Vocera Connect for Cisco User Guide

Version 4.4.4

vocera

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Vocera Communications, Inc.
www.vocera.com
tel :: +1 408 882 5100
fax :: +1 408 882 5101
2015-04-18 11:47:52

Contents

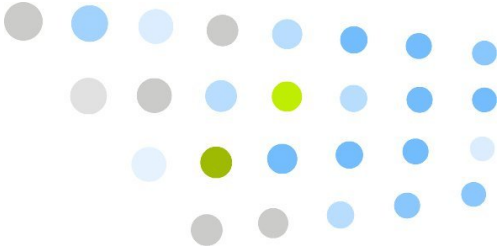
Introduction..... 5
Welcome to Vocera..... 5
Architecture..... 6
Cisco Unified Wireless IP Phone Requirements..... 6
Vocera Features Not Supported on Cisco Phones..... 6
Vocera Features that Work Differently on Cisco Phones..... 8

Using Vocera Connect for Cisco..... 9
Logging In and Out..... 9
Logging In Using Cisco Extension Mobility..... 10
About Status Messages and Softkey Buttons..... 10
Recording Your Name..... 11
Basic Calling..... 12
Reading Text Messages..... 13
Sending and Playing Voice Messages..... 13
Broadcasting to a Group..... 14
Dialing Telephone Numbers..... 14

Command Reference..... 17
Summon and Dismiss the Genie..... 17
Log In and Log Out..... 17
Record Your Name, Greeting, and Voiceprint..... 18
Call a User or Group Member..... 18
Dial a Telephone Number..... 19
Broadcast to a Group..... 19
Forward a Call..... 20
Transfer a Call..... 20
Use Instant Conferences..... 20
Send and Receive Numeric Pages..... 21
Block and Accept Calls..... 21
Send Messages..... 22
Play Messages..... 22
Work With Your Groups..... 23
Manage Groups..... 23

Place a Three-Way Conference Call..... 24
Work with Sites..... 25
Care Transition..... 25
Dictation..... 26
Getting Help..... 26
Miscellaneous..... 27

Index..... 29



Introduction

If your organization has deployed Cisco Unified Communications Manager (CUCM), the Vocera Server provides built-in services that allow you to use Vocera features on the Cisco Unified Wireless IP Phone 7921G, 7925G, and 7926G, hereafter referred to as Cisco wireless IP phones.

This manual provides information on how to use Vocera Connect on Cisco wireless IP phones. For detailed information about the features of a particular Cisco phone, see the Cisco user guide for that model:

- **Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G User Guide**[1]
- **Cisco Unified Wireless IP Phone 7921G Phone Guide for Cisco Unified Communications Manager 7.0**[2]

Welcome to Vocera

Your Vocera device provides fast, simple, person-to-person communication over your company's wireless network. Using voice commands, Vocera instantly connects you to the people you need to reach, reducing phone tag, overhead paging, and physically searching for a person. It also gives you the freedom to be mobile, even when you are expecting an important call.

As you use Vocera Connect on your Cisco wireless IP phone, you are prompted to respond by the Genie, which is the voice interface to the server. The Genie recognizes simple commands in verb-noun format. For example:

"Call Charles Jones."

"Record a message for Tech Support."

"Block all calls."

[1] http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/7925g_7925gEX_7926/8_0/english/user/guide/7925_25EX_26.pdf

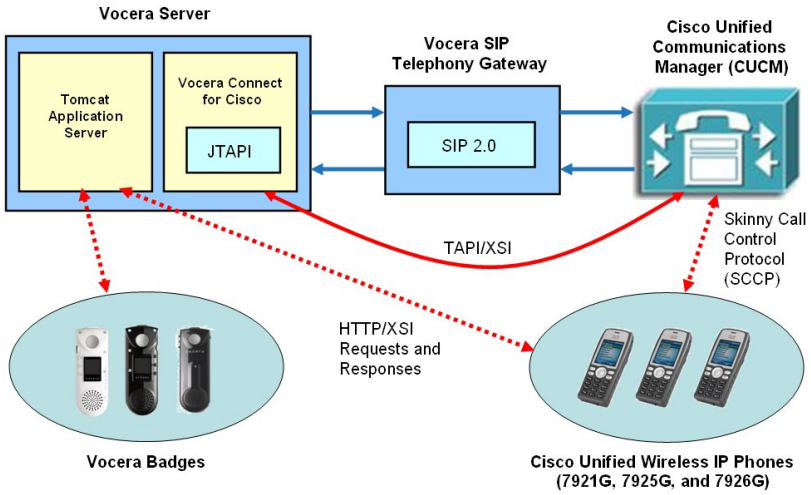
[2] http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/7921g/7_0/english/user/guide/21enu70.pdf

Architecture

Vocera Connect for Cisco, a component of the Vocera Server, provides Vocera services to CUCM via Cisco JTAPI, a Java telephony interface that exposes full call control of Cisco Unified Wireless IP Phones.

Cisco wireless IP phones are configured on the CUCM and are connected to the CUCM through Wi-Fi. The Cisco phones can be configured to use a different VLAN than Vocera badges. The Vocera Server uses JTAPI to find which phones are connected to the CUCM.

Figure 1. Vocera Connect for Cisco architecture



Cisco Unified Wireless IP Phone Requirements

Vocera Connect for Cisco has been tested with the following Cisco Unified Wireless IP Phone models:

- Cisco Unified Wireless IP Phone 7921G
- Cisco Unified Wireless IP Phone 7925G
- Cisco Unified Wireless IP Phone 7926G

Vocera Features Not Supported on Cisco Phones

The following Vocera features are NOT supported on the Vocera Connect for Cisco client:

- **Do Not Disturb mode** – There is no DND button on Cisco wireless IP phones. Consequently, you cannot ignore an incoming call or put yourself in DND mode.

- **Button responses for urgent VMI messages** – There is no DND button on Cisco wireless IP phones. Consequently, you cannot use buttons to respond to urgent VMI messages, even if that feature has been enabled for your Vocera system.
- **Location-based commands** – Vocera voice commands that require your present location, such as "Where am I?" and "Locate nearest member of *Group Name*," are not supported on Cisco phones.
- **Push-to-talk** – The application button on Cisco wireless IP phones does not support press-and-hold to initiate push-to-talk calls (also called Instant Conferences) featured on Vocera badges. You also cannot receive push-to-talk calls.
- **Initiation of emergency (panic) broadcasts** – The application button on Cisco wireless IP phones does not support a double-click, which means you cannot use it to initiate an emergency broadcast.
- **Welcome Tutorial** – The Vocera Welcome Tutorial, which is available on Vocera badges, is not available on Cisco phones.
- **Vocera contacts** – Vocera Connect for Cisco does not provide a list of favorite Vocera contacts or the Vocera Directory.
- **Send text messages** – Cisco wireless IP phones do not allow you to send text messages. However, Vocera badges also do not allow you to send text messages.
- **Missing commands for text messages** – There are no soft keys for Save or Delete when a text message is selected.
- **Device Management** – Device Management is not supported for Cisco phones. Also, although the Badge Status Monitor displays a Cisco phone that is connected to the Vocera Server, it cannot show the phone's location because the phone does not ping the server.
- **Message reminder tones** – There are no message reminder tones on Cisco phones, unlike Vocera devices.
- **SSL** – Cisco wireless IP phones do not support SSL. If SSL is enabled on the Vocera Server, Cisco wireless IP phones will be unable to connect to the server unless additional configuration is performed on the Vocera Server computer and on the phones. For more information, see the Vocera 4.4 Release Notes.

Vocera Features that Work Differently on Cisco Phones

The following Vocera feature works differently on Cisco wireless IP phones:

- **Replying to a Broadcast** – The application button on Cisco wireless IP phones does not support press-and-hold. To reply to a broadcast, press any key from 1 through 9, wait for a chime, and then begin talking. To end your reply, press any key from 1 through 9 again.

Using Vocera Connect for Cisco

This chapter provides information on how to use Vocera Connect on Cisco wireless IP phones.

Logging In and Out

There are two methods you can use to log into Vocera Connect:

- Log into Vocera Connect by pressing the application button on the left side of the phone.

Figure 2. Application button

- Log into Cisco Extension Mobility, which automatically logs you into Vocera Connect. Your system administrator must configure Extension Mobility for you. See **Logging In Using Cisco Extension Mobility** on page 10.

To log into Vocera:

1. Hold a Cisco wireless IP phone to your ear and press the application button on the left side of the phone.

   The Vocera Genie prompts, "Please say or spell your first and last name."
2. Say your first and last name.

To log out:

1. Hold a Cisco wireless IP phone to your ear and press the application button on the left side of the phone.
2. Wait for the Genie to answer, and then say, "Log me out."

Note: If voice prints are enabled for your system, the Genie may ask you to say your name multiple times or ask you to repeat a series of digits.

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

You can log into the system on only one Vocera device at a time. If you try to log in with a second device, the Genie reminds you and asks you to confirm if you still want to log in. When you say Yes, the system logs in your new device and logs out your first Vocera device.

Logging In Using Cisco Extension Mobility

With Cisco Extension Mobility, you can temporarily configure a Cisco wireless IP phone using your settings. When you log into Extension Mobility, you are also automatically logged into Vocera Connect. A separate Vocera login is not needed.

To log into Extension Mobility:

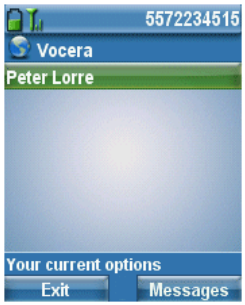
1. Choose > **Extension Mobility** (the name may vary).
2. Enter your user ID and PIN provided by your system administrator.
3. If prompted, select a device profile.

About Status Messages and Softkey Buttons

The Vocera Connect application displays a status message on your Cisco wireless IP phone every 30 seconds, showing your name if you are logged in. Otherwise, it displays "Logged Out."

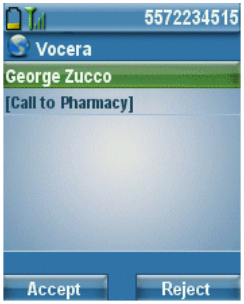
The following figure shows the screen for a Cisco wireless IP phone with a status message indicating that Peter Lorre is logged in.

Figure 3. Logged in (as Peter Lorre)



When you receive a call that was made to a Vocera group, the screen shows the name of the person who called, and below it in square brackets it shows the name of the group that was called. The following figure shows a call made by George Zucco to the Pharmacy group.

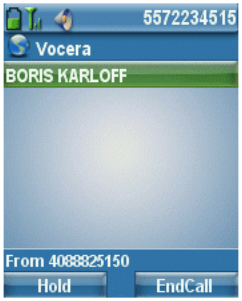
Figure 4. Call made by George Zucco to Pharmacy



As you use Vocera Connect on your Cisco wireless IP phone, pay attention to changes to the left and right softkey buttons, which are used to show the Vocera Message Inbox; hold, unhold, or end calls; open or play a text message; or select other text message options.

The following figure shows the screen for a Cisco wireless IP phone with an active call from Boris Karloff. The two softkey buttons are **Hold** and **EndCall**.

Figure 5. Hold and EndCall softkey buttons while on a Vocera call



Recording Your Name

To allow your callers to hear your name in your own voice, record your name for the Vocera system. If you do not record your name, the Vocera system uses speech synthesis to say your name.

To record your name:

- Press the application button , wait for the Genie to answer, and then say: "Record my name."

  The Genie will prompt you to record your name.

Basic Calling

To start a call:

- Press the application button , wait for the Genie to answer, and then say:
  - Call <person's first and last names>.
  - Call <person's first name> in <department name>.
  - Call <group name>. (Calls one group member.)

To end a call:

- Do one of the following:
  - Press the application button .
  - Press the red **Power/End** button.
  - Press the **EndCall** softkey button.

To answer a call:

- Do one of the following:
  - Press the **Accept** softkey button.
  - Press the green **Answer/Send** button.
  - Press the application button .

  Note: If you use the application button to answer the call, the phone switches to speakerphone mode.

To reject a call:

- Press the **Reject** softkey button.

  Note: DO NOT use the red Power/End button to try to reject a call. The red Power/End button turns off the ringer, but does not end the call.

To put a call on hold:

- Press the **Hold** softkey button.

To resume a call on hold:

- Press the **Resume** softkey button.

Reading Text Messages

You can access the Vocera Message Inbox using one of the following softkey buttons:

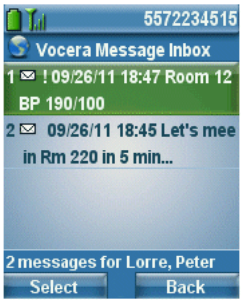
- **Messages** softkey button on the Vocera status screen
- **Message** softkey button on the Home screen. This button may be configured to access voice messages instead.

To read text messages:

1. Press the **Messages** softkey button on the Vocera status screen.

   The Vocera Message Inbox window appears.

   Figure 6. Vocera Message Inbox

2. Highlight a message and then press either the **Select** button or the **Select** softkey button.

   For messages sent to Vocera from an external system (such as a nurse call integration system) using Vocera Messaging Interface, a message can include other types of responses (such as **Accept**, **Reject**, or **Call Back**). Click the **Options** softkey button to see the list of response choices.

   For messages sent from an email program or from the Vocera User Console, you can press the **Play** softkey button to use text-to-speech generation to play the message.

Sending and Playing Voice Messages

To send a voice message:

- Press the application button, wait for the Genie to answer, and then say:
  - Record a message for <person's first and last names>.
  - Record a message for <group name>. (Sends to all members.)

To play your messages:

- Press the application button, wait for the Genie to answer, and then say:
  - Play messages (to play new voice messages).
  - Play text messages (to play new text messages).
  - Play old messages or Play old text messages.

During message play, you can press the application button to skip to the next message.

Broadcasting to a Group

The broadcast feature lets you quickly make an announcement to an entire group. Broadcasting simultaneously contacts everyone in a group who is online and available. A broadcast is not recorded for members who are offline or unavailable.

If the system administrator has granted you the required permission on the Vocera Server, you can send an urgent broadcast that automatically breaks through to all recipients, regardless of what they are doing at the time.

To broadcast to a group:

- Press the application button, wait for the Genie to answer, and then say:
  - Broadcast to <group name>.
  - Urgently broadcast to <group name>.

To reply to a broadcast:

1. Press any key from 1 through 9.
   - 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. To end your reply, press any key from 1 through 9 again.

Dialing Telephone Numbers

Your Cisco phone is connected to your telephony system via CUCM, so you can use it to dial phone numbers. The phone also supports DTMF tones, which is important if you dial Interactive Voice Response (IVR) systems.

Your Vocera system administrator can give you permission to use the following Vocera voice commands to dial phone numbers:

- Dial extension <extension>
- Dial an outside number
- Redial number

Command Reference

In the following list, commands marked with an asterisk (*) either require a permission from your system administrator or require that Vocera is integrated with your phone system.

All commands are supported in Vocera 4.0 or later unless otherwise indicated.

Summon and Dismiss the Genie

Action	Recommended Commands
Summon or Dismiss the Genie	Press the application button .

Log In and Log Out

Action	Recommended Commands
Log in	Press the application button , and then say your first and last name when prompted. **Note:** If you use Cisco Extension Mobility, log into Extension Mobility instead. When you log into Extension Mobility, you are also automatically logged into Vocera Connect. See **Logging In Using Cisco Extension Mobility** on page 10.
Log out	Log me out.
Find out who is logged in to your device	Who am I?

Action	Recommended Commands
Log in at a site you are visiting	1. Press the application button , then wait to hear the log-in prompt. 2. Connect to your home site as follows: Connect to *Santa Cruz*. 3. Wait for the next log-in prompt, then say or spell your name as usual: *April Buckley*.

Record Your Name, Greeting, and Voiceprint

Action	Recommended Commands
Record your name	Record my name.
Record your greeting	Record my greeting.
Play your greeting	Play my greeting.
Erase your greeting	Erase my greeting.
Record your voiceprint	Record my voiceprint. *
Erase your voiceprint	Erase my voiceprint. *

Call a User or Group Member

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.*

Dial a Telephone Number

Action	Recommended Commands
Dial an extension	Dial extension **3145**. *
Dial an outside phone number	Dial an outside number. *
Redial the last phone number you called	Redial number. *

Broadcast to a Group

Action	Recommended Commands
Initiate a broadcast to a group	Broadcast to *Tech Support*.
Initiate an urgent broadcast to a group	Urgently broadcast to *Tech Support*. *
Initiate an urgent broadcast to the emergency broadcast group	*Not supported*
Cancel a broadcast	Do either of the following: • Press the application button . • Press the red **Power/End** button. • Press the **EndCall** softkey button.
Reply to everyone	1. Press any key from 1 through 9. • 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. To end your reply, press any key from 1 through 9 again.

Forward a Call

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.

Transfer a Call

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*. *

Use Instant Conferences

Action	Recommended Commands
Join a conference	Join the conference for **Managers.** *
Leave a conference	Leave the conference for **Cashiers.** *
Start conferencing or reply (when you are in a conference)	*Not supported*
Find out what conference you are in	What conference am I in?

Action	Recommended Commands
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*?

Send and Receive Numeric Pages

Action	Recommended Commands	Version
Send a numeric page to a Vocera user, buddy, or address book entry	Send a page to *Tom Mailer.* * Send a page to *Tech Support.* *	
Send a numeric page to a Vocera group	Send a page to *Tech Support.* *	Vocera 4.1 GA or later
Send a numeric page to any arbitrary pager number	Dial a pager number. *	
Allow badge users to send you numeric pages *	Enable pages. *	
Stop receiving numeric pages from badge users *	Disable pages. *	

Block and Accept Calls

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*. *

Action	Recommended Commands
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?

Send Messages

Action	Recommended Commands
Send a message	Record a message for *John Smith.* Record an urgent message for *Tech Support.*
Send an e-mail with a voice attachment	Record an email for *John Smith.* Record an email for *Tech Support.*

Play Messages

Action	Recommended Commands
Play new voice messages	Play messages. Play messages from *John Smith.* Play messages from *Marketing.*
Play new text messages	Play text messages.
Play old (previously played) voice messages	Play old messages. Play old messages from *John Smith.* Play old messages from *Marketing.*
Play old (previously played) text messages	Play old text messages.
Delete voice messages, played or not	Delete all messages. Delete messages from *John Smith.*
Delete text messages, played or not	Delete all text messages. Delete all text messages from *John Smith.*

Action	Recommended Commands
Find out who called or left a message while you were unavailable (if you have Missed Call Notification turned off)	Who called?

Work With Your Groups

Action	Recommended Commands	Version
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.*	Vocera 4.1 GA or later
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.*	Vocera 4.1 GA or later

Manage Groups

Action	Recommended Commands
Add a member to a group	Add *Lynn Faulkner* to *Code Blue.* *
Remove a member from a group	Remove *Lynn Faulkner* from *Code Blue.* *

Action	Recommended Commands
Record a name prompt for a group	Record name for **Code Blue.** *
Record a greeting for a group	Record greeting for **Technical Support**. *

Place a Three-Way Conference Call

Action	Recommended Commands
Initiate a three-way conference call	Conference *James Madison* and *Mary Lamb.*
Add another party to a call (unsupervised method)	1. Press the **Hold** softkey button to put your call on hold. 2. Press the application button to summon the Genie and say: Invite *Robin Hood.*
Add another party to a call (supervised method)	1. Press the **Hold** softkey button to put your call on hold. 2. Press the application button to summon the Genie and say: Call *Robin Hood.* Your badge connects to the new party. 3. After speaking with the new party, press the **Hold** softkey button. When the Genie asks if you want to conference the parties, do either or the following: • Answer " Yes " to create a three-way conference call between you and the other two parties. • Answer " No " to place the new party on hold while you speak with the original caller.
Switch between an active call and a call on hold	Press the **Hold** softkey button.
End a conversation and return to the other party	Press the application button while talking to the person you want to disconnect.
Initiate an urgent three-way conference call	Urgently conference *John Smith* and Mary Jones. *

Action	Recommended Commands
Urgently add another party to an ongoing call	Press the **Hold** softkey button to put your call on hold. Press the application button to summon the Genie and say either of the following: • Urgently invite *Robin Hood.* * • Urgently call *Robin Hood.* *
Placing a three-way conference call between different sites	1. Connect to a remote site: Connect to *Santa Cruz*. 2. Wait for the next Genie prompt, then say: Conference *April Buckley*. 3. After April is connected, press the **Hold** softkey button to put the call on hold. 4. Connect to another remote site: Connect to *Scotts Valley*. 5. Invite another user to the conference call: Invite *John Smith*.

Work with Sites

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 *Santa Cruz*. 2. Wait for the next Genie prompt, then say: Call *April Buckley*.

Care Transition

Action	Recommended Voice Commands	Version
Start a Care Transition session.	Access Care Transition.	Vocera 4.3 GA or later

Action	Recommended Voice Commands	Version
Record a shift change report.	Record shift report. Record shift change report. Record shift report with *User*.	Vocera 4.3 GA or later
Play a shift change report.	Play shift report. Play shift change report.	Vocera 4.3 GA or later
Record a transfer report.	Record transfer report.	Vocera 4.3 GA or later
Play a transfer report.	Play transfer report.	Vocera 4.3 GA or later
Record a charge report.	Record charge report. Record charge report with *User*.	Vocera 4.3 GA or later
Play a charge report.	Play charge report.	Vocera 4.3 GA or later

Dictation

Action	Recommended Voice Commands	Version
Start recording a dictation session	Start dictation. * For more information about using the badge to record a dictation session, see the *Vocera Dictation User Guide*.	Vocera 4.1 GA or later

Getting Help

Action	Recommended Voice Commands	Version
Get help	Help.	Vocera 4.1 GA or later

Note: If your system does not have a custom Help prompt, when a Vocera user says the "Help" command the system uses the standard Help prompt: "No help is currently available."

Miscellaneous

Action	Recommended Commands
Find out the time and date	What time is it?
Train the Genie to recognize the way you say a name	Learn a name. Learn a group name. Learn an address book name. Learn a location name.
Unlearn the training	Unlearn a name. Unlearn a group name. Unlearn an address book name. Unlearn a 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.
Connect incoming calls immediately	Turn Auto Answer on.
Ask before connecting incoming calls	Turn Auto Answer off.

Index

A
architecture, 6

B
broadcasts, 14

C
calling, Vocera, 12
Care Transition commands, 25
command reference, 17

D
dialing, 14
dictation, 26
DTMF tones, 14

E
Extension Mobility, 10

H
help, 26

I
introduction, 5

J
JTAPI, 6

L
logging in and out, 9

R
recording your name, 11

S
shift change, 25
softkey button, 10
status messages, 10
system requirements, 6
    Cisco Unified Wireless IP Phones, 6

T
text messages, reading, 13

U
unsupported features, 6

V
voice messages, 13