

Vocera User Guide

Version 2.0





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Vocera 2.0 provides numerous improvements over the previous version of Vocera. This chapter summarizes the changes to the voice commands you can use with badges.

Vocera 2.0 provides the following new features and enhancements for voice commands:

- Urgent calls, broadcasts, and conferencing commands let you break through to all recipients, regardless of what they are doing at the time. See *Issuing Urgent Commands* on page 47.
- Commands to let group managers add users to a group, remove users from a group, and record name prompts for groups. In version 2.0, only group managers and system administrators can record name prompts for a group. See *Commands for Group Managers* on page 53.
- New voice commands let you control whether the badge automatically answers incoming calls or whether it asks if you can take a call before connecting it. See *Using the Auto Answer Commands* on page 37.
- Commands to call people or places your system administrator sets up as address book entries. You can also use other related voice commands with address book entries. See *Calling an Address Book Entry or Buddy* on page 40.



Important Safety Instructions

The Vocera badge (including its battery component) and the Vocera battery charger are electronic devices. Care appropriate to the use of any electronic device should be taken in using the badge and the battery charger in order to avoid possible injury (such as from shock) and damage (such as from fire).

In addition, the Vocera badge is a wireless communication device and works by generating radio frequency (RF) signals. These signals, although generally lower in strength than a typical cell phone, can interfere with other electronic devices that are not appropriately shielded against RF. If the Vocera badge will be used in proximity to sensitive electronic devices for which interference could result in serious consequences (for example, a heart pacemaker), you must consult with the manufacturer of that device in order to determine the operating safety of the Vocera badge.

In order to foster comfortable use of the badge and avoid 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. 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 electronic, wireless devices, please follow the safety and use instructions below.

Badge and Battery Charger Safety

1. Read, understand, and follow all warnings and instructions in the product documentation and on the product itself.
2. 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.



3. 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.
4. Do not place the product on an unstable surface, as a fall may cause serious damage to the product.
5. 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.
6. Do not position the badge 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.
7. Take the badge or charger to a qualified service provider in these circumstances:
 - If liquid has been spilled into the badge or charger, or if rain or water have 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.
8. Unplug the charger from the wall outlet before cleaning. To clean the badge or charger, wipe with a damp cloth. Do not use liquid cleaners or aerosol cleaners.
9. Use the battery charger indoors only.
10. 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.
11. Do not overload outlets or extension cords, because this may cause a fire or electrical shock.



12. Operate the charger only with a Vocera-approved power adapter.

Utilisez le chargeur seulement avec un adaptateur de puissance approuvé par Vocera.

Additional Instructions Related to 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 59. These instructions are also included with the charger.
4. Do not charge the battery in a place where static electricity is generated nor let the battery touch something that is statically charged.
5. 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).
6. Do not put the battery into a microwave oven, conventional oven, dryer, or high-pressure container, nor dispose of the battery in a fire. Under these conditions, the battery may explode.
7. Do not open or puncture the battery nor 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 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, wash well with clean water immediately. If liquid leaking from the battery gets into your eyes, do not rub your eyes. Rinse your eyes well with clean water, and consult a doctor immediately.
10. Handle batteries with care to avoid shorting the battery with conducting materials, such as rings, bracelets, and keys. The battery may overheat and could burn you.



11. 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.
12. When recycling or discarding the battery, make it nonconductive by applying vinyl tape to the terminals located on the edges of the battery, at the sides.

ATTENTION: IL Y A DANGER D'EXPLOSION S'IL Y A REMPLACEMENT INCORRECT DE LA BATTERIE, REMPLACER UNIQUEMENT AVEC UNE BATTERIE DU MÊME TYPE OU D'UN TYPE ÉQUIVALENT RECOMMANDÉ PAR LE CONSTRUCTEUR. METTRE AU REBUT LES BATTERIES USAGÉES CONFORMÉMENT AUX INSTRUCTIONS DU FABRICANT.

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. In parts of certain facilities, such as hospitals or health care facilities, equipment may be in use that could be sensitive to external RF energy.
2. If you have any reason to suspect that the badge is interfering with sensitive equipment, turn the badge OFF immediately. To turn the badge OFF, depress the Call button for 5 seconds or remove the battery.
3. 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, for example: 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.

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Your new Vocera badge provides fast, simple, person-to-person communication 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 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.

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

Vocera badges 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 badges transmit and receive calls in a different frequency range than cellular phones, you can use a Vocera badge 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 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."

Because you use voice commands, the Vocera system is easy to learn, so you can start using your badge immediately.



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

- Before you use your badge for the first time, read **Important Safety Instructions** on page v.
- **Getting Started** on page 15 tells you how to attach the lanyard, pocket clip, or universal clip; install the battery; log in; and adjust the volume on your badge.
- **Features of Your Badge** on page 17 describes the features of your badge and explains how to use the buttons and badge display menus.
- **Basic Calling** on page 27 gives you instructions for using the most common calling and message features.
- **Advanced Commands** on page 39 describes more complex operations, such as conference calls, and explains commands that are available only if your system administrator grants certain permissions on the Vocera server.
- **Maintaining Your Badge** on page 57 describes how to charge the battery and clean the badge.
- **Voice and Text Email Messages** on page 63 tells you how to send email messages to and from a badge. It also gives instructions on how to view text messages on the badge display.
- **The User Console** on page 67 provides a brief introduction to the User Console, which is a browser-based application you can use to customize the features of your badge, send text messages, and forward your calls.
- **Frequently Asked Questions** on page 69 tells you how to diagnose and correct simple problems.
- **End User Sales Agreement** on page 73 defines the terms under which the badge and its associated components may be used.
- **End User License Agreement** on page 75 defines the terms under which the server software and the software running on the badge may be used.
- **Specifications and Regulatory Notices** on page 79 gives badge specifications and regulatory information.
- **Command Reference**, at the back of this guide, lists the most commonly used commands.

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

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 make sure the battery has sufficient power.

See *Maintaining Your Badge* on page 57 for other ways to determine whether the battery needs charging and for instructions on how to charge the battery with or without the badge.

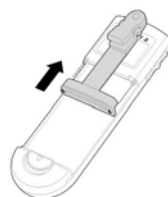
2. Choose the lanyard, pocket clip, or universal clip attachment, and connect it to the badge. *Attachments need to be connected prior to battery installation.*



Lanyard

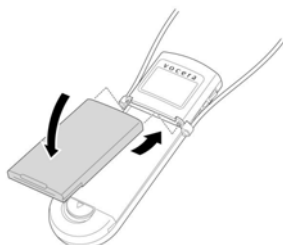


Pocket Clip

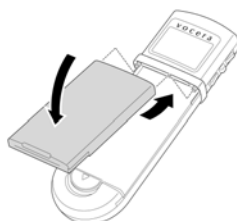


Universal Clip

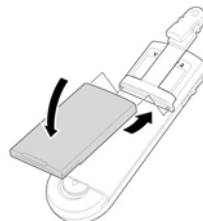
3. Install the battery. To do this, slide the holes in the top of the battery over the small pegs at the top of the badge's battery compartment, and then press down gently to seat the battery.



Lanyard



Pocket Clip



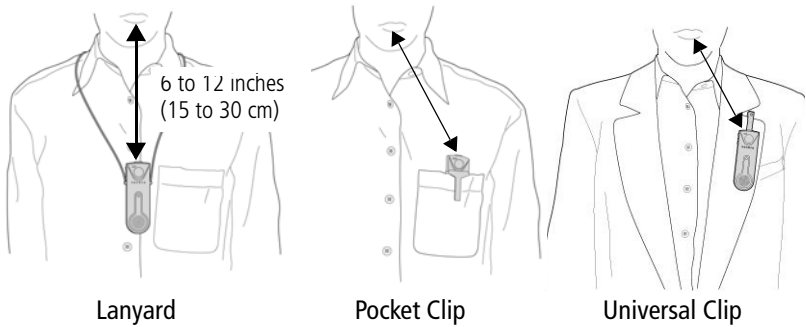
Universal Clip



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

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

To get the best possible speech recognition, the microphone on the top of the badge should point toward your mouth and should be 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 asks 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*" (for 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.

7. Adjust the volume on the badge, if necessary. (See *Volume Adjustment* on page 23).

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

"Call Jim Olsen."

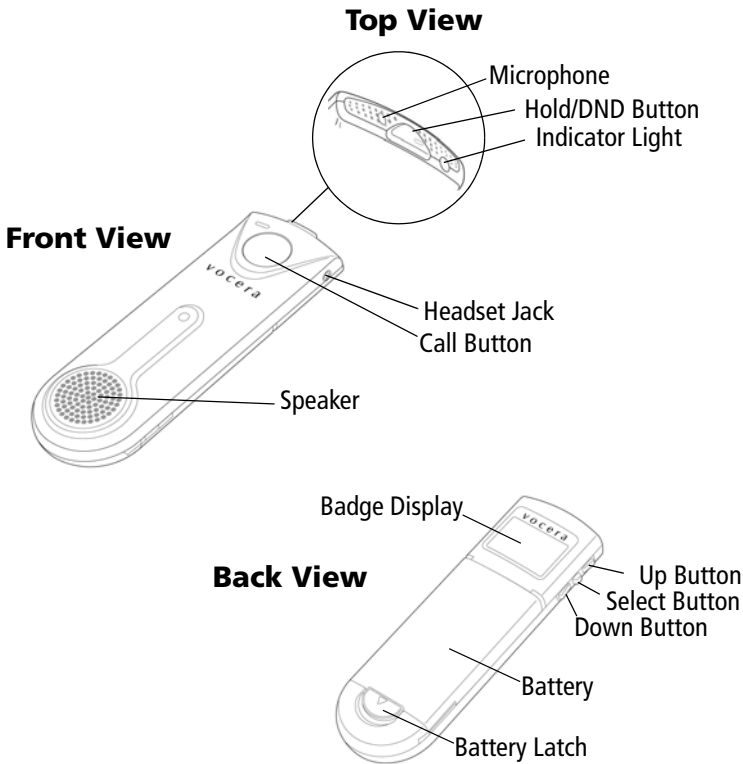
"Record my greeting."

"Play my messages."

See *Basic Calling* on page 27 and *Advanced Commands* on page 39 for more information about Vocera commands.

●● Features of Your Badge

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 chapter will help you become familiar with the features of your badge.





Call Button

Press the Call button to begin and end all voice communications, such as making calls, sending and listening to messages, and recording your name and greeting. The Call button also has these other uses:

- The Call button turns the badge on and off. Press and hold the Call button for at least 5 seconds to turn the badge power off. To turn the badge on, press the Call button again.
- If the Genie asks you a question that requires a yes or no response, you can press the Call button to answer “yes.”
- If you are on a call and you hear a Call Waiting tone, press the Call button to put the current call on hold and connect to the new call. To disconnect from the second call and return to the call on hold, press the Call button again.

Hold/DND Button

The Hold/DND button places calls on hold and puts the badge in Do Not Disturb (DND) mode:

- To 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 finished, the Genie automatically reconnects you with the person on hold.
- To put the badge in Do Not Disturb mode, press the Hold/DND button when no call is in progress. Callers are told that you are unavailable, and they are invited to leave a message, or else their call is forwarded to another destination if forwarding is active for your badge.

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

The Hold/DND button also has these other uses:

- Press the Hold/DND button to cancel a command. For example, if you are calling someone, leaving a message, or recording your name and you change your mind, press Hold/DND to cancel the action.
- If the Genie asks you a question that requires a yes or no response, press the Hold/DND button to answer “no.” (To answer “yes,” use the Call button.)

Microphone and Speaker

The unidirectional design of the microphone enables it to gather and transmit speech, yet minimizes the amount of background noise that is picked up.

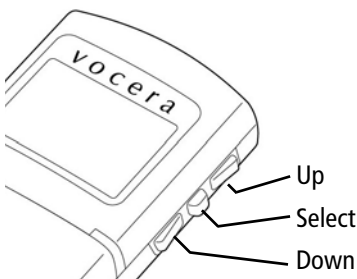
You can adjust the speaker volume by using the buttons on the left side of the badge. (See *Volume Adjustment* on page 23.)

Headset Jack

The 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 microphone and speaker operations are suppressed when you attach a headset.

Menu Selection Buttons

The display on the back of the badge shows a series of menu screens that comprise the top level of the menu system. To navigate through the menu system, you use the Up, Select, and Down buttons on the side of the badge:





Use the Select button to choose a displayed item. To return to the main screen at any time, press and hold the Select button until the badge beeps.

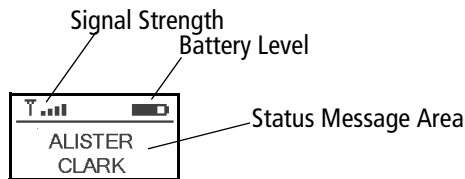
Badge Display Menus

If you press the Up button to scroll through the top-level menu, you see the following choices: Messages, Volume, Power Off, and Info. If you press the Up button once more, the display returns to the main screen. Press the Down button to navigate in the reverse direction.

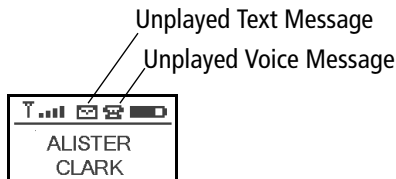
The following sections describe your badge's display menu choices.

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 and the battery charge level.



In addition, when you have unread text messages, the envelope symbol appears, and when you have unplayed voice messages, the telephone symbol appears, as this illustration shows:



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

Status Message	Meaning
Name — not blinking	The name of the person who is currently logged in to the Vocera system using this badge.
Name — blinking	If someone is trying to call you, this shows you the name of the person who is calling. If you are already on a call, this shows the name of the person with whom you are currently speaking. If you are already on a call and you hear the Call Waiting tone, this displays the name of the person who is trying to call you.
Vocera	Your badge is communicating with the Genie.
Logged out	No one is logged in with this 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 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. See <i>Why does my badge display say "Searching for Server"?</i> on page 71.

Messages

Your badge can display text messages that were sent from email accounts or from the Vocera User Console.



When you select Messages, the display shows one subject line for each text message. 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. See *Reading Text Messages* on page 65 for more information.

Volume

The Volume control adjusts the sound level of the speaker on your badge. See *Volume Adjustment* on page 23 for instructions.





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.)



Info

The Info feature gives you 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 given 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.

Location

The name of the location or the physical network address of the access point with which your badge is currently communicating.

Badge IP

The Internet Protocol (IP) network address of the badge.

Server IP

The IP network address of the Vocera server.

Version

The version of the firmware (internal control programs) that your badge is using.

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 your network with this badge.

Volume Adjustment

To adjust the volume when you are on a call:

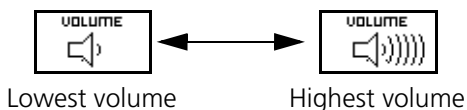
Press the Up button as many times as necessary to increase the volume to the level you want. To decrease the volume, use the Down button.

To adjust the volume when the badge is idle:

1. Turn the badge over, so you can see the display.
2. Press the Up button until you see the Volume icon.



3. Press the Select button to choose the Volume feature.
4. Press the Up button as many times as necessary to increase the volume to the level you prefer, or press the Down button to decrease the volume. The display changes accordingly.



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



Indicator Lights

The indicator light on the top of the badge provides message alerts, out-of-network alerts, and low battery warnings. The color and blink rate of the indicator light 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 unplayed voice messages or unread text messages
Red	Slow	Your 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 within range but is not connecting to the server, you will see the message "Searching for Server."
	Fast	The battery needs to be recharged.
	Solid	There is a system error. Contact your system administrator for help.

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



Alert Tones

Alert tones are controlled by settings on the Vocera server. Your badge 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.

If you are not receiving a warning 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 badge. The system administrator can also set an option to disable all alerts when your badge is in Do Not Disturb mode.





Your Vocera badge provides one-touch communication. 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 your voice commands.

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

Logging In and Out

Your system administrator 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 on the badge you are using 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 with that badge, the Genie will answer with a standard tone or greeting. Say “Log me out,” and wait for the chime to signal that the previous user is logged out. Then press the Call button again to log in.

Action	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Log in	<i>When prompted by the Genie, say your first and last name.</i>	
Log out	Log me out.	Log out.

To issue another voice command after you log in, press the Call button again.



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

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 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 system 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

To allow your callers to 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 Voice Commands	Alternative Forms
Record your name	Record name.	Record my name.
Record, play back, or erase your greeting	Record greeting. Play back greeting. Erase greeting.	Record my greeting. Play back my greeting. Erase my greeting.

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. (See *Call Waiting* on page 32.)



When you call another user and that person is not available, the call may be forwarded to another user or to a phone number. If no forwarding has been set, you will be prompted to leave a message.

Action	Recommended Voice Commands (examples in italics)	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> .

Calling a Member of a Group

The system administrator may create groups of badge users and 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 which member to try first, based on the ordering method the system administrator or group manager chooses.

To call a member of a group

1. Press the Call button.
2. Wait for the Genie to answer.
3. Tell the Genie to “Call *the Group’s name*.”

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 (which will be 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.

Action	Recommended Voice Commands (examples in italics)	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> .



Broadcasting to a Group

The broadcast feature allows you to make a quick announcement to a group. Much like an overhead page, a broadcast is sent out as you speak. Broadcasts are not recorded, and only members of the group who are on-line and available for a call at the time of the broadcast will receive it.

Use the following command to initiate a broadcast. Press the call button to stop broadcasting.

Action	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Initiate a broadcast to a group	Broadcast to <i>Tech Support</i> .	

Training the Genie

If you find that the Genie has difficulty understanding you when you 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 you say it, rather than the formal or official way.

To train the Genie:

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 Voice Commands	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 ask 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 forwarded to a destination you have chosen. See *Forwarding Your Calls* on page 43.

If **Auto Answer for Incoming Calls** is enabled for your badge, all of your calls will be connected immediately, without any action on your part. See *Using the Auto Answer Commands* on page 37.

Note: Calls will not be put through if you told the Genie to block calls or you put your badge in Do Not Disturb mode. (See *Using Do Not Disturb* on page 33 and *Blocking and Accepting Calls* on page 42.)

Ending a Call

To end a call, press the Call button.

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



Using Buttons to Answer “Yes” or “No”

When a Genie prompt requires a “yes” or “no” answer (for example, 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,” press the Call button.

To answer “no,” 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. The name of the person calling you will flash on your badge display.

To accept the call, press the Call button. This puts the first call on hold and connects the second call. To end the second call and return to the original call, press the Call button again.

To refuse the call, press the Hold/DND button (you can also ignore the tone, but using DND is less intrusive). The second call will be treated as an unanswered call. The caller will either be prompted to leave a message or will be forwarded to a destination you have chosen. (See *Forwarding Your Calls* on page 43.)

Putting a Caller on Hold and Releasing the Hold

To hold a call, press the Hold/DND (Do Not Disturb) button on the top of the badge. The indicator light 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 then call another badge, send a message, or give the Genie any other authorized command when the Genie answers. You can use this procedure to set up supervised conference calls, for example. (See *Supervised Conferencing* on page 45.)

Using Do Not Disturb

There may be times when it is inconvenient for you to receive calls and message notifications from the Genie (when you are attending a meeting, for example). The easiest way to block calls is to press the Hold/DND button. When you are ready to resume accepting calls, press the Hold/DND button again.

When you put the badge in Do Not Disturb (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 badge. (VIP Status is a permission granted by the system administrator.)

Urgent calls and 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, see *Blocking and Accepting Calls* on page 42.

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. Each message can be up to a minute in length.

Urgent messages are treated differently from non-urgent messages in the following ways:

- Urgent messages will be played back before standard messages, regardless of the order in which messages are received.
- If you have VIP status, recipients will be notified of your messages immediately, even if they have put their badges in Do Not Disturb mode or issued a command to block calls from you.

Note: Do not confuse an urgent voice message with urgent calls, broadcasts, conferences, and invitations. An urgent message is played back before other messages, but it does not interrupt a recipient. See *Issuing Urgent Commands* on page 47.



The following table shows the commands for recording voice messages:

Action	Recommended Voice Commands (examples in <i>italics</i>)	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> .
Record an urgent message for a user	Record an urgent message for <i>John Smith</i> .	Send an urgent message to <i>John Smith</i> .
Record an urgent message for a group	Record an urgent message for <i>Tech Support</i> .	Send an urgent message to <i>Tech Support</i> .

Playing, Saving, and Erasing Voice Messages

The voice messages that users leave for you are stored on the Vocera server. When you play your messages, you can issue voice commands to save or erase each message or to move to the next or previous message to be played.

Voice messages, both played and unplayed, are erased when they have been stored for a certain number of days or weeks. (The limit is set by the system administrator.) You can use the Save command to protect a message from this automatic erasure (see *Commands You Can Use During Message Play* on page 36). The saved voice message then stays on the Vocera server until you explicitly tell the Genie to erase it.

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 date and time of the message are not announced.

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

Use one of the following commands to begin playing messages:

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



Commands You Can Use During Message Play

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 (examples in italics)	Alternative Forms
Delete the message you just played or are in the process of playing	Delete message.	Erase message.
Save the message you just played or are in the process of playing	Save message.	Archive message.
Play the next message	Next message.	Skip message.
Replay the current message	Repeat message.	
Give the time and date the message was received	Time stamp.	Time.
Give the date the message was received.	Date stamp.	Date.
Cancel message play	Cancel.	Goodbye.

Using the Auto Answer Commands

The Auto Answer property lets you specify whether the badge automatically answers incoming calls or whether it asks if you can take a call before connecting it.

- If Auto Answer is turned on, the badge 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.
- If Auto Answer is turned off, the badge prompts you by asking, "Can you take a call from *Hans Dressler*?" before connecting an incoming call.

Use the following commands to control the Auto Answer property:

Action	Recommended Voice Commands (Examples in <i>Italics</i>)	Alternative Forms
Connect incoming calls immediately	Turn auto answer on.	
Ask before connecting incoming calls	Turn auto answer off.	



Some commands require special badge permissions or are a little more complex than the commands described in *Basic Calling* on page 27. This chapter describes these commands.

The 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.

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 (Examples in <i>Italics</i>)	Alternative Forms
Call an extension*	Dial extension <i>5120</i> .	
Call a local or long distance telephone number*	Get me an outside line.	Dial an outside number.

Notice that you use the same command to make local and long distance calls. The Genie will prompt for the number, including the area code. 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.

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 does not recognize commands to dial letters (for example, 1-800-VOC-ERA1).

Calling an Address Book Entry or Buddy

The Vocera system provides an address book for the names and phone numbers of people who are not badge 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 badges.

For example, if badge 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 the badge 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 badge wearers. For example, if you set up **My Mom** as an outside buddy, you can say, “Call My Mom” to dial her phone number. See the *Vocera User Console Guide* for complete information about setting up buddies.

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

- Conference. See *Placing a Conference Call* on page 44.
- Invite. See *Placing a Conference Call* on page 44.
- Send Voice Email. See *Sending a Voice Email From a Badge* on page 63.
- Forward. See *Forwarding Your Calls* on page 43.
- Learn. See *Training the Genie* on page 30.
- Unlearn. See *Training the Genie* on page 30.

Action	Recommended Voice Commands (examples in italics)	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> .

Recording Your Voiceprint

A *voiceprint* allows the system to authenticate you when you log in. A voiceprint is similar to a fingerprint—it distinguishes you from other people. If you have recorded your voiceprint, you will be challenged to repeat some digits when you log in. The system compares your voice with your recorded voiceprint and denies the login if there is a mismatch.

Voiceprint authentication is active only if it has been enabled by your system administrator. Your system administrator needs to provide separate permissions for you to record and erase your voiceprint. Normally, only your system administrator will have permission to erase the voiceprint of another user.

Note: Until your voiceprint has been recorded, other users will be able to log in under your name. Your system administrator may have configured the system to prompt you to record your voiceprint the first time you log in.

To allow the system to authenticate you when you log in, use the following commands to record or erase your voiceprint.

Action	Recommended Voice Commands	Alternative Forms
Record or erase voiceprint*	Record my voiceprint. Erase my voiceprint.	

Make sure you record your voiceprint in a quiet place and speak in a normal voice.

IMPORTANT: After you have recorded your voiceprint, you should test it several times by logging in and out. If you have trouble logging in, you should erase your voiceprint or ask your system administrator to erase it so you can log in and re-record it. The system automatically refines your voiceprint over time; the more times you log in successfully, the easier it is for the system to recognize your voice the next time.

Blocking and Accepting Calls

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 Voice Commands (examples in <i>italics</i>)	Alternative Forms
Block 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> .
Accept 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> .
Find out who is currently blocked from calling your badge*	Who is blocked?	Whose calls are blocked?

When you activate call blocking, some calls may still be put through. VIP buddies or a person with VIP status can optionally break through, and an urgent call 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 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 a special permission to issue block and accept call commands.

Forwarding Your 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 a message. As an alternative, 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.

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 does not play a ring tone when you receive a call, and every call is forwarded to the user or group you specified.
- **Unanswered** — Your badge will still receive calls. Only the badge calls that you do not answer will be forwarded according to your instructions.
- **Offline** — Calls are forwarded when you are logged out or when your badge is out of range of the wireless network.

The following table summarizes the commands for forwarding your calls:

Action	Recommended Voice Commands (Examples in <i>Italics</i>)	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 cell phone. Forward calls to my home phone. Forward calls to my voice mail.
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.



Action	Recommended Voice Commands (Examples in Italics)	Alternative Forms
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.

Placing a Conference Call

You can use your badge to set up a conference call with 2 other badge users (3 parties total, including yourself).

To begin a 3-way conference call, you use the **Conference** voice command, and then say the names of the other badge users whom you want to participate in the call. For example, "Conference James Madison and Mary Lamb."

You can also change any 2-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 2-party call, press the Hold/DND button.
2. Wait for the Genie to confirm that your current call is on hold, and then press the Call button.
3. Say **Invite** *New Person's First and Last Names*. (For example: "Invite George Washington.") If the person you want to add answers, all parties are then connected in a conference call automatically.

Supervised Conferencing

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

To talk with a third person:

1. While on a 2-party call, press the Hold/DND button.
2. Wait for the Genie to confirm that your first call is on hold, and then press the Call button.
3. Say **Call** *New Party's First and Last Names*.
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 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 can 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 occur:

- If the calls are conferenced together, your badge 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 badge returns to the other call.



The following table summarizes your conference call options.

Action	Recommended Voice Commands (examples in <i>italics</i>)
Initiate a conference call	Conference <i>James Madison</i> and <i>Mary Lamb</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: Invite <i>Robin Hood</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: Call <i>Robin Hood</i>. Your badge 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: • Answer “Yes” to create a 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.

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:

- Call
- Broadcast
- Conference
- Invite

Urgent commands are very powerful—they break through to recipients even if they are in Do Not Disturb mode, are blocking calls, or in the middle of another call or conference. The badge 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. See *Using the Auto Answer Commands* on page 37.

Note: Do not confuse an urgent *voice message* with urgent calls, broadcasts, conferences, and invitations. An urgent voice message is played back before other messages, but it does not interrupt a recipient. See *Sending a Voice Message* on page 33.



The following table shows you how to issue urgent commands.

Action	Recommended Voice Commands (examples in <i>italics</i>)	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 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: • Urgently invite <i>Robin Hood</i>. • Urgently call <i>Robin Hood</i>.	Urgent invite <i>Robin Hood</i> . Urgent call <i>Robin Hood</i> .

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 have the ability to add members to a group and remove them. See *Commands for Group Managers* on page 53.

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

Description	Recommended Voice Commands (examples in <i>italics</i>)	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> .	

*Requires special permission from the system administrator.

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

Description	Recommended Voice Commands (examples in <i>italics</i>)	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> ?	



Locating a Badge 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*.”

IMPORTANT: The voice command **Find** (“Find John Smith” for example) will **call** the user or group.

Action	Recommended Voice Commands (examples in <i>italics</i>)
Find another user or group member*	Where is <i>John Smith</i> ? Where is a member of <i>Tech Support</i> ? Locate <i>John Smith</i> ? Locate a 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 the nearest group member*	Locate the nearest member of <i>Tech Support</i> .
Find a group member near a certain location*	Locate a member of <i>Tech Support</i> near <i>The Cafeteria</i> .



Getting Other Information

You can use any of the following commands to get various kinds of information:

Action	Recommended Voice Commands (examples in italics)	Alternative Forms
Find out who called while you were logged out, were on another call, were blocking calls, or while your badge was out of network range or in Do Not Disturb mode (if you have Missed Call Notification turned off)	Who called?	Who called me?
Find out who is logged in to the badge	Who am I logged in as?	Who am I?
Find out the current time and date	What time is it?	





Groups provide a way for internal or external callers to communicate with badge 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.

If you are a member of a group with management capabilities, you can:

- 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. See the *Vocera User Console Guide* for more information

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, badge users can also add themselves to a group. See *Joining or Leaving a Group* on page 48.

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

Description	Recommended Voice Commands (examples in italics)	Alternative Forms
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 Name Prompts for a Group

When prompting users who want to call or leave a message for a group, or when confirming these commands, the Genie will say either the group name, or a variation of the group member name, depending on the situation. In the absence of recorded names, the Genie will use text-to-speech generation to say the appropriate name. To ensure more natural-sounding prompts, you can record group names that will be substituted for the synthesized speech.

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 then walk you through the steps to record the group name and the variations of the group member name.

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



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 and how to clean the badge.

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



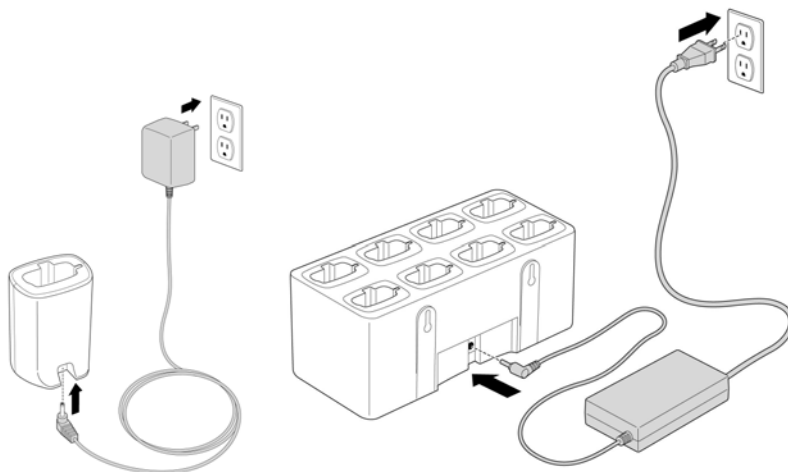
3. An alert signal plays at regular intervals.

Note: This signal may be disabled by the system administrator on request.

Preparing the Charger

Before you use a charger, read *Important Safety Instructions* on page v.

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 110 VAC outlet.



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

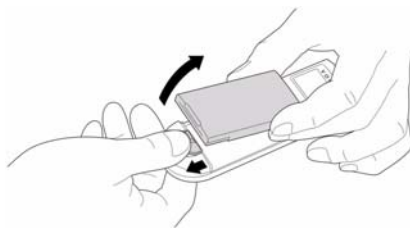
Indicator	Meaning
Light off	There is no battery or badge in the charger, or the battery is not seated properly.
Blinking green	The battery is charging.
Steady green	The battery is fully charged.
Red	The battery is unable to charge, or there is a problem with the charger. If the charger works when you try to charge a different battery, dispose of the original battery (see <i>Additional Instructions Related to Battery Safety</i> on page vii) and charge a new one.

Charging the Battery

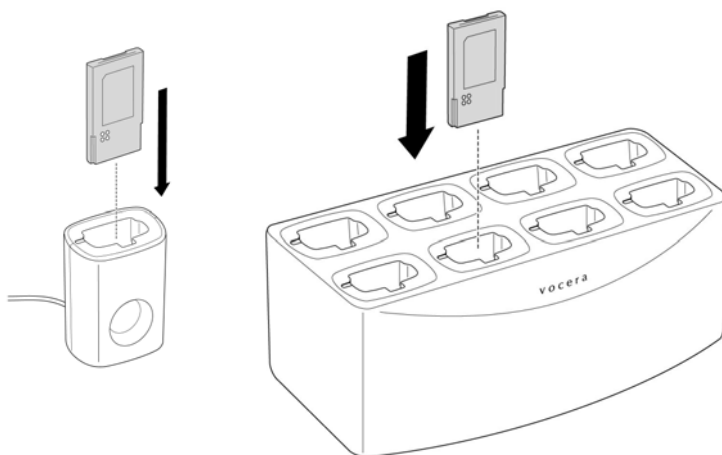
The battery can be charged with or without the badge.

Charging the Battery Without the Badge

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



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

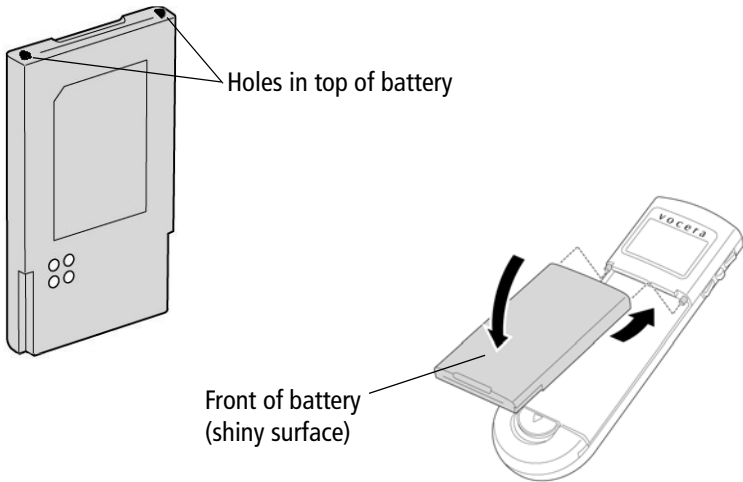


The green indicator light on the top of the charger will begin to blink when the battery is positioned correctly, and it will continue to blink while the battery is charging. When the indicator glows steadily, the battery is fully charged. Charging normally takes only a few hours.

3. Remove the battery from the charger.



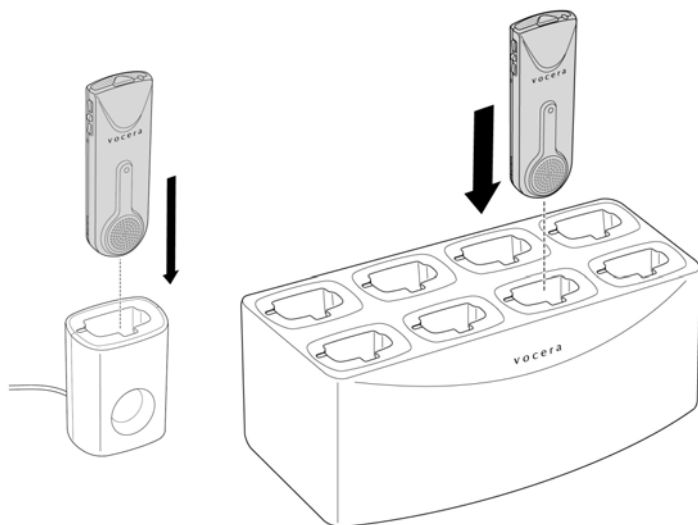
4. Slide the holes in the top of the battery over the small pegs in the badge's battery compartment.



5. 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, enabling you 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 system administrator for help.



Cleaning the Badge

To clean a Vocera badge, use a soft, damp cloth or disinfectant wipe. Strong detergents or abrasive cleaners can damage the badge's finish.



IMPORTANT: Never immerse the badge in water, because the badge speaker, microphone, and battery pack are not watertight.





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 user, and how to view messages on the badge display.

Sending a Voice Email From a Badge

You can send a voice email message from your badge to individual badge users or groups. Your recorded message will be sent 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 .wav files.

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

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Sending a voice 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> .

When you send an email message to a user, the message is sent to the address stored for that user on the Vocera server. If you send the email to a group, the message is sent to all members of the group.

Note: If a group member does not have an email address, the Genie notifies you and asks if you want to send the message anyway.



Sending a Text Email to a Badge

You can send messages from your email account to a user or to 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 badge displays.

Before you can send email to badges, you need to get the following information from your system administrator:

- The email address that is dedicated to the Vocera system. All email messages to Vocera badge users must be addressed to this email account.
- The login name 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. The login name or group name must be the only text in the subject line of the email.

To send the message:

1. In your email program, 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 the person or group you want to receive your message.
4. In the **message area**, type your message. Be brief, because the message will be limited to the first 150 characters, or about 20 words. Additional characters will not be displayed.

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

5. Send the email message in the usual way.

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 login name or group name appears on the subject line of the message.

Reading Text Messages

There are two kinds of messages you can read on your badge display:

- Email messages. (The previous section describes how to send these to badges.)
- Text messages that are sent from the User Console. (See *The User Console* on page 67.)

To simplify the following instructions, the term “text messages” in the following procedure refers to messages sent from either source.

To read 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 the Select button to select the Messages feature. You will see a list of message subjects, one subject per line. 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 subjects until you see the message you want to read.
5. Press the Select button to display the message associated with the selected subject. The display shows the body of the message, and then the sender's name, the sender's 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: There is a limit of 150 characters for all text messages sent to a badge. The Vocera User Console will not allow the sender to create a message longer than 150 characters, but there is no way to enforce this rule for email sent from a computer. If an email message appears to be incomplete, it may mean that the original message was longer than 150 characters.



6. When you finish reading the message, press the Select button to see this menu of message options:
 - TO NEXT MSG skips to the next message in the list.
 - 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 are limited to 20 text messages at a time, and you can save up to 10 of these messages.
 - 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 also discontinue reading messages and return to the main screen by pressing and holding the Select button until the main screen appears.

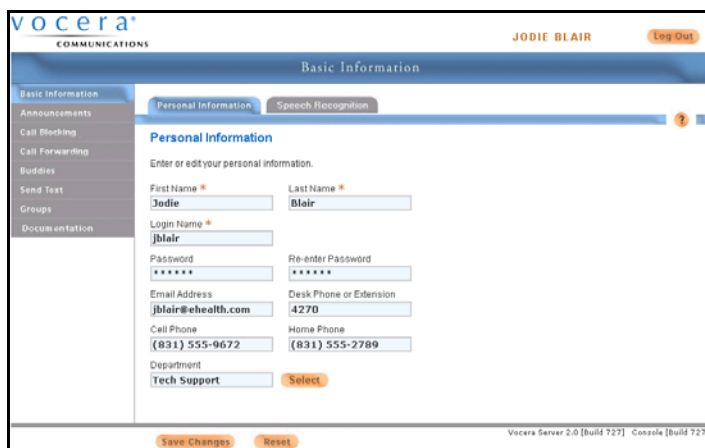
Text messages are stored on the Vocera server. You are allowed up to 20 text messages at a time, and of these 20, you can save up to 10 messages. Messages that you do not specifically save will be deleted as needed to make way for new messages, even if you did not read the older messages.

Each time you log in, your messages are downloaded from the server to the badge memory, 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 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 own login information.

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



The screenshot shows the Vocera User Console interface. At the top, the Vocera logo and 'COMMUNICATIONS' are on the left, and the user's name 'JODIE BLAIR' and a 'Log Out' button are on the right. Below this is a 'Basic Information' header. A left sidebar contains a menu with 'Basic Information' (selected), 'Announcements', 'Call Blocking', 'Call Forwarding', 'Buddies', 'Send Text', 'Groups', and 'Documentation'. The main content area is titled 'Personal Information' and has a sub-header 'Enter or edit your personal information.' It contains several form fields: 'First Name' (Jodie), 'Last Name' (Blair), 'Login Name' (jblair), 'Password' (masked with asterisks), 'Re-enter Password' (masked with asterisks), 'Email Address' (jblair@ehealth.com), 'Desk Phone or Extension' (4270), 'Cell Phone' ((831) 555-9672), 'Home Phone' ((831) 555-2789), and 'Department' (Tech Support). There are 'Save Changes' and 'Reset' buttons at the bottom. The footer indicates 'Vocera Server 2.0 [build 727] Console [build 727]'.

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 *Blocking and Accepting Calls* on page 42 and *Forwarding Your Calls* on page 43).
- Create Buddies. A buddy is 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. The text message screen looks like this:

The screenshot shows the Vocera Communications web interface. At the top, the Vocera logo is on the left, and the user name 'JODIE BLAIR' with a 'Log Out' button is on the right. The main heading is 'Send Text'. On the left is a sidebar menu with options: Basic Information, Announcements, Call Blocking, Call Forwarding, Buddies, Send Text (highlighted), Groups, and Documentation. The main content area is titled 'Send a Text Message' and includes instructions: 'To send a text message, click the "Select Recipient" button and choose one or more users or groups as recipients.' Below this are form fields for 'Recipient *' (with a 'Select Recipient' button), 'Subject *', and 'Message (Limit To 115 Characters)'. A 'Delete' button is next to the Recipient field. At the bottom of the message field, it says '115 Characters left.' and there are 'Send' and 'Reset' buttons. A footer at the bottom right reads 'Vocera Server 2.0 [Build 727] Console [Build 727]'.

- 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 system administrator.

Why does the Genie sometimes have trouble understanding me?

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 reasons:

- Is the badge close enough to your mouth? For voice recognition to work properly, the microphone at the top of the badge must be directed toward your mouth, and it should be no closer than 6 inches and no farther than 12 inches away from your mouth.
- 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 badge 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 badge. 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 badge?

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* on page 30 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 badge chirping or beeping?

The system administrator can program your badge to issue alerts when the badge 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 indicator light on the top of the badge and the badge display:

- If the 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.

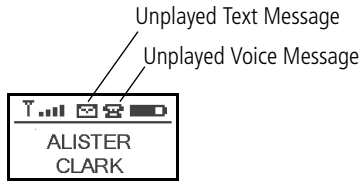


If the alert tone starts and stops as you move slightly, it means that you are at a location where the wireless network coverage begins.

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



- If the 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.



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

Why does my badge sometimes 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, see *Why is my badge chirping or beeping?* on page 70 to determine why your badge is beeping.

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

First, ask other badge 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 badges, try taking the battery out, and then putting it back in the badge. If the badge still cannot find the server, contact your system administrator for help.



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.

None of the buttons on the badge seem to work, and the screen is frozen or blank. How do I get the badge to work again?

If the badge display is blank and the indicator lights are off, it means 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 the system from logging me out when I put my badge in the charger?

This automatic logoff 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.

I heard a busy signal when I pressed the Call button. What happened?

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

I can make calls, but I can't receive calls or messages. What do I do?

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, contact the system administrator for assistance.

Some of my text messages begin with code such as <DOCTYPE HTML PUBLIC "-// ... What does this mean?

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

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Introduction. This Agreement sets forth the provisions under which you are purchasing wireless communication badges, single- or eight-bay chargers and standard or extended batteries ("Badges and Components") and other accessories--e.g., clips, lanyards, etc. ("Accessories") from either Vocera Communications, Inc. ("Vocera") or Vocera's authorized reseller ("Reseller" and, collectively with Vocera, "Vendor"). The license to you of certain associated software ("Software") and documentation ("Documentation") is governed by terms and conditions set forth in separate agreement.

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Components when used in combination with other items not manufactured, approved by or supplied by Vocera, (m) any items which have been opened, repaired, modified or altered by anyone other than Vocera or a Vocera authorized service center, (n) Accessories and materials subject to normal wear and tear, or (o) other circumstances beyond the reasonable control of Vendor.

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Applicable Law. This Agreement is governed by the laws of California, excluding its principles of conflict of laws. In any claim hereunder, you consent to the non-exclusive jurisdiction of the state and federal courts situated in California and waive objection to such venues.





System Specifications

Badge Specifications

Dimensions	4.2 x 1.4 x .6 in. (10.6 x 3.5 x 1.5 cm)
Weight	1.9 oz. (53.9 g) with standard bat- tery pack
LED Indicators	Two indicators: one- and two-color
LCD	Supports 4 lines of text, 14 characters per line
Controls	Call button
	Hold/Do Not Disturb (DND) button
	Volume and Menu Selection buttons
Headset Support	2.5 mm gold-plated jack
	See the www.vocera.com web site or your reseller for specific models supported

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 at 1 Mbps
	DQPSK at 2 Mbps
	CCK at 5.5 and 11 Mbps



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

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 dBspl at 25 cm
Batteries	
Battery Type	Lithium Ion

Environmental Specifications

Operating Specifications	
Temperature Range	41° to 104° F (5° to 40° C)
Humidity Range	5% to 95% relative humidity
Storage Specifications	
Temperature Range	−4° to 104° F (−20° to 40° C)
Humidity Range	5% to 95% relative humidity

Regulatory Notices

Regulatory Compliance

FCC Part 15.247

FCC Part 15, Class B Device

FCC Compliance

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 unwanted operation

This equipment 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 communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or 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 safety measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Consult the dealer or an experienced radio/modem technician for help.

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 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, 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 of measurement. Before a badge is available for sale to the public, it must be tested and certified by the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure.

USE ONLY APPROVED ACCESSORIES

To ensure compliance with FCC RF exposure guidelines when wearing the Vocera badge, always use a Vocera Communications approved lanyard, pocket clip, universal clip, or holster. Use of 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 antenna facing away from the body, as illustrated in the Getting Started section of this User Guide. 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 Communications badge with the antenna facing the body may not comply with FCC RF exposure guidelines and should be avoided.

RF exposure (SAR) tests have been performed on the Vocera Communications badge when worn correctly and used with the approved accessories. The SAR test results show compliance of the badge with the FCC exposure requirements. When operated with the appropriate accessories as instructed in this manual the level of RF exposure is well below the FCC limit of 1.6W/Kg.

Use only the supplied internal antenna. Unauthorized antennas, modifications, or attachments could damage the badge and could violate FCC regulations and void the user's authority to operate the equipment.

In the following list, commands marked with an asterisk (*) require a permission. Those marked with a double asterisk (**) require that telephony integration option be installed.

Summon and Dismiss the Genie

Action	Recommended Commands
Summon the Genie	<i>Press the Call button. Wait for the Genie to answer.</i>
Dismiss the Genie	Goodbye (or press the Hold/DND button).

Log In and Log Out

Action	Recommended Commands (examples in italics)
Log in	<i>Press the Call button, say your first and last name when prompted.</i>
Log out	Log me out.
Find out who is logged in from your badge.	Who am I?

Record Your Name, Greeting, and Voiceprint

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



Call a User or Group Member

Action	Recommended Commands (examples in italics)
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> . *

Dial a Telephone Number

Action	Recommended Commands (examples in italics)
Dial an extension.	Dial extension <i>3145</i> . **
Dial an outside phone number.	Get me an outside line. **

Place a Conference Call

Action	Recommended Commands (examples in <i>italics</i>)
Initiate a conference call	Conference <i>James Madison</i> and <i>Mary Lamb</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: Invite <i>Robin Hood</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: Call <i>Robin Hood</i>. Your badge 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: • Answer "Yes" to create a 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.
Initiate an urgent conference call	Urgently conference <i>John Smith</i> and <i>Mary Jones</i> . *
Urgently add another party to an ongoing 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: • Urgently invite <i>Robin Hood</i>. * • Urgently call <i>Robin Hood</i>. *



Initiate a Broadcast

Action	Recommended Commands (examples in italics)
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> . *

Forward a Call

Action	Recommended Commands (examples in italics)
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 voicemail.** 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 <i>which</i> calls to forward, answer:	All. Unanswered. Offline.

Transfer a Call

Action	Recommended Commands (examples in italics)
Transfer a call	Transfer to <i>Mary Smith</i> . Transfer to Tech Support.

Listen to and Leave Voice Messages

Action	Recommended Commands (examples in <i>italics</i>)
Send a message to a user or to all members of a group (without trying to call them)	Record a message for <i>John Smith</i> . Record an urgent message for <i>Tech Support</i> .
Play new messages	Play messages. Play messages from <i>John Smith</i> . Play messages from <i>Marketing</i> .
Play old (previously played) messages	Play old messages. Play old messages from <i>John Smith</i> . Play old messages from <i>Marketing</i> .
Commands issued during play of a message. (Press the Call button before saying the command.)	Delete. Save. Repeat. Time. Date. Back. Cancel.
Delete messages, played or not	Delete all messages. Delete messages from <i>John Smith</i> . Delete messages from <i>Tech Support</i> .
Send an e-mail with a voice message attachment	Record an email for <i>John Smith</i> . Record an email for <i>Tech Support</i> .
Find out who called or left a message.	Who called?



Block and Accept Calls

Action	Recommended Commands (examples in italics)
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?

Locate Users and Groups

Action	Recommended Commands (examples in italics)
Find out what location you are closest to	Where am I?*
Find out the location of another user	Where is <i>John Smith</i> ?*
Find out the nearest member of a group	Where is the nearest 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 <i>The First Floor</i> . *

Work with your own Groups

Action	Recommended Commands (examples in italics)
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> . *
Remove yourself from a group	Remove me from <i>Code Blue</i> . *

Manage Groups

Action	Recommended Commands (examples in italics)
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 <i>Code Blue</i> . *



Miscellaneous

Action	Recommended Commands (examples in italics)
Find out the time and date	What time is it?
Train the system to recognize a name	Learn a name. Learn a group name. Learn a location name.
Unlearn the training	Unlearn a name. Unlearn a group name. Unlearn a location name.
Connect incoming calls immediately	Turn Auto Answer on.
Ask before connecting incoming calls	Turn Auto Answer off.

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