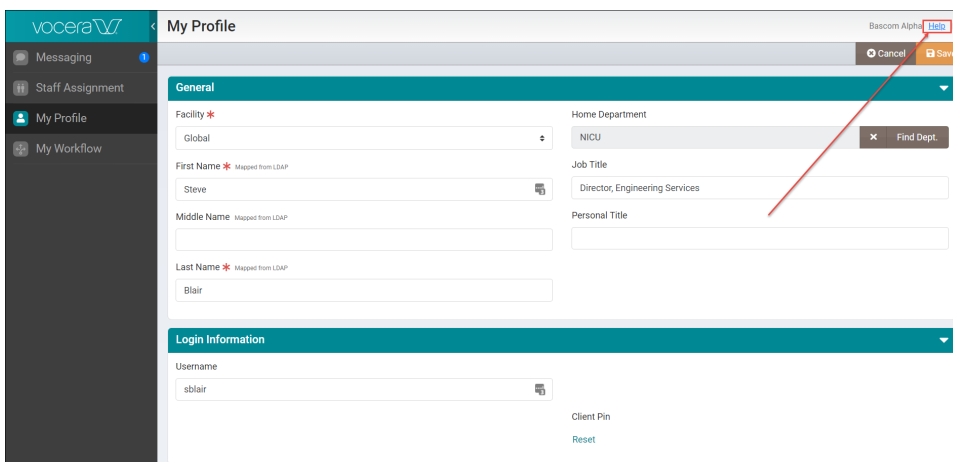
2. Click **Logout** at the bottom of this dialog box.  
The system logs you out.

## Viewing Online Help

You can access an online version of this guide from the Vocera Platform My Profile online help link.

To view the online help:

1. Log into My Profile using your Active Directory credentials.
2. Click the help link at the top right corner.



An online version of the Vocera Platform My Profile Guide appears in a separate browser tab.



## The My Profile Home Page Layout

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After you log into to My Profile, you see the Home page with configuration fields that you can use to view and customize your settings and preferences.

The following screenshot shows My Profile Home page:

The screenshot shows the Vocera My Profile home page. On the left is a dark navigation bar (1) with links for Messaging, Staff Assignment, My Profile, and My Workflow. The main content area has a header (2) with the company name 'East Coast Health Spectrums' and a 'Help' link (3). Below the header is a 'Cancel' button and a 'Save' button (5). The main content area is divided into sections: 'General' (4) with fields for Facility, Home Department, First Name, Middle Name, Last Name, Job Title, and Personal Title; 'Login Information' with fields for Username and Password; and a list of settings including Contact Information, Group Membership, Voice, Speech Recognition, Call Forwarding, Call Blocking, Genie Settings, and Notifications & Miscellaneous Settings.

The following table describes the user interface elements in the Vocera Platform My Profile

Numbers	Descriptions
1	The navigation bar with various sections supported in the My Profile Web Console.
2	The name of your company.
3	The weblink to the My Profile context-sensitive help.
4	The Presence icon.
5	The My Profile configuration section.

## The Presence Indicator

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The presence indicator dynamically updates and changes colors to indicate your availability status.

The following presence indicator colors are displayed:

- Green — indicates an Available status
- Red — indicates an Unavailable status
- Gray — indicates Disconnected status

Vocera users registered for more than one client can set their presence on any supported client, and the same presence status is updated everywhere.

For example, if a registered Vocera Vina user sets an availability for the Web Console, then the Vocera Vina application also displays the same presence status.

To learn more about setting presence and availability, see [Setting Presence and Availability](#) on page 11.

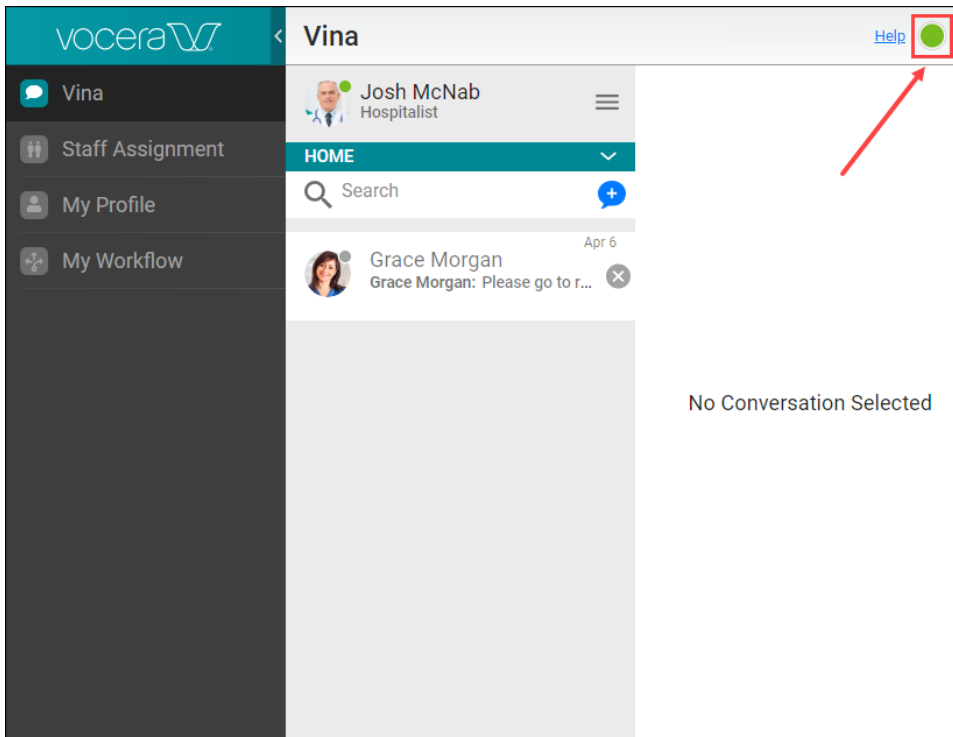
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### Setting Presence and Availability

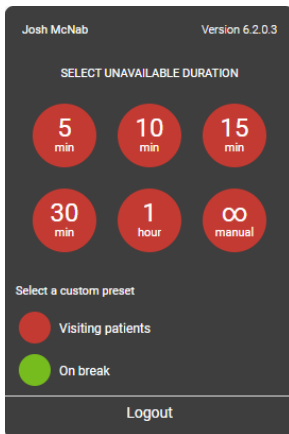
You can specify that you are unavailable, either for a specified period of time or until you make yourself available again.

To specify a period of time in which you are unavailable

1. Click the presence icon at the top right corner of the Home screen, as shown in the following screenshot.



A popup menu appears, displaying a list of options to select.



2. Select one of the following:

- Click one of the options in the **Select unavailable duration** section to specify that you are unavailable for a predefined period of time. After this time has elapsed, you are listed as available.
- Click **Manual** to specify a custom unavailability interval. You remain unavailable until you make yourself available again.
- Click on one of the options in the **Select a custom preset** section. The custom preset feature is available only if this feature is enabled by your system administrators.

When you have specified an unavailability interval, the presence icon turns red indicating a DND or unavailable status.

You can click the red presence icon again to revert back to an available status indicated by a green color.

## Working With My Profile

Use the My Profile Web Console to view and customize your profile information, settings, and preferences related to Vocera devices and mobile applications.

The My Profile is a Web application hosted on the Vocera Platform.

The profile information registers you as a user on the system, and stores permissions and preferences that control how your Vocera devices and mobile applications work. Your profile information is stored in a database on the Vocera Platform.

### Viewing and Editing General Profile Information


View and edit your basic profile information in the General section.

You can edit your First Name, Middle Name, Last Name, Job Title, Personal Title, Home Department, and Profile Photo from the General section.

To edit your general profile information, follow these steps:

1. In the General section, complete the fields listed in the table below. An asterisk \* indicates that a value must be entered for this field.

Field	Maximum Length	Description
<b>Facility *</b>	50	Displays the facility that represents your physical location. If you do not have a specific facility associated with your profile, the default <b>Global</b> facility is displayed. If you have multiple facilities associated with your profile, you can click on the Facility field arrowhead to toggle between the facilities.
<b>First Name *</b>	50	Displays your first name. This field is auto populated if your Vocera system is integrated with your organization's Active Directory. You can change your first name and enter a new first name. The name must start with a letter or digit. It must contain only letters, digits, spaces, apostrophes ('), underscores (_), or dashes (-). No other characters are allowed. By default, the speech recognition system uses the names you enter to recognize users. If people refer to a user by something other than the name you enter here, provide an <b>Alternate Spoken Name</b> in the Speech Recognition section.
<b>Middle Name</b>	50	(Optional) Enter the user's middle name. The middle name must start with a letter or digit. It must contain only letters, digits, spaces, apostrophes ('), underscores (_), or dashes (-). No other characters are allowed.
<b>Last Name *</b>	50	Enter the user's last name. The last name must start with a letter or digit. It must contain only letters, digits, spaces, apostrophes ('), underscores (_), or dashes (-). No other characters are allowed.

Field	Maximum Length	Description
<b>Job Title</b>	100	(Optional) Enter a job title for the new user. Provide the full spelling of the title rather than an abbreviation. For example, enter <b>Professor</b> instead of <b>Prof.</b>
<b>Personal Title</b>	100	(Optional) Enter a personal title for the new user. For example, <b>Mr., Ms., Mrs.</b>
<b>Home Department</b>	50	Displays the home department assigned by your system administrator. If you don't have an assigned home department, click <b>Find Dept.</b> to display the Find a Department dialog box, and select a home department from the list. If your organization has multiple facilities connected to the same Voice Service, choose the facility that represents your physical location.
<b>Profile Photo</b>	100 KB	Displays your profile photo (if uploaded via your organization's active directory). If no profile picture is displayed, you can upload a new photo. You can click the <b>Edit</b> link on the Profile Photo field to select a new photo and upload it as your profile photo. Only jpeg and png filetypes are supported. For more information on adding a profile photo, see, <b>Adding or Editing a Profile Photo</b> on page 14.  <div>  <b>Note:</b> You cannot edit or remove your profile photo, if your profile photo was imported via the active directory (LDAP) integration. </div>

2. Select one of the following from the top right hand corner of the My Profile:

- **Save** — to save your changes.
- **Cancel** — to exit the General section without saving any changes.

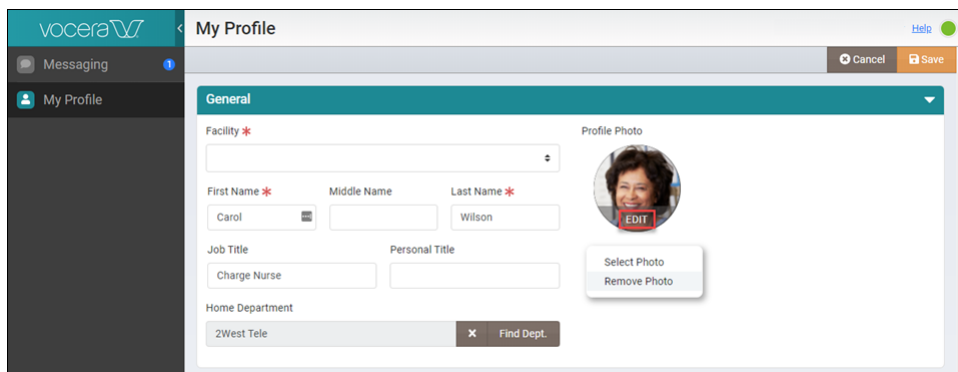
### Adding or Editing a Profile Photo

You can add or change your profile photo to your My Profile page.

You **cannot** edit your profile photo if it is uploaded to the system through your organization's active directory integration.

To add or edit your profile photo, follow these steps:

1. Click on the **Edit** link on the Profile Photo fields in the General section of your My Profile page. The dropdown list displays with **Select Photo** and **Remove Photo** options.



The screenshot shows the 'My Profile' page in the Vocera platform. The 'General' section is active, displaying fields for Facility, First Name (Carol), Middle Name, Last Name (Wilson), Job Title (Charge Nurse), Personal Title, and Home Department (2West Tele). The Profile Photo field shows a circular photo of a woman with an 'EDIT' button. A dropdown menu is open below the photo, showing 'Select Photo' and 'Remove Photo' options. The 'Cancel' and 'Save' buttons are visible in the top right corner of the profile section.

2. Click the **Select Photo** option from the dropdown list and upload a photo from your computer.



**Note:** You can only upload photos with jpeg and png filetypes.

The default file size for the profile photo is limited to 100 KB. System administrators can edit the, “Maximum file size of a user's profile photo security policy” to modify the profile photo file size limit.

3. Select one of the following:

- **Save** — to save your changes.
- **Cancel** — to exit the General section without saving any changes.

## Removing a Profile Photo

You can remove a profile photo from the My Profile page in Vocera Platform My Profile

You **cannot** remove your profile photo if it was uploaded to the system through the active directory integration.

To remove your profile photo, follow these steps:

1. Click on the **Edit** link on your profile photo in the General section of My Profile.  
The dropdown list displays with **Select Photo** and **Remove Photo** options.
2. Click the **Remove Photo** option from the dropdown list.

The profile photo is removed from the Profile Photo field.

3. Select one of the following:


- **Save** — to save your changes.
- **Cancel** — to exit the General section without saving any changes.

## Viewing and Editing Login Information

View and edit your login information in the Login Information section of the My Profile Web Console

You can view your Username and reset your Client Pin and Password information from the Login Information section.

1. In the Login Information section, view the fields listed in the following table:

Field	Maximum Length	Description
<b>Username *</b>	50	Displays your <b>My Profile</b> username. The minimum length for username is 4 characters and maximum is 50 characters. You can only use letters, digits, underscores (_), or dashes (-) in your username. No other characters are allowed.
<b>Password Reset</b>	64	Displays your <b>My Profile</b> login password. The minimum length for password is 4 characters and maximum is 64 characters. You can use alphabets, numbers, common punctuations, and symbols in your password. No other characters are allowed.  <b>Note:</b> Depending upon the permissions associated with your role, you may or may not see this field in the Login Information section.
<b>Client Pin Reset</b>	Varies per PIN policy	Allows to reset an existing Client Pin and add a new Client Pin on your Vocera device.

2. (Optional) Click the **Password Reset** field to reset your password.  
Click Reset Password link to display the Reset Password dialog box.
  1. Specify a new password in the **New Password** field.
  2. Re-enter this password in the **Repeat Password** field.
  3. Select **Reset** to proceed with the password reset action.
3. (Optional) Click the **Client Pin Reset** field to reset your Vocera device PIN.  
Click Reset Client Pin link to display the Reset Client Pin dialog box.
  1. Specify a client pin in the **New Client Pin** field.
  2. Re-enter this pin value in the **Repeat Client Pin** field.
  3. Select **Reset** to proceed with the client pin reset action.
4. Select one of the following:
  - **Save** — to save your changes.
  - **Cancel** — to exit the Login Information section without saving any changes.

## Adding Contact Information


Use the fields in the Contact Information section to enter your contact details.

If this field is pre-populated with some data, you can edit this information as needed.

1. In My Profile scroll down to the Contact Information section and click the drop down arrow at the right hand side to expand this section.
2. Complete the field information as described in the following table:

Field	Maximum Length	Description
<b>Email Address</b>	60	Enter the contact email address to facilitate the following: Other users can send voice messages from their devices to this user's email inbox. Vocera sends voice messages to an email address as .WAV file attachments. Users can listen to these messages with the Windows Media Player and other players. .
<b>Cell Phone</b>	50	Allows users to forward calls from a device to a cell phone. If users have appropriate permission and have Vocera Access Anywhere enabled, the Cell Phone field allows users to be authenticated by Caller ID when they call the Vocera hunt group number.
<b>Home Phone</b>	50	Allows users to forward calls from their devices to their home phones. It also allows users to take advantage of the "Call My House" Contacts entry.



Field	Maximum Length	Description
<b>Employee ID</b>	50	Specify an employee ID (unique value) that identifies a Vocera user.  <b>Note:</b> You must have System Administrator or Tiered Administrator privileges to change or enter the Employee ID.
<b>Desk Phone or Extension</b>	50	Enables the following features: <ul style="list-style-type: none"> <li>Allows you to forward or transfer calls from your Vocera devices to your desk phones.</li> <li>If no Vocera Extension is specified, outside callers can connect to your Vocera device by entering your desk extension at the Vocera hunt group prompt, instead of saying/speaking your name.</li> <li>Allows you to send a page and receive the return phone call from a person you paged on your device.</li> <li>If you have appropriate permission and have Vocera Access Anywhere enabled, the Desk Phone or Extension field allows you to be authenticated by Caller ID when you call the Vocera hunt group number.</li> </ul>
<b>Pager</b>	50	Allows you with the proper permissions to receive numeric pages on your pagers from other device users who issue the “Page” voice command.
<b>Cost Center</b>	100	Displays the cost center to which you are assigned. A cost center ID lets Vocera track system usage by users and potentially allows an organization to charge for relative usage.

3. Select one of the following:

- **Save** — to save your changes.
- **Cancel** — to exit the Contact Information section without saving any changes.

## Viewing Group Membership

Use the fields in the Group Membership section to view your group membership information.

1. In My Profile scroll down to the Group Membership section and click the drop down arrow at the right hand side to expand this section.
2. In the Group Membership section, view groups for which you have a membership.



**Note:** The values in the **Group Name** and **Facilities** fields are greyed out to indicate that you cannot change them. Only the Vocera System Administrator can change the name of a group or the facility information.

3. (Optional) Click **Add Group** to display the Select Group dialog box.

The Select Group dialog box displays a list of Groups and Facilities that you add yourself to. If you add yourself to a group in a specific facility, click **Save** on the top right hand corner of the My Profile to make sure that your changes are saved in the system.

- a. Select a group name from the list of groups displayed.
  - b. Click **Select Groups** or **Cancel** to close the dialog.
4. In the **Conference Group this user is a member of** field, view the names of the Conference Groups to which you belong.

You can only belong to one conference at a time even if you are a member of multiple groups.

## Adding Groups

Use the fields in the Group Membership section to add groups.



**Important:** Not all users have the required permission to add a group. Contact your system administrator to learn more about permissions related to your user account.

1. In My Profile scroll down to the Group Membership section and click the drop down arrow at the right hand side to expand this section.
2. Click **Add Group** to display the Select Group dialog box.  
The Select Group dialog box displays a list of Groups and Facilities that you can add yourself to or become a member of.
3. Select a group name from the list of groups displayed.
4. Click **Select Groups** or **Cancel** to close the dialog.
5. If you add yourself to a group in a specific facility, click **Save** on the top right hand corner of the My Profile to make sure that your changes are saved in the system

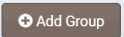
## Removing Groups

Use the fields in the Group Membership section to remove groups.



**Important:** Not all users have the required permission to remove all groups. Contact your system administrator to learn more about permissions related to your user account.

1. In My Profile scroll down to the Group Membership section, and click the drop down arrow at the right hand side to view all the groups that you have membership.
2. Click the **Delete** icon next to the group that you wish to delete.

Group Membership		
Group Name	Facility	
1122 P C T	Global	
3001 P C T	Global	
3035 Charge Nurse	Global	
NICU	Global	
Permissions - Administrator	Holodeck Hospital	
Permissions - Clinician	Global	
		

3. Select one of the following from the top right hand corner of the My Profile page:
  - **Save** — to save your changes.
  - **Cancel** — to cancel the delete action.

## Viewing and Configuring Voice Service Fields

Use the fields in the Voice section to enter and view the Voice Service related information.

If the fields in this section are pre-populated with some data, you can edit this information as needed.

1. In My Profile scroll down to the Voice section and click the drop down arrow at the right hand side to expand this section.
2. In the Voice section, complete the fields described in the following table:

Field	Maximum Length	Description
<b>Vocera Phone</b>	50	<p>Specify the Vocera phone information to forward calls from your Vocera devices to the specified phone number.</p> <p>You can route calls made to this virtual extension to go to your Vocera device instead. If the Vocera Extension field is filled in, it is used for:</p> <ul style="list-style-type: none"> <li>• Direct dialing from smartphone keypads</li> <li>• Paging callbacks</li> <li>• Vocera hunt number access</li> </ul> <p>If you leave this field blank, smartphone users and outside callers can dial the your desk phone to be routed to the your Vocera device.</p> <p>Because the Vocera extension is a virtual phone number, you can put any number in the Vocera Extension field. If you already have a desk phone number, you can reuse that number for the Vocera Extension field but prepend a digit, such as 8, to make the number unique in the Vocera system. Vocera extensions are not constrained by fixed-length numbers for your PBX. You can also enter DID numbers for Vocera extensions.</p>
<b>Dynamic Extension</b>	50	<p>As Vocera assigns dynamic extensions, they appear in this read-only field. Because dynamic extensions are assigned on-demand, this field may be empty even after the dynamic extensions feature is enabled. Similarly, this field may continue to display an expired number that has not been reassigned; you can keep the number as long as it is available.</p>
<b>PIN for Long Distance Calls</b>	50	<p>Allows an organization to authorize or account for telephone usage and to distribute telephone costs among different users, departments, or facilities.</p> <p>A PIN template can include digits, special characters, and PIN macros.</p>
<b>Device ID</b>	12	<p>Enter the MAC address of the device. This is available on the device's <b>Info</b> menu. The MAC address of a device is also printed near the bottom of the white label under the battery. For Vocera devices, this field is automatically populated when you enter a valid value in the Serial Number field; the last 6 digits of the serial number and the MAC address are identical. For Vocera Smartphones, remove the battery door and then the battery, and then enter the MAC address and serial number listed on the back of the phone.</p>
<b>Enable Access Anywhere</b>	n/a	<p>Allows you to access the Vocera Genie from a standard telephone to perform Vocera functions other than basic calling. For example, you can phone the Vocera Direct Access number, and say a command to the Genie to broadcast a message to a group or play your messages.</p> <p>If this feature is disabled for you, contact your system administration for information on enabling this feature and further guidelines.</p>
<b>Phone Password</b>	25	<p>Specify the password used to authenticate the user when accessing the Vocera Genie from a phone.</p> <p>The Phone Password must be five to 25 characters consisting of letters or numbers. Special characters are <b>not</b> allowed.</p>
<b>Repeat Phone Password</b>	25	<p>Re-enter the password that you entered in the <b>Phone Password</b> field.</p>

3. Select one of the following:

- **Save** — to save your changes.
- **Cancel** — to exit the Contact Information section without saving any changes.

## Configuring Speech Recognition

Use the Speech Recognition fields to enter variations of your name, to increase the Vocera Genie's ability to recognize you when someone is speaking your name.

Speech Recognition fields are useful when another user issues a command to call you, leave a message for you, locate you, and so forth. The Vocera system software analyzes the name the caller spoke and matches it to the text in the First Name and Last Name fields of your profile.

1. In My Profile scroll down to the Speech Recognition section and click the drop down arrow at the right hand side expand this section.
2. Complete the field information as described in the following table:

Field	Maximum Length	Description
<b>Doctor Prefix</b>	n/a	Select the Doctor Prefix check box to indicate the user is a Doctor. If you are using this option, you do not need to enter <b>Doctor</b> prefix as a value for one of the <b>Alternate Spoken Name</b> (ASN) fields. For example, if you selected <b>Doctor Prefix</b> field for a user named, "John Smith," you can use a voice command, "Call Dr Smith" on your device. Vocera speech recognition will quickly recognize this voice command and call the user named John Smith.
<b>Enable Frequently Called User</b>	n/a	Select Enable Frequently Called User checkbox to include yourself in the weighing for improving speech recognition for frequently called users and departments. If you do not select this checkbox, you are excluded from the weighing for improving speech recognition for frequently called users and departments.

Field	Maximum Length	Description
<b>Alternate Spoken Name #1</b>	50	<p>Enter an alternate spoken name. By default, it is assumed that you are called by either your first and last name. Enter an Alternate Spoken Names only if:</p> <ul style="list-style-type: none"> <li>• People call you with different names (such as “Bill Smith” in addition to “William Smith”)</li> <li>• Your name is pronounced differently from the way that it is spelled. In this case, add one or more phonetic spellings.</li> </ul> <p>Use these guidelines to ensure the best result when you are defining alternate names for users:</p> <ul style="list-style-type: none"> <li>• <b>Person, Group, and Location Names</b> — If users refer to a person, group, or location in various ways, enter each variation in a different field. For example, enter <b>Bob Jones</b> and <b>Rob Jones</b> in addition to <b>Robert Jones</b>. Similarly, enter a nickname that the person or place is known by, such as <b>Skip Jones</b>.</li> <li>• <b>Digits in Name Fields</b>— The names you provide must start with a letter or digit. They must contain only letters, digits, spaces, apostrophes ('), underscores (_), or dashes (-). No other characters are allowed.</li> </ul> <p> <b>Note:</b> Even though these special characters are allowed, it is unlikely that an alternate spoken name would need underscores (_), or dashes (-).</p> <ul style="list-style-type: none"> <li>• <b>Staff IDs</b> — It is recommended that you do not create an alternate spoken name that contains numeric digits only. For example, a staff ID with numbers and no letters.</li> </ul> <p style="text-align: center;"><b>567748</b></p> <p>Entering numeric staff IDs are permitted. However, using numeric values only might result in</p> <ul style="list-style-type: none"> <li>• Slower Genie response times</li> <li>• Problems with phone number recognition</li> </ul> <ul style="list-style-type: none"> <li>• <b>Acronyms and Initials in Alternate Spoken Names</b>— If people use an acronym or initials to refer to a Contacts entry, provide them as a series of letters separated by spaces. For example, if users refer to Easton Medical Clinic as EMC, enter <b>E M C</b>. Similarly, enter <b>A C Hoyle</b> for A.C. Hoyle. For Jasdeep Narindar Singh, also enter <b>J N Singh</b> rather than J.N. Singh.</li> <li>• <b>Unusual Pronunciation</b>— If a name has an unusual or confusing pronunciation or silent letters, enter a name that is spelled as it is pronounced. For example, if the system does not recognize the name <b>Jodie Dougherty</b>, you could enter <b>Jodie Dockerty</b>.</li> <li>• <b>Professional Titles in Alternate Spoken Names</b>— If users refer to a person by his or her title, provide the full spelling of the title rather than an abbreviation. For example, enter <b>Father Brown</b> instead of <b>Fr. Brown</b>, or <b>Professor Lindsay</b> instead of <b>Prof. Lindsay</b>.</li> <li>• <b>Doctor Title in Alternate Spoken Names</b>— When adding or editing user profiles, you do not need to include the <b>Doctor</b> title as part of the user's name in the Alternate Spoken Names (ASN) field on the Speech Recognition tab. Instead, check the Doctor Prefix check box. When you speak a command using one of the ASN variations, Vocera understands the user to whom you are referring. For example, when you speak, <b>Call Doctor Michael Smith</b>, the Vocera Genie knows that you are referring to <b>Doctor Michael Smith</b>. You could also speak, <b>Call Doctor Smith</b> or <b>Call Doctor Michael</b> and the Genie will find the user because the Doctor Prefix option is checked.</li> </ul>
<b>Alternate Spoken Name #2</b>	50	The second alternate spoken name, if needed.
<b>Alternate Spoken Name #3</b>	50	The third alternate spoken name, if needed.
<b>Identifying Phrase</b>	100	Specify a phrase that distinguishes you from others with the same first and last names or name that sounds like your name. For example, “Bill Smith in Marketing.” and “Bill Smith in Finance”

3. Select one of the following:

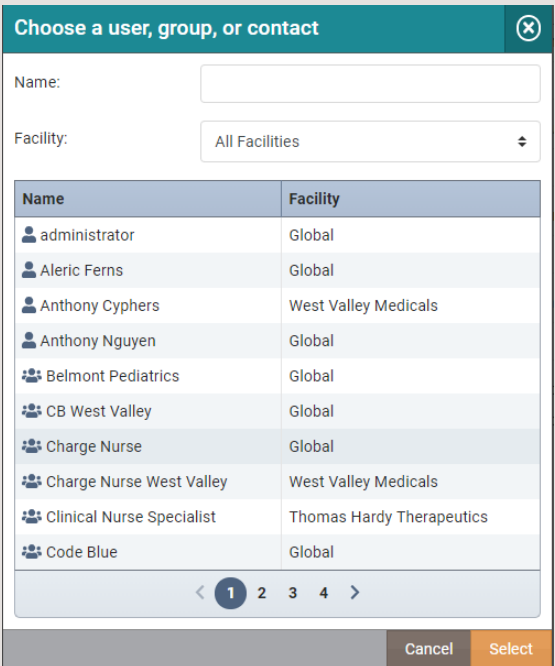
- **Save** — to save your changes.
- **Cancel** — to exit the Speech Recognition section without saving any changes.

## Configuring Call Forwarding

Use the configuration fields in the Call Forwarding section to specify your call forwarding options and conditions.

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

1. In My Profile scroll down to the Call Forwarding section and click the drop down arrow at the right hand side to expand this section.
2. Select the **Enable Forwarding** checkbox to see the forwarding related fields. Optionally, specify where incoming calls are to be forwarded.
3. Choose one of the options described in the following table to specify where incoming calls are forwarded:

Forwarding Options	Descriptions
<b>Forward to Company Voice Mail (default)</b>	Select to forward the unanswered call to your company voice mail.
<b>Forward to Another User, Group, or Contact</b>	<p>Select to forward the unanswered call to another user, group, or contact.</p> <p>If you selected <b>Forward to Another User, Group, or Contact</b>, Click the <b>Choose</b> button to display the Choose a user, group, or contact dialog box with a list of all the choices available in the system.</p>  <p>You can enter the name in the <b>Name</b> field to search for a user, group, or contact that you want search in the system. You can also use the <b>Facility</b> field to toggle between multiple facilities available in your system and refine your search.</p> <p>Click <b>Select</b> or <b>Cancel</b> to close the dialog box.</p>

Forwarding Options	Descriptions
<b>Forward to Desk Phone</b>	Select to transfer the unanswered call to the desk phone number saved in the Contacts settings of the user's profile.
<b>Forward to Cell Phone</b>	Select to transfer the unanswered call to the cell phone number saved in the Contacts settings of the user's profile.
<b>Forward to Home Phone</b>	Select to transfer the unanswered call to the home phone number saved in the Contact's setting of the user's profile.
<b>Forward to Another Number</b>	Select to enter another number in the <b>Forward to Another Number</b> field.

4. Choose a condition to specify when to Forward the calls:

- **All** — When selected, all calls are forwarded without an alert tone or ring on your device.
- **Unanswered** — When selected, all unanswered calls are forwarded. This is also the system default.
- **Offline** — When selected, forwarding occurs only when you are not logged in, or are off the network.



**Note:** When **All** or **Offline** condition is selected, missed calls are not shown.

5. Select one of the following:

- **Save** — to save your changes.
- **Cancel** — to exit the Call Forwarding section without saving any changes.

## Configuring Call Blocking

Use the configuration fields in the Call Blocking section to apply selective call screening and call blocking exceptions.

1. In My Profile scroll down to the Call Blocking section and click the drop down arrow at the right hand side to expand this section.
2. Select the **Block all calls by default** option.  
The **Allow all calls by default** option is selected as a default setting.
3. Click **Add Exceptions** to display the Add Exception dialog box.

Name	Facility	
Adam Joel	Metropolitan Medical Center	Allow Block
Adam John	Metropolitan Medical Center	Allow Block
Adeena Malick	Metropolitan Medical Center	Allow Block
Adrian Finnish	Metropolitan Medical Center	Allow Block
Ahmed Warsi	Packard Health Clinics	Allow Block
Aleric Ferns	Global	Allow Block
Allen Zhao	Metropolitan Medical Center	Allow Block
Andrew Smith	Global	Allow Block
Anthony Cyphers	West Valley Medicals	Allow Block
Anthony Nguyen	Global	Allow Block

4. Select the **Allow** or **Block** buttons next to caller names that you want to allow or block.
5. Choose one of the following to close the Add Exception dialog:
  - **Done** — to save the selections.
  - **Cancel** — to cancel the selections.
6. Select one of the following:
  - **Save** — to save your changes.
  - **Cancel** — to exit the Call Blocking section without saving any changes.

## Configure Genie Settings

Use the Genie Settings section to configure the setting for Vocera Genie, which is the voice interface that you can use with the Vocera Platform.

The Vocera Genie is activated when you press the Call button on the Vocera devices and Genie icon on the mobile client applications. When the Genie is activated, it sends a greeting, accepts commands, and prompts you when necessary. When a call or a message comes to the Vocera device, the Genie notifies the recipient.

1. In My Profile scroll down to the Genie Settings section and click the drop down arrow at the right hand side to expand this section.
2. Complete the field information, as described in the following table:

Field	Description
<b>Genie Voice</b>	Click a radio button to choose a persona for Genie voice. You can click the preview icon by a persona name to play a sample. A Genie voice is a set of voice prompts and tones that give the voice interface a distinctive identity.



Field	Description
<b>Genie Greeting</b>	<p>A Vocera device plays the Genie greeting when you press the Call button. Click a radio button to choose one of the following settings:</p> <ul style="list-style-type: none"> <li>• <b>Tone Only</b></li> <li>• <b>Speech Only</b></li> <li>• <b>Tone and Speech</b></li> </ul> <p>Click the icon next to the choice to play a sample greeting. By default, the <b>Speech only</b> option is selected.</p>
<b>Call Announcement</b>	<p>In the <b>Call Announcement</b> section, choose a <b>Ring Tone</b> from the list.</p> <p>Click the icon next to the Ring Tone selector to play a sample. By default, the selected ring tone is Ring-Tone-01.</p>
<b>Announce caller's name after tone</b>	<p>Select the <b>Announce caller's name after tone</b> checkbox if you want to hear who is calling. This announcement adds to the time required to connect each call.</p> <p>By default, the <b>Announce Name of Called Group</b> box is selected.</p>
<b>Announce name of called group</b>	<p>Select <b>Announce Name of Called Group</b> if you want the Genie to identify the group that was called and the facility to which this group belongs (if it is different from the caller's facility). This helps in setting the context of the call for the recipient. For example, instead of saying, "[CallerName]. Accept call?" to announce the call, the Genie says, "Call to [GroupName] from [CallerName]. Accept?" This announcement adds to the time required to connect each call.</p> <p>If the caller and the called group are from different facilities, the Genie says, "Call to [GroupName] at [FacilityName] from [CallerName]. Accept?"</p> <p>By default, the <b>Announce Name of Called Group</b> box is selected.</p>

3. Select one of the following to close the dialog:

- **Save** — to save your Genie Settings changes to the system.
- **Cancel** — to discard all changes.

## Notifications and Miscellaneous Settings

Use the Notifications and Miscellaneous Settings section to control the behavior of the alert tones, reminders that devices play and determine which automatic device features are enabled.

The Miscellaneous settings control the behavior of the "Play Messages" voice command, the behavior of call setup, and the enabling of Vocera Access Anywhere.

1. In My Profile scroll down to the Notifications and Miscellaneous Settings section and click the drop down arrow at the right hand side expand this section.
2. Specify alert tone settings in the **Alert Tones** section. Refer to the field description information in the following table:

Setting	Description
<b>On/Off Network Alert</b>	<p><b>On/Off Network Alert</b> plays a tone when you are out of the range of the wireless network.</p> <p>The audible warning is a convenient reminder if you are supposed to leave Vocera devices behind when you go home. However, if you routinely move between buildings, and the network does not cover the outdoor spaces, you may not want to hear an alert tone.</p> <p>By default, the <b>On/Off Network Alert</b> check box is selected.</p>

Setting	Description
<b>Low Battery Alert</b>	<b>Low Battery Alert</b> sounds an alert when the battery needs to be recharged. By default, the <b>Low Battery Alert</b> check box is selected.
<b>Text Message Alert</b>	<b>Text Message Alert</b> plays a tone when you receive a new text message. The tone sounds only once for each new message. An envelope icon also appears on the Vocera device display to indicate that you have unread text messages. By default, the <b>Text Message Alert</b> check box is selected.
<b>Voice Message Alert</b>	<b>Voice Message Alert</b> issues a tone when you receive a new voice message. The tone plays only once for each new message. A telephone icon also appears on the Vocera device display when you have not played your voice messages. By default, the <b>Voice Message Alert</b> check box is selected.
<b>Disable Alerts in DND Mode</b>	<b>Disable Alerts in DND Mode</b> prevents all alert tones when you put the Vocera device in Do Not Disturb mode. By default, the <b>Disable Alert Tones in DND Mode</b> check box is <b>not</b> selected.

3. Choose any reminders you want to enable in the **Reminders** section. Refer to the field description information in the following table:

Setting	Description
<b>Text Message Reminder</b>	Select <b>Text Message Reminder</b> to play a tone on the Vocera device every 15 minutes until you pick up new text messages. By default, the <b>Text Message Reminder</b> check box is <b>not</b> selected.
<b>Voice Message Reminder</b>	Select <b>Voice Message Reminder</b> to play a tone on the badge every 15 minutes until you pick up new voice messages. By default, the <b>Voice Message Reminder</b> check box is selected.
<b>DND Reminder</b>	Select <b>DND Reminder</b> to play a tone on the Vocera device every 15 minutes when the device is in Do Not Disturb mode. By default, the <b>DND Reminder</b> check box is selected.

4. Choose any notifications you want to enable in the **Automatic Notifications** section. Automatic notifications allow you to bypass certain operations without confirming them. Refer to the field description information in the following table:

Setting	Description
<b>Missed Call Notification</b>	<b>Missed Call Notification</b> causes the Genie to notify you of missed calls since the last time you pressed the Call button. The Genie also announces the names of people who left messages. You may prefer to use the “Who called?” command when you are in a quiet area to learn who called. If you prefer using the “Who called?” command, you can clear the <b>Missed Call Notification</b> setting. By default, the <b>Missed Call Notification</b> check box is selected.
<b>Disable Voice Message Notifications</b>	<b>Disable Voice Message Notifications</b> causes the Genie to suppress notifications when you receive a message. However, you may still hear a voice message alert tone (if the Voice Message Alert option is selected), and a telephone icon appears on the Vocera device display if you haven't played the voice messages. By default, the <b>Disable Voice Message Notifications</b> check box is <b>not</b> selected.


5. In the **Message Play Settings** section, specify the behavior of the “Play Messages” commands. Refer to the field description information in the following table:

Setting	Description
<b>Play Older Messages First</b>	<b>Play Older Messages First</b> causes messages to be played back in the order in which they were received. Urgent messages are always played before non-urgent messages, regardless of this setting. By default, the <b>Play Messages Oldest First</b> check box is not selected.

Setting	Description
<b>Play Voice Message Time and Date</b>	<p><b>Play Voice Message Time and Date</b> causes the playback of each voice message to be preceded by the time and date the message was sent.</p> <p>If you don't choose this option, you can still hear the date and time a message was sent by pressing the Call button and saying "Date" or "Time" during or just after the play of the message.</p> <p>By default, the <b>Play Voice Message Time and Date</b> check box is selected.</p>
<b>Play Text Message Time and Date</b>	<p><b>Play Text Message Time and Date</b> causes the playback of each text message to be preceded by the time and date the message was sent.</p> <p>If you don't choose this option, you can still hear the date and time a message was sent by pressing the Call button and saying "Date" or "Time" during or just after the play of the message.</p> <p>By default, the <b>Play Text Message Time and Date</b> check box is <b>not</b> selected.</p>

6. In the **Call Setup** section, specify the behavior of the call setup.

Refer to the field description information in the following table:

Setting	Description
<b>Fast Call Setup</b>	<p>If you select <b>Fast Call Setup</b>, the call is connected as soon as the recipient accepts it rather than after the call announcement to the caller is finished.</p> <p>With <b>Fast Call Setup</b> selected, the recipient of a call hears, "Can you talk to [CallerName]?" Meanwhile, the caller hears the name of the recipient. If the call is forwarded to a phone, the caller hears the forwarding announcement before the call is connected.</p> <p>If you do not select <b>Fast Call Setup</b>, the Genie always completes the call announcement to the caller before connecting the call. If the recipient has a long name, this can cause a brief delay before the call is connected.</p> <p>By default, the <b>Fast Call Setup</b> check box is selected, and <b>Override User Settings</b> is set to <b>No</b>.</p>
<b>Announce Through Speaker</b>	<p>Use the <b>Announce Through Speaker</b> setting to specify the way the badge plays call and message announcements when headsets (or managed lanyards) are used: Select <b>Announce Through Speaker</b> to play incoming call and message announcements through the Vocera device speaker when a headset is plugged in. If you select this feature, only the <b>announcement</b> plays through the speaker; the actual call or message then plays through the headset.</p> <p>Clear <b>Announce Through Speaker</b> to play both the announcement and the call or message through the headset.</p> <p>When a headset is plugged into the Vocera device, all audio plays through the headset by default. Consequently, if you are not wearing your headsets all the time, you may not hear an incoming announcement, and you may not know that someone is trying to contact you.</p> <p>If you select <b>Announce Through Speaker</b>, you can leave your headset plugged in, and simply put them on to communicate after you hear the announcement. If <b>Announce Through Speaker</b> is turned on and you are wearing your headset when a call comes in, you may not hear an announcement in a noisy environment (because it plays through the speaker); however, you will still hear the call or message through the headset.</p> <p>When a headset is not plugged in, all calls, messages, and announcements play through the speaker, as usual, regardless of the <b>Announce Through Speaker</b> setting.</p> <p>By default, the <b>Announce Through Speaker</b> check box is selected.</p>
<b>Press Button to Accept Call</b>	<p>Select the <b>Press Button to Accept Call</b> setting if you want to have a choice to accept or reject incoming calls by pressing the Call or DND/Hold button. This feature is useful in certain high-noise environments.</p> <p> <b>Note:</b> Selecting this feature disables the use of "Yes" and "No" voice commands to accept and reject incoming calls.</p> <p>Vocera allows you to accept or reject a call with either voice commands or buttons. In some situations, background noise can cause poor speech recognition, resulting in the Genie repeatedly saying, "I'm sorry, I didn't understand". In other situations, background noise can cause the Genie to accept or reject calls prematurely, without listening to user input.</p> <p>To avoid these problems, select this check box to enforce the requirement to answer calls using buttons only.</p> <p>By default, the <b>Press Button to Accept Call</b> check box is <b>not</b> selected.</p>
<b>Enable Paging</b>	<p>Select to enable the Vocera Access Anywhere paging capability.</p> <p>By default, the Enable Paging check box is selected.</p>