

• Vocera User's Guide

v o c e r a
COMMUNICATIONS



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Part No.: TBD



Badge and Battery Charger Safety

When using a Vocera badge or battery charger, always follow basic safety precautions to reduce the risk of fire, electric shock, and injury, including the following:

1. Read, understand, and follow all warnings and instructions in the product documentation and on the product itself.
2. Only use the battery charger indoors.
3. Unplug the charger from the wall outlet before cleaning. To clean the badge, battery, or charger, wipe with a damp cloth. Do not use liquid cleaners or aerosol cleaners.
4. Do not position the badge battery, or battery charger near water; for example, near a sink, wash bowl, or toilet. Do not spill liquid of any kind on the product. Doing so may short out parts, causing damage to the product and creating the risk of fire or electric shock.
5. Do not place the charger on an unstable surface, as a fall may cause serious damage to the charger.
6. Never place the badge or charger near or over a radiator or heat register. Do not operate the charger in a cabinet or other enclosure unless proper ventilation is provided.
7. Operate the charger only from the type of power source indicated on its label. Use only with the power adaptor that comes with the charger, or with a Vocera-approved replacement.
8. Only use the Vocera badge with a Vocera battery.
9. 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.
10. Do not overload outlets or extension cords, as this may cause a fire or electrical shock.
11. Do not put anything other than a Vocera badge or Vocera battery into a charger slot, as other objects may touch dangerous voltage points or short out parts, which could result in fire or electric shock.
12. To reduce the risk of electric shock, do not disassemble any part of the product. Take the badge or charger to qualified service personnel when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when you use the product again.
13. Take the badge or charger to a qualified service provider:
 - If the power cord or plug on the charger is damaged or frayed.
 - If liquid has been spilled into the badge or charger, or if the badge or charger has been exposed to rain or water.



- 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.

Battery Safety

1. Use only the batteries supplied with the product, or Vocera-approved replacements.
2. Do not use the battery to power any device other than a Vocera badge.
3. Charge the battery only in a Vocera charger, and according to the instructions in “Charging the Battery” on page 41. These instructions are also included with the charger.
4. Do not charge the battery in a place where static electricity is generated, or let the battery touch something that is statically charged.
5. The battery can be **stored** at temperatures between -20° C and 40° C, and can be **charged** within a 0° C to 45° C. Do not use the battery when temperatures exceed 60° C or fall below -20° C.
6. Do not put battery into a microwave oven, conventional oven, dryer, or high pressure container, or dispose of the battery in a fire. Under these conditions, the cell may explode.
7. Do not open, puncture, or subject the battery to strong physical shock.
8. Stop using the battery if it exhibits abnormal heat, odor, color, deformation, or is in an abnormal condition.
9. If leakage or foul odor is detected, it is especially important to keep the battery away from fire. If liquid leaks onto your skin or clothes, wash well with fresh water immediately.
10. If liquid leaking from the battery gets into your eyes, do not rub your eyes. Rinse the eyes well, and consult a doctor immediately.
11. Handle batteries with care to avoid shorting the battery with conducting materials such rings, bracelets, and keys. The battery may overheat, causing burns.
12. After the battery has reached the end of its useful life, we recommend recycling the materials at a recycling center in your community. If you choose to dispose of the batteries, consult the regulations that are in force in your locale.
13. When recycling or discarding the battery, make it non-conductive by applying vinyl tape to the terminals located on the side edges of the battery.

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Your new Vocera badge provides fast, simple, person-to-person communications over your company's wireless network. You don't need to memorize a number, and you don't need to page someone and wait for a response. Using voice commands, Vocera instantly connects you to the people you need, 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.

Your badge has a built-in speaker, microphone, radio, and a display that shows caller ID and messages. Badges communicate with each other using your in-house wireless local area network (LAN). This design permits you to be reached even in areas where cellular phones experience "dead spots." And since badges transmit and receive calls in a different frequency range than cellular phones, they can be used in areas where cellular phones are prohibited because of concerns about interference with other equipment.

A central computer, the Vocera server, controls all badge communications. As you use your badge, you are prompted by the "Genie," which is the voice interface to this computer. The Genie recognizes simple commands in a "verb-noun" format. For example:

- "Call Charles Jones."
- "Record a message for Tech Support."
- "Block all calls."

Your badge includes three attachment options. You can wear the badge on a lanyard around your neck, or use the pocket clip or universal clip to attach the badge to your clothing. These options enable you to do other tasks while you use the badge. They also position the badge microphone in the correct position for optimal speech recognition.

Always wear your badge only with a Vocera-supplied or approved attachment option.



This Guide describes how to use and care for your badge:

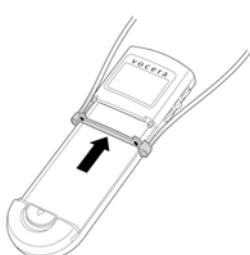
- Before you use your badge for the first time, read the **Important Safety Instructions** on page iii.
- **Getting Started** on page 3 describes all the features of the badge, and give instructions on how to attach the lanyard, pocket clip, and universal clip, wear the badge, log in, adjust the volume, and charge the battery.
- **Basic Calling** on page 19 describes how to use the most common calling and message features.
- **Advanced Commands** on page 29 describes more complex operations, such as conference calls, and gives commands that are available only if your badge is given special permissions on the Vocera server.
- **Email and Text Messaging** on page 37 describes how to send email messages from and to a badge, and how to view them on the badge display. It also provides an overview of how to send a text message from the User Console.
- **Troubleshooting** on page 47 tells you how to diagnose and correct simple problems.
- **Specifications and Compliance Statements** on page 53 provide badge specifications and regulatory information.
- **License and Sales Agreement** on page 51 defines the terms under which this badge, and the software that controls the badge, may be used.
- **Index** on page 59 helps you find information quickly.
- **Command Reference**, at the back of this Guide, lists the most commonly-used commands.

Getting Started



If this is the first time that you are using a badge, you can get started right away by following these simple steps.

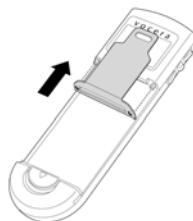
1. Charge the battery. New batteries must be charged before use. See "Charging the Battery" on page 41 for instructions.
2. Choose an attachment and connect the lanyard, pocket clip, or universal clip to the badge. *You must do this before you install the battery.*



Lanyard

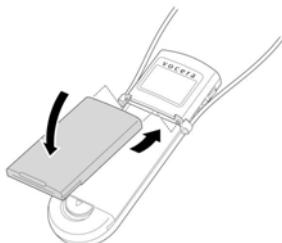


Pocket Clip

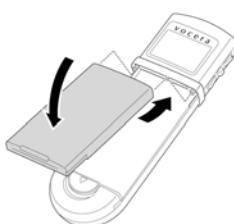


Universal Clip

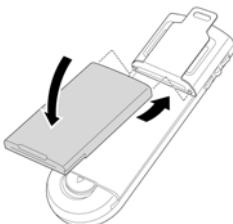
3. Install the battery. To do this, slide the holes in the top of the battery over the small pegs at the top of the badge's battery compartment and then press down gently to seat the battery.



Lanyard



Pocket Clip



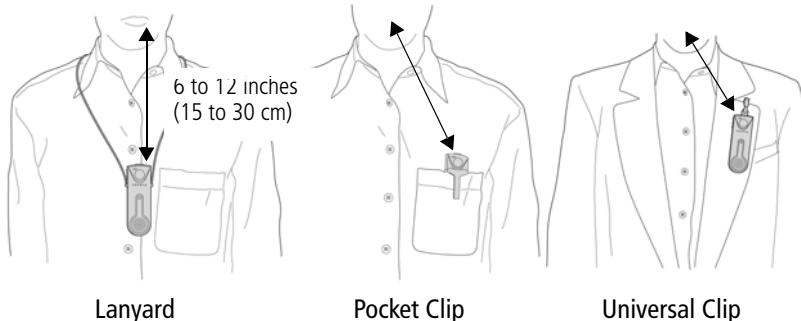
Universal Clip

The badge will begin its startup sequence. Wait until the badge display reads either "Logged Out" or shows someone's name.

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



For optimal speech recognition, the microphone on the top of the badge should be between 6 to 12 inches (15 to 30 centimeters) from your mouth.



5. Log in: Press the Call button and *wait for the Genie to answer.*
If the Genie answers by saying “Good morning,” “Good afternoon,” or “Good evening” and them prompting for your name: Say your first and last names.
If the Genie answers by saying “Vocera” or by playing a tone: Say “Log me in as <your first and last name>. (example: “Log me in as John Smith.”)
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.

Your badge is now ready for use. You can press the Call button at any time, wait for the Genie to answer, and then give the Genie a command such as:

- “Call Jim Olsen.”
- “Record my greeting.”
- “Play my messages.”

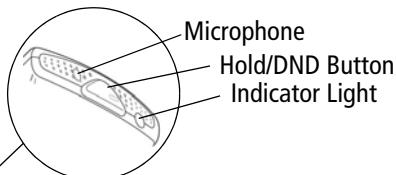
See the following sections to familiarize yourself with all the features of your badge.

- As you use the badge, pay attention to the indicators and alerts described on page 11, particularly the low battery alert that warns you when you need to charge the badge's battery.
- For a complete description of Vocera voice commands, see "Basic Calling" on page 19 and "Advanced Commands" on page 29.
- "Command Reference" on page 63, at the back of this Guide, is a handy quick reference to the most commonly-used voice commands.

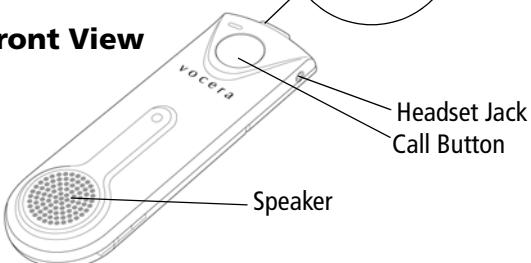


Badge Features

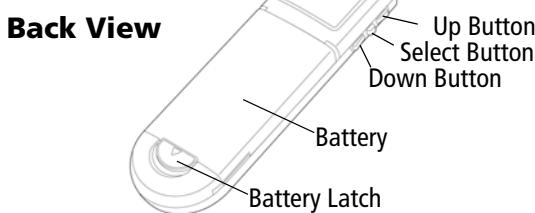
Top View



Front View



Back View



Call Button

Begins and ends all voice communications such as making calls, sending and listening to messages, and recording your name and greeting. You can also use the Call button to answer "Yes" to any Genie prompt that requires a yes or no response.

Speaker

Speaker volume can be adjusted using the buttons on the left side of the badge. (See "Adjusting the Volume" on page 13.)

Headset Jack

Accepts an earphone/microphone-style headset (sold separately), for times when you want more privacy or are working in a noisy

environment. The badge's own microphone and speaker operations are suppressed when a headset is attached.

Microphone

Has a unidirectional design that gathers and transmits speech while minimizing the pickup of background noise.

Hold/DND Button

Places a current call on hold and puts the badge in Do Not Disturb mode when the badge is idle. (See "Using Hold and Do Not Disturb" on page 13.)

Indicator Light

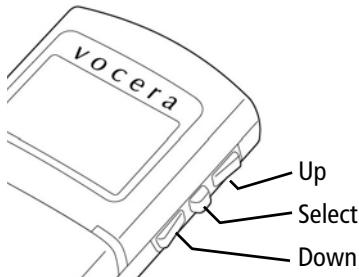
Provides message alerts and out-of-network and low battery warnings. (See "Badge Indicators and Warnings" on page 11.)

Badge Display

Displays badge status, text messages, and control menus. (See the following section for a complete feature description.)

Badge Display and Button Operation

As you look at the display on the back of the badge, you can press the Up button to scroll through the main menu choices: Messages, Volume, Power Off, Info, and then back to the main screen. (If you use the Down button, the order is reversed.)

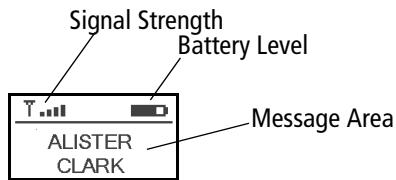


To see information about any of these choices, press the Select button. The following sections describe the button operations in detail.

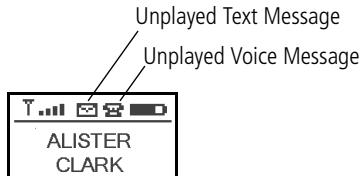


Main Screen

When you turn on the badge, the badge display shows a message area with symbols above it.



In addition, when you have new text or voice messages, the following symbols appear:



The message area may show one of the following:

Message	Meaning
Name - not blinking	The name of the person who currently is logged in to the system using the badge.
Name - blinking	The caller's name.
Vocera	The badge is communicating with the Genie.
Logged out	No one is logged in using the badge.
Searching for Access Points	The badge is out of network range, or is not able to connect with the network. If you are sure you are within network range, contact the Vocera administrator.
Searching for Server	The badge within network range, but is not communicating with the Vocera server. Contact the Vocera administrator.

Messages



Your badge can display email messages and text messages that were sent from the Vocera User Console. To read these messages, select the Messages feature. See “Viewing Text Messages” on page 38 for instructions on how to do this.

Volume



The Volume feature controls the sound level of the speaker. See “Adjusting the Volume” on page 13 for instructions on how to change the volume.

Power Off



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

To turn off the power:

1. Press the Up button until you see the Power Off icon.
2. Press the Select button to select the Power Off feature.

To turn power on again, press the Call button.

Info



The Info feature gives you information about the badge, and how it is connected to the network.

The Info menu contains the following selections:

- Battery

The battery strength in volts. The badge operates correctly when the battery level is 3.5 V or greater.

- Badge MAC

A unique identifier that is also used as the Badge ID by the Vocera server.



- Location
Shows the location name or the physical network address of the access point with which your badge is currently communicating.
- Badge IP
The network address of the badge.
- Server IP
The network address of the Vocera server.
- Version
The badge firmware version.
- SSID
The network name for the group of access points to which your badge is authorized to connect. (SSID stands for Service Set Identifier.)
- AP MAC
The physical network address assigned to the access point to which the badge is currently connected.
- User
The name of the person who is currently logged in to the network using this badge.

Most of the Info features are intended to be used by your system administrator for diagnostic purposes.

To view badge information:

1. Press the Up button until you see the Info icon:



2. Press the Select button to select the Info feature.
3. Press the Up or Down button to scroll through the information screens.

There may be secondary menus associated with each selection. To choose a selection from a secondary menu, press the Select button. To move back to a higher-level menu, press the Call button.

- When you are finished, press and hold the Select button until the display returns to the main screen.

Badge Indicators and Warnings

The most common condition for which you need a warning is a low battery. There are several easy ways to find out if you need to recharge the battery:

1. The green indicator light on the top of the badge turns red and blinks quickly.
2. The battery level indicator on the badge display shows "empty."



3. An alert tone plays at regular intervals.

NOTE: This tone may be disabled by the Vocera Administrator.

The following sections describe the other indicator light conditions and audible alert features of your badge.

Indicator Lights

The color and blink rate of the indicator light on the top of the badge give you the following information:

Color	Blink Rate	Meaning
Green	Slow	Normal operation. No new voice or text messages
	Fast	Normal operation <i>and</i> you have new voice and/or text messages



Color	Blink Rate	Meaning
Red	Slow	Badge is out of range or is not communicating with the Vocera server. If the badge is out of range, you will see the message "Searching for Access Points" on the badge display If the badge is in-range, but is not connecting to the server, you will see the message "Searching for Server."
	Fast	The battery needs to be recharged.

The Hold/DND button has a yellow indicator light that blinks when a call is on hold or you have put the badge in Do Not Disturb mode.

Alert Tones

The Vocera administrator chooses the alert tones that you hear by setting options for your badge on the Vocera server. Your badge may play 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 in to the wireless network range.
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.

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

Adjusting the Volume

To adjust the volume when you are on a call

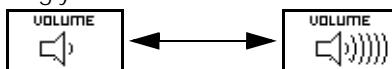
Press the Up button as many times as necessary to increase the volume to the level you want, or press the Down button to decrease the volume.

To adjust the volume when the badge is idle:

1. Turn the badge over to view the display.
2. Press Up until you see the Volume icon:



3. Press Select to select the Volume feature.
4. Press Up as many times as necessary to increase the volume to the desired level, or press Down to decrease the sound level. The display changes accordingly.



5. Press Select to set the new level and return to the main screen.

Using Hold and Do Not Disturb

The Hold/DND (Do Not Disturb) button has two functions associated with calls: to hold calls in progress, and to put the badge in Do Not Disturb mode when the badge is idle.

- To put a call on hold, press the Hold/DND button. 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 badge user, check for new messages, or issue any other command. Once the command has been carried out and the operation is completed, the Genie automatically reconnects you with the party on hold.

- To put the badge into Do Not Disturb mode, press the Hold/DND button when no call is in progress. Callers are told that you are unavailable, and are invited to leave a message, or are forwarded to another destination, if forwarding is active for your badge. (See "Forwarding Calls" on page 29.)



A small yellow indicator on the Hold/DND button blinks when the badge is in Hold or Do Not Disturb mode.

You can also use the Hold/DND button to answer "No" to any Genie prompt that requires a yes or no response.

Cleaning the Badge

To clean a Vocera badge, use a soft, damp cloth or disinfectant wipe.



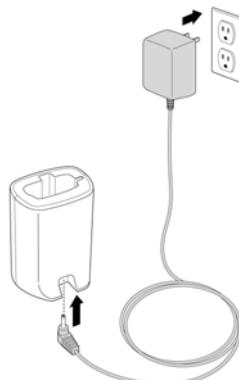
IMPORTANT: Do not immerse the badge in water: the badge speaker, microphone, and battery pack are not watertight. Strong detergents or abrasive cleaners can damage the badge's finish.



Charging the Battery

The battery can be charged with or without the badge. Before you begin, if the charger is not already plugged in, attach the single-prong

plug to the outlet in the charger, and insert the two-pronged power plug into a 110 V AC outlet.

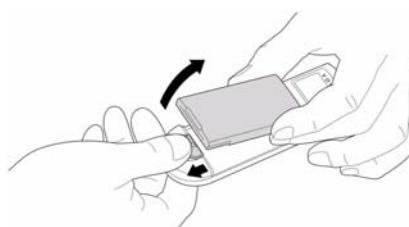


The indicator light on the top of the charger shows one of the following conditions:

Indicator	Meaning
Light off	No battery or badge in charger.
Blinking green	Battery is charging.
Steady green	Battery is fully charged.
Red	Battery is unable to charge. Discard battery (see "Battery Disposal" on page 17) and charge a new one.

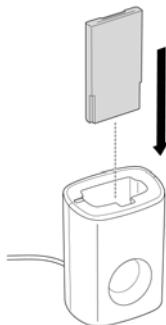
Charging the Battery Without the Badge

1. Slide the battery latch toward the bottom of the badge and remove the battery with the other hand.



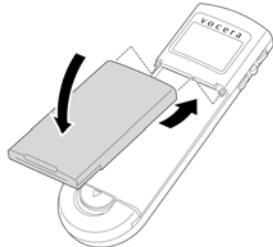


2. Insert the battery into the charger, making sure the battery label points toward the middle of the charger.



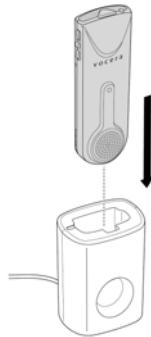
The green indicator light on the top of the charger will begin to blink when the badge is positioned correctly in the charger, and will continue to blink while the battery is charging. When the indicator glows steadily, the battery is fully charged.

3. Remove the battery from the charger, and slide the holes in the top of the battery over the small pegs in the badge's battery compartment. Press down gently to seat the battery in the badge.



Charging the Battery With the Badge

You can also insert the entire badge into the charger, to charge the battery without removing it. If you have a single-bay charger, this method also allows you to use the badge while the battery is charging:



NOTE: If you want to use the badge while it is charging, but you find that you are logged out when you put the badge in the charger, contact the Vocera administrator.

Battery Disposal

The badge's lithium ion batteries can be recharged up to 300 times.

After a battery has reached the end of its useful life, we recommend recycling the materials whenever possible. You can recycle the batteries at any commercial or municipal recycling center that accepts lithium ion batteries.

If you choose to dispose of the batteries, consult the regulations that are in force in your locale: some local regulations require special disposal methods for lithium ion batteries, while others permit the batteries to be placed in landfills.



Your Vocera badge provides one-touch communications. To begin any kind of call, or to record or play messages, press the Call button on the badge to summon the Vocera Genie. The Genie will answer with a tone, a prompt, or both (depending on the setting that is active for your badge) and will then be ready to accept a voice command.

The following sections describe the most frequently-used voice commands, by category, followed by tables that summarize the commands.

Logging In and Out

Your installation may assign a badge to you, or you may share badges with other users.

If your badge is assigned only to you, you are logged in all the time. Just press the Call button to begin using the badge.

If your organization shares badges, press the Call button to summon the Genie.

- If no one is logged in to the system with the badge, the Genie will greet you and ask you to say your name. Say your first and last name and you are logged in.
- If someone is already logged in using that badge, the Genie will answer with a standard tone or greeting. Say “Log me in as” and then say your name. The other user is now logged out, and you are logged in to the system.

Action	Recommended Commands (<i>Italics</i> indicate an example.)	Alternative Forms
Logging in	Log me in as <i>John Smith</i> .	Log in as <i>John Smith</i> . Log on as <i>John Smith</i> . Log me on as <i>John Smith</i> .
Logging out	Log me out.	Log out.

After you log in, the Genie bows out. To issue another command, press the Call button again.



You can be logged in to the system on only one badge at a time. If you log in using a second badge, you will be immediately logged out from the first badge.

NOTE: When you turn the badge off or remove the battery for charging, you are still logged in to the system. The Vocera administrator may choose a setting that forces a logout when you place your badge (but not the battery by itself) in the charger.

Recording Names and Greetings

There are many situations where the Genie says your name: for example, to announce your name when you call someone, or to confirm a command when someone attempts to call you or leave a message. To allow your callers hear your name in your own voice, and to enable callers to hear a personal greeting when they leave messages, use the following voice commands to record your name, and to record, play, and erase your greeting.

Action	Recommended Commands	Alternative Forms
Recording your name	Record name.	Record my name.
Recording/playing back/erasing your greeting	Record greeting. Play back greeting. Erase greeting.	Record my greeting. Play back my greeting. Erase my greeting.

Calling Other Badge Users

To begin a call, press the Call button, wait for the Genie to answer, and then tell the Genie to "Call (the 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. (See "Call Waiting" on page 23.)

When you call another user and that person is not available, you will be prompted to leave a message, or you may be forwarded to another user.

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Calling another badge user	Call <i>John Smith</i> .	Find <i>John Smith</i> . Get me <i>John Smith</i> . Contact <i>John Smith</i> .

Calling Groups

The Vocera Administrator may create groups of badge users. If this is the case, the Administrator will provide a list of groups for you to use in commands.

When you call a group, you are actually calling an available *member* of that group, not everyone in the group. The Vocera server determines whom to call first, based on an option the Administrator has chosen.

To begin a call to a group, press the Call button, wait for the Genie to answer, and then tell the Genie to "Call (the group's name)." The Vocera server searches for an available member of that group.

If no one in the group is available, you will either be prompted to leave a message (which will be sent to all members of the group) or your call will be forwarded, depending on the way the group is set up.

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Calling a group member	Call <i>Tech Support</i> .	Find <i>Tech Support</i> . Get me <i>Tech Support</i> . Contact <i>Tech Support</i> .

Training the Genie

If you find that the Genie has difficulty understanding you when you try to say the name of an individual, group, or location, or if you simply want to call someone by a nickname, you can train the Genie to recognize the name as it is spoken by you. To do this:



1. Press the Call button, wait for the Genie to answer, and then say "Learn a name."
2. When prompted, spell the name of the individual or group.
3. When prompted, say the name (or nickname) of the individual or group.

If you change your mind, you can tell the Genie to "Unlearn a name." The Genie will prompt you for the necessary information.

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Train the Genie to recognize the way you say the name of a user, group, or location	Learn name. Learn group name. Learn location name.	Learn a name. Learn a group name. Learn a location name.
Delete a learned user, group, or location name	Unlearn name. Unlearn group name. Unlearn location name.	Unlearn a name. Unlearn a group name. Unlearn a location name.

Answering a Call

When someone calls your badge, you will hear a tone, and the Genie may prompt you, asking if you want to talk to the caller.

To accept the call, answer "Yes" or press the Call button.

To reject the call, say "No," or press the Hold/DND button.

When you reject a call, the caller will be prompted to leave a message or will be transferred to another number, depending on the option the Vocera administrator set on the server.

If **Auto Answer for Incoming Calls** is enabled for your badge, all your calls will be connected immediately, without any action on your part. Calls will not be put through if you told the Genie to block calls or you put your badge in Do Not Disturb mode, however. (See "Using Do Not Disturb" on page 24 and "Blocking and Accepting Calls" on page 29.)

Using Buttons to Answer “Yes” or “No”

When a Genie prompt requires a “Yes” or “No” answer, you can say your response or you can press a button to respond.

To answer “Yes,” press the Call button

To answer “No,” press the Hold/DND button.

As described in the previous section, you can use these buttons to accept or reject a call. You can also use the buttons to confirm that you want to save or delete recorded messages, names, and greetings, or that you want to call a certain party, for example.

Ending a Call

To end a call, press the Call button.

If the other party ends the call, you will be disconnected automatically.

Call Waiting

If you hear a call waiting tone while a call is in progress, it means that another party is trying to call you. The name of the caller will flash on your badge display.

To accept the call, press the Call button. The 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, ignore the tone, or press the Hold/DND button. The second call will be treated as an unanswered call; that is, the caller will be prompted to leave a message, or if you have call forwarding enabled, will be forwarded to the destination you chose. (See “Forwarding Calls” on page 29.)

Putting a Caller on Hold/Releasing the Hold

To hold a call, press the Hold/DND (Do Not Disturb) button on the top of the badge. The yellow indicator on the Hold/DND button blinks when hold or Do Not Disturb is active. To release the hold, press the Hold/DND button again.

When a call is on hold, you can press the Call button, and when the Genie answers, call another badge, send a message, or give the Genie



any other authorized command. This operation is used, for example, in supervised conference calls (see “Supervised Conferencing” on page 31).

Using Do Not Disturb

There may be times when it is inconvenient to receive calls and be notified of messages. (When you are attending a meeting, for example.) The easiest way to block calls is to press the Hold/DND button on the top of your badge. When you are ready to accept calls again, press the Hold/DND button again.

When you activate Do Not Disturb mode, some calls may still be put through. Callers with *VIP Status* will be asked if the call is urgent. If they confirm that it is, the Genie will call your badge and ask if you want to take the call. (*VIP Status* is a permission the Vocera Administrator may grant to some users and not to others.)

To block calls using voice commands, see “Blocking and Accepting Calls” on page 29.

Recording a Message

You can record messages for individual users, or you can send messages to all members of a group simultaneously. You can also specify that the message is urgent.

Urgent messages are treated differently from standard message in the following ways:

- Urgent messages will be played before standard messages, regardless of the order in which they are received.
- If VIP status is enabled for your badge, the recipient will be notified of your message immediately, even if he or she put the badge in Do Not Disturb mode, or issued a command to block calls.

The following table shows the commands for recording voice messages.

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Sending a message to a badge user	Record a message for <i>John Smith</i> .	Send a message to John Smith.
Broadcasting a message to a group	Record a message for <i>Tech Support</i> .	Send a message to <i>Tech Support</i> .
Recording an urgent message for a badge user	Record an urgent message for John Smith.	Send an urgent message to John Smith.
Broadcasting an urgent message to a group	Record an urgent message for <i>Tech Support</i> .	Send an urgent message to <i>Tech Support</i> .

Playing, Saving, and Deleting Voice Messages

The voice messages that users leave when they call your badge are stored on the Vocera server. When you play your messages, the Genie stays connected, so you can use voice commands to save or delete each message, or to move to the next or previous message in the queue.

Voice messages, both played and unplayed, are deleted when they reach an age that is chosen by the Vocera administrator. You can use the Save command to protect a message from this automatic deletion. The saved message then stays on the Vocera server until you tell the Genie to delete it.



Use one of the following commands to begin playing messages:

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Playing new (unplayed) messages	Play messages. Play my messages from <i>John Smith</i> . Play my messages from <i>Marketing</i> .	Play back my messages...
Playing old (previously played) messages	Play my old messages. Play my old messages from <i>John Smith</i> . Play my old messages from <i>Marketing</i> .	

The following table shows the commands you can use during message play to replay, save and delete voice messages.

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Replaying the current message	Repeat.	
Saving the mes- sage you just played, or are in the process of playing	Save.	Archive.
Playing the next message	Next.	Skip.
Deleting the message you just played, or are in the pro- cess of playing	Delete message.	Erase messages.

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Deleting messages without playing the message queue	Delete all messages Delete messages from <i>John Smith</i> . Delete messages from <i>Tech Support</i> .	Delete all my messages Erase all my messages Erase all messages from <i>John Smith</i> .

The following sections describe commands that require special badge permissions or are a little more complicated than the basic calling commands described earlier. The commands are grouped by category.

When a command requires a special permission, it is noted in the description. The Vocera 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 the following voice commands to block and accept calls. Some of these commands offer more flexibility than the comprehensive blocking provided by the Hold/DND button.

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Blocking calls	Block all calls. Block all calls from <i>John Smith</i> . Block all calls except from <i>John Smith</i> .	Hold all calls. Hold all calls from <i>John Smith</i> . Hold all calls except from <i>John Smith</i> .
Accepting calls	Accept all calls. Accept all calls from <i>John Smith</i> . Accept all calls except from <i>John Smith</i> .	Take all calls. Take all calls from <i>John Smith</i> . Take all calls except from <i>John Smith</i> .

When you activate call blocking, some calls that you would expect to be blocked may still be put through. Callers with *VIP Status* will be asked if the call is urgent. If they confirm that it is, the Genie will call your badge and ask if you want to take the call. (VIP Status is a badge permission the Vocera administrator may grant to some users and not to others.)

Forwarding Calls

When you cannot answer a call for any reason, or when you block all calls, or put your badge in Do Not Disturb mode, your caller is usually



prompted to leave you a message. As an alternative, you can forward your unanswered calls to another badge user, or to a group.

Note that this is different from the way forwarding works with a telephone. When you give the Genie a command to forward calls, your badge will still receive calls. Only the badge calls that you do not answer will be forwarded according to your instructions.

When you forward calls to a group, each call will be treated as though it was made directly to the group. The system will attempt to call a group member, according to the rules set up for the group. If no one is available, all group members will receive any message the caller chooses to leave, or the call will be forwarded to a preselected destination, depending on the way the group is set up.

The following table summarizes the commands for forwarding to a user or group:

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Forwarding calls to another badge user or to a group.	Forward all calls to <i>John Smith</i> . Forward all calls to <i>Tech Support</i> .	Forward my calls to <i>John Smith</i> . Forward my calls to <i>Tech Support</i> .
Stop forwarding (and accept calls on badge again).	Stop forwarding.	Stop forwarding my calls.

Making a Conference Call

You can have a conference call with two other badge users (three parties total, including you).

To begin a three-party conference call, you use the command **Conference**, and then say the names of the badge users 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 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

To add another party without speaking to the new person first:

1. While on a two-party call, press the Hold/DND button.
2. Wait for the Genie to confirm that the call is on hold, and then press the Call button.
3. Say **Invite** <person's first and last names>. All parties are then connected in a conference call automatically.

Supervised Conferencing

You can speak to a new party before adding him or her to a conference call, or as an alternative, you can switch between the new party and a call in progress. To do this:

1. While on a two-party call, press the Hold/DND button.
2. Wait for the Genie to confirm that the call is on hold, and then press the Call button.
3. Say **Call** <person's first and last name>.
4. When you finish speaking to the new party, press the Hold/DND button. The Genie will ask if you want the party to join the conference call.
5. Answer "yes" to add the person to the call (you are reconnected to the original caller automatically), or "no" to put the individual on hold and return to the original call.
6. If you answered "no," press the Hold/DND button at any time to switch between the original call and the new party. To end either call and return to the other, press the Call button while talking to the party or parties you want to dismiss.

The following table summarizes conference call options.

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Initiating a conference call	Conference <i>James Madison</i> and <i>Mary Lamb</i> .	Call <i>John Smith</i> . (You can then add one more party.)



Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Adding another party to a call (unsupervised method)	Press the Hold/DND button to put a call on hold. Press the Call button to summon the Genie and say: <i>Invite Robin Hood.</i>	
Adding another party to a call (supervised method)	Press the Hold/DND button to put a call on hold. Press the Call button to summon the Genie and say: <i>Call Robin Hood.</i>	
Returning to the original call	Unsupervised conferencing: You are returned automatically. Supervised conferencing: Press the Hold/DND button. Answer "yes" to add the new party and return to the original call. Answer "no" to put the new party on hold and return to the original call.	
Switching between a conference call and a call on hold	Press the Hold/DND button.	
Ending a conversation and returning to the other party	Press the Call button while talking to the person you want to dismiss.	

Adding or Removing Yourself From a Group

If the Vocera administrator has enabled the required permission for your badge, you can use voice commands to add yourself to or remove yourself from a group.

Description	Recommended Commands (Italics indicate an example)	Alternative Forms
Add yourself to a group*	Add me to <i>Technical Support</i> .	
Remove yourself from a group*	Remove me from <i>Technical Support</i> .	

You can also find out if you or other badge users are members of groups by asking the Genie:

Description	Recommended Commands (Italics indicate an example)	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> ?	

Recording Names for Groups

If you have permission to do Group Management, you can record a group name (for example, "Sales") and generic singular and plural group member names (for example, "a sales representative" and "sales representatives") for any group.



To record group names, press the Call button, wait for the Genie to answer, and then tell the Genie “ Record names for *<group name>*. The Genie will prompt you through the process of recording all the names.

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Recording name prompts for groups	Record name for <i>Technical Support</i> .	Record name prompts for <i>Technical Support</i> .

Locating a User or Group Member

To find a user or group member in your location, or in neighboring locations, press the Call button and tell the Genie to “ Locate (user or group name).”

You must have permission to use any of the Locate commands.

Action	Recommended Commands
Find another badge user or group member*	Locate <i>John Smith</i> . Locate a member of <i>Tech Support</i> .
IMPORTANT: “ Find ” will call the user or group.	
Find your current location*	Where am I?
Find the current location of another logged-in user*	Where is <i>John Smith</i> ?
Find the nearest group member*	Locate the closest member of <i>Tech Support</i> .

Getting Information

You can use any of the following commands to get information about the current state of your badge

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Find out who called while you were out of network, were on another call, were blocking calls, or your badge was in Do Not Disturb mode	Who called?	Who called me?
Find out who is currently blocked from calling your badge	Who is blocked?	Whose calls are blocked?
Find out who is logged in to the badge	Who am I?	
Find your current location*	Where am I?	
Find the current location of another logged-in user*	Where is <i>John Smith</i> ?	
Find out who is in a particular group	Who is in <i>Tech Support</i> ?	Who is a member of <i>Tech Support</i> ?
Find the groups to which you belong	What groups am I in?	What groups am I a member of?



The following sections describe how to send a voice message from your badge to the email addresses of individual badge users or groups, how to send a standard email message to a badge display, and how to view messages on the badge display.

Sending a Voice eMail Message

You can send an email message from your badge to individual badge users or groups. The message you record from your badge will be sent as a .wav sound file that is attached to a generic text email message. The recipient can play the message using Windows Media Player or any other utility that the recipient has associated with sound files.

The email address to which the message is sent is the one that the administrator entered for the badge user on the Vocera server. If you send the email to a group, the email will be sent to all members of the group.

NOTE: If a member of the group does not have an email address, the Genie will tell you that at least one member did not have an email address, and will ask if you want to send the message. If you choose to send it, you will not be told who did not receive the message.

The following table gives the voice commands for sending a message from a badge to an email address:

Action	Recommended Commands (<i>Italics</i> indicate an example)	Alternative Forms
Sending an email message from a badge	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> .
	Send an email message to <i>Tech Support</i> .	Record an email message for <i>Tech Support</i> . Leave an email message for <i>Tech Support</i> .



Sending an Email Message to a Badge

You can send conventional email messages that the recipients can read on their badge displays.

Before you can do this, you need to get the following information from the Vocera administrator:

- The email address that is dedicated to the Vocera system
- The Login Name of the badge user to whom you want to send the email

To send the message:

1. In your email client application, start a new message.
2. In the To: field, enter the email address of the Vocera system.
3. In the Subject: field, enter the Login Name of your intended recipient. (This will often be the person's first initial followed by the last name.)
4. In the message area, type your message. Be brief: the message will be limited to the first 150 characters, or about 20 words. Additional characters will not be displayed.
5. Send the email message in the usual way.

Viewing Text Messages

Vocera badges can receive email messages and text messages that are sent from the User Console. To learn how an email message is sent to a badge, see " Sending an Email Message to a Badge", above. To see the Send Text screen where you can enter text messages, see " The User Console" on page 45. To simplify the following instructions, the term "text messages" refers to messages from either source.

To view text messages on the badge display:

1. Hold the badge so that the display screen is visible.
2. Press the Up button once to see the Messages icon:



3. Press Select to select the Messages feature. You will see a list of message subjects, one subject per line. (If a subject is too long to fit on a line, its display is truncated.) The newest messages are listed first.
4. Use the Up and Down buttons to scroll through the list of subjects until you see the message you want to read.
5. Press Select to display the message associated with the selected subject. The display now shows the body of the message, and then the sender's name and the date the message was received by the server. Use the Up and Down buttons to scroll through the message, if necessary.
6. When you finish reading the message, press the Select button to view a menu of message options. These are:
 - TO NEXT MSG - skips to the next newest message. The current message is saved, but is subject to automatic deletion (see below).
 - DELETE MSG - erases the message from the badge memory and from the Vocera server.
 - SAVE MSG - saves the message and prevents it from being automatically deleted. You can save up to 10 messages at one time.
 - BACK TO LIST - returns to the list of text messages, where you can select another message.
7. When you are finished, press and hold the Select button to discontinue reading the messages and return to the main screen.

Text messages are stored on the Vocera server. You are allowed up to 20 text messages at a time, and of these 20, you can save up to 10 messages. When the message queue gets too long, the Vocera server deletes the oldest unsaved messages until there is room for the newest messages.

Each time you log in, copies of your messages are sent from the server to the memory of the badge, so you can read your text messages even when you are out of range of the wireless network. When you log off, text messages are erased from the badge memory, but they remain on the server.

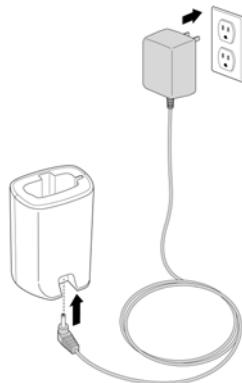


The Vocera badge requires very little maintenance: just recharge the battery when the power gets low, and clean the badge when necessary. The following sections describe how to charge the battery separately, and when it is in the badge, and how to clean the badge.

Charging the Battery

Before you begin, read “Important Safety Instructions” on page iii.

The battery can be charged with or without the badge. Before you begin, if the charger is not already plugged in, attach the single-prong plug to the outlet in the charger, and insert the two-pronged power plug into a 110 V AC outlet.



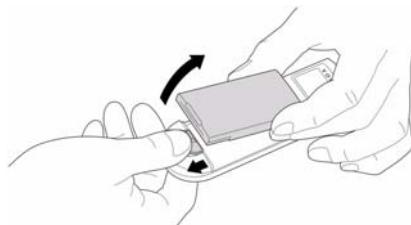
The indicator light on the top of the charger shows one of the following conditions:

Indicator	Meaning
Light off	No battery or badge in charger.
Blinking green	Battery is charging.
Steady green	Battery is fully charged.
Red	Battery is unable to charge. Discard battery (see “Cleaning the Badge” on page 44) and charge a new one.

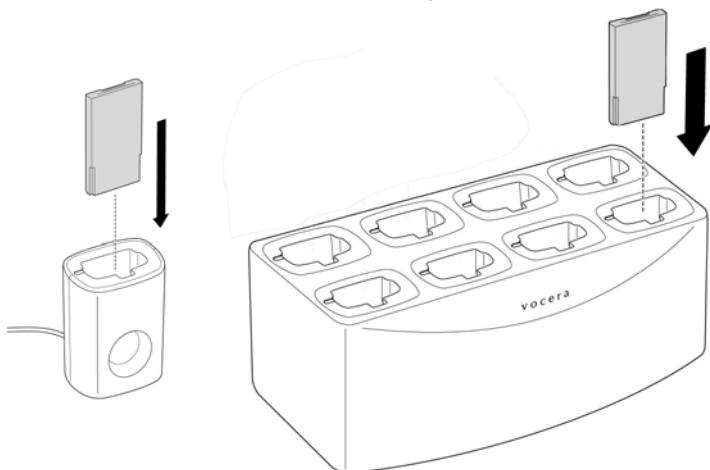


Charging the Battery Without the Badge

1. Slide the battery latch toward the bottom of the badge and remove the battery with the other hand.

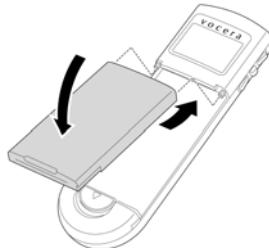


2. Insert the battery into the charger, making sure the battery label points toward the middle of the charger.



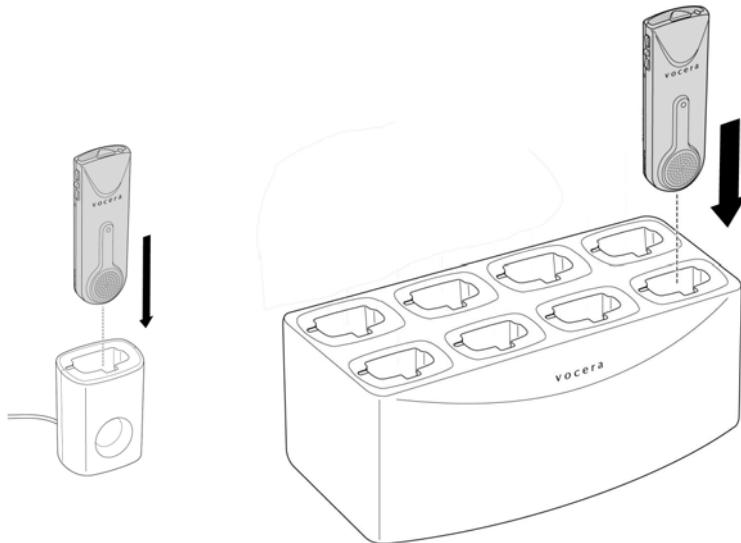
The green indicator light on the top of the charger will begin to blink when the badge is positioned correctly in the charger, and will continue to blink while the battery is charging. When the indicator glows steadily, the battery is fully charged.

3. Remove the battery from the charger, and slide the holes in the top of the battery over the small pegs in the badge's battery compartment. Press down gently to seat the battery in the badge.



Charging the Battery With the Badge

You can also insert the entire badge into the charger, to charge the battery without removing it. If you have a single-bay charger, this method also allows you to use the badge while the battery is charging:



NOTE: If you want to use the badge while it is charging, but you find that you are logged out when you put the badge in the charger, contact the Vocera administrator.



Cleaning the Badge

To clean a Vocera badge, use a soft, damp cloth or disinfectant wipe.



Do not immerse the badge in water: the badge speaker, microphone, and battery pack are not watertight. Strong detergents or abrasive cleaners can damage the badge's finish.



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 institutions will allow access to the User Console. If yours does, the Vocera administrator will give you the URL (web address) of the console, and will either give you login information, or will tell you to use the Register button to create your own login information.

When you log in to the User Console, you see the Personal Information screen::

Personal Information

Enter or edit your personal information.

First Name ***** Last Name *****
Login Name *****
Password
Re-enter Password
Email Address
Desk Phone or Extension
* Required
Cell Phone
Home Phone

Save Changes Reset

Other links allow you to

- Customize announcement settings for your badge.
- Specify call blocking or call forwarding options (which you can also do with voice commands - see “Forwarding Calls” and “Blocking and Accepting Calls” on page 29).
- Create Buddies. A buddy is person who you call by a nickname when you give a command to the Genie. In addition to the nickname, which is required, you can assign a special ring tone and give the buddy VIP status, which allows you to be contacted 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 to whom you can send email from your badge.



- Send text messages to other badges. The text message screen looks like this:

The screenshot shows the 'Send a Text Message' screen. At the top, a blue header bar contains a 'Send Text' button on the left and a question mark icon on the right. The main area is titled 'Send a Text Message' and includes the following fields:

- Recipient ***: A text input field with a 'Select Recipient' button to its right and a 'Delete' button below it.
- Subject ***: A text input field.
- Message (Limit To 150 Characters)**: A text area with a character counter below it. The counter shows '150 Characters left.'

At the bottom of the screen are two buttons: 'Send' and 'Reset'. A copyright notice at the bottom right reads '©2001 Vocera Communications, All Rights Reserved'.

- Create, modify, and delete groups. This requires additional permission from the Vocera administrator beyond access to the user console.

The User Console has online help for each screen, which you can view by clicking the button. Documentation in Adobe Acrobat (.pdf) format is also available from the Vocera administrator.



The Genie Has Trouble Understanding You

The Vocera system is designed to make it as easy as possible for you to communicate using voice commands. If the Genie does not appear to understand you, it may be due to one of the following:

- Did you wait for the Genie to answer before giving a command?

If you press the Call button and begin speaking immediately, your command will 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 badge setting.)

- Did you say the command in the proper format?

The Genie recognizes commands 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 badge.

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 ("Should I save that message?" for example), the Genie will not "hear" you if you answer too quickly. Try counting to one and then answering.

- Does the Genie have trouble recognizing a name?

You must include both the first and last names of the person you are trying to contact. 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 "You can use any of the following commands to get information about the current state of your badge" on page 35 for instructions.



Your Badge Is “Beeping” or “Chirping”

The Vocera Administrator can program your badge to issue alerts when your badge goes out of the range of the wireless network, your battery is low, you receive a text message, and/or you receive a voice message. To find out why a particular alert tone is being played, check the indicator light on the top of the badge, and the badge display:

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

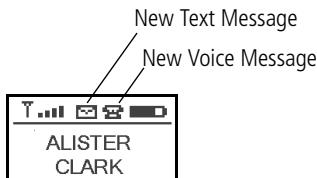


If the alert tone starts and stops as you move slightly, it means that you are at a location where the wireless network coverage begins.

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



- If the indicator light is blinking a fast green, you have new text or voice messages. Icons on the badge display will show whether the new message(s) are voice, or text, or both.



The Vocera administrator can disable or enable any of these alert tones, and can choose a setting to turn off alerts when the badge is in Do Not Disturb mode.

Your Badge Keeps Resetting

If you ignore the low battery signals and alerts long enough, the battery level will get so low that the badge will reset in an attempt to restore normal operating conditions. Recharge your battery.

The Badge Logs Out When Placed in the Charger

This behavior is controlled by a badge setting. If you want to use your badge while it is in a single-bay charger, contact the Vocera administrator.

The multi-chargers do not have cutouts for the badge speaker, so you cannot use the badge while it is charging in a multi-charger.

You Hear a “Busy Signal” When You Press the Call Button

All communications with the Genie go through voice recognition ports. If you hear a busy signal, it means that all these ports are in use. Wait a short time and try again.





**YOU WILL NOT BE ABLE TO
INSTALL AND USE THIS PRODUCT
UNLESS YOU AGREE TO THESE
PROVISIONS. RETURN THE PROD-
UCT PROMPTLY FOR A REFUND IF
YOU DO NOT AGREE.**

Introduction. This Agreement sets forth the provisions under which Vocera Communications, Inc. ("Vocera") is willing to sell to you its communication badge product, consisting of a wireless unit and a single-bay or eight-bay charger ("Badge") and other accessories (e.g., clips, lanyards, etc.) ("Accessories") and license you to use certain associated software ("Software").

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Limited Warranty. Vocera warrants that the Badge and Software conforms substantially to Vocera's standard published specifications and is free from defects in materials and workmanship for One (1) year from purchase. Vocera further warrants that Accessories are free from defects in materials and workmanship for Thirty (30) days from purchase. This limited warranty extends only to the original buyer/user of the badge. You may provide written notice that any of the foregoing are not as warranted by contacting the reseller from whom you purchased the defective component no later than ten (10) days following expiration of the applicable

warranty period. As your sole and exclusive remedy, the defective component will be repaired or replaced or, if Vocera determines that is not practical, refunded the price you paid for the original. (Any replacement will be either new or the cosmetic and functional equivalent.). The obligations hereunder are conditioned upon the return of affected product in accordance with Vocera's or its resellers then-current Return Material Authorization (RMA) procedures. NEITHER VOCERA NOR ITS LICENSORS MAKE ANY OTHER WARRANTY, EXPRESS, IMPLIED OR STATUTORY. LICENSOR AND ITS LICENSORS DISCLAIM ALL WARRANTIES OF FITNESS FOR PARTICULAR PURPOSE, MERCHANTABILITY AND NON-INFRINGEMENT.

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workmanship), (h) badges operated outside published maximum ratings, (i) performance of Badge when used in combination with other products or equipment not manufactured, approved by or supplied by Vocera, (j) any Badges which have been opened, repaired, modified or altered by anyone other than Vocera or a Vocera authorized service center, (k) Accessories and materials subject to normal wear and tear.

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System Specifications

Badge Specifications

Dimensions	4.2 x 1.4 x .6 in. (10.6 x 3.5 x 1.5 cm)
Weight	1.6 oz. (46.5 g), with standard battery pack
LED Indicators	Two Indicators: single and two-color
LCD	Supports 4 lines of text 14 characters per line
Controls	Call button Hold/Do Not Disturb button Volume/Menu Selection buttons
Headset Support	2.5 mm gold plated jack Compatible with Plantronics M170 and M205 headsets

Network Specifications

Network Standard	IEEE 802.11b
Frequency Band	2400-2483.4 MHz
Data Rates Supported	1, 2, 5.5 and 11 Mbps
Wireless Medium	Direct Sequence Spread Spectrum (DSSS)
Media Access Protocol	Carrier sense multiple access with collision avoidance (CSMA/CA)
Modulation	DBPSK@ 1 Mbps DQPSK@ 2 Mbps CCK @ 5.5 and 11 Mbps



Operating Channels	11 channels (U.S., Canada), 3 non-overlapping
Roaming	IEEE 802.11b compliant
Encryption	64-bit and 128-bit WEP

Server Specifications

Operating Systems Supported	Microsoft Windows 2000 Professional and Windows 2000 Server
Badge Configurability	Assignment of SSID
	Dynamic and static assignment of IP addresses

Electrical Specifications

RF Output Power	+17 dBm typical
RF Receive Sensitivity	-75 dBm at 11 Mbps
Microphone Frequency Range	350 Hz to 3.75 KHz
Microphone Directionality	Unidirectional cardioid response
Speaker Frequency Range	950 Hz to 3.75 KHz
Peak Speaker Loudness	75 dB SPL at 25 cm
Batteries	
Standard Battery	Lithium Ion, 660 mAh typical
High Capacity	Lithium Ion, 900 mAh typical
Battery Life	
Standard	2.5 hours of talk time, 25 hours of standby time
High Capacity	3.0 hours of talk time, 32 hours of standby time

Environmental Specifications

Operating Specifications	
Temperature Range	32° to 104° F (0° to 40° C)
Humidity Range	5% to 95% relative humidity
Storage Specifications	
Temperature Range	-4° to 149° F (-20° to 65° C)
Humidity Range	5% to 95% relative humidity

Regulatory Certifications

RF Certifications	FCC Part 15.247, Class B
	Industry Canada RSS-210
Safety Certifications	UL 60950
	CSA 22.2950

Federal Communications System (FCC)

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.
2. This device must accept any interference received, including interference that may cause undesired operation.

Industry Canada Statement

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.

This device complies with Industry Canada RSS-210 standard. To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding.



Badge Operation and EME Exposure

THIS BADGE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

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 the comprehensive guidelines and 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 specified by the FCC with the device transmitting at its highest certified power level in all tested frequency bands. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations of measurement. Although the SAR is determined at the highest certified power level, the actual SAR level of the badge while operating can be well below the maximum value. This is because the badge is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to an access point, the lower the power output.

Before a badge is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC. The highest SAR value for this badge when tested for use at the ear is 0.334 W/kg and when worn on the body, as described in this User Guide, is 0.043 W/kg. (Body-worn measurements differ, depending upon available accessories and FCC requirements.) While there may be differences between the SAR levels at various positions, they all meet the government requirements for safe exposure. Keep a 2.5 cm separation from body when badge uses holster or clip.

The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF emissions guidelines. SAR information on this badge is on file with the FCC and can be found under the Display of Grant section of <http://www.fcc.gov/oet/fccid>.

Body-Worn Operation

When wearing the Vocera badge, **always use a Vocera Communications-supplied or approved lanyard, pocket clip, universal clip, or holster** to ensure compliance with FCC RF exposure guidelines.

Antenna Care

Use only the supplied internal antenna. Unauthorized antennas, modifications, or attachments could damage the badge and may violate FCC regulations.

Electronic Devices

Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals from your badge.

Pacemakers

The Health Industry Manufacturer's Association recommends that a minimum separation of six inches be maintained between a handheld wireless communications device and a pacemaker to avoid potential interference with the pacemaker.

These recommendations are consistent with the independent research by and recommendations of Wireless TECnology Research.

Persons with pacemakers

- Should ALWAYS keep the badge more than six inches from their pacemaker when the badge is turned ON.
- Should ONLY use the badge when wearing it on a belt, using a Vocera holster and approved headset.



- If you have any reason to suspect that interference is taking place, turn the badge OFF immediately. To turn the badge off, depress the Call button for 5 seconds, or remove the battery.

Other Medical Devices

If you use any other personal medical devices, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Turn your badge OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Potentially Unsafe Areas

Posted facilities - Turn your badge OFF in any facility when posted notices require you to do so.

Potentially explosive atmospheres - Turn your badge OFF when you are in any area with a potentially explosive atmosphere. Obey all signs and instructions. Sparks in such areas could cause an explosion or fire, resulting in bodily injury or death.

Areas with a potential explosive atmosphere are often, but not always, clearly marked. They include:

- Fueling areas
- Transfer or storage facilities for fuel or chemicals
- Equipment using liquefied petroleum gas, such as propane or butane
- Areas where the air contains chemicals or particles such as grain, dust, or metal powders



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Summon/Dismiss the Genie

Action	Recommended Commands
Summon the Genie	Press the Call button. Wait for the Genie to answer.
Dismiss the Genie	Goodbye (or press the Call button)

Log In/Out

Action	Recommended Commands
Log in	Log me in as <i>John Smith</i> .
Log out	Log me out.

Record Your Name and Greeting

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. Delete my greeting.

Basic Calls

Action	Recommended Commands
Call another badge user or group member	Call <i>John Smith</i> . Call <i>Tech Support</i> .
Broadcast a message to a group	Send a message to <i>Tech Support</i> .



Voice Messages

Action	Recommended Commands
Send a message to a badge user, group, or buddy	Record a message for <i>John Smith</i> . Record a message for <i>Tech Support</i> . Record a message for <i>my assistant</i> .
Play new messages	Play my messages. Play my messages from <i>John Smith</i> . Play my messages from <i>Marketing</i> .
Play old (previously played) messages	Play my old messages. Play my old messages from <i>John Smith</i> . Play my old messages from <i>Marketing</i> .
Commands that are accepted during message play	Repeat Save Next Delete
Delete messages without playing the message queue	Delete all messages. Delete messages from <i>John Smith</i> . Delete messages from <i>Tech Support</i> .

Call Blocking/Accepting

Action	Recommended Commands
Block calls	Block all calls. 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 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?