

Vocera Badge User Guide

Vocera Voice Server Version 5.2.3



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Introduction

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

- [About this Guide](#) on page 4
- [Product Applicability](#) on page 5
- [Feature Applicability](#) on page 6
- [Related Documentation](#) on page 9
- [Getting Started with the Vocera Badge](#) on page 10



About this Guide

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

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



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

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



Product Applicability

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

Supported Badge	Vocera Firmware	Supported Vocera Software
B3000and B3000n	Up to Firmware Release 4.3	Vocera Voice Server 5.2.3



Feature Applicability

This section lists the features and the supported Vocera software.

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

Feature	Badge	Supported Vocera Software
Setting Up Badge Voice PIN Authentication	B3000n	Vocera Voice Server 5.3



Related Documentation

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

The following documents support the Vocera Badge User Guide:

- *Vocera Infrastructure Planning Guide*—Specifies the recommended configuration of infrastructure to support Vocera.
- *Vocera 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.



Getting Started with the Vocera Badge

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

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

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

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

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

"Call Charles Jones."

"Record a message for Tech Support."

"Block all calls."

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

Quick Starts for the Badge

If this is the first time you are using a Vocera badge, you can press the **Call** button at any time, wait for the Genie to answer, and then provide the Genie a voice command.

You can use voice commands such as:

Call Jim Olsen.

Record my greeting.

Play my messages.

For more information about Vocera commands, refer to [Basic Calling](#) and [Advanced Commands](#).

B3000n and B3000 Badge

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

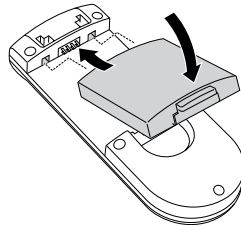
To change the battery perform the following tasks:

1. Charge the battery, if necessary.

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

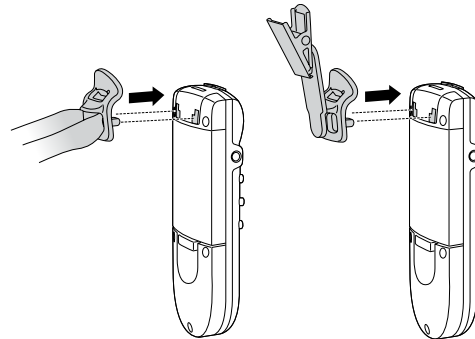
For more information on other ways to determine whether the battery needs to be charged and for instructions on how to charge the battery, refer to [Maintaining Your Badge](#).

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



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

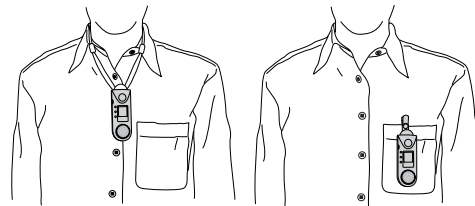
3. Choose the lanyard or universal clip attachment, and connect it to the badge.



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

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

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



5. Log in: Press the Call button and wait for the Genie to answer.
 - **If the Genie asks for your name**, say your first and last names.

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

Using the Welcome Tutorial on the Badge

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

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

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



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

Badge Features

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

- [Common Badge Features](#) on page 14
- [B3000n Features](#) on page 26
- [B3000 Features](#) on page 34



Common Badge Features

This section describes features that are common to B3000 and B3000n Vocera badges.

Call Button

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

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

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

Hold/DND Button

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

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

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

Indicator Lights

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

The following table indicates the meaning of the indicator lights:

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

Improved Attachments

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

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

Smart Battery and Power Efficiency

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

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

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

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

Privacy Mode

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

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

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





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

For more information, refer to [Using Privacy Mode](#) on page 21.

Increased Speaker Volume

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

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

Badge Menus

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

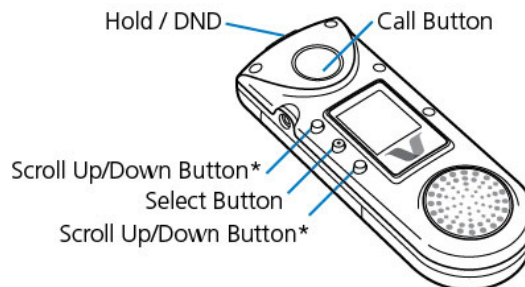
To use the badge menus, perform the following tasks:

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



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

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



**Up* and *Down* depend on screen orientation

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

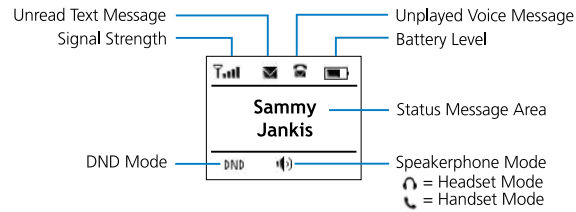
The top-level menu of are as follows:

- Messages
- Settings
- Return Home
- Info

Main Screen

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

The following figure shows the B3000n and B3000 main screen:



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

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

Messages

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

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

Settings

The Settings menu allows you to control the personal settings of the badge.

The menu displays the following sub-menus:

- Volume
- Font
- Privacy
- Group Mode
- Return Home
- Flip Screen

The Vocera Server preserves these settings whenever you log into a different badge.

Return Home

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

Info

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

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

The Info menu provides the following information:

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



Note: For more information about FIPs Certification, refer to *Vocera Badge Configuration Guide*.

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

Power Off

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

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

Volume

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

You can also set the volume for handset mode. For instructions, refer to [Adjusting Volume](#) on page 19.

Adjusting Volume

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

You can adjust the volume on the badge using the:

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

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

Adjusting the volume in the active state

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

To adjust volume press one of the following:

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

Adjusting the Volume in the Idle State

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

To adjust the volume, perform the following steps:

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

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

- Speaker
 - Headset
 - Privacy
5. Press the **Up** or **Down** buttons to move the highlight.
 6. Press the **Select** button to set the volume for the specified mode.
 7. Press one of the following:
 - **Up** button as many times as necessary to increase the volume to the level you prefer.
 - **Down** button to decrease the volume.

The display changes accordingly.

8. Press the **Select** button to set the new volume level and return to the main screen.

Adjusting Volume in Headset Mode

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

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

However, if the Announce Through Speaker property is enabled:

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



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

For more information, see [Using the Announce through Speaker Commands](#).

Font

The Font menu lets you customize fonts for text messages.

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

Adjusting the Message Font

You can adjust the way a badge displays text messages.

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

Customizing Message Fonts

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

To customize message fonts, perform the following tasks:

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

The display prompts you to select either all uppercase letters (UPPERCASE MSG ON) or sentence-style mixed case letters (UPPERCASE MSG OFF).
6. Press the **Up** or **Down** buttons to move the highlight.
7. Press the **Select** button to set the text message display and return to the main screen.

Privacy Mode

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

Put the badge speaker to your ear and speak into the primary microphone located on the top right corner on the front of the badge. The handset mode menu available on the badges lets you turn privacy mode on or off. It ensures privacy and also lets you use the badge in a high noise environment without a headset. For instruction, refer to [Using Privacy Mode](#) on page 21.

Using Privacy Mode

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

You can access privacy mode in the following ways:

- Using Easy Access
- Using the badge menu under Settings

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



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

Turning on privacy mode with easy access

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

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

Enabling privacy mode while on a call using easy access

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

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

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



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

The Genie announces, Entering Handset Mode.

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



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

4. Continue your call in privacy.
5. Press the Call button to end the call. The badge automatically switches back to speakerphone mode.

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

Enabling privacy mode while on standby using easy access

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

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

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



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

The Genie announces, Entering Handset Mode.

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



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

Turning on and off privacy mode using settings

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

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

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

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

Switching to privacy mode while on a call

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

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

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

Group Mode

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

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

Group Mode Setting

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

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

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

Specifying the Group Mode Setting

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

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

1. Hold the badge, and orient it so that you can read the screen.
2. Press the *Select* button to see the menu, then press the *Up* button until you see the *Settings* icon.
3. Press the *Select* button to choose the *Settings* menu.
4. Press the *Up* button until you see the *Group Mode* icon.
5. Press the *Select* button to choose the *Group Mode* menu.
The display prompts you to select either *Enabled* or *Disabled*.
6. Press the *Up* or *Down* buttons to switch between settings, and then press the *Select* button to make your selection and return to the main screen.

Flip Screen

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

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

Flipping the Screen

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

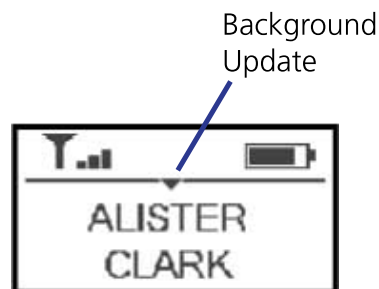
To flip the screen, perform the following tasks:

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

Background Updater

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

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



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

Using a Badge While a Background Update is in Progress

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

While background update is paused, the



icon does not appear on screen. When you finish the call, the background update process resumes and the



icon appears on screen again until the update is finished.

Interrupting a Background Update

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

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

Audio Mode and Call State

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

Types of audio modes:

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

Types of call states:

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

Headset Jack

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

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

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

Alert Tones and Notifications

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

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

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

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

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

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

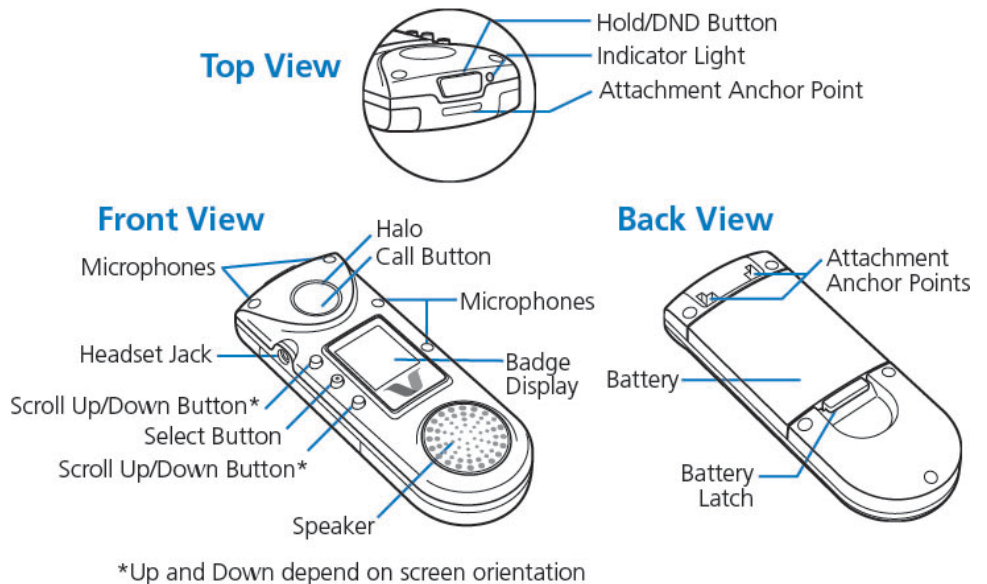
In addition to the alert tones, the badge provides a spoken notification *Searching for Server* if you press the *Call* button when the badge is connected to the network but not connected to the Vocera Server.

B3000n Features

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

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

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



Bluetooth Support

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

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

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

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



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

Setting up the Bluetooth Headset

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

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

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

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

Enabling Bluetooth on the Badge

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

To turn Bluetooth on your Vocera Badge:

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

Pairing a Bluetooth Device

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

Prerequisite: Ensure that you have enabled the Bluetooth feature as described in [Enabling Bluetooth on the Badge](#) on page 27.

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

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

Managing Bluetooth Headsets

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

The details of the tasks are as follows:

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

Connecting Bluetooth Devices

You can connect a Bluetooth device with your Vocera badge.

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

1. Ensure that you have powered on your Bluetooth headset.
2. Press the **Select** button, from the **Main** screen.
The badge menu appears and displays the **Messages** screen.
3. Press the **Down** button.
The **Bluetooth** screen appears.
4. Press the **Select** button.
The badge displays the name of the headset you previously paired.
5. Press the **Select** button.
The badge displays the **Connect** screen.
6. Press the **Select** button.
The badge displays the **Connecting** message and then displays **Connection success** and transitions back to the **Bluetooth** screen.

Switching Devices During a Call

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

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

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

Disconnecting Bluetooth Devices

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

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

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

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

Unpairing Bluetooth Devices

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

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

1. From the **Main** screen, press the **Select** button.
The badge menu appears and displays the **Messages** screen.
2. Press the **Down** button.
The **Bluetooth** screen appears.
3. Press the **Select** button.
The badge displays the name of the headset you previously paired.
4. Press the **Select** button.
The badge displays either the **Connect** or **Disconnect** screen.
5. Press the **Down** button.
The badge displays the **Forget** screen.
6. Press the **Select** button.
The badge displays the “Bluetooth Headset Unpaired” message and then transitions back to the **Bluetooth** screen.

Troubleshooting Bluetooth

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

Out of Synchronization Issues

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

In Out-of-sync situations, you can explicitly disconnect and connect your badge using the badge menus as described in, [Managing Bluetooth Headsets](#) on page 28.

Call Button LED Halo Colors

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



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

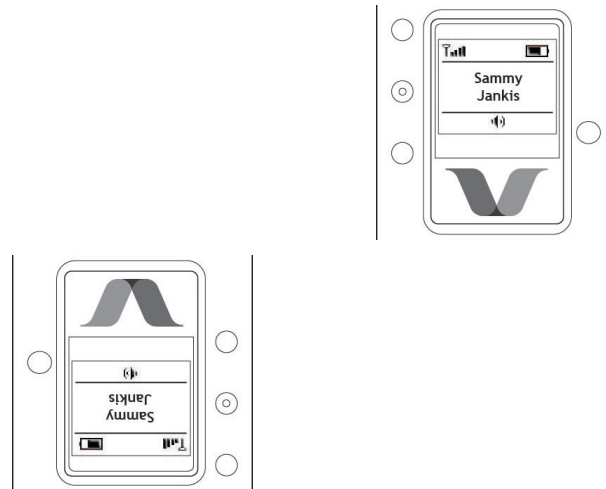
Color	Meaning
Green	On an active call
Amber	In DND mode or on hold
Cycle through colors	Off-network (unable to connect to access points)
Pink	The user is not logged into Vocera

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

Enhanced Display

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

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



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





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

Enhanced Durability

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

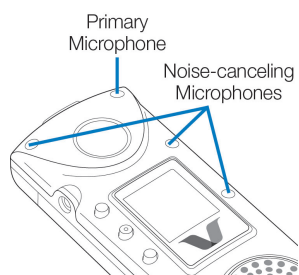
Menu selection buttons have been moved from the side to the front of the badge, and the battery latch is now part of the battery. A metallic spine reinforces the shell and serves as the attachment point for accessories at the top of the badge. The B3000n has been tested to withstand dust, shock, and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

Integrated Noise Cancellation

Both B3000 series and B3000n badges include enhanced noise cancellation and better acoustic echo cancellation during Genie mode or person-to-person calls.

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

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



However, B3000n badges with 4.1 firmware or later, utilize an accelerometer to influence the behavior of the multi-microphone array that enables noise cancellation. For more information, refer to [Speech Zone for B3000 Badges](#) on page 36.

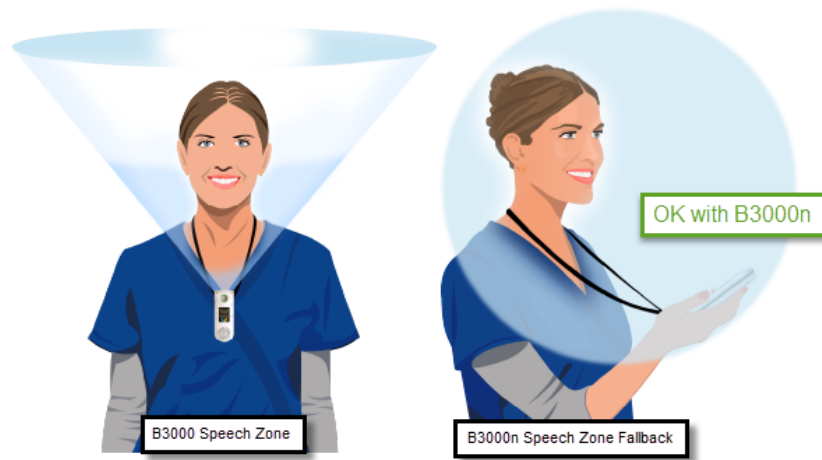
Speech Zone Fallback for B3000n Badges

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

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

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

The following figure shows the *speech zones* for B3000 followed by the speech zone available when Speech Zone Fallback is activated in B3000n badges.



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



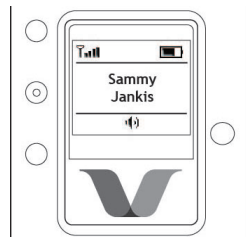
Note: The single omnidirectional microphone system is similar to the operation of the microphones when the badge is switched into Group Mode.

Orientation Sensor

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

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

The following figure shows the B3000n screen:



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



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

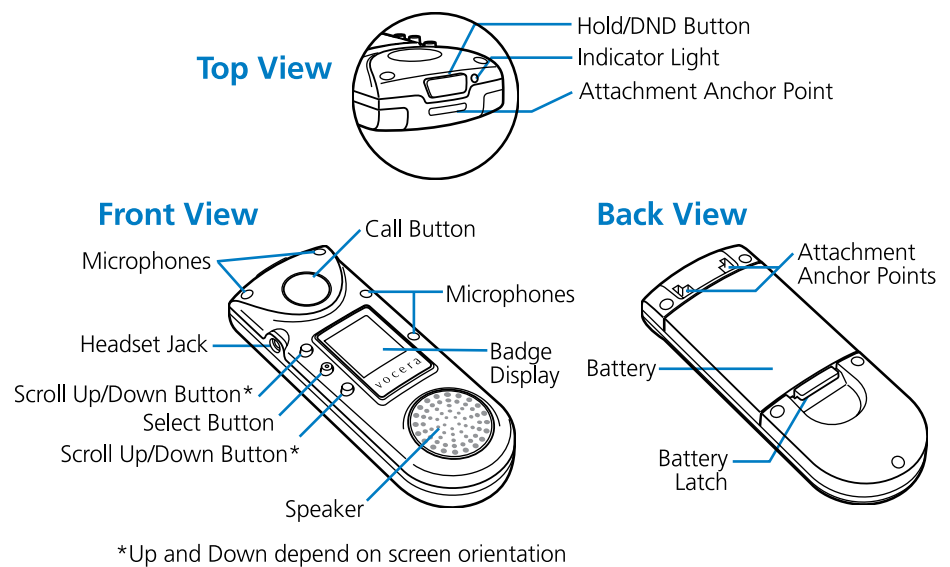
Powering On and Off

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

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

B3000 Features

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



Enhanced Durability

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

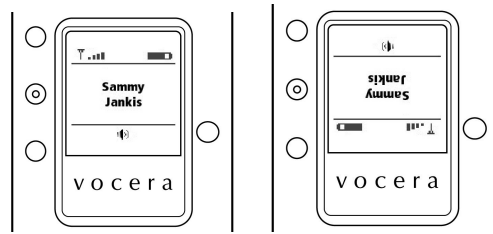
All buttons on the badge now use dome switches instead of mechanical switches. Menu selection buttons are moved from the side to the front of the badge, and the battery latch is now part of the battery. A metallic spine reinforces the shell and serves as the attachment point for accessories at the top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

Enhanced Display

The B3000 badges have improved display.

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

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



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



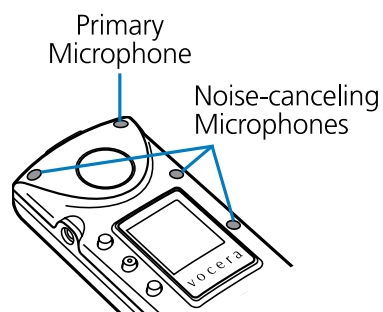
Note: When you tilt the badge to read the screen, ensure that your fingers do not block the four microphones.

Integrated Noise Cancellation

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

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

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



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

However, with this addition of this feature, the position of the badge to the speaker should be maintained in the *speech zone* for the optimal speech recognition. For more information, refer to [Speech Zone for B3000 Badges](#) on page 36.


Speech Zone for B3000 Badges

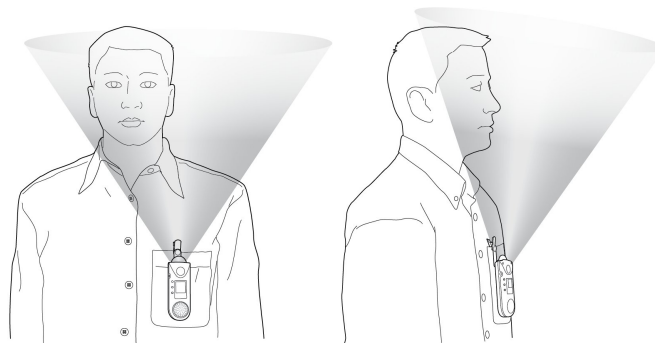
The specific orientation of the badge affects speech recognition in B3000 badges.

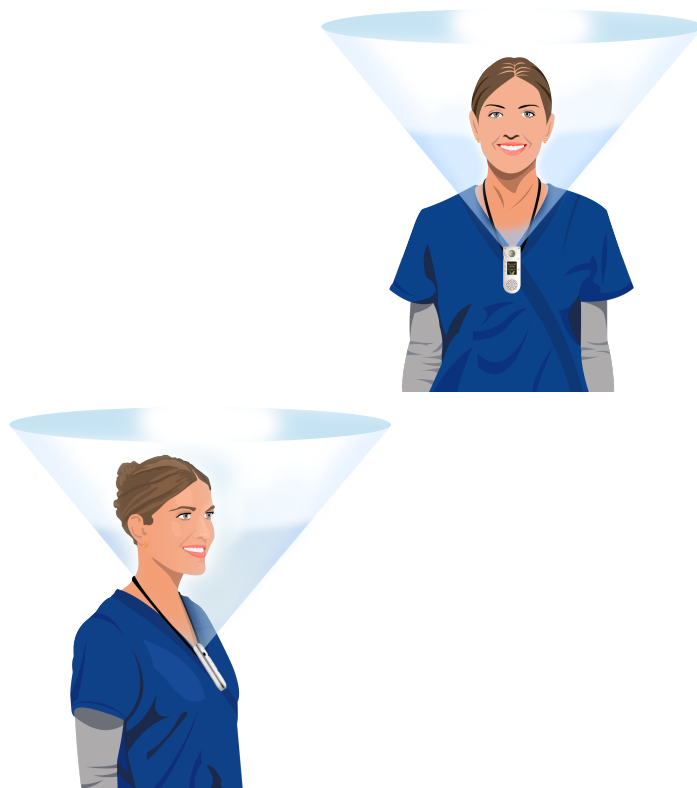
B3000 badges introduced a series of microphones which facilitate the elimination of the background noise and improves speech recognition. For more information, refer to [Integrated Noise Cancellation](#) on page 35.

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

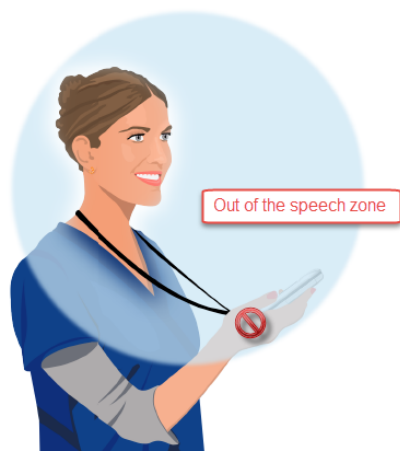
The following examples illustrate microphone sensitivity of the B3000 badge and show the *speech zone* in the shaded cone area above the badge. These figures display the front and side views of someone wearing the badge using a universal clip (above) and a lanyard (below) followed by an example of badge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

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





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



Commands

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

- [Basic Calling](#) on page 39
- [Advanced Commands](#) on page 54
- [Commands used with Integrated Services and Products](#) on page 70
- [The Funny Genie and Easter Eggs](#) on page 71
- [Practicing Mindfulness At Work](#) on page 73
- [Invoking Genie Help](#) on page 75



Basic Calling

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

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

Listening to Messages

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

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

Vocera uses the following default settings for message playback:

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

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

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

Playing or Deleting Voice Messages

Use the following commands to work with voice messages:

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

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:



Note: You can also play or delete “text reminders” sent through the User Console using these commands.

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

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

Action	Recommended Voice Commands	Alternative Forms
Play new (unplayed) text messages sent through the User Console	Play text messages from <i>John Smith</i> .	Play my text messages from <i>John Smith</i> .
Play old (previously played) text messages sent through the User Console	Play old text messages from <i>John Smith</i> .	Play my old text messages from <i>John Smith</i> .
Delete text messages sent through the User Console	Delete all text messages from <i>John Smith</i> .	Erase all text messages from <i>John Smith</i> .

Commands You Can Use During Message Play

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
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


Logging In and Out

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



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

If you use a Vocera device while logged in as someone else, people will not be able to contact you. Take a look at the screen on the device to make sure it displays your name. If the screen displays another name, press the Call button and say “Log me out.” Then press the Call button again and log in by saying or spelling your name when the Genie prompts you.

Action	Recommended Commands
Log in	<p>Press the Call button and then say your first and last name when prompted.</p> <p> Note: If you use Cisco Extension Mobility, log into Extension Mobility instead. When you log into Extension Mobility, you are also automatically logged into Voice Connect for Cisco.</p> <p>Click Call and say your first and last name when prompted. On the Call screen, tap Call and say your first and last name when prompted.</p>
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	<ol style="list-style-type: none"> 1. Click Call Press the Call button and then wait to hear the log-in prompt. 2. On the Call screen, tap Call and then wait to hear the log-in prompt. 3. Connect to your home site as follows: Connect to <i>Santa Cruz</i>. 4. Wait for the next log-in prompt, then say or spell your name as usual: <i>April Buckley</i>.

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

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

For a description of the possible prompts that the Genie provides at log-in, refer to [Logging In Notification Prompts](#).

Placing and Receiving Calls

You can use a combination of voice commands and physical controls on the badge used to perform basic calling and answering functions.

Placing and receiving calls are the tasks you perform most frequently with a Vocera device. This section shows you how to use voice commands and the buttons on the badge or phone to perform these basic tasks.

Calling Other Users

To begin a call, press the Call button, wait for the Genie to answer, and then tell the Genie to "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 <i>John Smith</i> .	Find <i>John Smith</i> . Get me <i>John Smith</i> . Contact <i>John Smith</i> .

Using Speak or Spell

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

Spelling a name improves speech recognition because you are effectively uttering many more syllables than when you speak a name. In fact, spellings are so effective that they may work even when they are slightly incorrect.

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

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

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

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

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

For example, you can contact Maria Blount in the Imaging department by saying either "Call M - A - R - I - A" or "Call Maria in Imaging". You cannot use either "Call M - A - R - I - A in Imaging" or "Call Maria in I - M - A - G - I - N - G." For more information about using departments, refer to [Calling with Department Names](#).



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

Learning a Spell Called Name

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

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

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

Learn a name offer is valid under the following conditions:

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

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

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

Say "Yes" to accept the offer.



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

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

- Say the username after each tone sound.

At the end of the third tone, Genie says, "Okay, I got it" as a confirmation to have learned the username.

Calling with Department Names

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

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

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

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

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 <i>Tech Support</i> .	Find <i>Tech Support</i> . Get me <i>Tech Support</i> . Contact <i>Tech Support</i> .

Calling a member of a group

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

- Press the **Call** button.
- Wait for the Genie to answer.
- Tell the Genie to call the *Name of Group*.

The Vocera server searches for an available member of the group. If no one in the group is available, you will either be prompted to leave a message, that is sent to all members of the group, or your call will be forwarded, depending on the way the system administrator or group manager has set up the group.

Training the Genie

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

If the Genie has difficulty understanding your speech, you can train the Genie to recognize the way you say names and commands. The Genie can learn the names of people, groups, 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 prompts you for the necessary information.

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

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

Training the Genie to learn a name

To train the Genie, perform the following tasks:

1. Press the **Call** button, wait for the Genie to answer, and then say "Learn name." You can also say "Learn group name" or "Learn location name" to train the Genie for other names.
2. Spell either the first or last name of the individual, when prompted. The Genie prompts you to spell the group or location for other types of names.
If more than one person, group, or location has the name that you spell, the Genie speaks each name, asking you to identify the one you want.
3. Say the name or nickname the way you always do, when prompted.
The Genie asks you to repeat the name several times, then tells you, "OK, I've learned the name."

Training the Genie to learn commands

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

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

For information on the commands that you can train Genie to learn, see the [List of Commands That Genie Can Learn](#) on page 46

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

1. Press the **Call** button, wait for the Genie to answer, and then say "Learn commands."
The Genie reminds you that it will take a few minutes to learn commands, and then it prompts you to speak the first command.



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

2. Do either of the following:
 - Say the name of the command the way you always do.
The Genie asks you to repeat the command several times, then prompts you to speak the next command.
 - Press the **Call** button.
The Genie skips that command and prompts you to speak the next command.
3. Continue through the list by saying each command to train the Genie or skipping it with the **Call** button.
4. Quit at any time by pressing the **Hold/DND** button.
The Genie tells you it is quitting and remembers the commands it has learned.

List of Commands That Genie Can Learn

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

- Call
- Play Messages
- Play Old Messages
- Page
- Broadcast to group
- Dial extension
- Log out
- Yes
- No
- One
- Two
- Three
- Four
- Five
- Six
- Seven
- Eight
- Nine
- Zero
- Oh

Training the Genie to learn more commands

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

The Genie also lets you manually skip through the command list so you can re-record specific commands. For example, if the Genie did not learn certain commands properly during a previous training session, you can rerecord just those specific commands. For a list of additional commands that you can train your Genie to learn, see [List of Additional Commands that Genie Can Learn](#) on page 47.

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

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

2. When the Genie asks if you want to skip over the commands it has already learned, do either of the following:
 - Say “Yes” to have the Genie automatically skip commands you have recorded. The Genie prompts you to record only commands it has not already learned.
 - Say “No” so you can manually skip commands or record all of them again. The Genie prompts you to record each command, starting at the beginning of the list.
3. Use the **Call** button to skip through the list, recording or re-recording commands. If you skip a command you have already recorded, it is not erased.
4. Quit at any time by pressing the **Hold/DND** button. The Genie tells you it is quitting and remembers the commands it has learned.

List of Additional Commands that Genie Can Learn

You can train the Vocera Genie to learn additional commands. Following is a list of additional commands:

- 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

Answering a Call

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

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

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

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



Note: Calls are not put through if you told the Genie to block calls or you put your badge or phone in Do Not Disturb mode. For more information, refer to [Using Do Not Disturb](#) and [Blocking and Accepting Calls](#).

Accepting a Call on a Badge

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

- Answer Yes.
- Press the Call button.

Rejecting a Call on a Badge

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

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

Ending a Call

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

To end the call:

1. Press the Call button.

Using Buttons to Answer Calls

You can respond yes or no to the questions from the Genie on the badge.

When a Genie prompt requires a "yes" or "no" answer, to confirm that you want to send a message, you can say your response, or you can press a button to respond.

To Answer Yes

1. Press the Call button.

To answer No

1. Press the Hold/DND button.

Call Waiting

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

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

Accepting a waiting call

To accept a waiting call, perform the following tasks:

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

Refusing a waiting call

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

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

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

[Forwarding Your Calls](#) on page 57.

Holding and Releasing the Call Hold

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

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



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

Putting a badge call on hold

To put a badge call on hold:

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

Reconnecting to a call on hold

To reconnect to a call on hold:

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

Working with Do Not Disturb

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

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

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

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

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

To block calls using voice commands, refer to [Blocking and Accepting Calls](#).

Reading Text Messages

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

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

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

- User Console messages—Users can send these text messages from the Vocera User Console, refer to [The User Console](#).

Reading Text Messages on the Badge Display

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

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

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

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

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



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

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



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

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

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, playback, or erase your greeting	Record greeting. Playback greeting. Erase greeting.	Record my greeting. Playback my greeting. Erase my greeting.

Sending Voice and Email Messages

You can send various voice and email messages using voice commands.

This section describes how to send voice and email messages from your badge or phone.

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.

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



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

The following table shows the commands for recording voice messages:

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

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 <i>John Smith</i> .	Record an email message for <i>John Smith</i> . Leave an email message for <i>John Smith</i> .

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.

Using Voice Commands to Set Device Properties

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

Using the Auto Answer Commands

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

Using the 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.

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

The Announce through Speaker property lets you customize that behavior:

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

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

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

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

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

Changing the Genie Persona

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

To change Genie persona, perform the following tasks:

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

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

Advanced Commands

This section describes commands used by more experienced users or those enabled with special permission.

Some commands require special Vocera permissions or are a little more complex than the commands described in [Basic Calling](#).

The voice commands are grouped by category. When a command requires special permission, it is marked by an asterisk (*) in the description. Your system administrator enables or disables permissions for each user. If you do not have permission to use a command that requires one, the Genie will tell you.

Blocking and Accepting Calls

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

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

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

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

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

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



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

Broadcasting to a Group

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

Broadcasting is different from calling a group:

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

Recipients of a broadcast may cancel it by pressing the **Call** button during the broadcast.

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

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

Action	Recommended Commands
Initiate a broadcast to a group	Broadcast to <i>Tech Support</i> .
Initiate an urgent broadcast to a group	Urgently broadcast to <i>Tech Support</i> . *
Initiate an urgent broadcast to the emergency broadcast group	Double-click the Call button.
Initiate an urgent broadcast to the emergency broadcast group	Press and hold the Hold/DND button.
Initiate an urgent broadcast to the emergency broadcast group	<i>Not supported</i>
Initiate an urgent broadcast to the emergency broadcast group	Double-tap Call .
Cancel a broadcast	Press the Call button while listening to the broadcast. Choose the Vocera Call Button command while listening to the broadcast. Tap End Call while listening to the broadcast.
Reply to everyone	<ol style="list-style-type: none"> 1. Press and hold the Call button before the broadcast ends. <ul style="list-style-type: none"> • When it is OK to talk, the device plays a chime. • If somebody else has already started to reply, you hear a warning sound. 2. Begin speaking. Everyone in the broadcast group hears you immediately. 3. When finished, release the Call button. Everyone in the broadcast group hears a chime, letting them know they can now reply. <ol style="list-style-type: none"> 1. Press any key from 1 through 9. <ul style="list-style-type: none"> • When it is OK to talk, the device plays a chime. • If somebody else has already started to reply, you hear a warning sound. 2. To end your reply, press any key from 1 through 9 again. <p><i>Not supported</i></p> <ol style="list-style-type: none"> 1. Touch and hold Push To Talk before the broadcast ends. <ul style="list-style-type: none"> • If it is OK to talk, you hear a beep. Other users also hear a beep to indicate that a reply is starting. • If somebody else has already started to reply, you hear a chirp. 2. Begin speaking. Everyone in the broadcast group hears you immediately. 3. When finished, release the Push To Talk button. Everyone in the broadcast group hears a chirp, letting them know they can now reply.

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

If you are already listening to one broadcast when someone attempts to include you in another broadcast, you receive the call waiting tone. Similarly, you receive the call waiting tone when someone calls you while you are receiving a broadcast. For more information, refer to [Call Waiting](#).

Summoning Help in an Emergency

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

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

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



Note: This feature initiates an urgent broadcast, so it interrupts any other calls or broadcasts that are in progress. For more information, refer to [Issuing Urgent Commands](#).

Initiating an emergency broadcast

To initiate an emergency broadcast, perform the following steps:

1. Click the Call button twice.
2. Press and hold the Hold/DND button.
3. When you hear the chime, start talking.

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".

Calling an Address Book Entry or Buddy

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

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

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

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

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

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

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

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

Forwarding Your Calls

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

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

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

- **All**—Your badge or phone does not play a ringtone when you receive a call, and every call is forwarded to the user or group you specified.
- **Unanswered**—Your badge or phone will still receive calls. Only the calls that you do not answer is forwarded according to your instructions.

- **Offline**—Calls are forwarded when you are logged out or when your badge or phone is out of range of the wireless network.

The following table summarizes the commands for forwarding your calls:

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



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

Getting Identity and Time Information

This voice commands are used to discover 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?	None

Issuing Urgent Commands

If the system administrator has granted you the required permission on the Vocera server, you can issue an Urgent command that automatically breaks through to all recipients, regardless of what they are doing at the time.

You can make any of the following commands urgent:

- Broadcast
- Call
- Conference
- Invite
- Record Reminder

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

The following table shows you how to issue urgent commands.


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

Dialing a Phone Number to Urgently Broadcast to a Group

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

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

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

6665800 and then pressing .



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

Joining or Leaving a Group

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



Note: Group managers also can add members to a group and remove them. For more information, refer to [Commands for Group Managers](#).

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

Description	Recommended Voice Commands
Add yourself to a group *	Add me to <i>Technical Support</i> .
Add yourself to multiple groups *	Add me to multiple groups. <i>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.</i>
Remove yourself from a group *	Remove me from <i>Technical Support</i> .
Remove yourself from multiple groups *	Remove me from multiple groups. <i>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.</i>

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 <i>Technical Support</i> ?	None

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. For instructions on how to retrieve and play your messages, see [Listening to Messages](#).

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. For more information, refer to *Vocera Voice Server Administration Console Guide* in the section titled, "Choosing Badge Notifications".

Locating a Vocera User or Group Member

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

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

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



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

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

Navigating IVR Phone Trees with a Badge

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

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

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

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



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

You may say up to ten digits, letters, or special characters, as described in [Possible Touch-Tone Responses](#). Say all responses one-at-a-time. For example, say "One Zero Zero," not "One Hundred."

Using a badge to interact with an IVR tree

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

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

Possible Touch-Tone Responses

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

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

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

Placing a Three-Way Conference Call

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

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

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

Unsupervised Conferencing

You can add another a user to an existing call without speaking to him or her first.

Adding a third person to a call

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

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

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

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

Supervised Conferencing

You can speak to a new person before adding him or her to a three-way conference call or, as an alternative, you can switch between the new person and a call in progress.

The following table summarizes your conference call options.

Action	Recommended Voice Commands
Initiate a conference call	Conference <i>James Madison and Mary Lamb</i> .
Add another party to a call (unsupervised method)	<ol style="list-style-type: none"> 1. Press the Hold/DND button to put your call on hold. 2. Press the Call button to summon the Genie and say: Invite <i>Robin Hood</i>.
Add another party to a call (supervised method)	<ol style="list-style-type: none"> 1. Press the Hold/DND button to put your call on hold. 2. Press the Call button to summon the Genie and say: Call <i>Robin Hood</i>. Your device connects to the new party. 3. After speaking with the new party, press the Hold/DND button. When the Genie asks if you want to conference the parties, do either or the following: <ul style="list-style-type: none"> • 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/DND button.
End a conversation and return to the other party	Press the Call button while talking to the person you want to disconnect.

Talking with a third person

You can put a call on hold and talk to a third person.

To talk with a third person, perform the following tasks:

1. Press the **Hold/DND** button, while on a two-party call.
2. Wait for the Genie to confirm that your first call is on hold, and then press the **Call** button.
3. Say **Call** *First and last names of the new user*.
4. When you finish speaking to the new party, press the **Hold/DND** button. The Genie asks if you want to conference the parties.
5. Answer in either of the following ways:
 - Say "Yes" to create a three-way conference call between you and the other two parties.
 - Say "No" to place the new party on hold while you speak with the original caller.

6. If you placed one call on hold, you could optionally press the Hold/DND button at any time to switch between the original caller and the new party.
Each time, the Genie asks if you want that party to join your existing call.
7. To end a call, press the Call button.
Either of the following situations occurs:
 - If the calls are conferenced together, your device hangs up, and the other two parties may continue to talk or hang up also.
 - If one call is on hold, the party you were speaking with is disconnected, and your device returns to the other call.

Recording Voice Reminders

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

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

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

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

After you initiate the first command, the Genie walks you through the various prompts and confirms your selections. For more information on making the reminder urgent, refer to [Issuing Urgent Commands](#) on page 58.

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

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

Voice Reminder Limitations and Interval Usage

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

Adhere to the following when creating a voice reminder:

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

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



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

Reviewers: does this still apply?

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

Voice Reminder Example

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

Once the reminder is set, the following events occur:

1. The recipient of the reminder hears a "Klunk" tone at the specified time and sees the name of the sender flash briefly on the screen of their Vocera badge.
2. The next time the recipient presses the **Call** button, they hear, "You had a message from *Sender Name*".

If you set a reminder for yourself, your name will appear on the screen of your device and is also announced as the sender when you press the **Call** button.

Urgent reminders behave similarly to urgent messages and announce, "Urgent reminder from <sender's names>" and display the sender's name on the recipient's badge screen. For more information, refer to [Issuing Urgent Commands](#) on page 58.

Deleting Voice Reminders

Deleting Voice reminders is similar to deleting voice messages.

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

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

The following table summarizes the commands for deleting reminders.

Action	Recommended Voice Commands	Genie Action	User Action
Delete a recurring or non-recurring scheduled (pending) voice reminders for yourself	Delete voice reminder	Begins listing all scheduled reminders and asks you if you would like to delete this reminder.	Listen to Genie prompts and say, "Yes" when asked for a confirmation to delete a scheduled reminder. You can also press the Call button after you hear the reminder that you want to delete and your reminder is deleted.
Delete a recurring or non-recurring scheduled reminder for a group	Delete voice reminder	Begins listing all scheduled reminders and asks you if you would like to delete this reminder.	Listen to Genie prompts and say, "Yes" when asked for a confirmation to delete a scheduled reminder. You can also press the Call button after you hear the reminder that you want to delete and your reminder is deleted.
Delete all scheduled voice reminders for yourself, multiple users, or a group	Delete all scheduled reminders	Asks for confirmation, "Are you sure you want to delete all your scheduled reminders?"	Say "Yes" to confirm or "No" to cancel this action.

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."

Sending and Receiving Numeric Pages

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

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

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

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

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

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

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

Action	Recommended Voice Commands	Version
Send a page to a Vocera user, buddy, or address book entry	Page <i>Tom Mailer</i> .	
Send a page to a Vocera group	Page <i>Tech Support</i> .	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 <i>3964</i> .	

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



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

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

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

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

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

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

Using Instant Conferences

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

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

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

Joining and Leaving a Conference

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

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

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

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

"Join the conference for *Managers*"

"Leave the conference for *Cashiers*"

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

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

Using the Vocera Badge or Phone in a Conference

While you are in a conference with a Vocera badge or phone, you still have access to every other Vocera function. You can place and receive calls, send and listen to messages, and perform every other task you are accustomed to using the badge or phone.

If you are in a conference, you can press the Call button to hear the Genie prompt, then issue a command like you usually do. If you press and hold the Call button, however, you initiate a conversation with everyone at the conference.

Summoning the Genie takes precedence over a conversation in a conference. That is, you can interrupt an active conversation in a conference by pressing the Call button to issue a command. Similarly, any incoming calls are also routed to your Vocera device, interrupting an active conference.

The Do Not Disturb state is also effective in a conference. If your Vocera device is in Do Not Disturb mode, you are not interrupted when someone begins a conversation in a conference. However, you cannot use the Hold/DND button to cancel an active conference. Only pressing the Call button to summon the Genie can cancel an active conference.

Call blocking is not effective in a conference. If you are blocking calls from someone who is in a conference with you, you will still hear that person during a conference, although your Vocera device continues to block the direct calls of the person.

Waiting in a conference does not consume additional power and you have access to all other Vocera commands. You can stay at a conference as long as you want. In many situations, you may want to be at a conference the entire time you are using your badge or phone.

Summary of Conference Commands

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

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

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



Commands used with Integrated Services and Products

This section describes the optional voice commands that can be used on your Vocera badge or device when you integrate other Vocera products and functionality in your clinical environment.

Providing Status of Environmental Services Staff

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

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

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

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



The Funny Genie and Easter Eggs

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

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

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

Funny Genie Mode

It is easy to turn Funny Genie mode on and off by using a simple Voice command.

When you enable the Funny Genie, you hear an alternate set of prompts and a series of different and unusual responses.

Turning Funny Genie mode on and off:

1. Press the **Call** button on your Vocera badge.
2. Say the following command depending on your desired selection:
 - "Turn on the funny Genie"
 - "Turn off the funny Genie"

When enabled, you will be greeted by the Funny Genie every time you press the **Call** button.

The table below shows the user actions and commands you can use to interact with the Funny Genie.

User action or commands	The Genie Says
Press Call	<ul style="list-style-type: none"> • <i>Vocera, Vocera, Vocera...</i> • <i>Waz up!</i> • <i>Not you again?</i> • <i>Aloha!</i>
"Turn the Funny Genie On"	<i>Well alright, I'm turning on the funny Genie</i>
"Turn the Funny Genie Off "	<i>Oh alright, I'm turning the Funny Genie off</i>



Note: This list is not exhaustive since the Funny Genie likes to surprise you.

Disabling the Funny Genie for all badges

Not everyone finds the Funny Genie appropriate for their environment. You can disable the Funny Genie globally for all badges at your site.

If you want to completely disable this function for all badges connected to your server, change the settings for the `SysFunnyGenie` property. By default, this property is set to true.

To disable the Funny Genie:

1. Navigate to the `properties.txt` file located in `vocera/server` folder.
2. In `properties.txt`, set the property as follows:


```
SysFunnyGenie = false
```
3. Restart the Vocera Voice Server.

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



Practicing Mindfulness At Work

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

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

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

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

The following table summarizes the voice commands for practicing mindfulness:

Action	Recommended Voice Commands	User Action
Practice mindfulness for 30 seconds.	Play Mindfulness	Listen to the 30 second mindfulness soundtrack and follow the steps
Practice mindfulness for one minute	Play Mindfulness for a minute	Listen to the one minute mindfulness soundtrack and follow the steps
Practice mindfulness for five minutes	Play Mindfulness for 5 minutes	Listen to the five minutes long mindfulness soundtrack and follow the steps

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



Invoking Genie Help

The Help Genie can respond directly to a set of help questions that assist users in learning how to use their Vocera device.

Logging in on Your Badge for the First Time

When you log in on your Badge for the first time, the Help 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!".

Interacting with Genie

To invoke the Help Genie, press the Call button and Say, "Help." This initiates a series of interactions with the Help Genie.

Action	Recommended Voice Commands	The Help Genie says...
Involve the Help Genie	Help. or Genie Help.	What would you like help with?

Working with Genie Help

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

Logging in on Your Badge for the First Time

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!".

Getting Started with Genie Help

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

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

When the Help Genie discovers the correct category, and you receive the answer, the Help Genie session ends. If you have additional questions, you can invoke the Help Genie by pressing the Call button and using the Help command. For more information, refer to [Invoking Genie Help](#).

Categories for Genie Help

There are some general questions that the Genie Help can answer.

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

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

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

Exiting the Help Genie

You can easily end your session with the Genie Help using the `Cancel` command.

During the Genie Help interaction, you may need to leave the session. To exit the Genie Help, do one of the following:

- Press the `Call` button.
- Say the command "Cancel."

Action	Recommended Voice Commands
End Genie Help	Cancel.

Creating a Custom Help Prompt

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

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

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



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

For more information, refer to the *Vocera Administration Guide* in the chapter titled, "Providing a Custom Help Prompt" and contact Vocera Customer.

Special Features

This section provides information on the advanced features you can use to setup and enhance your environment.

- [Communicating with Multiple Sites](#) on page 78
- [Commands for Group Managers](#) on page 81
- [Understanding Text Messages](#) on page 83
- [Using Vocera Access Anywhere](#) on page 86
- [Using Code Lavender](#) on page 91
- [The User Console](#) on page 93
- [Notification Prompts](#) on page 95



Communicating with Multiple Sites

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

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



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

About Sites

If your installation supports multiple sites, you can communicate with other users, groups, and address book entries at your local site as well as at any other site.

When you roam from site to site, the Vocera server knows which site you are visiting and can direct calls to your device there.

Groups, locations, and address book entries at different sites can have the same name. For example, each site can have its own “Code Blue” group, its own “Cafeteria” location, and its own “The Local Pharmacy” address book entry.

Each site in your organization has a unique name. For example, you may have site names such as New York, Philadelphia, and Washington, or even site names such as Third Street or North Wing.

Types of Sites

Vocera distinguishes among different sites based on where you typically work and where you are visiting.

Some of the sites are:

- **Home site**—The physical site where you typically work.
Other users, groups, and address book entries also have a home site.
- **Current site**—The physical site you are currently visiting.
You and other users can roam among sites, even when you have a current site. In most situations, your current site and home site are identical. Your current site changes when you are on the network at another physical site.

In some situations, your organization may have a “global” site that does not represent any physical location. Your administrator can assign users, groups, and address book entries to the global site if they are not associated with a specific physical site.

Using Sites in Voice Commands

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

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

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

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

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

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

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

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

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.

Action	Recommended Commands (Italics indicate an example)
Logging in at a site you are visiting	<ol style="list-style-type: none"> 1. Press the Call button, then wait to hear the log-in prompt. 2. Connect to your home site as follows: <i>Connect to Santa Cruz.</i> 3. Wait for the next log-in prompt, then say or spell your name as usual: <i>April Buckley.</i>

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.

Placing a Three-Way Conference Call Between Different Sites

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

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

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



Commands for Group Managers

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

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

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

Groups also provide a way to broadcast to a specific set of users at the same time “All cashiers to the front, please” or to leave messages for many users at once “Send a message to Nurses Assistants.”

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

Group Manager Capabilities

If you are a member of a group with management capabilities you have some privileges.

Group management tasks you can perform are:

- Add members to the managed group.
- Remove members from the managed group.
- Change the scheduling options of the managed group.
- Change the forwarding options of the managed group.
- Specify a group whose members can add themselves to the managed group.

If you have group management capabilities, you can use voice commands to add users to the managed group, remove users from the managed group, and record name prompts for the group. The rest of this chapter discusses these voice commands.

You use the User Console to perform all other management tasks. For more information, refer to *Vocera User Console Guide*.

Members of a group with management capabilities do not have administration permission. Only a system administrator can create a group, delete it, or assign permissions to it.

Adding and Removing Group Members

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

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

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

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

Recording Names and Greetings for a Group

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

The situations in which the Genie speaks are to:

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

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

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

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

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

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

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



Understanding Text Messages

You can send text messages from email account hosted on your Vocera smartphone or from the User Console to a user or a group.

When you send a message to a group, all members of the group receive the message. Recipients can read these short messages on their device displays.

The following sections describe how to send text messages to a Vocera device. You cannot send text messages *from* a Vocera badge, but you can send them from a smartphone. Both Vocera badges and smartphones can *receive* text messages.

For information about playing text messages, refer to [Listening to Messages](#) on page 39.

Text Message from an Email Program

Learn the requirements for sending text messages from an email program to Vocera users.

Prerequisites for Sending Text Messages From an Email Program

Before you can send email to Vocera devices, you need to get some information from your system administrator:

- The email address dedicated to the Vocera system.
All email messages to Vocera users must be addressed to this email account.
- The user ID of the user to whom you want to send the email.
This is often the person's first initial followed by the last name or the name of the group and its site if it is not in the Global site.

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

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

Sending Text Messages to Offsite Users

Your Vocera Administrator can control whether text messages sent to groups are delivered to users who are offsite when the message is sent. If the group is in the Global site, or if any users from the group are members of the Global site, messages will always be received, regardless of the setting.

For example, A user in a Code Blue group for site A is working in site B. If a message is sent to the Code Blue group for Site A, the user working in Site B should not receive the message, unless that user belongs to site Global. The reasoning is that if a user is not on-site, the message would be irrelevant.

Sending Text Messages from an Email Account

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

You will need to get some information from your Vocera Administrator.

- The user ID of a Vocera user.

For example: `jbatista`

- The name of a group; If the group is in the global site, you need only the group name.

For example: `I C U Nurses`

- The name of a group and its site; If the group is in any site other than Global, specify the group name in brackets, followed by the site name in braces.

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

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

```
[jbatista] **urgent**
```

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

To send a message, perform the following steps:

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

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



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

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

5. Click Send.

Text Messages Sent from the User Console

You can send messages from the User Console to a user or a group.

If you send the message to a group, all members of the group receive the message. Recipients can read these short messages on their Vocera device displays.

Your Vocera Administrator can control whether text messages sent to groups are delivered to users who are offsite when the message is sent. If the group is in the Global site, or if any users from the group are members of the Global site, messages will always be received, regardless of the setting.

For example, A user in a Code Blue group for site A is working in site B. If a message is sent to the Code Blue group for Site A, the user working in Site B should not receive the message, unless that user belongs to site Global. The reasoning is that if a user is not on-site, the message would be irrelevant.

The User Console is a Vocera utility that runs in a web browser. For a summary of the User Console, refer to [The User Console](#), or refer to *Vocera User Console Guide* for a complete description of its features. Not all organizations allow access to the User Console.

Sending a text message from the User Console

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

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

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

Using Vocera Access Anywhere

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

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

Types of Access to the Genie

When you use a phone to call the Vocera hunt number for a site, there are two types of access:

The following table describes the access types:

Access Type	Call this Hunt Group Number	Description
Guest Access	Guest Access number	Callers can interact with the Genie to place a call. They are not identified to the called person and cannot issue voice commands. This type of access requires no additional configuration or user licenses, and it is the same type of access that existed prior to Vocera 4.1.
Direct Access	Direct Access number (SIP or ISDN PRI only) or Guest Access number. Once connected, press the star (*) key to switch to direct access mode.	Once callers are authenticated, either by Caller ID or by name and password, they have full permission to access the Genie to issue Vocera commands. This type of access requires additional configuration and a Vocera Access Anywhere user license.

Software and Configuration Requirements

To access the Genie from a phone, your Vocera system must meet certain software and configuration requirements:

The requirements are:

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



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

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

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

Starting a Genie Session from a Phone

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

When you access the Genie from a phone, you are not logged into the Vocera system. You are simply establishing an authenticated Genie session. You can access the Genie from a phone even when you are currently logged in from a badge.

If Caller ID is not supported on your Vocera system, you can start a Genie session from a phone by calling the Guest Access number of your home site and then pressing star (*).



Note: If you try to start a Genie session from a phone when you do not have permission, the Genie says, "I'm sorry. You need permission to access the Genie from a phone. See your administrator."

Starting a Genie session from a phone using Caller ID

You can start a Genie session from a phone using a Caller ID.

To start a Genie session, perform the following tasks:

1. Call the Direct Access number for your home site, using either your desk phone or cell phone.
2. You should be automatically authenticated based on your Caller ID. The Genie says, "Good morning, [FirstName]. [Chime] Vocera."



Note: Depending on your Vocera permissions and the phone you used to make the call, the Genie may prompt for your first and last name, and then prompt for your phone access password.

3. Say any of the supported commands.

If the Genie asks you a question that requires a yes or no response, you can press the 1 key to answer "yes" or the 2 key to answer "no."

Starting a Genie session from a phone using your credentials

You can start a Genie session with a phone using your credentials.

To start a session, perform the following task:

1. Call the Guest Access number for your home site, using any phone.
The Genie says, "Good morning. Say the full name of the person or group you want to reach or enter an extension."
2. Press the star (*) key.
The Genie switches to direct access mode. The Genie prompts you to say or spell your first and last name.
3. Say or spell your first and last name.
The Genie prompts you to enter your phone password followed by the pound sign (#).
4. Enter your phone password followed by the pound sign (#).
You must enter the password using the keypad; you cannot say it. The phone password must be between five and 15 characters, and it may contain letters or numbers. If your password contains letters, type the corresponding numeric keys on your phone's keypad. Do not enter your regular Vocera password that you use to log into the User Console.
5. After you enter your phone password, you are prompted by the Genie. Say any of the supported commands.

If the Genie asks you a question that requires a yes or no response, you can press the 1 key to answer "yes" or the 2 key to answer "no."

Starting a Genie Session at Another Site

If your Vocera system is a multi-site deployment, you can access the Genie from a phone by calling the Guest Access number of any site.

If you are prompted to say your first and last name, use the "Connect to" command to connect to your home site and authenticate yourself. Once the Genie session is established, you can use the "Connect to" command to connect to other sites and make calls, if you have permission. For more information about calling sites, refer to [Using Sites in Voice Commands](#).

Accessing the Genie by calling the Guest Access number at another site

You can access the Genie by calling the Guest Access number at another site.

To access the Genie, perform the following steps:

1. Call the Guest Access number at another site, using any phone.

The Genie says, "Good morning. Say the full name of the person or group you want to reach or enter an extension."

2. Press the star (*) key.

The Genie switches to direct access mode.

3. If the Genie prompts you to say or spell your first and last name, connect to your home site by saying this command:

Connect to *Site*.



Note: Replace *Site* with the actual name of your home site.

The Genie prompts you to say or spell your first and last name.

4. Say or spell your "first and last name."

The Genie prompts you to enter your phone password followed by the pound sign (#).

5. Enter your phone password followed by the pound sign (#).

You must enter the password using the keypad; you cannot say it. The phone password must be between five and 15 characters, and it may contain letters or numbers. If your password contains letters, type the corresponding numeric keys on your phone's keypad. Do not enter your regular Vocera password that you use to log into the User Console.

6. After you enter your phone password, you are prompted by the Genie. Say any of the supported commands.

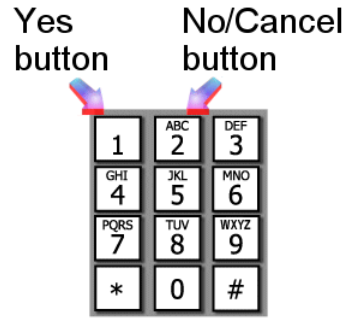


Note: When you access the Genie from a phone, Vocera is not aware of your location. If you want to call people at other sites, you must first connect to that site.

Vocera Access Anywhere Special Keys

If the Genie requires a yes or no response, you can press 1 for "Yes" or 2 for "No."

You can also press 2 to cancel a command. For example, if you are calling someone and you change your mind, press 2 to cancel the action.



Important: Vocera uses the 1 and 2 keys for its functionality and hence does not fully support calling Interactive Voice Response (IVR) phone numbers while you are accessing the Genie from a phone.

Announcements for Calls from a Phone

. By default, the Call announcements feature is enabled.

When **Announce Caller's Name After Tone** is enabled in the Vocera system, Genie provides helpful information to Badge users about incoming calls. Genie will announce the caller's name or the phone number; if both are available, the name will be announced.

Callers use a hunt number (such as, 408-555-1111) defined in the Vocera Administrator's Console for either *Guest Access* or *Direct Access* to reach users in the Vocera system.

Registered Vocera Badge users call the Direct Access hunt number and are prompted to provide a PIN assigned to their account. Once authenticated, users can use any of the Vocera voice commands.

This announcement adds to the time required to connect each call.

By default, the *Announce Caller's Name After Tone* is enabled, and *Override User Settings* is set to No.

Commands Not Supported From a Phone

This section describes the Vocera voice commands that are not supported while you are accessing the Genie from a phone.

If you try to use an unsupported command, the Genie will respond, "I'm sorry. The command is available only from a badge."

Category	Command
Log in and out	Log me in as <i>John Smith</i> Log me out
Locate Users and Groups	Where am I? Where is the nearest member of <i>Tech Support</i> ? Where is the closest member of <i>Tech Support</i> ? Locate nearest member of <i>Tech Support</i> ? Locate closest member of <i>Tech Support</i> ?
Assign Access Points to Locations	Begin tour End tour Assign location
Miscellaneous	Turn Auto Answer on Turn Auto Answer off Turn Announce Through Speaker on Turn Announce Through Speaker off

Other Functionality Not Supported on a Phone

In addition to voice commands that are not supported by a phone, there are other limitations to Vocera functionality when you access the Genie from a phone:

- To receive a call on your phone that would normally be received on your badge, you must have forwarding enabled in your Vocera user profile.
- When you receive a call on your phone, you cannot access the Genie to perform Vocera commands, such as transferring the call to another user.
- You cannot receive calls made to a group you belong to even if forwarding is enabled for the group.
- Although you can use a phone to access the Genie to initiate a broadcast, you cannot receive a broadcast on the phone.
- You cannot participate in push-to-talk conference groups. However, you can use voice commands to join or leave a conference, find out what conference you are in, and find out who is in your conference or any conference.
- You cannot initiate an emergency broadcast by pressing the 1 key twice.
- You cannot put your phone in Do Not Disturb mode.
- You can press keys on your phone to send DTMF tones to navigate IVR trees, but the 1 and 2 keys cannot be used for touch tone responses because they are used as Yes and No buttons. You cannot put the phone in touch tone mode to say touchtone responses.

Training the Genie from a Phone

When you access the Genie from a phone, you can train the Genie to recognize the way you say names and commands.

For more information about commands, you can use to train the Genie from a badge or a phone, refer to [Training the Genie](#).



Tip: If you use a badge more often than a phone to access the Genie, you should use only a badge to train the Genie.

Using Code Lavender

You can schedule a Code Lavender[®] event or start a live Code Lavender broadcast event for group members to bring comfort and spiritual support during times of high stress.

Code Lavender[®] is considered an integrative medicine service and a vital tool to ensure that individuals are able to continue after being presented with a difficult case, diagnosis, or loss. Hospital staff, patients, and family members often fall victim to fatigue, despair, and generally negative feelings that may impact all attempts of healing. A Code Lavender event ensures that hospital employees, patients, and patient families feel that they have the mental and emotional strength and energy to cope with challenging situations.

Code Lavender is recommended after one of the following events:

- Death of a patient
- Major trauma
- When facing an ethical dilemma in patient care
- Difficult encounters with a patient or patient's family
- Difficult encounters within the team
- During times of high stress or emotional distress

Vocera Code Lavender feature allows group members to start a live broadcast call or schedule a reminder for a Code Lavender event to begin at a later time. All recipients of the Code Lavender call are notified with a voice message, email (if configured), and a voice reminder. The badge halo turns to purple color for 5 minutes indicating the start of the Code Lavender event.

Code Lavender is configured at Site, and your administrator can designate an existing group as the Code Lavender group, or add specific members to a group utilizing it as the Code Lavender Broadcast group. Members of this group and the target recipient group receive Code Lavender broadcast calls as well as scheduled event reminders.

Scheduling a Code Lavender Call

You must have Code Lavender enabled for your Site to schedule a Code Lavender call.

For scheduled Code Lavender calls, badge prompt directs the user to specify a time within 24 hours and record a Code Lavender voice message. All recipients receive a voice message, email notification (if configured), and voice reminders immediately. Recipients are also reminded 15 minutes prior to the start of the event and the recorded voice message is replayed.

For example, if a scheduled Code Lavender event is set for 3:15 pm, a reminder is played on the badges at 3:00 pm and an email reminder is sent to the recipients to remind that, “the code lavender event is starting in 15 minutes .”



Note: VCS users will not hear this prompt.

1. Press the Call button and say, “Schedule a Code Lavender for <group name> .”

Genie responds with, “Okay, I will schedule a Code Lavender for <group name>, when do you want me to schedule it ?”

2. Say the time (in hours and minutes), for example, at 3:15 pm.

Genie confirms by saying, “I think you said 3:15 pm, is this correct ?”

3. Say “yes” to confirm.

Genie responds with , “record a reminder at the tone and press the Call button when you finish”.

4. Record your Code Lavender voice message after the tone and press the Call button.

Genie responds with, “should I schedule that reminder at 3:00 pm (15 minutes prior to the scheduled event).”

5. Say “yes” to confirm. All the recipients receive an alert tone and a Code Lavender voice message immediately.

Your recorded reminder is played 15 minutes before the scheduled time for the Code Lavender event.

Starting a Code Lavender Broadcast Call

You must have Code Lavender enabled for your Site to start a Code Lavender broadcast call.

In a live Code Lavender broadcast event, group members receive a Code Lavender broadcast call alert with a message from the call initiator. Vocera badge halo turns to purple for 5 minutes as soon as the recipients press the Call button on the badge.



Note: You can not cancel a live Code Lavender call.

1. Press the Call button and say, “Start a Code Lavender for <group name>”.

Genie responds with, “I think you said to Start Code Lavender for <group name>, is this correct ?”

2. Say “yes” to initiate a Code Lavender broadcast call to your group.

Genie confirms by saying, “Starting Code Lavender for <group name>”

3. All the Group members immediately receive a call alert on their badge, and when they press the Call button, the badge halo changes from green to purple color to indicate the beginning of a Call Lavender event.

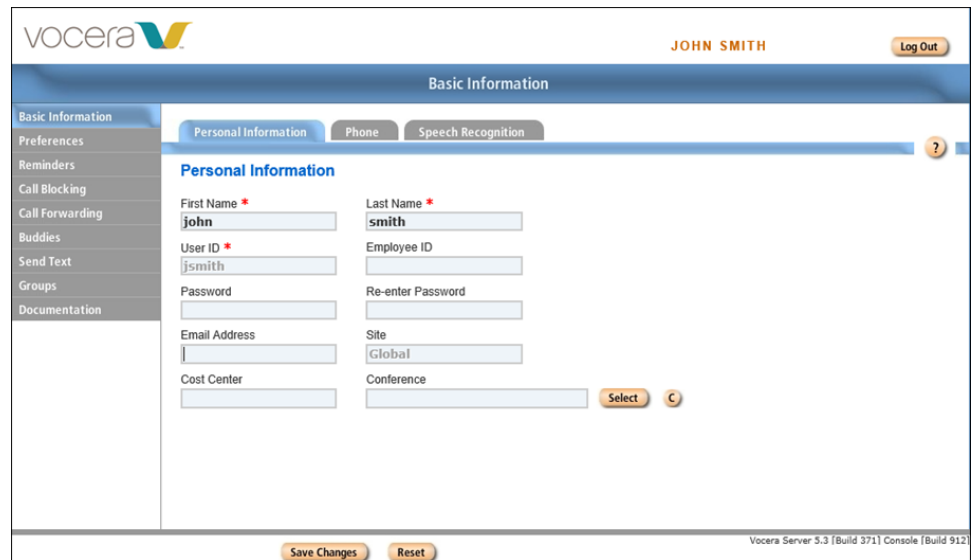
The User Console

The User Console is a browser-based application that you can use to customize your personal information and some of the settings for your badge.

Not all organizations allow access to the User Console. If yours does, the system administrator will give you the URL (Web address) of the User Console and will either give you login information or will tell you to use the Register button to create your login information.

User Console Features

The first time you log in to the User Console, you will see the Personal Information page:



The screenshot shows the Vocera User Console interface. At the top left is the Vocera logo. At the top right, the user's name "JOHN SMITH" is displayed next to a "Log Out" button. Below the header is a navigation menu with options: "Basic Information" (selected), "Preferences", "Reminders", "Call Blocking", "Call Forwarding", "Buddies", "Send Text", "Groups", and "Documentation". The "Basic Information" section is active, showing sub-tabs for "Personal Information", "Phone", and "Speech Recognition". The "Personal Information" tab is selected, displaying a form with the following fields: "First Name" (john), "Last Name" (smith), "User ID" (jsmith), "Employee ID", "Password", "Re-enter Password", "Email Address", "Site" (Global), "Cost Center", and "Conference" (with a "Select" button). At the bottom of the form are "Save Changes" and "Reset" buttons. The footer of the page reads "Vocera Server 5.3 [Build 371] Console [Build 912]".

Other links allow you to:

- Customize announcement settings for your badge.
- Specify call blocking or call forwarding options.
- Create Buddies.

You can also use the voice commands to block and call forward calls. For more information, refer to [Blocking and Accepting Calls](#) and [Forwarding Your Calls](#).

A buddy is a person or group that you can call by a nickname when you give a command to the Genie. In addition to the nickname, which is required to designate someone as a buddy, you can assign a special ring tone and give the buddy VIP status which allows your buddies to contact you even when you block calls or put the badge in Do Not Disturb mode.

You can have buddies who are badge users, and you can have Outside Buddies whom you can call from your badge. You can also send voice email to outside buddies from your badge.

- Send text messages to other badge users on your Vocera system.
- Create, modify, and delete text reminders for self, multiple users, and groups.
- Create, modify, and delete groups.

This requires additional permission from the system administrator beyond access to the User Console.

The User Console has online help for each screen, which you can view by clicking the



button. Instructions in Adobe Acrobat (.PDF) format are also available from the Documentation tab on the navigation bar.



Notification Prompts

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

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

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

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

Reference

This section provides a list of commands for quick reference, frequently asked questions, taking care of your badge, and important regulatory and safety instructions.

- [Commands - Quick Reference](#) on page 98
- [Frequently Asked Questions](#) on page 111
- [Maintaining Your Badge](#) on page 114
- [Cleaning the Badge and Accessories](#) on page 117
- [Agreements, Specifications, and Notices](#) on page 119
- [Important Safety Instructions](#) on page 135

Commands - Quick Reference

This section provides a list of voice commands for quick reference that you can use on your Vocera badge or VCS app.

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.

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 <i>John Smith</i> . * Block all calls except from <i>John Smith</i> . * Block all calls except from <i>Tech Support</i> . *
Accept calls	Accept all calls. * Accept all calls from <i>John Smith</i> . * Accept all calls except from <i>John Smith</i> . * Accept all calls except from <i>Tech Support</i> . *
Find out who is currently blocked from calling your badge	Who is blocked?

* = requires permission or telephony integration

Broadcasting to a Group

You can use broadcast commands to initiate broadcast to a group, urgent broadcast, emergency broadcast group, cancel and reply to the broadcast.

Action	Recommended Commands
Initiate a broadcast to a group	Broadcast to <i>Tech Support</i> .
Initiate an urgent broadcast to a group	Urgently broadcast to <i>Tech Support</i> . *
Initiate an emergency broadcast call	Double-click the Call button.
Cancel a broadcast	Press the Call button while listening to the broadcast. Choose the <i>Vocera Call Button</i> command while listening to the broadcast. Tap <i>End Call</i> while listening to the broadcast.

Action	Recommended Commands
Reply to everyone	<ol style="list-style-type: none"> 1. Press and hold the Call button before the broadcast ends. <ul style="list-style-type: none"> • When it is OK to talk, the device plays a chime. • If somebody else has already started to reply, you hear a warning sound. 2. Begin speaking. Everyone in the broadcast group hears you immediately. 3. When finished, release the Call button. Everyone in the broadcast group hears a chime, letting them know they can now reply. <ol style="list-style-type: none"> 1. Press any key from 1 through 9. <ul style="list-style-type: none"> • When it is OK to talk, the device plays a chime. • If somebody else has already started to reply, you hear a warning sound. 2. To end your reply, press any key from 1 through 9 again. <p><i>Not supported</i></p> <ol style="list-style-type: none"> 1. Touch and hold Push To Talk before the broadcast ends. <ul style="list-style-type: none"> • If it is OK to talk, you hear a beep. Other users also hear a beep to indicate that a reply is starting. • If somebody else has already started to reply, you hear a chirp. 2. Begin speaking. Everyone in the broadcast group hears you immediately. 3. When finished, release the Push To Talk button. Everyone in the broadcast group hears a chirp, letting them know they can now reply.

* = requires permission or telephony integration

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 <i>John Smith</i> .
Call a group member	Call <i>Tech Support</i> .
Place an urgent call	Urgently call <i>John Smith</i> . *
Call a user with a department name	Call <i>John Smith in Hardware</i> .
Call a user with a first name and department	Call <i>Sue in Hardware</i> .

* = requires permission or telephony integration

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	Alternative Forms
Change the Genie from one persona to another.	Change Genie	

Dialing a Telephone Number

You can use voice commands to dial an extension, an outside phone number, and redial the last phone 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. *

* = requires permission or telephony integration

Easter Eggs

Review the complete list of Easter Eggs clinicians can use for entertainment.

The following table shows the commands and Genie response :

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

Environmental Services

Environmental Services staff members use the following commands to report their status and readiness to receive requests for cleaning and other services.

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

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 <i>Tech Support</i> . Forward my calls to <i>John Smith</i> . Stop forwarding.
When asked which calls to forward, answer:	All. Unanswered. Offline.

* = requires permission or telephony integration

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 Help Genie says...
Get the Help Genie	Help. or Genie Help.	What would you like help with?
Exit the Help Genie	Cancel.	Help canceled.

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 <i>Tech Support</i> ? * Where is the closest member of <i>Tech Support</i> ? * Locate nearest member of <i>Tech Support</i> ? * Locate closest member of <i>Tech Support</i> ? *
Find a member of a group close to a given location	Locate members of <i>Tech Support</i> close to The First Floor. *

* = requires permission or telephony integration

Logging In and Logging Out

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

Action	Recommended Commands
Log in	Press the Call button and then say your first and last name when prompted.

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

Managing Groups

You can use a few voice commands that help you manage your groups.

Action	Recommended Commands
Add a member to a group	Add <i>Lynn Faulkner</i> to <i>Code Blue</i> . *
Remove a member from a group	Remove <i>Lynn Faulkner</i> from <i>Code Blue</i> . *
Record a name prompt for a group	Record name for Code Blue . *
Record a greeting for a group	Record greeting for Technical Support . *

* = requires permission or telephony integration

Miscellaneous Commands

Some important tasks and the recommended commands are described in this topic.

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.
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.

Placing a 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 <i>James Madison</i> and <i>Mary Lamb</i> .
Add another party to a call (unsupervised method)	<ol style="list-style-type: none"> 1. Press the Hold/DND Hold softkey button to put your call on hold. 2. Press the Call button to summon the Genie and say: Invite <i>Robin Hood</i>. <ol style="list-style-type: none"> 1. Choose the Vocera DND Button command to put your call on hold. 2. Choose the Vocera Call Button command to summon the Genie and say: Invite <i>Robin Hood</i>. <ol style="list-style-type: none"> 1. Tap Hold to put your call on hold. 2. Tap New Call to summon the Genie and say: Invite <i>Robin Hood</i>.
Add another party to a call (supervised method)	<ol style="list-style-type: none"> 1. Press the Hold/DND Hold softkey button to put your call on hold. 2. Press the Call button to summon the Genie and say: Call <i>Robin Hood</i>. Your badge connects to the new party. 3. After speaking with the new party, press the Hold/DND Hold softkey button. When the Genie asks if you want to conference the parties, do either or the following: <ul style="list-style-type: none"> • 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. <ol style="list-style-type: none"> 1. Choose the Vocera DND Button command to put your call on hold. 2. Choose the Vocera Call Button command to summon the Genie and say: Call <i>Robin Hood</i>. Your device connects to the new party. 3. After speaking with the new party, choose the Vocera DND Button command. When the Genie asks if you want to conference the parties, do either or the following: <ul style="list-style-type: none"> • 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. <ol style="list-style-type: none"> 1. Tap Hold to put your call on hold. 2. Tap New Call to summon the Genie and say: Call <i>Robin Hood</i>. Your device connects to the new party. 3. After speaking with the new party, tap Call. When the Genie asks if you want to conference the parties, do either or the following: <ul style="list-style-type: none"> • 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	<p>Press the Hold/DND Hold softkey button.</p> <p>Choose the Vocera DND Button command.</p> <p>Tap Hold.</p>
End a conversation and return to the other party	<p>Press the Call button while talking to the person you want to disconnect.</p> <p>Choose the Vocera Call Button command while talking to the person you want to disconnect.</p> <p>Tap End Call while talking to the person you want to disconnect.</p>
Initiate an urgent three-way conference call	Urgently conference <i>John Smith</i> and <i>Mary Jones</i> . *

Action	Recommended Commands
Urgently add another party to an ongoing call	<p>Press the Hold/DND Hold softkey button to put your call on hold. Press the Call button to summon the Genie and say either of the following:</p> <p>Choose the Vocera DND Button command to put your call on hold. Press the Vocera Call Button command to summon the Genie and say either of the following:</p> <p>Tap Hold to put your call on hold. Tap New Call to summon the Genie and say either of the following:</p> <ul style="list-style-type: none"> Urgently invite <i>Robin Hood</i>. * Urgently call <i>Robin Hood</i>. *
Placing a three-way conference call between different sites	<ol style="list-style-type: none"> Connect to a remote site: Connect to <i>Santa Cruz</i>. Wait for the next Genie prompt, then say: <i>Conference April Buckley</i>. After April is connected, press the Hold/DND Hold softkey button to put the call on hold. After April is connected, choose the Vocera DND Button command to put the call on hold. After April is connected, tap Hold to put the call on hold. Connect to another remote site: Connect to <i>Scotts Valley</i>. Invite another user to the conference call: Invite <i>John Smith</i>.

* = requires permission or telephony integration

Playing Messages

You can use voice messages to play voice messages and text messages.

Action	Recommended Commands
Play new voice messages	<p>Play messages.</p> <p>Play messages from <i>John Smith</i>.</p> <p>Play messages from <i>Marketing</i>.</p>
Play new text messages	<p>Play text messages.</p>
Play old voice messages (previously played)	<p>Play old messages.</p> <p>Play old messages from <i>John Smith</i>.</p> <p>Play old messages from <i>Marketing</i>.</p>
Play old text messages (previously played)	<p>Play old text messages.</p>
Delete voice messages, played or not	<p>Delete all messages.</p> <p>Delete messages from <i>John Smith</i>.</p>
Delete text messages, played or not	<p>Delete all text messages.</p> <p>Delete all text messages from <i>John Smith</i>.</p>
Issue commands while playing a message. Press the Call button before saying the command.	<p>Delete.</p> <p>Save.</p> <p>Next.</p>
Issue commands while playing a message. Choose the Vocera Call Button command before saying the command.	<p>Repeat.</p> <p>Time.</p> <p>Date.</p>
Issue commands while playing a message. Go to the Call screen and tap Call before saying the command.	<p>Cancel.</p>

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

Recording Reminders

Here are the commands you can use to record reminders.

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, George Ngu, and Sally Wassermann.	Schedule a reminder for <i>Keisha Hernandez</i> and <i>George Ngu</i> Send a reminder to <i>Keisha Hernandez</i> and <i>George Ngu</i> Send a reminder to <i>Keisha Hernandez, George Ngu, and Sally Wassermann</i>
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: <ul style="list-style-type: none"> • Yourself • Another user • Multiple users • Vocera group 	Use the following commands: <ul style="list-style-type: none"> • Record a recurring reminder for myself • Record a recurring reminder for Keisha Hernandez • Record a recurring reminder for Keisha Hernandez, George Ngu, and Sally Wassermann • Record a recurring reminder for Oncology 	Schedule a recurring reminder for : <ul style="list-style-type: none"> • myself • Keisha Hernandez • Keisha Hernandez, George Ngu, and Sally Wassermann • Oncology Send a reminder to: <ul style="list-style-type: none"> • myself/self • Keisha Hernandez • Keisha Hernandez, George Ngu, and Sally Wassermann • Oncology

Deleting Reminders

Here are the commands you can use to delete reminders.

Action	Recommended Voice Commands	Alternative Forms
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

Recording Your Name and Greeting

You can record your name and greetings using voice commands.

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.

Sending and Receiving Numeric Pages

You can send a numeric page to a Vocera user, buddy, or address book entry, Vocera group, arbitrary page number. Here are the commands to send and receive numeric pages.

Action	Recommended Commands
Send a numeric page to a Vocera user, buddy, or address book entry	Send a page to <i>Tom Mailer</i> . * Send a page to <i>Tech Support</i> . *
Send a numeric page to a Vocera group	Send a page to <i>Tech Support</i> . *
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. *

* = requires permission or telephony integration

Sending Messages

You can record and send messages, and emails with voice notes.

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

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	<ul style="list-style-type: none"> Press the Call button. Wait for the Genie to answer. Click Call. Wait for the Genie to answer. Tap Call on the Call screen Wait for the Genie to answer.
Dismiss the Genie	<ul style="list-style-type: none"> Cancel or press the Hold/DND button. Cancel or press the End key or choose the Vocera DND Button command. Tap End.

Transferring 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 <i>Tech Support</i> .
Transfer a call to a desk extension	Transfer to extension 2457. *

* = requires permission or telephony integration

Using 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 <group name>	<p>To start a Code Lavender broadcast call:</p> <ol style="list-style-type: none"> 1. Press the Call button, wait for the Genie to answer, and then say, "Start Code Lavender for <group name>." Genie responds with, "I think you said to start a Code Lavender for <group name>, is this correct?" 2. Say "yes" to proceed with the command. Genie confirms by saying, "starting Code Lavender for <group name>." 3. Members of the target Group receive an active call alert and when they press the Call button, the badge halo turns to a purple color indicating the beginning of a Code Lavender event. <p> Note: If no recipients accept the call, Genie will say, "No one is listening currently."</p>
Schedule Code Lavender for <group name>	<p>To schedule a Code Lavender call:</p> <ol style="list-style-type: none"> 1. Press the Call button, wait for the Genie to answer, and then say, "Schedule a Code Lavender for <group name>." Genie responds with, "OK, I will schedule a Code Lavender for <group name>. When do you want me to schedule it?" 2. Say the time at which you want to schedule the Code Lavender event. For example, 2:15 pm. Genie confirms the scheduled time by saying, "I think you said, 2:15 pm, is this correct?" 3. Say "Yes" to confirm the time or "No" to schedule a different time. After you confirm the time, Genie prompts you to record a reminder at the tone and press the Call button when you are finished recording 4. Record your reminder (voice message to Code Lavender recipients) at the tone and press the Call button. 5. Genie responds by saying, "should I schedule that reminder at 2:15 pm?" 6. Say, "Yes" to confirm. All the Code Lavender target group members will receive an alert tone and the recorded voice message reminder immediately after the event is scheduled. A reminder is played on the badge 15 minutes prior to the scheduled Code Lavender event.
Delete Code Lavender Reminder for <group name>	<p>To cancel a scheduled Code Lavender reminder for a specific group.</p> <ol style="list-style-type: none"> 1. Press the Call button, wait for the Genie to answer, and then say, "Delete Code Lavender reminder for <group name>." Genie plays the reminder and prompts you to confirm if you want to delete the reminder for the scheduled Code Lavender event. For Example, if you had scheduled a Code Lavender event at 2:15 pm, Genie says, "Code Lavender reminder scheduled at 2 pm today for <group name>, Are you sure you want to delete the reminder?" 2. Say "Yes" to confirm and delete the reminder.

Action	Recommended Commands
Delete All Code Lavender Reminders	To cancel all scheduled Code Lavender reminders. 1. Press the Call button, wait for the Genie to answer, and then say, "Delete All Code Lavender reminders". Genie plays the reminder and prompts you to confirm if you want to delete all reminders. 2. Say "Yes" to confirm and delete the reminders.

Using Instant Conferences

You can use voice commands that help you 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)	1. Press and hold the Call button. <ul style="list-style-type: none"> When it is OK to talk, the badge plays a chime. If somebody else in the conference has already started to speak, you hear a warning sound. 2. Begin speaking. Everyone in the conference hears you immediately. 3. When finished, release the Call button. Everyone in the conference hears a chime, letting them know they can now reply. <p><i>Not supported</i></p> 1. On the Call screen, touch and hold Call. <ul style="list-style-type: none"> If it is OK to talk, you hear a beep and the Push To Talk button is enabled. Other users also hear a beep to indicate that an instant conference is starting. If somebody else in the conference has already started to speak, you hear a chirp. 2. Begin speaking. Everyone in the conference hears you immediately. 3. When you are finished talking, <i>touch and hold</i> Push To Talk for a couple seconds tap Push To Talk to disable it. Everyone in the conference hears a chirp, letting them know they can now reply. <div style="display: flex; align-items: center; margin-top: 10px;">  <p>Important: DO NOT tap (instead of touch and hold) Push To Talk. If you tap "Push To Talk", you leave the conference and hear the Genie, allowing you to say a command. If you unintentionally leave the conference, you can rejoin it by touching and holding "Call" again.</p> </div> 4. To end the call, tap End Call. The conference broadcast is still active for other members. If the conference is silent for 10 seconds, the broadcast session ends automatically.
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 <i>Intensive Care</i> ?

* = requires permission or telephony integration

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	Recommended Voice Commands	Alternative Forms
Record your Voice PIN	Record a Voice PIN	Record my Voice PIN
Erase your Voice PIN	Erase Voice PIN	Erase my Voice PIN
Erase the Voice PIN for another user	Erase Voice PIN for <i>John Smith</i>	None

Finding out Who Called

You can use voice commands to check who called when you were off network, logged out, or on another call.

When you use the **Who Called** commands, Genie announces the name or phone number of the person who called, and the time and date of the message. If a name is not associated with the phone number of the incoming call, the phone number is announced. If both the name and phone number are known in the system, the name is announced. If the call was made to a group, Genie announces the names of the group and the person who is placing the call. Message histories are stored for the current and previous work days.

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 work day.	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?

Working With Your Groups

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

Action	Recommended Commands
Find out what groups you belong to.	What groups am I in?
Find out who belongs to a group.	Who is a member of <i>Code Blue</i> ?
Add yourself to a group	Add me to <i>Code Blue</i> . *

Action	Recommended Commands
Add yourself to multiple groups *	<p>Add me to multiple groups. <i>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.</i></p> <p><i>Each time you hear a tone, say the name of a group to which you want to be added. When you are finished, choose the Vocera Call Button command.</i></p> <p><i>Each time you hear a tone, say the name of a group to which you want to be added. When you are finished, tap Call.</i></p>
Remove yourself from a group	Remove me from <i>Code Blue</i> . *
Remove yourself from multiple groups *	<p>Remove me from multiple groups. <i>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.</i></p> <p><i>Each time you hear a tone, say the name of a group from which you want to be removed. When you are finished, choose the Vocera Call Button command.</i></p> <p><i>Each time you hear a tone, say the name of a group from which you want to be removed. When you are finished, tap Call.</i></p>

* = requires permission or telephony integration

Working with Sites

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

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



Frequently Asked Questions

This section answers some common inquiries about using your Vocera device.

Why does the Genie have trouble understanding me?

If the Genie does not understand you, it may be due to one of the following reasons:

- Is the device close enough to your mouth? For optimal voice recognition, a Vocera badge should be approximately 6 inches (15 cm) from your chin.
- Did you wait for the Genie to answer before giving a command?
If you press the Call button and begin speaking immediately, your command may not be recognized. You must wait for the Genie to greet you before you give a command. (The Genie will say "Vocera" or will play a tone, or both, depending on your device settings.)
- Did you say a valid command? If so, was the command in the proper format?
The Genie recognizes specific commands, and these must be in the format *verb-noun*. If you get into the habit of saying the command first, and then giving the details, you will find it very easy to communicate through your Vocera device. Here are a few examples:
"Call Jim Olsen."
"Record a greeting."
"Block all calls"
"Play old messages."
• Is the problem that the Genie doesn't understand "yes" or "no"?
Sometimes, when the Genie gives a prompt that requires a "yes" or "no" answer (for example, "Should I save that message?"), the Genie will not "hear" you if you answer too quickly. Try waiting a moment before answering.
You can also press the Call button to answer "yes," or press the Hold / DND button to answer "no."
• Does the Genie have trouble recognizing a name?
The Genie will not recognize a name if the person has not been added to the system as a user. Have you ever seen this person use a Vocera device?
If you are sure you are saying the name of a valid user, make sure you say both the first and last names.
If you think the Genie doesn't recognize a name because of the way you pronounce it, you can train the Genie to understand you. See [Training the Genie](#) for instructions.
When you train the Genie, you are prompted to spell the person's name. If the Genie does not recognize the name after you spell it, it may mean that the individual has not been added to the Vocera system. Contact the system administrator for help.

Why is my device chirping or beeping?

The system administrator can program your Vocera device to issue alerts when the device goes out of the range of the wireless network, when the battery is low, when you receive a text message, or when you receive a voice message. To find out why you heard a particular alert tone, check the device display or, if you have a badge, the indicator light on the top of the badge:

- If the B2000 indicator light is flashing red slowly and the badge display shows a low signal strength (see the illustration that follows), it means that your badge is out of the signal range of the wireless network. You will also see the “Searching for Access Points” message on the display.



If the alert tone starts and stops as you move slightly, it means that you are at a location where the wireless network coverage begins.

- If the B2000 indicator light is flashing red rapidly, and the badge display shows a low battery level, it is time to recharge the battery.



- If the B2000 indicator light is blinking green rapidly, you have unread text messages or unplayed voice messages. Icons on the badge display will show whether the messages are voice or text, or both.

B3000n and B3000 badges do not have red indicator lights, or lights that blink at different speeds. Instead, the indicator light either blinks green to indicate power is on or amber to indicate Do Not Disturb mode is on.

The system administrator can disable or enable any of the badge's alert tones, and can choose a setting to turn off alerts when you put the badge in Do Not Disturb mode.

Why does my device beep when I'm talking to someone?

You may be hearing the Call Waiting tone. Check the name that is flashing on the display. If it is not the name of the person to whom you are speaking, it means that someone else is trying to call you. The display is flashing the name of that caller.

- To take the call, press the Call button. Your first call is put on hold, and the second call is connected. To end the second call and return to the original call, press the Call button again.
- To refuse the call, press the Hold / DND (Do Not Disturb) button. The caller will be prompted to leave a message or will be forwarded to someone else, depending on how your forwarding options are set.

If there is not another call waiting the device beeps. For information to determine why your device is beeping, refer to [Why is my device chirping or beeping?](#)

Why does my device display say "Searching for Server"?

First, ask other Vocera users if they are having the same problem. If they are, it means the Vocera server needs to be reset. Contact the system administrator.

If other people are able to use their Vocera devices, try taking the battery out, and then putting it back in. If the device still cannot find the server, contact your system administrator for help.

Why does the Genie ask me to wait when I press Call?

All communications with the Genie go through speech-recognition ports. If the Genie asks you to wait, it means that all of those ports are in use. If you wait a short time, the Genie will prompt you to speak.

Why can't I receive calls or messages?

You may be logged in as a different user. Check the badge display while the badge is idle to see who is actually logged in on that badge. If your name is displayed and you are still unable to receive calls or messages, contact the system administrator for assistance.

Why do some text messages begin with strange characters?

The message was sent in HTML format. Ask the sender to re-send the message in plain text format.

Why does my badge beep and then restart?

If you ignore low-battery signals and alerts long enough, the battery level will get so low that the badge resets. Recharge your battery.

What can I do if badge buttons are not working?

If the badge display is blank and the indicator lights are off, it means that you need to recharge the battery.

Occasionally, the badge may need to be reset. If you have an image on the badge display, but none of the buttons respond when you press them, remove the battery and then put it back in again. The badge should work normally after it resets.

How can I stop getting logged out when I charge my badge?

This automatic log off is the result of the settings for your badge on the Vocera server. If you want to use your badge while it is in a single-bay charger, contact the system administrator.

Eight-bay chargers do not have cutouts for the badge speaker, so you cannot use the badge while it is charging in that kind of charger.

Maintaining Your Badge

Vocera badges need simple maintenance for each Vocera badge version.

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

Knowing When to Charge the Battery

You must charge a new battery before you can use it. After that, you must recharge the battery as needed for the badge to operate properly.

There are several easy ways to check whether you need to recharge the battery:

1. The battery-level indicator on the badge display shows empty.



2. An alert signal plays at regular intervals.



Note: You can get the alert signal to be disabled by the system administrator on request.

B3000 Series Battery

The reliable battery enclosure and higher capacity of B3000 and B3000n series batteries were introduced in Firmware Release 4.3 for Vocera Voice Server 5.2 or later.

Preparing the Charger

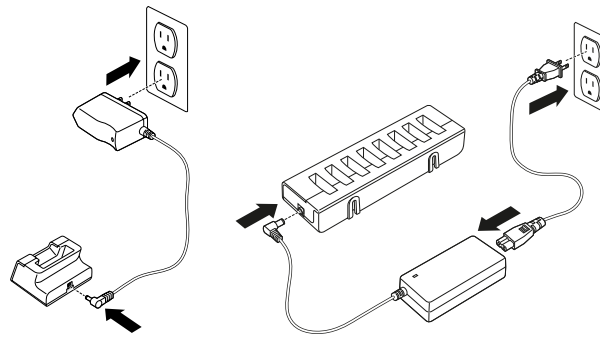
To prepare the charger for use, insert the single-pronged plug into the outlet in the charger, and plug the two-pronged power plug into a 110V or 220V AC outlet depending on the Vocera-supplied power adapter for your country.



Important: Before you use a charger, refer to [Important Safety Instructions](#).

Preparing the B3000n and B3000 Chargers

There are two indicator lights on the front of the B3000n and B3000 chargers. The capacity indicator is a blue light, and the charge status indicator is a red or green light.



The following table describes the meaning of the indicator lights.

Indicator	Light	Meaning
Capacity (Blue)	Light off -or- Blue light for one second, then off	There is no battery in the charger, the battery is not seated properly, or the battery exceeds 80% capacity.
	Blinking blue	Capacity is between 80 % and 60%. Prepare to replace the battery soon.
	Steady blue	Capacity is less than 60%, or the battery is beyond its useful life. If this happens, replace the battery.
Charge Status (Red/ Green)	Light off	There is no battery in the charger, or the battery is not seated properly.
	Blinking green	The battery is charging.
	Steady green	The battery is fully charged.
	Blinking red	The battery failed to charge after 4 hours.
	Steady red	The battery is unable to charge, or there is a problem with the charger. If the charger works when you try to charge a different battery, dispose the original battery and charge a new one.

Charging the Battery

This section provides information on charging the battery for B3000 and B3000n badges.

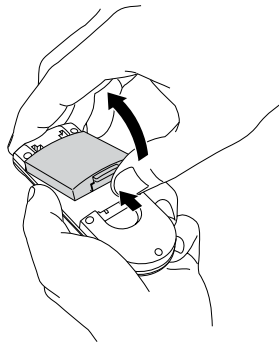
Charging B3000n and B3000 Batteries

B3000n and B3000 batteries can only be charged after they have been removed from the badge. They cannot be charged while they are attached to the badge. When you remove the battery, you do not need to remove an attached lanyard or clip from the badge.

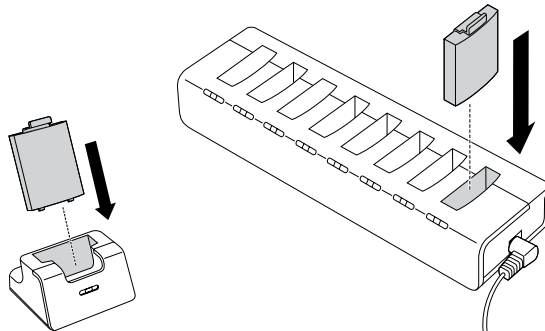
Charging the B3000n or B3000 battery

Follow the instruction provided in this topic to charge your battery.

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



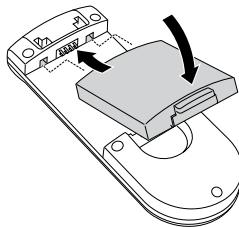
2. Insert the battery into the charger, and press down on the battery until you see the blue indicator light turn on.



If battery capacity exceeds 80%, the blue indicator light will turn off after a second.

The green indicator light on the front of the charger will begin to blink when the battery is positioned correctly, and it will continue to blink while the battery is charging. When the indicator glows steadily, the battery is fully charged. Charging normally takes only a few hours.

3. Remove the battery from the charger.
4. Slide the pegs at the top of the battery into the two holes in the battery compartment of the badge.



5. Press down gently to seat the battery in the badge.

Cleaning the Badge and Accessories

Clean Vocera badges using the correct products and procedures.

To clean the outside surfaces of Vocera badges and accessories, wipe them down with a damp cloth using [Acceptable Cleaning Agents](#) on page 117 or [Acceptable Commercial Cleaning Products](#) on page 117. Always clean the badge with the battery attached. Apply the cleaning solution using a slightly damp wipe or applicator. Do not pour liquids directly on the badge, and do not immerse the badge.



Note: Opening the badge voids all warranties. Do not open the badge for any reason.



Important: This section provides guidelines for cleaning the Vocera badge and accessories. These guidelines do not address disinfection of the badge.

Acceptable Cleaning Agents

You must use only the acceptable cleaning agent to clean your badge.

Following is the list of the acceptable badge and accessory cleaning agents:

- Water (do not immerse)
- Mild dish soap
- Hydrogen peroxide

You can clean the Vocera lanyard with a conventional commercial washing machine and let it air dry. If you have concerns regarding contamination of the lanyard, Vocera suggests disposing of it following your usual biohazard guidelines.

Acceptable Commercial Cleaning Products

You must use only the acceptable commercial cleaning agent to clean your badge.

The following cleaning products are commercially available and acceptable for cleaning the Vocera badge and accessories:

- PDI Super Sani-Cloth Germicidal Wipes
- Metrex CaviWipes

Unacceptable Commercial Cleaning Products and Agents

Some commercially available cleaning products are *not* acceptable for cleaning the Vocera badge and accessories:

They are:

- PDI Super Sani-Cloth AF3

- Aromatic hydrocarbons
- Low molecular weight aliphatic solvents
- Chlorinated and brominated solvents
- Ozone
- Ammonia
- Acetones
- Ketones
- Ethers
- Toluene
- Concentrated bases
- Inorganic hypochlorites - including bleach
- Hydrofluoric acid
- Hydrochloric acid
- Sulfuric acid

Using cleaning agents such as these may reduce the structural integrity of the material in the badge enclosure, leading to cracks in the badge and eventual failure of the badge enclosure.

As cleaning agents evolve, Vocera will continue to evaluate materials for safe use with the badge. If you have any doubt about a particular cleaning agent and that it could cause damage to a Vocera badge, contact your Vocera representative for guidance.



Note: There is no cleaning process for badges dropped in any liquids or body fluids. There is a no return policy for any badge considered to be a bio-hazard; disposal is the only option in this scenario.

Anti-Microbial Protection

To protect your Vocera Badges from microbes, some germicide agents are used.

Most exterior surfaces of badges incorporate an antimicrobial additive from BioCote® to inhibit the growth of odor-causing bacteria, mold, and fungi. This additive is molded into the badge material, and you cannot wear it off or remove it by scratching the badge, protecting the product's surface from deterioration.

A topical solution, also from BioCote, is applied to the buttons and the plastic display screen of badges. The battery compartment, the inner surface of the battery, and the microphone screen do not incorporate antimicrobial protection.

Agreements, Specifications, and Notices

This section provides information about third-party software agreements, system specifications, and regulatory notices for each Vocera badge version.

Third-Party Software Agreements

Certain portions of Vocera products are derived from software licensed to Vocera by the third parties identified at <http://www.vocera.com/legal> under the heading “Communications”.

All portions of Vocera products are subject to the notices and restrictions specified at <http://www.vocera.com/legal>.

System Specifications

This section describes the system specifications for each type of Vocera badge.

System Specifications for B3000n

B3000n badge specifications:

Dimensions	3.9 x 1.4 x 0.7 in. (9.8 x 3.6 x 1.8 cm)
Weight	1.9 oz. (53.5 g), with standard battery
LED Indicators	Bi-color LED, illuminated halo
Display screen	80 x 82 OLED bit-mapped display Supports 5 lines of text, 9-16 characters per line, up to 150 characters per message (font dependent)
Controls	Call button
	Hold/Do Not Disturb (DND) button
	Volume and Menu Selection buttons
Headset Support *	2.5 mm TRS headset jack * For headset guidelines, go to www.vocera.com and log into the Vocera customer portal.

B3000n network specifications:

Network Standard	IEEE 802.11a, 802.11b, 802.11g, and 802.11n
	IEEE 802.11w, and 802.11r
Frequency Band	2400–2483.5 MHz, 5180–5805 MHz

Data Rates Supported	1, 2, 5.5, 11, 6, 9, 12, 18, 24, 36, 48, 54 Mbps, MCS0-MCS7
Wireless Medium	Direct Sequence Spread Spectrum (DSSS)
	Orthogonal Frequency Division Multiplexing (OFDM)
	Single Input Single Output (SISO) HT40 support, at 5GHz only
Media Access Protocol	Carrier sense multiple access with collision avoidance (CSMA/CA)
Modulation 2.4GHz	DBPSK at 1 Mbps
	DQPSK at 2 Mbps
	CCK at 5.5 and 11 Mbps
	BPSK at 6 and 9 Mbps
	QPSK at 12 and 18 Mbps
	16-QAM at 24 and 36 Mbps
	64-QAM at 48 and 54 Mbps
Modulation 5GHz (HT20)	BPSK at 6.5 and 7.2 Mbps
	QPSK at 13, 14.4, 19.5, and 21.7 Mbps
	16-QAM at 26, 28.9, 39, and 43.3 Mbps
	64-QAM at 52, 57.8, 58.5, 65, and 72.2 Mbps
Modulation 5GHz (HT40 Only at 5GHz)	MCS0-MCS1, 13.5, 15, 27, 30, 40.5, 45, 54, 60, 81, 90, 108, 120, 121.5, 135, and 150 Mbps
Operating Channels (2.4GHz)	11 channels (FCC)
	13 channels (ETSI)
Operating Channels (5 GHz)	20 channels HT20 (FCC)
	9 channels HT40 (FCC)
	56 channels ETSI (Varies by country)
Roaming	IEEE 802.11a compliant
	IEEE 802.11b compliant
	IEEE 802.11g compliant
	IEEE 802.11k compliant
	IEEE 802.11n compliant
	IEEE 802.11r compliant

Authentication	Open
	PSK
	PEAP
	EAP-FAST
	EAP-TLS
	LEAP
Encryption	64-bit WEP
	128-bit WEP
	TKIP-WPA
	AES-CCMP

B3000n electrical specifications:

RF Output Power (2.4ghZ) *	+16 dBm maximum at 802.11b
	+18 dBm maximum at 802.11g
	* Results based on a controlled test environment. See the <i>Vocera Infrastructure Planning Guide</i> for network design guidelines.
RF Output Power (5ghZ) *	+16 dBm maximum at 802.11a
	+16 dBm maximum at 802.11n
	* Results based on a controlled test environment. See the <i>Vocera Infrastructure Planning Guide</i> for network design guidelines.
RF Receive Sensitivity (2.4GHz) *	-85 dBm at 11 Mbps
	-71 dBm at 54 Mbps
	-69 dBm at HT20 MCS7
	* Results based on a controlled test environment. See the <i>Vocera Infrastructure Planning Guide</i> for network design guidelines.
RF Receive Sensitivity (5GHz) *	-90 dBm at 6 Mbps
	-73 dBm at 54 Mbps
	-70 dBm at HT20 MCS7
	-68 dBm at HT40 MCS7
	* Results based on a controlled test environment. See the <i>Vocera Infrastructure Planning Guide</i> for network design guidelines.
Microphone Frequency Range	350 Hz to 3.75 KHz
Microphone Directionality	Quad MEMS Microphone array

Speaker Frequency Range	500 Hz to 3.75 KHz
Peak Speaker Loudness	85 dBSPL at 10 cm
Batteries	
Battery Type	Lithium-ion Polymer
Battery Life	Standard: 3 hours talk time (U-APSD enabled); 45 hours of standby time. Extended: 5 hours of talk time (U-APSD enabled); 60 hours of standby time.

B3000n environmental specifications:

Operating Specifications	
Temperature Range	32° to 104° F (0° to 40° C)
Humidity Range	5% to 95% relative humidity, non-condensing

Storage Specifications	
Temperature Range	-4° to 104° F (-20° to 40° C)
Humidity Range	5% to 95% relative humidity, non-condensing

Drop Specification	1.5 meters onto concrete
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System Specifications for B3000

B3000 badge specifications:

Dimensions	3.9 x 1.4 x 0.7 in. (9.8, 3.6, 1.8 cm)
Weight	1.9 oz. (53.5 g), with battery
LED Indicators	Two indicators: green, amber
Display screen	80 x 82 OLED bit-mapped display Supports 5 lines of text, 9-16 characters per line, up to 150 characters per message (font dependent)
Controls	Call button Hold/Do Not Disturb (DND) button Volume and Menu Selection buttons
Headset Support *	2.5 mm headset jack * For headset guidelines, go to www.vocera.com and log into the Vocera customer portal.

B3000 network specifications:

Network Standard	IEEE 802.11b IEEE 802.11g
Frequency Band	2400–2483.5 MHz

Data Rates Supported	1, 2, 5.5, 11, 6, 9, 12, 18, 24, 36, 48, 54 Mbps
Wireless Medium	Direct Sequence Spread Spectrum (DSSS)
	Orthogonal Frequency Division Multiplexing (OFDM)
Media Access Protocol	Carrier sense multiple access with collision avoidance (CSMA/CA)
Modulation	DBPSK at 1Mbps
	DQPSK at 2Mbps
	CCK at 5.5 and 11Mbps
	BPSK at 6 and 9Mbps
	QPSK at 12 and 18 Mbps
	16-QAM at 24 and 36 Mbps
	64-QAM at 48 and 54 Mbps
Operating Channels	11 channels (FCC)
	13 channels (ETSI)
Roaming	IEEE 802.11b compliant
	IEEE 802.11g compliant
Authentication	PSK PEAP EAP-FAST EAP-TLS LEAP
Encryption	64-bit WEP 128-bit WEP TKIP-WPA AES-CCMP

B3000 electrical specifications:

RF Output Power *	+16 dBm maximum
	* Results based on a controlled test environment. See the <i>Vocera Infrastructure Planning Guide</i> for network design guidelines.
RF Receive Sensitivity *	-82 dBm at 11 Mbps
	-65 dBm at 54 Mbps
	* Results based on a controlled test environment. See the <i>Vocera Infrastructure Planning Guide</i> for network design guidelines.
Microphone Frequency Range	350 Hz to 3.75 KHz

Microphone Directionality	Quad MEMS Microphone array
Speaker Frequency Range	500 Hz to 3.75 kHz
Peak Speaker Loudness	85 dB SPL at 25 cm
Batteries	
Battery Type	Lithium-ion Polymer
Battery Life	Standard: 3 hours talk time (U-APSD enabled); 45 hours of standby time. Extended: 5 hours of talk time (U-APSD enabled); 60 hours of standby time.

B3000 environmental specifications:

Operating Specifications	
Temperature Range	32° to 104° F (0° to 40° C)
Humidity Range	5% to 95% relative humidity, non-condensing

Storage Specifications	
Temperature Range	-4° to 104° F (-20° to 40° C)
Humidity Range	5% to 95% relative humidity, non-condensing

Drop Specification	1.5 meters onto concrete
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Regulatory Notices

This section provides details regarding the regulatory compliance of the Vocera Communications Badge.

B3000n Regulatory Notices

FCC Compliance for United States Users

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Caution: Changes or modifications not expressly approved by Vocera could void the FCC compliance and negate your authority to operate the product.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

French Translation

Conformité aux normes FCC Cet équipement a été testé et trouvé conforme aux limites pour un dispositif numérique de classe B, conformément à la Partie 15 des règlements de la FCC. Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles dans une installation résidentielle. Cet équipement génère, utilise et peut émettre des fréquences radio et, s'il n'est pas installé et utilisé conformément aux instructions du fabricant, peut causer des interférences nuisibles aux communications radio. Rien ne garantit cependant que l'interférence ne se produira pas dans une installation particulière. Si cet équipement provoque des interférences nuisibles à la réception radio ou de télévision, qui peut être déterminé en comparant et en l'éteignant, l'utilisateur est encouragé à essayer de corriger les interférences par une ou plusieurs des mesures suivantes:

1. Réorienter ou déplacer l'antenne de réception
2. Augmenter la distance entre l'équipement et le récepteur
3. Branchez l'appareil dans une prise sur un circuit différent de celui auquel le récepteur est connecté
4. Consultez votre revendeur ou un technicien radio / TV pour assistance

Précaution : Les changements ou modifications à cet appareil sans expressément approuvée par la partie responsable de conformité pourraient annuler l'autorité de l'utilisateur de faire fonctionner cet équipement.

Son fonctionnement est soumis aux deux conditions suivantes:

1. Ce dispositif ne peut causer des interférences, et
2. Ce dispositif doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif.

Specific Absorption Rate (SAR) Exposure Guidelines

THIS BADGE MEETS THE FCC REQUIREMENTS FOR EXPOSURE TO RADIO FREQUENCY ENERGY (SAR).

Your wireless badge is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of a set of comprehensive guidelines that establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless communications devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR are conducted using standard operating positions, as applicable to this device, specified by the FCC. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurement. Before a badge is available for sale to the public, sample units must be tested by a certified regulatory lab to verify that they do not exceed the limit established by the government-adopted requirement for safe exposure.

USE ONLY APPROVED ACCESSORIES

RF exposure (SAR) tests have been performed on the Vocera badge when it is being worn correctly and used with the approved accessories. The SAR test results show that the badge complies with all FCC exposure requirements. When a properly-oriented badge is operated with the appropriate accessories, as directed in the *Vocera Badge User Guide*, the level of RF exposure is well below the FCC limit of 1.6W/Kg.

Therefore, to ensure compliance with FCC RF exposure guidelines when wearing the Vocera badge, the user should only use Vocera approved accessories (e.g., lanyard or universal clip). Accessories that have not been tested for RF exposure compliance with this product may not comply with the FCC RF exposure safety guidelines and should not be used.

To ensure RF exposure compliance of the badge when using the lanyard, position and maintain the call button, the speaker, and the antenna facing away from the body, as illustrated in [Getting Started with a Badge](#). The badge and lanyard attachment have been designed specifically to maintain proper orientation during normal usage. Additionally, the lanyard clip can be secured to clothing to provide additional stability. Wearing the Vocera badge with the antenna facing the body may result in non-compliance with FCC RF exposure guidelines and must be avoided.

Use only the internal antenna which is part of this product. Any use of unauthorized antennas, any modifications to the supplied antenna, or any use of unauthorized attachments could damage the badge, violate FCC regulations, and void the user's authority to operate the product.

European Union Declaration of Conformity (DoC)

Standards:

B3000n Version 

EN 300-328

EN 301-489-1

EN 301-489-17

EN 60950-1

EN 50383

2011/65/EU

Responsible Party:

Responsible Party contact information is available at www.vocera.com/legal/regulatory.aspx.

CE Mark Restrictions:

- United Kingdom: System provider for third-party traffic may require a Wireless Telegraphy and/or Telecommunications Act License.
- France: French regulations require that you do not use this device outdoors.

English

Hereby, Vocera, Inc. declares that all CE Marked Vocera products incorporating Radio and Telecoms Terminal Equipment functionality are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Français

Par la présente, Vocera, Inc. déclare que tous les produits Vocera incorporant la fonctionnalité d'Équipement terminal Radio et télécommunications et marqués du symbole CE sont conformes aux exigences essentielles et autres dispositions pertinentes de la Directive 1999/5/EC.

Dansk

Vocera, Inc. erklærer hermed, at alle CE-mærkede Vocera-produkter, som har indbygget tilslutningsfunktionalitet til radio- og telekommunikation, overholder de obligatoriske krav og andre relevante forudsætninger i Direktiv 1999/5/EU.

Notice to Canada Users

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme à l'exposition aux rayonnements IC RSS-102 des limites définies pour un environnement non contrôlé.

Notice: The Industry Canada regulations provide that changes or modifications not expressly approved by Vocera, Inc. could void your authority to operate this equipment.

Avis: Dans le cadre des réglementations d'Industry Canada, vos droits d'utilisation de cet équipement peuvent être annulés si des changements ou modifications non expressément approuvés par Dell Inc. y sont apportés.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Canada Safety Code 6 Guidelines for Exposure to Radio Waves

THIS DEVICE MEETS HEALTH CANADA SAFETY CODE 6 GUIDELINES FOR EXPOSURE TO RADIO WAVES.

CET APPAREIL EST CONFORME AUX DIRECTIVES DU CODE 6 DE SÉCURITÉ DE LA SANTÉ CANADA POUR L'EXPOSITION AUX ONDES RADIO.

Your B3000n device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by Health Canada and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

Votre appareil B3000n est un émetteur-récepteur radio. Il est conçu pour ne pas dépasser les limites d'exposition aux ondes radio (champs électromagnétiques de fréquence radio) recommandées par les directives internationales. Les lignes directrices ont été élaborées par Santé Canada et comprennent une marge de sécurité importante destinée à assurer la sécurité de toutes les personnes, indépendamment de l'âge et de la santé.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for radio devices is 1.6W/kg.

Les lignes directrices pour l'exposition aux ondes radio utilisent une unité de mesure appelée Débit d'Absorption Spécifique, ou DAS. La limite DAS pour les appareils radio est 1,6W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands.

Les tests de DAS sont effectués en utilisant des positions standards de fonctionnement quand l'appareil fonctionne à son niveau de puissance maximum certifié dans toutes les bandes de fréquences testées.

During use, the actual SAR value for this device may be well below the value stated above. In general, the lower the power output by the device, the lower its SAR value.

En cours d'utilisation, la valeur de DAS réel de ce dispositif peut être bien inférieure à la valeur indiquée cidessus. En général, plus la puissance de sortie par le dispositif, plus sa valeur DAS.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They recommend that if you are interested in further reducing your exposure then you can easily do so by limiting your usage or simply using a handsfree kit to keep the device away from the head and body.

L'Organisation mondiale de la Santé (OMS) a déclaré que l'information scientifique actuelle n'indique pas la nécessité de prendre des précautions particulières pour l'utilisation de dispositifs radio. Ils recommandent que si vous êtes intéressé à réduire encore davantage votre exposition, vous pouvez facilement le faire en limitant votre consommation ou tout simplement en utilisant un kit mains-libres pour maintenir le dispositif éloigné de la tête et du corps.

IC RSS-Gen, Sec. 7.1.3

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC statement: From RSS-GEN 7.1.2

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser gain) approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner seulement avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

IC statement: From RSS-210, Annex 9 (6)

Operation in the 5150-5250MHz band is for indoor use only to reduce potential for harmful interference to co-channel mobile satellite systems.

Les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

IC statement: From RSS-210, Annex 9 (7)

Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350MHz and 5650-5850MHz and that these radars could cause interference and/or damage to LE-LAN devices.

De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs de réseaux locaux exempts de licence (LE-LAN).

Notice to Australia and New Zealand Users

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to the Australian/New Zealand standard AS/NZS CISPR22: 2009 (Class B) set out by the Australian Communications and Media Authority and Radio Spectrum Management Agency.

New Zealand telecommunication statement (for products fitted with Telepermit approved modems):

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment shall not be set up to make automatic calls to the Telecom '111' Emergency Service.

Important: Under power failure conditions, this telephone may not operate. Make sure that a separate telephone, not dependent on local power, is available for emergency use.

Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom's specifications:

1. There shall be no more than 10 calls to the same number within any 30-minute period for any single manual call initiation, and
2. The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.

The equipment shall be set to make sure that automatic calls to different numbers are spaced such that there is no less than 5 seconds between the end of one call attempt and the beginning of another.

The equipment shall be set to make sure that calls are answered between 3 and 30 seconds of receipt of ringing.

Notice to Singapore Users

Complies with IDA Standards DA101094

Notice to Brazil Users



B3000 Regulatory Notices

FCC Compliance for United States Users

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Caution: Changes or modifications not expressly approved by Vocera could void the FCC compliance and negate your authority to operate the product.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

French Translation

Conformité aux normes FCC Cet équipement a été testé et trouvé conforme aux limites pour un dispositif numérique de classe B, conformément à la Partie 15 des règlements de la FCC. Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles dans une installation résidentielle. Cet équipement génère, utilise et peut émettre des fréquences radio et, s'il n'est pas installé et utilisé conformément aux instructions du fabricant, peut causer des interférences nuisibles aux communications radio. Rien ne garantit cependant que l'interférence ne se produira pas dans une installation particulière. Si cet équipement provoque des interférences nuisibles à la réception radio ou de télévision, qui peut être déterminé en comparant et en l'éteignant, l'utilisateur est encouragé à essayer de corriger les interférences par une ou plusieurs des mesures suivantes:

1. Réorienter ou déplacer l'antenne de réception
2. Augmenter la distance entre l'équipement et le récepteur
3. Branchez l'appareil dans une prise sur un circuit différent de celui auquel le récepteur est connecté
4. Consultez votre revendeur ou un technicien radio / TV pour assistance

Précaution : Les changements ou modifications à cet appareil sans expressément approuvée par la partie responsable de conformité pourraient annuler l'autorité de l'utilisateur de faire fonctionner cet équipement.

Son fonctionnement est soumis aux deux conditions suivantes:

1. Ce dispositif ne peut causer des interférences, et
2. Ce dispositif doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif.

Specific Absorption Rate (SAR) Exposure Guidelines

THIS BADGE MEETS THE FCC REQUIREMENTS FOR EXPOSURE TO RADIO FREQUENCY ENERGY (SAR).

Your wireless badge is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of a set of comprehensive guidelines that establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless communications devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR are conducted using standard operating positions, as applicable to this device, specified by the FCC. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurement. Before a badge is available for sale to the public, sample units must be tested by a certified regulatory lab to verify that they do not exceed the limit established by the government-adopted requirement for safe exposure.

USE ONLY APPROVED ACCESSORIES

RF exposure (SAR) tests have been performed on the Vocera badge when it is being worn correctly and used with the approved accessories. The SAR test results show that the badge complies with all FCC exposure requirements. When a properly-oriented badge is operated with the appropriate accessories, as directed in the *Vocera Badge User Guide*, the level of RF exposure is well below the FCC limit of 1.6W/Kg.

Therefore, to ensure compliance with FCC RF exposure guidelines when wearing the Vocera badge, the user should only use Vocera approved accessories (e.g., lanyard or universal clip). Accessories that have not been tested for RF exposure compliance with this product may not comply with the FCC RF exposure safety guidelines and should not be used.

To ensure RF exposure compliance of the badge when using the lanyard, position and maintain the call button, the speaker, and the antenna facing away from the body, as illustrated in [Getting Started with a Badge](#). The badge and lanyard attachment have been designed specifically to maintain proper orientation during normal usage. Additionally, the lanyard clip can be secured to clothing to provide additional stability. Wearing the Vocera badge with the antenna facing the body may result in non-compliance with FCC RF exposure guidelines and must be avoided.

Use only the internal antenna which is part of this product. Any use of unauthorized antennas, any modifications to the supplied antenna, or any use of unauthorized attachments could damage the badge, violate FCC regulations, and void the user's authority to operate the product.

European Union Declaration of Conformity (DoC)

Standards:

B3000 Version 

EN 300-328

EN 301-489-1

EN 301-489-17

EN 60950-1

EN 50383

2011/65/EU

Responsible Party:

Responsible Party contact information is available at www.vocera.com/legal/regulatory.aspx.

CE Mark Restrictions:

- United Kingdom: System provider for third-party traffic may require a Wireless Telegraphy and/or Telecommunications Act License.

- France: French regulations require that you do not use this device outdoors.

English

Hereby, Vocera, Inc. declares that all CE Marked Vocera products incorporating Radio and Telecoms Terminal Equipment functionality are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Français

Par la présente, Vocera, Inc. déclare que tous les produits Vocera incorporant la fonctionnalité d'Équipement terminal Radio et télécommunications et marqués du symbole CE sont conformes aux exigences essentielles et autres dispositions pertinentes de la Directive 1999/5/EC.

Dansk

Vocera, Inc. erklærer hermed, at alle CE-mærkede Vocera-produkter, som har indbygget tilslutningsfunktionalitet til radio- og telekommunikation, overholder de obligatoriske krav og andre relevante forudsætninger i Direktiv 1999/5/EU.

Notice to Canada Users

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme à l'exposition aux rayonnements IC RSS-102 des limites définies pour un environnement non contrôlé.

Notice: The Industry Canada regulations provide that changes or modifications not expressly approved by Vocera, Inc. could void your authority to operate this equipment.

Avis: Dans le cadre des réglementations d'Industry Canada, vos droits d'utilisation de cet équipement peuvent être annulés si des changements ou modifications non expressément approuvés par Dell Inc. y sont apportés.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Canada Safety Code 6 Guidelines for Exposure to Radio Waves

THIS DEVICE MEETS HEALTH CANADA SAFETY CODE 6 GUIDELINES FOR EXPOSURE TO RADIO WAVES.

CET APPAREIL EST CONFORME AUX DIRECTIVES DU CODE 6 DE SÉCURITÉ DE LA SANTÉ CANADA POUR L'EXPOSITION AUX ONDES RADIO.

Your B3000 device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by Health Canada and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

Votre appareil B3000 est un émetteur-récepteur radio. Il est conçu pour ne pas dépasser les limites d'exposition aux ondes radio (champs électromagnétiques de fréquence radio) recommandées par les directives internationales. Les lignes directrices ont été élaborées par Santé Canada et comprennent une marge de sécurité importante destinée à assurer la sécurité de toutes les personnes, indépendamment de l'âge et de la santé.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for radio devices is 1.6W/kg.

Les lignes directrices pour l'exposition aux ondes radio utilisent une unité de mesure appelée Débit d'Absorption Spécifique, ou DAS. La limite DAS pour les appareils radio est 1,6W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands.

Les tests de DAS sont effectués en utilisant des positions standards de fonctionnement quand l'appareil fonctionne à son niveau de puissance maximum certifié dans toutes les bandes de fréquences testées.

During use, the actual SAR value for this device may be well below the value stated above. In general, the lower the power output by the device, the lower its SAR value.

En cours d'utilisation, la valeur de DAS réel de ce dispositif peut être bien inférieur à la valeur indiquée cidessus. En général, plus la puissance de sortie par le dispositif, plus sa valeur DAS.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They recommend that if you are interested in further reducing your exposure then you can easily do so by limiting your usage or simply using a handsfree kit to keep the device away from the head and body.

L'Organisation mondiale de la Santé (OMS) a déclaré que l'information scientifique actuelle n'indique pas la nécessité de prendre des précautions particulières pour l'utilisation de dispositifs radio. Ils recommandent que si vous êtes intéressé à réduire encore davantage votre exposition, vous pouvez facilement le faire en limitant votre consommation ou tout simplement en utilisant un kit mains-libres pour maintenir le dispositif éloigné de la tête et du corps.

IC RSS-Gen, Sec. 7.1.3

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Notice to Australia and New Zealand Users

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to the Australian/New Zealand standard AS/NZS CISPR22: 2009 (Class B) set out by the Australian Communications and Media Authority and Radio Spectrum Management Agency.

New Zealand telecommunication statement (for products fitted with Telepermit approved modems):

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment shall not be set up to make automatic calls to the Telecom '111' Emergency Service.

Important: Under power failure conditions, this telephone may not operate. Make sure that a separate telephone, not dependent on local power, is available for emergency use.

Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom's specifications:

1. There shall be no more than 10 calls to the same number within any 30-minute period for any single manual call initiation, and
2. The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.

The equipment shall be set to make sure that automatic calls to different numbers are spaced such that there is no less than 5 seconds between the end of one call attempt and the beginning of another.

The equipment shall be set to make sure that calls are answered between 3 and 30 seconds of receipt of ringing.

Notice to Singapore Users

Complies with IDA Standards DA101094

Notice to Brazil Users



Important Safety Instructions

Here are some important safety instruction related to your Vocera badge.

The Vocera badge (including its battery component) and the Vocera battery charger are electronic devices. Care appropriate to the use of any electronic device must be taken in using the badge and the battery charger in order to minimize the possibility of injury (e.g., from shock) and damage (e.g., from fire).

In addition, the Vocera badge is a wireless communication device that works by generating radio frequency (RF) signals. These signals, although generally lower in strength than a typical cellular telephone, can interfere with other electronic devices that are not appropriately shielded against RF signals. If the Vocera badge will be used in proximity to sensitive electronic devices for which interference could result in serious consequences, you must consult with the manufacturer of any such device in order to determine whether the Vocera badge can be safely operated in proximity to such device.

In order to ensure comfortable use of the badge and to avoid possible damage to hearing, do not bring the speaker within close proximity of the ear while the badge is powered on.

References below to the “badge” refer to the Vocera badge, including its battery component, while references to the “product” refer to the badge and the Vocera battery charger.

In addition to other basic safety precautions appropriate to the use of wireless electronic devices, follow the safety and use instructions set forth below.

Warning Definition



Warning: This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.

Waarschuwing: Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van standaard maatregelen om ongelukken te voorkomen.

Varoitus: Tämä varoitusmerkki merkitsee vaaraa. Olet tilanteessa, joka voi johtaa ruumiinvammaan. Ennen kuin työskentelet minkään laitteiston parissa, ota selvää sähkökytkentöihin liittyvistä vaaroista ja tavanomaisista onnettomuuksien ehkäisykeinoista.

Attention: Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant causer des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers posés par les circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents.

Warnung: Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu einer Körperverletzung führen könnte. Bevor Sie mit der Arbeit an irgendeinem Gerät beginnen, seien Sie sich der mit elektrischen Stromkreisen verbundenen Gefahren und der Standardpraktiken zur Vermeidung von Unfällen bewußt.

Avvertenza: Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di lavorare su qualsiasi apparecchiatura, occorre conoscere i pericoli relativi ai circuiti elettrici ed essere al corrente delle pratiche standard per la prevenzione di incidenti.

Advarsel: Dette varselsymbolet betyr fare. Du befinner deg i en situasjon som kan føre til personskade. Før du utfører arbeid på utstyr, må du være oppmerksom på de faremomentene som elektriske kretser innebærer, samt gjøre deg kjent med vanlig praksis når det gjelder å unngå ulykker.

Aviso: Este símbolo de aviso indica perigo. Encontra-se numa situação que lhe poderá causar danos físicos. Antes de começar a trabalhar com qualquer equipamento, familiarize-se com os perigos relacionados com circuitos eléctricos, e com quaisquer práticas comuns que possam prevenir possíveis acidentes.

¡Advertencia! Este símbolo de aviso significa peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considerar los riesgos que entraña la corriente eléctrica y familiarizarse con los procedimientos estándar de prevención de accidentes.

Warning! Denna varningssymbol signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanligt förfarande för att förebygga skador.

Badge and Battery Charger Safety

1. ENSURE THAT YOU READ, UNDERSTAND, AND FOLLOW ALL WARNINGS AND INSTRUCTIONS IN THE PRODUCT DOCUMENTATION AND ON THE PRODUCT ITSELF.
2. A damaged battery may pose a risk of personal injury. Damage may include impact or shock that dents or punctures the battery, exposure to a flame, or other deformation. Do not disassemble the battery. Handle a damaged or leaking battery pack with extreme care. If the battery is damaged, electrolyte may leak from the cells or fire may result which may cause personal injury.
Une batterie endommagée peut présenter un risque de blessures corporelles. Les dégâts peuvent résulter d'impacts ou de chocs provoquant des bosses ou des perforations de la batterie, de l'exposition au feu ou d'autres déformations. Ne démontez pas la batterie. Manipulez les batteries endommagées ou percées avec d'extrêmes précautions. Si une batterie est endommagée, de l'électrolyte peut s'échapper des cellules ou la batterie peut prendre feu, ce qui risque de provoquer des blessures corporelles.
3. Keep the battery away from children.
Conservez la batterie hors de portée des enfants.
4. Do not expose (store or place) your badge or battery pack to a heat source such as a radiator, fireplace, stove, electric heater, or other heat-generating appliance or otherwise expose it to temperatures in excess of 65°C (149°F). When heated to excessive temperatures, battery cells could vent or explode, posing risk of fire.

N'exposez pas (ni ne rangez ou laissez) votre ordinateur ou batterie près d'une source de chaleur, telle qu'un radiateur, une cheminée, un poêle, un chauffage électrique ou tout autre appareil générateur de chaleur et ne l'exposez pas à des températures supérieures à 65 °C (149 °F). Lorsque les batteries atteignent une température excessive, les cellules de la batterie peuvent imploser ou exploser, représentant alors un risque d'incendie.

5. Do not carry a battery pack in your pocket, purse, or other container where metal objects (such as keys) could short-circuit the battery terminals. The resulting excessive current flow can lead to extremely high temperatures and may cause damage to the battery pack or surrounding materials, or personal injury, such as burns.

Ne transportez pas de batterie dans votre poche, sac à main ou autre conteneur où des objets métalliques (comme des clés) pourraient court-circuiter les bornes de la batterie. L'excès de courant qui en résulterait pourrait entraîner des températures extrêmement élevées et endommager la batterie, ou les matériels à proximité, ou provoquer des blessures comme des brûlures.

6. Do not put anything other than a Vocera badge or Vocera battery into a Vocera charger slot, as other objects may touch dangerous voltage points or may short out parts, both of which conditions could result in fire or electric shock.

Important: The B3000n and B3000 badges cannot be placed into the charger.

7. Do not place the product on an unstable surface, as the product may fall and suffer serious damage.
8. Do not operate the charger in a cabinet or other enclosure unless proper ventilation is provided.
9. Do not position the badge or battery charger near any source of water such as a sink, wash bowl, or toilet. Do not spill liquid of any kind on the product, as doing so may short out parts, causing damage to the product and creating the risk of fire or electric shock.
10. Take the badge or charger to a qualified service provider in these circumstances:
 - If liquid has been spilled onto the badge or charger, or if rain or water has touched the badge or charger.
 - If the badge or charger does not operate normally after you follow the operating instructions.
 - If the badge or charger has been dropped or damaged.
 - If the badge or charger exhibits a distinct degradation in performance.
 - If the power cord or plug on the charger is damaged or frayed.
11. Unplug the charger from the wall outlet before cleaning. To clean or disinfect the badge and charger, wipe with a cloth dampened with germicidal solution or isopropyl alcohol. Use of any other cleaners may damage the badge and void your warranty.
12. Use the battery charger indoors only.
13. Do not allow anything to rest on the charger's power cord. Do not locate the charger where the cord may be damaged or where the cord may cause someone to trip. Keep the power cord away from operating machinery.
14. Do not overload outlets or extension cords, because this may cause a fire or electrical shock.
15. Operate the charger only with a Vocera-approved power adapter.

Utilisez le chargeur seulement avec un adaptateur de puissance approuvé par Vocera.
16. Use only the batteries supplied with the product or Vocera-approved replacements.
17. Do not use the battery to power any device other than the Vocera badge it is designed for.
18. Charge the battery only in its Vocera charger and according to the instructions in the *Vocera Badge User Guide*. These instructions are also included with the charger.
19. In limited circumstances, the badge may power off without any prior low battery warning or indication.
20. Do not charge the battery in a place where static electricity is generated or let the battery touch any object that is statically charged.

21. The battery can be stored at temperatures between -4°F and 104°F (between -20°C and 40°C), and can be charged or operated at temperatures between 32°F and 104°F (between 0°C and 40°C).
22. Do not put the battery into a microwave oven, conventional oven, dryer, or high-pressure container, or dispose of the battery in a fire. If you do so, the battery might explode.
23. Do not open or puncture the battery or subject the battery to strong physical shock.
24. Stop using the battery if it exhibits abnormal heat, odor, color, deformation, or is in an abnormal condition.
25. If you detect leakage or a foul odor, it is especially important to keep the battery away from fire. If battery liquid leaks onto your skin or clothes, immediately wash well with clean water. If liquid leaking from the battery gets into your eyes, do not rub your eyes. Instead, immediately rinse your eyes well with clean water, and consult a doctor.
26. If the contact points on a B3000n or B3000 battery or badge are damaged, the badge screen may display the following error: "Battery Communication Error." If this happens, do the following to determine whether the battery or badge is damaged:
 - Try using the battery in question on other badges that are working properly. If the "Battery Communication Error" message always appears on other badges, the battery is damaged and must be replaced.
 - Try using the badge in question with other batteries that are working properly. If the "Battery Communication Error" message always appears, the badge is damaged and must be replaced.
27. Handle batteries with care to avoid shorting the battery with conducting materials, such as rings, bracelets, and keys. If the battery shorts, it may overheat and burn you.
28. **Battery Disposal:** Dispose of used batteries properly. After Vocera batteries have reached the end of their useful life, we recommend recycling them at a recycling center in your community or by sending them to Vocera (or a designated Vocera partner for your locale) for an earth-friendly disposal. For Vocera recycling policy and instructions, search for "recycling" in Vocera Technical Support Portal Content. If you choose to dispose of batteries yourself, consult the regulations that are in force in your locale.
29. When recycling or discarding the battery, make it non-conductive by applying vinyl tape to the terminals. On B2000 batteries, apply tape to the edges of the battery, at the sides. On B3000n and B3000 batteries, apply tape to the top edge.



FAILURE TO FOLLOW THE FOREGOING INSTRUCTIONS COULD RESULT IN (A) DAMAGE TO EQUIPMENT, VOIDING YOUR WARRANTY AND/OR (B) PROPERTY DAMAGE AND/OR SERIOUS PERSONAL INJURY, INCLUDING DEATH.

ATTENTION: SI LES INSTRUCTIONS CI-DESSOUS NE SONT PAS SUIVIES, VOUS VOUS EXPOSEZ AUX RISQUES SUIVANTS: A) DOMMAGE À L'ÉQUIPEMENT, ANNULANT VOTRE GARANTIE, B) DOMMAGES À LA PROPRIÉTÉ ET/OU RISQUES DE BLESSURES SÉRIEUSES, INCLUANT PERTE DE VIE.

Important Information About Use in Certain Areas

1. Turn your badge OFF in facilities when any posted notices instruct you to turn off all devices that emit a radio frequency. To turn the badge OFF, depress the Hold/DND button for 5 seconds or remove the battery. If the rules of your facility limit use of RF-emitting devices in certain areas, you must familiarize yourself with these rules and follow them strictly.
2. If you have any reason to suspect that the badge is interfering with sensitive equipment, turn the badge OFF immediately.

- Turn your badge OFF and do not use the charger when you are in any area with potentially explosive materials in the atmosphere. Sparks in such areas could cause an explosion or fire, resulting in bodily injury or death. Areas with potentially explosive atmospheres include: fueling areas; transfer or storage facilities for fuel or chemicals; facilities with equipment using liquefied petroleum gas, such as propane or butane; and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.



FAILURE TO FOLLOW THE FOREGOING INSTRUCTIONS COULD RESULT IN (A) DAMAGE TO EQUIPMENT, VOIDING YOUR WARRANTY AND/OR (B) PROPERTY DAMAGE AND/OR SERIOUS PERSONAL INJURY, INCLUDING DEATH.

ATTENTION: SI LES INSTRUCTIONS CI-DESSOUS NE SONT PAS SUIVIES, VOUS VOUS EXPOSEZ AUX RISQUES SUIVANTS: A) DOMMAGE À L'ÉQUIPEMENT, ANNULANT VOTRE GARANTIE, B) DOMMAGES À LA PROPRIÉTÉ ET/OU RISQUES DE BLESSURES SÉRIEUSES, INCLUANT PERTE DE VIE.

Additional Instructions for B3000n and B3000 Battery Safety

CAUTION: Using an incompatible battery may increase the risk of fire or explosion. Replace the battery only with a compatible battery purchased from Vocera that is designed to work with your B3000n or B3000. Do not use a battery from other devices with your B3000n or B3000. Dispose of used batteries properly. See Battery Disposal in this document.

PRÉCAUTION : L'utilisation d'une batterie non compatible peut accroître le risque d'incendie ou d'explosion. Remplacez la batterie uniquement par une batterie compatible achetée auprès de Vocera, conçue pour fonctionner avec votre Vocera B3000n/B3000. N'utilisez pas de batterie provenant d'un autre périphériques. Évacuez les batteries usagées conformément à la réglementation. Reportez-vous à la section Mise au rebut de la batterie de ce document.

Product Disposal Warning



Warning: Ultimate disposal of this product should be handled according to all national laws and regulations.

Waarschuwing: Dit produkt dient volgens alle landelijke wetten en voorschriften te worden afgedankt.

Varoitus: Tämän tuotteen lopullisesta hävittämisestä tulee huolehtia kaikkia valtakunnallisia lakeja ja säännöksiä noudattaen.

Attention: La mise au rebut définitive de ce produit doit être effectuée conformément à toutes les lois et réglementations en vigueur.

Warnung: Dieses Produkt muß den geltenden Gesetzen und Vorschriften entsprechend entsorgt werden.

Avvertenza: L'eliminazione finale di questo prodotto deve essere eseguita osservando le normative italiane vigenti in materia.

Advarsel: Endelig disponering av dette produktet må skje i henhold til nasjonale lover og forskrifter.

Aviso: A descartagem final deste produto deverá ser efectuada de acordo com os regulamentos e a legislação nacional.

Advertencia: El desecho final de este producto debe realizarse según todas las leyes y regulaciones nacionales.

Varning: Slutlig kassering av denna produkt bör skötas i enlighet med landets alla lagar och föreskrifter.

National Safety Statement of Compliance – CE Marking

EN 60950 Statement:

This is to certify that the Vocera B3000n/B3000 chassis and components installed within the chassis are in compliance with the requirements of EN 60950 in accordance with the Low Voltage Directive. Additional national differences for all European Union countries have been evaluated for compliance. Some components installed within the Vocera B3000n and B3000 chassis may use a nickel-metal hydride (NiMH) and/or lithium-ion battery. The NiMH and lithium-ion batteries are long-life batteries, and it is very possible that you will never need to replace them. However, if you need to replace them, refer to the individual component manual for directions on replacement and disposal of the battery.