

Action	Voice Command (examples in <i>italics</i> )
<b>Getting Started with Vocera</b>	
Log in.	Say your first and last name in response to the prompt.
Log out.	Log me out.
Find out who is logged in to the Badge.	Who am I?
Listen to the Welcome tutorial.	Play Welcome tutorial.
Record your name.	Record my name.
Record, play back, or erase your greeting.	Record my greeting. Play my greeting. Erase my greeting.
Check the current time and date.	What time is it?
<b>Training the Genie</b>	
Train the Genie to recognize the way you say a name.	Learn a name. Learn a group name. Learn a location name.
Delete a learned name.	Unlearn name (group name, location name).
Train the Genie to recognize the way you say commands.	Learn commands. Learn more commands.
Delete all your learned commands.	Unlearn commands.
<b>Placing Calls</b>	
Call a Badge user.	Call <i>Anita Rao</i> .
Call a group member.	Call <i>Trauma Team 1</i> .
Place an urgent call to a Badge user.*	Urgently call <i>Dr. Singh</i> .
Place an urgent call to a group member.*	Urgently call <i>ICU</i> .
Call a user with a department name.*	Call <i>Ann Baker in Admissions</i> .
Call a user with first name and a department name.*	Call <i>Sue in NICU</i> .
Call an address book entry.*	Call <i>Jason Condit</i> .
Call an outside buddy.*	Call my Mom.
Call an extension.*	Dial extension <i>5120</i> .
Call a local or long-distance telephone number.*	Dial an outside number.
Redial the last phone number.*	Redial number.
Send touch tones through a Badge.	1. While on a call, double-click the Hold/DND button. 2. At the beep, say the number. 3. Say "yes" to confirm.
<b>Sending and Listening to Messages</b>	
Send a standard or urgent message to a Badge user or to all members of a group (without trying to call them).	Record a message for <i>Anita Elliott</i> . Record an urgent message for <i>Anita Blasser</i> . Record a message for <i>Nursing 4 West</i> .
Play new voice messages.	Play messages. Play messages from <i>Dr. Felding</i> . Play messages from <i>Nursing 4 West</i> .
Play new text messages.	Play text messages.
Play old (previously played) voice messages.	Play old messages. Play old messages from <i>Dr. Felding</i> . Play old messages from <i>John Reinhardt</i> .
Play old (previously played) text messages.	Play old text messages.
Delete voice messages, played or not.	Delete all messages. Delete messages from <i>Stuffing</i> .
Delete text messages, played or not.	Delete all text messages. Delete all text messages from <i>Maria Lopez</i> .
Issue commands while playing a message. (Press the Call button before saying the command).	Delete <i>Time Save</i> . <i>Back Repeat</i> . <i>Cancel</i> .
<b>Working with Reminders</b>	
Record a reminder for yourself.	Record a Reminder.
Record a reminder for a user, list of users, or a group.	Record a Reminder for <i>Kusha Hernandez</i> . Record a Reminder for <i>George Ngou and Sally Reese and Doctor Mag Turner</i> . Record a Reminder for <i>Cardiologists</i> .
Record a recurring reminder for yourself.	Record a Recurring Reminder.
Record a recurring reminder for a user, list of users, or a group.	Record a Recurring Reminder for <i>Kelsha Hernandez</i> . Record a Recurring Reminder for <i>Dieticians</i> .
Delete one reminder.	Delete Reminder.
Delete all scheduled reminders.	Delete All Reminders.
<b>Playing Announcements Through Speaker with Headset Plugged In</b>	
Play announcements through Badge speaker when headset is plugged in.	Turn announce through speaker on.
Play announcements through headset when headset is plugged in.	Turn announce through speaker off.
<b>Forwarding Calls*</b>	
Forward calls to a Badge user or to a group.	Forward my calls to <i>Timothy Smith</i> . Forward my calls to <i>Nursing 4 West</i> .
Forward calls to a number defined in your profile such as, your desk phone, cell phone, or voice mail.	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 voice mail.
Forward to an internal extension.	Forward my calls to extension <i>3425</i> .
Forward to an outside number.	Forward my calls to an outside number. Forward my calls to another number.
Stop forwarding (and accept calls on your Badge again).	Stop forwarding.
<b>Transferring a Call</b>	
Transfer a call in progress to a Badge user, group members, or desk extension.	Press the Hold/DND button to put the call on hold, then press the Call button and say: Transfer to <i>Illegal Antibiotic</i> . Transfer to <i>Imaging</i> . Transfer to extension <i>2457</i> .*
<b>Sending and Receiving Numeric Pages</b>	
Send a page to a person or group in the Vocera Communication System.	Page <i>Carolee Tunn</i> . Page <i>IT Support</i> .
Send a page to an outside number.	Page an outside number.
Send a page to an internal number.	Page number <i>59647</i> .
Allow Badge users to send you numeric pages.*	Enable pages.*
Stop receiving numeric pages from Badge users.*	Disable pages.*

Action	Voice Command (examples in <i>italics</i> )
<b>Speaking or Spelling Names</b>	
In addition to speaking the full name, you can spell either the first name, the last name, or both names to contact a person:	Always speak or spell the full name to contact a group or a place: • Call <i>Jason Condit</i> . • Call <i>P-O-J-S-Q-N-C-O-N-T-R-R-O-L</i> . Spelling can improve speech recognition. Spelling is an effective that it may work even when it is slightly incorrect.
• Call <i>Jesse Hart</i> . • Call <i>J-E-S-S-E</i> . • Call <i>H-A-R-T</i> . • Call <i>J-E-S-S-E-H-A-R-T</i> .	
Be sure to speak with or even pace and say each letter distinctly when you spell a name.	
<b>Broadcasting to a Group*</b>	
Initiate a broadcast to a group.	Broadcast to <i>Trauma Team 1</i> .
Initiate an urgent broadcast to a group.	Urgently broadcast to <i>Trauma Team 1</i> .
Initiate an urgent broadcast to the emergency broadcast group.	Double-click the Call button and begin speaking.
Reply to everyone.	1. Press and hold the Call button before the broadcast ends. • If it is OK to talk, you hear a chime. • If someone else has already started to reply, you hear a warning tone. 2. Begin speaking. 3. When finished, release the Call button. Everyone in the broadcast group hears a chime, letting them know they can reply.
<b>Working with Groups*</b>	
Add yourself to groups.	Add me to <i>MRI Team Rotation</i> . Add me to multiple groups.
Remove yourself from groups.	Remove me from <i>Multiple Outpatient</i> . Remove me from multiple groups.
Find out which groups you are in.	What groups am I in?
Find out who is in a particular group.	Who is in <i>Trauma Team 1</i> ?
<b>Using Instant Conferences</b>	
Join a conference.	Join the conference for <i>ICU</i> .*
Leave a conference.	Leave the conference for <i>ICU</i> .*
Start conferencing or reply (when you are already in a conference).	1. Press and hold the Call button. • If it is OK to talk, you hear a chime. • If someone else has already started to reply, you hear a warning tone. 2. Begin speaking. 3. When finished, release the Call button. Everyone in the conference hears a chime, letting them know they can 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>Endocrinology</i> ?
Cancel or block conferences.	Press the Hold/DND button.
<b>Making a Three-Way Conference Call</b>	
Initiate a conference call.	Conference <i>Toshiko Abe and Marie Lopez</i> .
Add another party to a call (unsupervised method).	1. Press the Hold/DND button to put your call on hold. 2. Press the Call button to summon the Genie and say: <i>Invite Marie Lopez</i> .
Add another party to a call (supervised method).	1. Press the Hold/DND button to put your call on hold. 2. Press the Call button to summon the Genie and say: <i>Call Dr. Semuels</i> . Your Badge connects to that 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 of the following: • Say "Yes" to create a conference call between you and the other two parties. • Say "No" to place the new party on hold and speak to the original caller.
Initiate an urgent conference call.	Urgently conference <i>Dominic Lutz and Carolee at Sika</i> .
Urgently add another party to a call (unsupervised method).	1. Press the Hold/DND button to put your call on hold. 2. Press the Call button to summon the Genie and say: <i>Urgently invite Dr. Thorne</i> .
Urgently add another party to a call (supervised method).	1. Press the Hold/DND button to put your call on hold. 2. Press the Call button to summon the Genie and say: <i>Urgently invite Dr. Lee</i> .
<b>Working with Sites</b>	
Log in at your home site.	Press the Call button, say your first and last name when prompted.
Log in at a site you are visiting.	1. Press the Call button, then wait to hear the login prompt. 2. Connect to your home site: <i>Connect to San Jose</i> . 3. Wait for the prompt, then say your name to log in: <i>Carolee at Sika</i> .
Call a user at your current site.	Call <i>Dr. Chan</i> .
Call a user at a remote site or any arbitrary site.*	1. Connect to <i>San Jose</i> . 2. Call <i>Dr. Dean Abbott</i> .
<b>Practicing Mindfulness at Work</b>	
Play a guided meditation for 30 seconds, 1 minute, or 5 minutes.	Play Mindfulness. Play one-minute mindfulness. Play 5-minute mindfulness.
Example: Play 5-minute mindfulness.	Genie responds with "Welcome to your Mindfulness break."
<b>Managing Code Lavender® Events*</b>	
Schedule a Code Lavender event or start a five Code Lavender broadcast event for group members to help bring comfort and spiritual support during times of high stress.	Schedule Code Lavender for <i>Unit 6</i> . Start Code Lavender for <i>Unit 6</i> . Delete Code Lavender Reminder. Delete all Code Lavender Reminders.
<b>Setting Up Badge Voice PIN Authentication*</b>	
Define a numeric Personal Identification Number (PIN) to provide at login and while playing messages. (Optional)	Record a Voice PIN. Erase Voice PIN. Erase Voice PIN for <i>Doctor Akap</i> .

\*Commands that require permission from system administrator



# Vocera Short Command List

Vocera Guest Access Number: (604)875-4600, Internal ext: 54600

What you want to do	Voice Command
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### Log In/Log Out

Log In **Say OR Spell** your first and last name  
 Log Out **"Log Me Out"**



**Record Your Name** **"Record my name"**

**Summon the Genie:** Tap and release the call button after the click.

*NOTE: Do Not press and hold*

**Receiving Calls:** {Caller Name} {Accept Call} say **"Yes"** or **"No"**

### Place Calls:

- To another Vocera user: **"Call \_\_\_\_\_"** (First & Last name **OR** first name **IN** department)
- To a group member: **"Call \_\_\_\_\_"** (group name, Staff Assignment room number or role)
- Dial an Extension: **"Dial extension \_\_\_\_\_"** (number)
- Dial an Outside Number: **"Dial an outside number"** wait for the genie and follow the prompts
- Call Urgently: **"Urgently Call \_\_\_\_\_"** (person or group name)

### Record, Play, and Delete Messages:

- Record a message to a user: **"Record a message for \_\_\_\_\_"** (first and last name or first name **IN** department)
- Record a message for a group: **"Record a message for \_\_\_\_\_"** (group name)
- Play new/old voice messages: **"Play messages"**, **"Play new messages from \_\_\_\_\_"**, **"Play old messages from \_\_\_\_\_"**,
- Delete Messages: **"Delete messages"**, **"Delete messages from \_\_\_\_\_"**, **"Delete old messages from \_\_\_\_\_"**, **"Delete old messages"**

**Voice Reminders:** You can instruct the Genie to create a reminder for other users and for yourself.

For yourself: **"Record a Voice Reminder"**

For others: **"Record a voice reminder for \_\_\_\_\_"** (first and last name, limited to 3).

You can set the frequency and duration of a reminder 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"
- For recurring reminders, set the minimum duration to 5 minutes and the maximum to 24 hours.
- You can also record an **urgent voice reminder** using the commands below:

- **Record an urgent voice reminder**
- **Record an urgent voice reminder for \_\_\_\_\_**

### Groups

Find groups to which you belong **"What groups am I in"**

Add yourself to a group **"Add me to \_\_\_\_\_"** (group name)

**"Add me to multiple groups"** Use this when adding yourself to multiple groups

Remove from group **"Remove me from \_\_\_\_\_"** (group name)

**"Remove me from multiple groups."** Use this when removing self from multiple groups



### Status Halo (Indicator)

Green: On an active call

Amber: DND mode or on hold

Cycling Colors: Badge is not connected to the network



**Initiate a Broadcast:** *Two-way communication with a requested group*

Broadcast to group "Broadcast to \_\_\_\_\_" (group name)

Urgent broadcast to a group "Urgently broadcast to \_\_\_\_\_" (group name)

**Push to Talk (Instant Conference):** *One-way communication used to talk with a predefined conference group.*

**Press and continuously hold the call button**, after the tone, begin speaking, **when finished, release the call button.**

Join conference group "Join the conference for \_\_\_\_\_" (conference)

Leave conference group "Leave conference"

**Transfer a Call in progress to:** (Press DND button (also hold) then press Call button)

A person "Transfer to \_\_\_\_\_." (first and; last name or first name in department)

A group "Transfer to \_\_\_\_\_." (group name or address book entry)

A phone "Transfer to *extension* \_\_\_\_\_." (extension)

**Activate Handset Mode:** Place the call on hold

Press and hold the "Select" button (next to the screen) for three seconds.

The badge will say "Entering handset"

Take the call off hold and resume the conversation. Remember to hold the speaker to your ear.

Note: Once the call has concluded, the badge will revert to Speaker mode.

### Additional Help

For a short command review give the command, "Play welcome tutorial"

### Rules for wearing a badge:

1. Keep it close to your mouth. 6 to 8 inches, no further
2. Hands off. Holding the badge covers the microphones and changes their dynamics.
3. Chin up. Talking down puts your mouth too close to the microphone. Your voice is muffled.

### Tips for talking to a computer:

1. Speak at a normal rate of speed. Speaking too slowly and pausing will cause miscommunication.
2. Do not interrupt the Genie. If you must, do it electronically using the buttons.
3. Use the correct language: the correct groups, the correct names, and correct commands.

### The Vocera Genie Can Learn From You!

Your experience with Vocera can be improved by following a few simple steps. By teaching the Genie how you say things, he'll do a better job of understanding what you want. You only need to complete these steps once, or as you add new co-workers you need to contact. The changes you make will be saved and tied to your profile only. A good time to complete this is at the beginning of your shift.

a) Write the first and last name for the people you call most.

b) Find an area of good wireless coverage and where you will not be interrupted for a few minutes.

d) Push the call button and after the prompt give the command:

"Learn a Name"

Follow the prompts for each name on your list or until you run out of time.

If you have challenges with the Genie understanding the commands you give (call, play messages, broadcast to, add me to, etc.), give the command "Learn a Command" then follow the prompts. If you don't find the command you need, give the command: "Learn more Commands"



# CLEANING YOUR VOCERA

**KEEP THE BATTERY IN**  
DO NOT IMMERSE IN ANY LIQUID

## Acceptable cleaning agents:

- Water (Do not immerse).
- Hand Soap: Put on a cloth and rub device for 20-30 seconds. Wipe off residue with damp (not wet) cloth to rinse.
- Hand Sanitizer: Put small amount on your hand and apply to device.
- Accel Intervention Wipes.

