

Vocera User Guide

Version 4.1





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What's New

Vocera 4.1 provides significant enhancements to the previous version of Vocera. The following topics summarize the new features.

See the Release Notes for a complete list of changes for this version.

- **New Voice Commands** – Vocera 4.1 provides the following new voice commands:

- Page *GroupName*.
- Add me to multiple groups.
- Remove me from multiple groups.
- Start dictation.

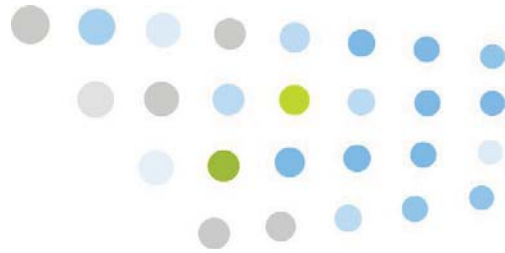
For more information about using the badge to record a dictation session, see the *Vocera Dictation User Guide*. For information about the other new commands, see [Advanced Commands](#) on page 71.

- **Phone Access to the Genie** – With the appropriate Vocera software and licenses, you can access the Genie from a phone and use many of the same voice commands available from a badge, a key feature for workers who work remotely or who commute long distances.

For more information, see [Using a Standard Phone to Access the Genie](#) on page 107.



Max. SAR Measurement (1g)
802.11b: 0.216w/kg
802.11g: 0.091w/kg



Welcome to Vocera

Your Vocera badge or phone 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.

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

The Vocera T1000 phone provides the one-touch, instant communication capability of the Vocera badge in a familiar phone form factor. With the T1000, users have the additional flexibility to use keypad dialing if necessary.

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

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

"Call Charles Jones."

"Record a message for Tech Support."

"Block all calls."

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

Getting Started with a Badge

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.

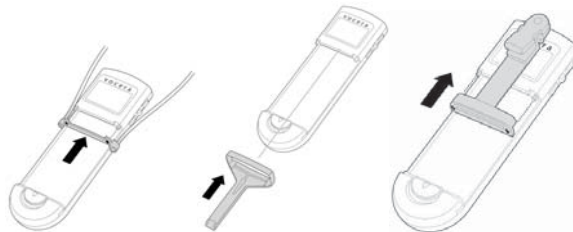
New batteries must be charged before use. If the badge has already been used by someone else, check the battery level indicator on the badge display to make sure the battery has sufficient power.

See [Maintaining Your Badge](#) on page 119 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.

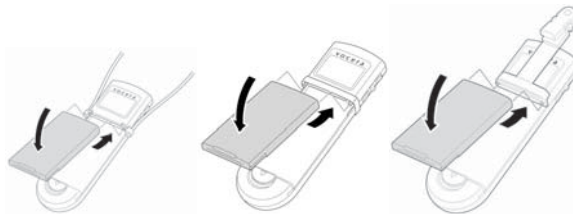
Connect attachments *before* you install the battery.

Figure 1. Connecting badge attachments



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.

Figure 2. Installing the battery on a badge



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 8 inches (15 to 20 centimeters) from your mouth.

Figure 3. Proper ways to wear the badge



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 [Adjusting the Volume](#) on page 31).

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."

For more information about Vocera commands, see [Basic Calling](#) on page 47 and [Advanced Commands](#) on page 71.

Getting Started with a T1000 Phone

If this is the first time you are using a Vocera T1000 phonebadge, 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 phone display to make sure the battery has sufficient power.

See [Maintaining Your T1000 Phone](#) on page 125 for other ways to determine whether the battery needs charging and for instructions on how to charge the battery.

2. 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.

Figure 4. Installing the battery on a T1000 phone



3. Press and hold the Power/End  key for five seconds to turn on the phone. Wait until the phone display reads Logged Out or shows someone's name.
4. Log in: Press the Call button, and hold the phone to your ear. 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*").
5. 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.

6. Adjust the volume on the phone, if necessary. (See [Volume Controls](#) on page 38).

Your phone 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."

For more information about Vocera commands, see [Basic Calling](#) on page 47 and [Advanced Commands](#) on page 71.

 Getting Started with a T1000 Phone

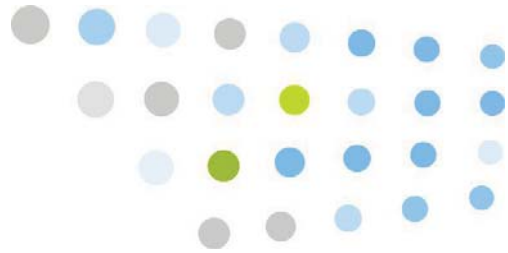


Device Features

The following topics explain the basic features of the Vocera badge and T1000 phone:

- [Badge Features](#) on page 23
- [T1000 Phone Features](#) on page 35
- [Common Features](#) on page 43

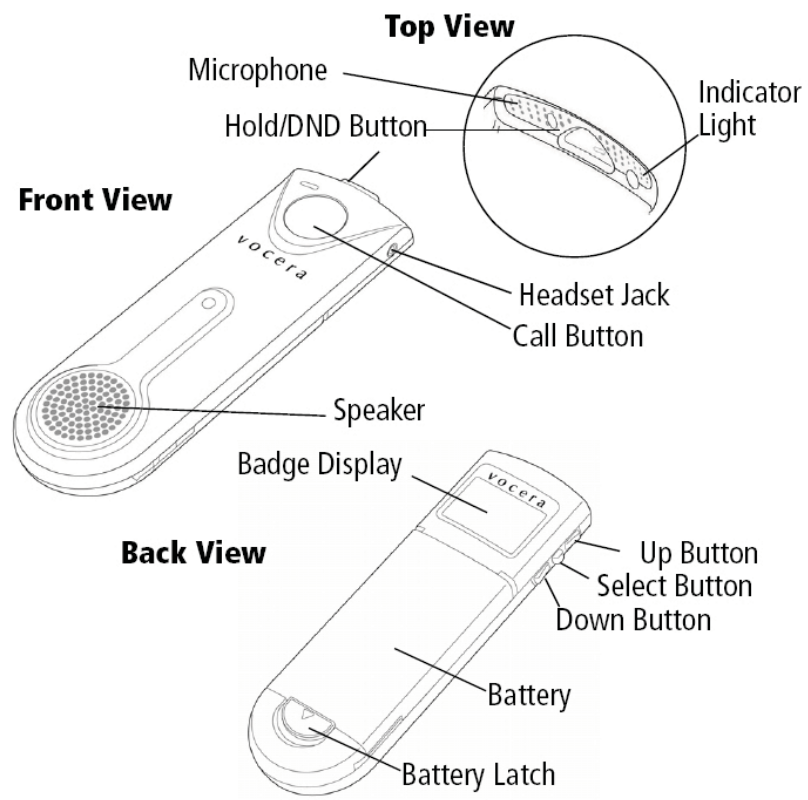




Badge Features

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

Figure 5. Badge features



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:

- If the badge power is off, you can press the Call button to turn it on.
- 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, puts the badge in Do Not Disturb (DND) mode, and turns the badge power off:

- 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.
- The Hold/DND button can turn the badge off. Press and hold the Hold/DND button for at least 5 seconds to turn off the badge power.

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 [Adjusting the Volume](#) on page 31.

Display Screen

The display screen on the back of the badge provides status information and a menu allowing you to view badge information and customize settings. The display screen also allows you to view text messages sent by email, the Vocera User Console, or an application that integrates with the Vocera system, such as a nurse call system. See [The Badge Menus](#) on page 26 for information about each of the screens in the badge menu.

The B2000 badge features a high-contrast, high-resolution display with an extensive grey-scale to provide greater readability. This display allows for fonts that use both upper- and lower-case characters.

Figure 6. Badge display with typical nurse call message



The B2000 badge automatically launches a screen saver when its display is inactive. The screen saver shows your first name and the first initial of your last name, along with an icon indicating the remaining battery life. The badge dismisses this screen saver immediately if the display needs to become active—for example, if you receive a call or a message.

You can manually interrupt the screen saver and return the badge to its previous display by using any of the badge buttons:

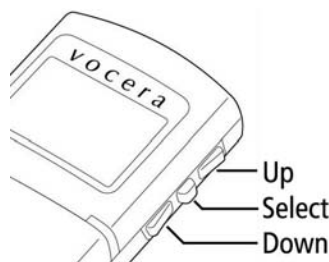
- Pressing a side button dismisses the screen saver without taking any additional action.
- Pressing the Call button dismisses the screen saver and also initiates a call.

- Pressing the DND/Hold button dismisses the screen saver and either places the badge in DND mode or puts a call on hold.

The Badge Menu

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:

Figure 7. Badge selection buttons



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.

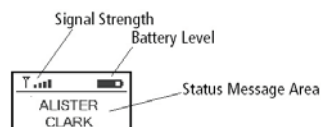
If you press the Up button to scroll through the top-level menu, you see the following choices: Messages, Font, Volume, Power Off, and Info (the Font menu is not available on the B1000A badge). If you press the Up button once more, the display returns to the main screen. Press the Down button to navigate in the reverse direction.

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

Main Screen

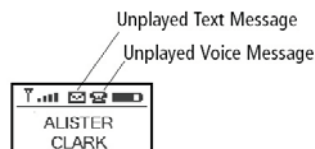
The main screen appears when you turn on the badge. This screen has a status message area with symbols that show you the wireless network signal strength and the battery charge level.

Figure 8. Badge main screen



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:

Figure 9. Badge screen with message status



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

Table 1. Status messages

Status Message	Meaning
Name—not blinking	The name of the person who is 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. If you are in a conference, this shows its name. If you are receiving a broadcast, this shows the name of the person making the broadcast. If you received a message, this shows the name of the person who sent the message for 15 seconds.
Vocera	Your badge is communicating with the Genie.
Logged out	No one is logged in with this badge.
Searching for Access Points or Off Network	The badge is out of network range or is not able to connect with the network. If you are sure you are within range of your network, contact your system administrator.
Searching for Server	The badge is within network range, but it is not communicating with the Vocera Server. See Why does my device display say "Searching for Server"? on page 134.

Messages

Messages

Your badge can display text messages that were sent from email accounts, the Vocera User Console, or an application that integrates with the Vocera system, such as a nurse call system.

Figure 10. Messages icon



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 [Sending and Receiving Messages](#) on page 59 for more information.

Font

The Font menu (not available on the B1000A badge) allows you to adjust the size of the font the badge uses for text messages.

Figure 11. Font icon



See [Adjusting the Message Font](#) on page 30 for instructions.

Volume

The Volume control independently adjusts the sound level of the speaker on your badge and also the sound level of a headset or managed lanyard.

Figure 12. Volume icon



See [Adjusting the Volume](#) on page 31 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.

Figure 13. Power Off icon

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.

Figure 14. Info icon

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.
- Version. The version of the Vocera Server you are connected to and the firmware that your badge is using.
- Server IP. The IP network address of the Vocera Server or the active node of the Vocera Server cluster.
- Cluster. The IP network addresses of the nodes in the Vocera Server cluster, if one exists.
- AP MAC. The physical ID of the access point to which the badge is currently connected.
- User. The name of the person who is currently logged in to your network with this badge.
- Radio. If the badge is connected to the network, displays the message "Connected" and the channel that the radio is using; otherwise, displays the message "Powering off."

In the B2000 badge, this screen also displays the signal-to-noise ration (SNR) of the connection and plays a beep for the built-in survey tool that is used to configure badges.

In the B1000A badge, this screen displays the proprietary CQ value that is used to configure badges.

- SSID. The SSID of the access point the badge is connected to.

Custom Settings

The B2000 lets you customize the following badge settings:

- The message font.
See [Adjusting the Message Font](#) on page 30.
- The volume.
See [Adjusting the Volume](#) on page 31.

The B1000A badge lets you customize the volume only.

Adjusting the Message Font

You can adjust the way that the badge displays text messages. If you receive a lot of text messages—for example, if your site integrates with a messaging system such as a Nurse Call System—you may want to choose the display that is most readable for you.

To adjust the font used by badge messages:

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

Figure 15. Font icon

FONT
T_t

3. Press the Select button to choose the Font feature.

The display prompts you to select either all uppercase letters (UPPERCASE MSG ON) or sentence-style mixed case letters (UPPERCASE MSG OFF).

Figure 16. Font menu

UPPERCASE MSG OFF
UPPERCASE MSG ON

4. If necessary, press the Up or Down buttons to move the highlight, then press the Select button to set the text message display and return to the main screen.

Adjusting the Volume

You can adjust the sound level for a headset or managed lanyard and the sound level for the badge speaker independently. There are two procedures for adjusting the volume: one for when the badge is idle, and one for when you are on a call.

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.

Figure 17. Volume icon



3. Press the Select button to choose the Volume feature.

The display prompts you to select either the badge speaker volume or the headset volume.

Figure 18. Volume menu



4. If necessary, press the Up or Down buttons to move the highlight, then press the Select button to set the volume for the specified device.

For example, if you choose **SPEAKER**, the badge displays the following:

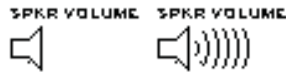
Figure 19. Speaker volume icon



5. Do either of the following:
 - Press the Up button as many times as necessary to increase the volume to the level you prefer.
 - Press the Down button to decrease the volume.

The display changes accordingly.

Figure 20. Adjusting speaker volume



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

To adjust the volume when you are on a call:

Do either of the following:

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

The change affects only the listening device in use at the time. That is, if you are using a headset and you adjust the volume during a call, you change the volume for the headset only. If a headset is not plugged in, you change the volume for the badge speaker only.

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:

Table 2. Indicator lights

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.

Anti-Microbial Protection

Most exterior surfaces of the B2000 badge incorporate an antimicrobial additive from BioCote® to inhibit the growth of bacteria, mold, and fungi. This additive is molded into the badge material, and you cannot wear it off or remove it by scratching the badge.

A topical solution, also from BioCote, is applied to the buttons and the plastic display screen of the B2000 badge. The battery compartment, the inner surface of the battery, and the microphone screen do not incorporate antimicrobial protection.

The BioCote additive is also molded into the material for all colors of the protective sleeve except black. See [Protective Sleeves](#) on page 33.

Protective Sleeves

The protective sleeve safeguards the badge from everyday wear and tear and helps to extend its life. You can change batteries, operate buttons, and view the display screen without removing the sleeve. You must remove the sleeve before placing the badge in the charger.

Figure 21. Badge protective sleeves



Protective Sleeves

The badge protective sleeve is available in a variety of colors. Contact your Vocera reseller for information.

The antimicrobial BioCote additive is molded into the material for all colors of the protective sleeve except black. See [Anti-Microbial Protection](#) on page 33.



T1000 Phone Features

The Vocera T1000 provides the one-touch, instant communication capability of a Vocera client in a familiar phone form factor. The information in this chapter will help you become familiar with the phone features.

Figure 22. T1000 phone features (front)

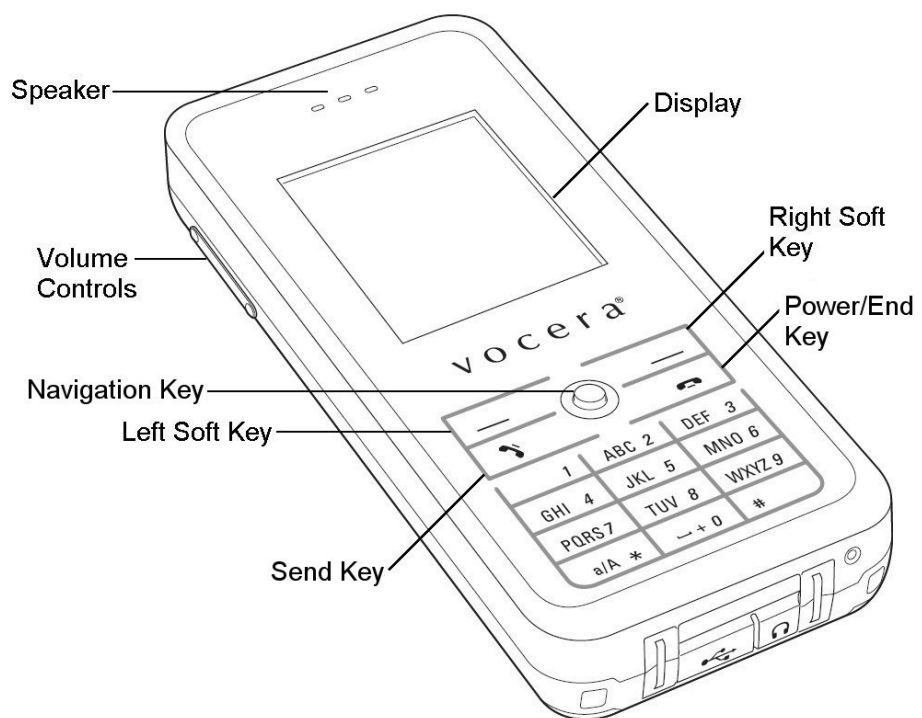
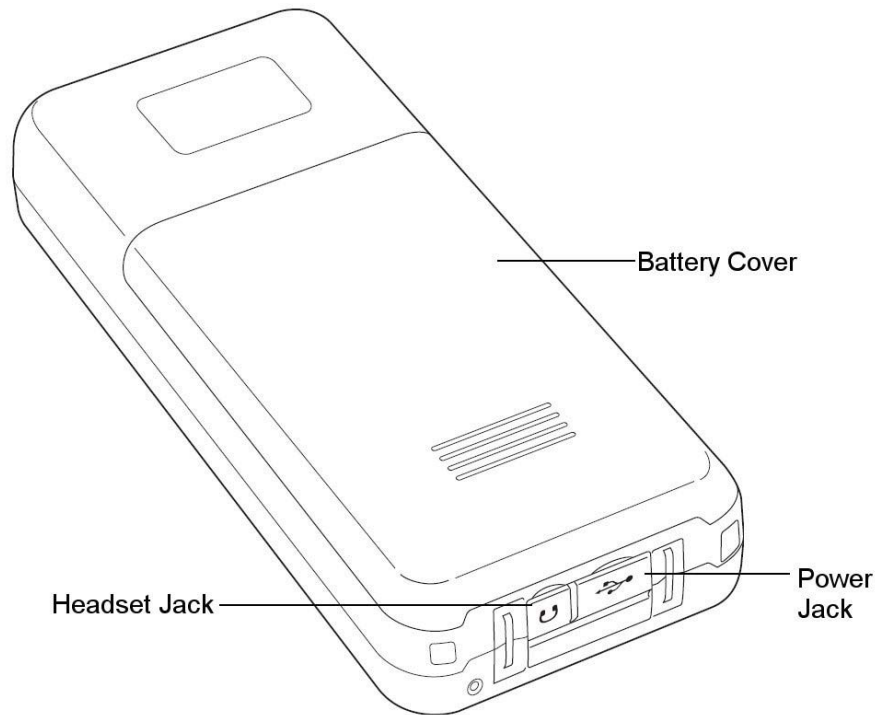


Figure 23. T1000 phone features (back)



Keypad

The T1000 keypad allows you to dial phone numbers, send text messages to other Vocera users, or navigate interactive voice response (IVR) trees. You can also use the softkeys or the Navigation key to choose menu commands.

Figure 24. T1000 keypad



Navigation Key

The Navigation key is a small joystick or pointing stick at the center of the phone that is used to select menu items. Use your thumb to push the Navigation key up or down to select a menu item. To increase or decrease a setting (such as volume), use your thumb to push the Navigation key right or left. To make a selection, press down on the Navigation key.

Left and Right Soft Keys

The left and right soft keys at the top of the keypad are used as the Call and DND buttons, respectively.

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:

- 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.

DND Button

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

- To hold a call, press the 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 phone in Do Not Disturb mode, press the 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 phone.

The DND button also has these other uses:

- Press the 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 DND to cancel the action.
- If the Genie asks you a question that requires a yes or no response, press the DND button to answer "no." (To answer "yes," use the Call button.)

Send Key

Press the Send  key to dial a number that you have typed on the keypad.

If you have not typed a number, pressing the Send key summons the Genie, just like pressing the Call button.

Power/End Key

To end a call, press the Power/End  key.

The Power/End key also turns the phone on or off. Press and hold the Power/End key for at least 5 seconds to turn the phone on or off.

Volume Controls

The controls on the left side of the phone control volume, or they can be used to place a call.

To adjust talk volume, press the upper or lower volume control buttons to increase or decrease volume.

To use the volume controls to place a call, put the phone to your ear, press and hold a volume control button until you hear the Genie. Then say a command.

Note: You can configure the phone to use the side buttons to place a call instead of adjust the volume.

Display Screen

The T1000 has a 1.8-inch, high-resolution color LCD screen that provides status information and a menu allowing you to view device information and customize settings. The display screen also allows you to view text messages sent by email, the Vocera User Console, or an application that integrates with the Vocera system, such as a nurse call system.

By default, the T1000 phone automatically goes into standby mode when it is inactive for one minute to preserve power. The phone activates the display immediately if it needs to become active—for example, if you receive a call or a message.

You can activate the phone display by pressing any of the buttons.

The Phone Menus

When you use the Navigation key to select **Menu**, the display on the phone shows a series of menu screens that comprise the top level of the menu system. To navigate through the menu system, use the Navigation key to move up or down and make a selection.

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

Messages Menu

Use the Messages menu to play back messages you received.

Lookup Menu

Use the Lookup menu to look up a person or location in the Vocera system. You can type the first three letters or more of the first name, last name, or place name.

Info Menu

Use the Info menu to view information about the Version, Network, Battery, or Radio.

Sound Menu

Sound Menu

Use the Sound menu to adjust talk volume, ring volume, or to set the phone to vibrate.

Config Menu

Use the Config menu to configure your phone. The Config menu has the following selections:

- **Basic** – sets basic phone properties for connecting to the Vocera system.
- **Advanced** – sets advanced phone properties.
- **Restart Radio** – restarts the phone's 802.11 radio with the current settings.
- **Reset to Defaults** – resets phone properties to the default configuration.
- **Closed Menus** – set whether phone menus are open (the default) or closed.
- **Diagnostics** – perform phone diagnostics. [NOT SUPPORTED YET]

Polycarbonate Shell

The polycarbonate shell increases the durability of the T1000 phone and protects it from bumps and scratches. You can charge a phone in the polycarbonate shell.

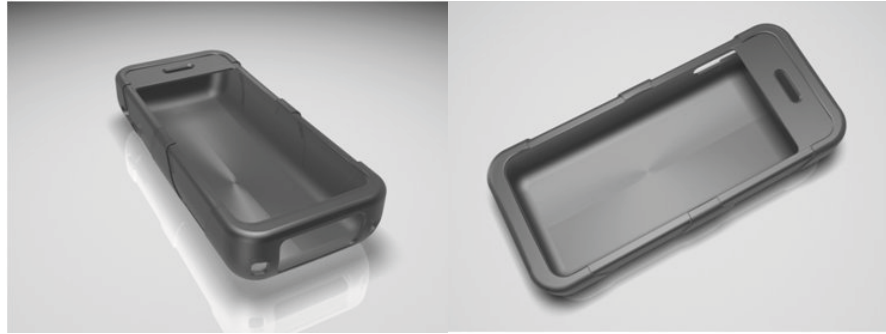
Figure 25. Phone polycarbonate shell



Protective Sleeves

The protective sleeve safeguards the phone from everyday wear and tear and helps to extend its life. You can operate buttons, use the keypad, and view the display screen without removing the sleeve. You can charge a phone with a protective sleeve.

Figure 26. Phone protective sleeves



The phone protective sleeve is available in black only. Contact your Vocera reseller for information.

The antimicrobial BioCote additive is molded into the material for the protective sleeve. See [Anti-Microbial Protection](#) on page 41.

Anti-Microbial Protection

A topical solution from BioCote® is applied to the buttons and the plastic display screen of the T1000 phone to inhibit the growth of bacteria, mold, and fungi. The battery compartment and the inner surface of the battery do not incorporate antimicrobial protection.

The BioCote additive is also molded into the material for the protective sleeve. See [Protective Sleeves](#) on page 40.

 Anti-Microbial Protection



Common Features

This section describes features that are common to the Vocera badge and the Vocera T1000 phone.

Headset Jack

The headset jack accepts an earphone/microphone-style headset (sold separately) for times when you want more privacy or when you are working in a noisy environment. When you attach a headset, the device's microphone operation is suppressed. The speaker is also suppressed unless you turn on the Announce through Speaker property. See [Using the Announce through Speaker Commands](#) on page 68.

On a Vocera badge, you can adjust the volume for a headset separately from the badge speaker volume. See [Adjusting the Volume](#) on page 31.

Alert Tones and Notifications

Alert tones are controlled by settings on the Vocera server. Your device may play any or all of the following alert tones:

Table 3. Device alert tones

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

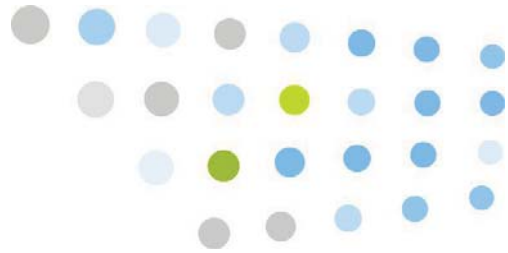
Your device may play any or all of the following reminders:

Table 4. Device reminders

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

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

In addition to the alert tones, the B2000 provides a spoken notification ("Searching for Server") if you press the call button when the badge is connected to the network, but not connected to the Vocera Server.

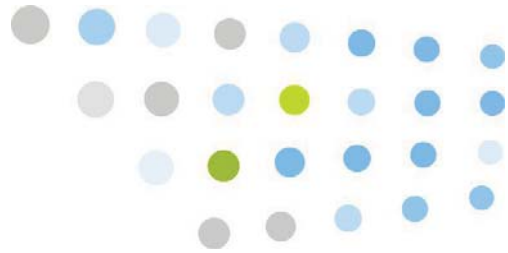


Commands

The following topics describe voice commands you can use on both the Vocera badge and the T1000 phone:

- [Basic Calling](#) on page 47
- [Advanced Commands](#) on page 71





Basic Calling

Your Vocera badge or phone provides one-touch communication. To begin any kind of call or to record or play messages, press the Call button 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 device) 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

Important: If someone is already logged in to your Vocera device when you receive it, make sure it is you!

If you use a badge or phone while logged in as someone else, people won't be able to contact you. Take a look at the screen on the phone or on the back of the badge to make sure it displays your name. If the screen displays another name, press the Call button and say "Log me out". Then press the Call button again and log in by saying or spelling your name when the Genie prompts you.

Table 5. Logging in and out

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

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

If your organization shares Vocera devices, make sure you log out when you are finished using your badge or phone. Turning the power off or removing the battery does not log you out—the Genie remembers you are logged in when the device gains power again. When you place a phone or a badge and battery together in the charger, the system may automatically log you out, depending on a preference set by your administrator.

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

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.

Table 6. Recording names and greetings

Action	Recommended Voice Commands	Alternative Forms
Record your name	Record name.	Record my name.
Record, play back, or erase your greeting	Record greeting.	Record my greeting.
	Play back greeting.	Play back my greeting.
	Erase greeting.	Erase my greeting.

Using the Welcome Tutorial on the Badge

Even if you've had a training session in the use of the badge, you may find it hard to remember the basics that seemed so simple in the classroom. The Genie provides a brief and witty welcome tutorial to bring you up to speed in badge use. The tutorial is easy to use, and it covers enough of the basics to help your experience with the badge be a positive one.

During the tutorial, the Genie describes how to use the badge, records your name, and shows you how to make a call. You can end the tutorial at any time by pressing the Hold/DND button. You can play the tutorial as many times as you want, or you can return at a later time to the section that records commands.

Table 7. Playing the Welcome tutorial

Action	Recommended Voice Commands (examples in italics)	Alternative Forms
Listen to the welcome tutorial	Play Welcome Tutorial.	Play Welcome.

Note: Although the T1000 phone allows you to play the badge tutorial, the information is specific to a badge and therefore may not help you learn how to use the phone.

Placing and Receiving Calls

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

Calling Other Users

To begin a call, press the Call button, wait for the Genie to answer, and then tell the Genie to "Call *User's Name*." If the person you are calling is already on a call, a tone will notify him or her that someone else is trying to call.

When you call a user who is not available, the call may be forwarded to another user or phone number. If no forwarding is set, the Genie tells you that person's status and asks if you want to leave a message. There are four possible status messages: not on the network, not logged in, busy on another call, and not available.

Table 8. Calling other users

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> .

Using Speak or Spell

The speak or spell feature allows you to contact users, groups, or address book entries by either speaking or spelling their names in a voice command. Spelling a name greatly improves speech recognition because you are effectively uttering many more syllables than when you simply speak a name. In fact, spellings are so effective that they may work even when they are slightly incorrect, so don't let past spelling bee experiences scare you away!

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

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

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

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

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

For example, you can contact Maria Blount in the Imaging department by saying either "Call M - A - R - I - A" or "Call Maria in Imaging". You cannot use either "Call M - A - R - I - A in Imaging" or "Call Maria in I - M - A - G - I - N - G". See [Calling with Department Names](#) on page 52 for more information about using departments.

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

Calling Inner Circle Members

In Vocera, the *inner circle* refers to a small set of users, groups, and address book entries that you are most likely to contact in a voice command. The inner circle improves speech recognition because you are statistically more likely to contact that small set of names than you are to contact names outside that set.

For example, the Genie may have trouble distinguishing between the similar-sounding commands "Call Phil Rains" and "Call Phil Ray." If Phil *Rains* is in your inner circle when you issue this Call command, the Genie gives preference to the "Call Phil *Rains*" interpretation. Similarly, if Phil *Ray* is in your inner circle, the Genie gives preference to the "Call Phil *Ray*" interpretation.

You can continue to contact most parties outside your inner circle as you usually do. When you want to contact someone outside your inner circle whose name sounds similar to someone in your inner circle, you can spell the name, use a department to qualify it, or use an alternate spoken name.

For example, if you want to contact Levon Crowder, but the similar-sounding name Lee von Krauder is in your inner circle, you can give preference to the intended interpretation by spelling the name (Call C-R-O-W-D-E-R) or referencing a department (Call Levon Crowder in Pediatrics) in the command.

Your system administrator must enable the inner circle feature.

Who is in the Inner Circle?

Your buddies are always included in your inner circle. Your system administrator may also put some names in your inner circle or specify that all your department members are automatically included. If you have access to the User Console, you can explicitly add and remove names yourself.

In addition, your system administrator may set a preference that causes Vocera to add the names of users, groups, and address book entries to your inner circle automatically when the Genie recognizes them in a voice command. Vocera automatically removes these names if you don't use them again within a period of time determined by your system. You can also manually remove these names with the User Console, or your system administrator can remove them for you.

For example, suppose you issue the command "Call Amy Wong". The Genie prompts you to confirm the name, saying something like, "I think you said to call Amy Wong. Is this correct?" If Amy Wong is already a member of your inner circle, the Genie connects the call immediately without prompting.

Note: You may hear confirmation prompts frequently when you first start using your Vocera device, as the people you call are added to your inner circle. As your inner circle becomes populated, you will hear these prompts less and less often.

Calling with Department Names

If your system administrator sets up departments, they are a convenient way to contact other users on the Vocera system. When you use a department in a voice command, Vocera can:

- Differentiate among users with the same first and last names.

For example, if your site has two users named John Smith, you can issue the voice command "Call John Smith in Hardware".

- Identify a Vocera user when you know the first name and department, but not the last name, of other people at your site.

For example, you can issue the voice command "Call Sue in Hardware".

Table 9. Calling with department names

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

Calling a Group Member

The system administrator may create groups of Vocera users and provide a list of groups for you to use in commands. When you call a group, you are 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.

Table 10. Calling a group member

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> .

Training the Genie

If the Genie has difficulty understanding your speech, don't get frustrated—you can train the Genie to recognize the way you say names and commands. The Genie can learn the names of people, groups, and locations as well as most commands. You can also train the Genie to recognize a nickname, if that is the way you always call a person you know.

When you train the Genie to learn a name, you are prompted to spell the name. If you change your mind, you can use the "Unlearn a name" command to delete it. The Genie will prompt you for the necessary information.

To train the Genie to learn a name:

1. Press the Call button, wait for the Genie to answer, and then say "Learn name." You can also say "Learn group name" or "Learn location name" to train the Genie for other names.
2. When prompted, **spell** either the first or last name of the individual. The Genie prompts you to spell the group or location for other types of names.

If more than one person, group, or location has the name that you spell, the Genie speaks each name, asking you to identify the one you want.

3. When prompted, say the name or nickname the way you always do.

The Genie asks you to repeat the name several times, then tells you, "OK, I've learned the name".

When you train the Genie to learn the way you say commands, the Genie prompts you to record a short list of the most common commands, as well as keywords such as Yes, No, and the numbers zero through nine. You can press the Call button to skip through commands in the list, or you can quit at any time by pressing the Hold/DND button. When you quit, the Genie remembers the commands it has already learned, and it gives you the option to skip these commands if you continue some other time.

To train the Genie to learn commands:

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

The Genie reminds you that it will take a few minutes to learn commands, and then it prompts you to speak the first command.

2. Do either of the following:

- Say the name of the command the way you always do.

The Genie asks you to repeat the command several times, then prompts you to speak the next command.

- Press the Call button.

The Genie skips that command and prompts you to speak the next command.

3. Continue through the list by saying each command to train the Genie or skipping it with the Call button.
4. Quit at any time by pressing the Hold/DND button.

The Genie tells you it is quitting and remembers the commands it has learned.

If you use Learn Commands again at a later time, the Genie can automatically skip commands it has already learned. The Genie also lets you manually skip through the command list so you can re-record specific commands. For example, if the Genie didn't learn certain commands properly during a previous training session, you can rerecord just those specific commands.

To train the Genie again:

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

2. When the Genie asks if you want to skip over the commands it has already learned, do either of the following:

- Say "Yes" to have the Genie automatically skip commands you have recorded.

The Genie prompts you to record only commands it has not already learned.

- Say "No" so you can manually skip commands or record all of them again.

The Genie prompts you to record each command, starting at the beginning of the list.

3. Use the Call button to skip through the list, recording or re-recording commands where you wish.

If you skip a command you have already recorded, it is not erased.

4. Quit at any time by pressing the Hold/DND button.

The Genie tells you it is quitting and remembers the commands it has learned.

A second command trains the Genie to recognize the way you say some of the less common commands. When you tell the Genie to "Learn more commands", the Genie prompts you to record additional commands that are not used as frequently as those in the first set. You can skip through these commands and re-record them at will as you can with the first set of commands.

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

Table 11. Training the Genie

Action	Recommended Voice Commands	Alternative Forms
Train the Genie to recognize the way you say a name	Learn name.	Learn a name.
	Learn group name.	Learn a group name.
	Learn location name.	Learn a location name.
Delete a learned name	Unlearn name.	Unlearn a name.
	Unlearn group name.	Unlearn a group name.
	Unlearn location name.	Unlearn a location name.

Action	Recommended Voice Commands	Alternative Forms
Train the Genie to recognize the way you say common commands	Learn commands.	
Train the Genie to recognize the way you say other commands	Learn more commands.	
Delete all your learned commands	Unlearn commands.	

Answering a Call

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

To accept a call on a badge:

Do either of the following:

- Answer **Yes**.
- Press the Call button.

To accept a call on a T1000 phone:

When you hear the phone ring, do either of the following:

- Press the Call button, put the phone up to your hear, and then answer **Yes** to the Genie prompt to accept the call.
- Put the phone up to your hear, press and hold the side button until you hear the Genie prompt, and then answer **Yes** to accept the call.

To reject a call on a badge:

Do either of the following:

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

To reject a call on a phone:

When you hear the phone ring, do either of the following:

- Press the Call button, put the phone up to your hear, and then answer **No** to the Genie prompt to reject the call.

- Put the phone up to your hear, press and hold the side button until you hear the Genie prompt, and then answer **No** to reject the call.

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 80.

If **Auto Answer for Incoming Calls** is enabled for your Vocera device, all of your calls will be connected immediately, without any action on your part. See [Using the Auto Answer Commands](#) on page 68.

Note: Calls will not be put through if you told the Genie to block calls or you put your badge or phone in Do Not Disturb mode. (See [Using Do Not Disturb](#) on page 58 and [Blocking and Accepting Calls](#) on page 87 .)

Ending a Call

Either party can end 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 or phone display.

To accept a waiting call:

1. Press the Call button.

Vocera puts the first call on hold and connects the second call.

Putting a Caller on Hold and Releasing the Hold

2. When you are done speaking, press the Call button again.

Vocera ends the second call and returns to the original call.

To refuse a waiting call:

Do either of the following:

- Press the Hold/DND button.
- Ignore it.

If possible, use the DND button to refuse the call and cancel the call waiting tone immediately.

Vocera treats the second call as an unanswered call. The caller is either prompted to leave a message or forwarded to a destination you have chosen. See [Forwarding Your Calls](#) on page 80.

Putting a Caller on Hold and Releasing the Hold

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

To put a call on hold:

- Press the Hold/DND button on the top of the badge or the DND button on the phone keypad.

On a badge, the indicator light on the Hold/DND button blinks. On a phone, the DND icon appears at the top of the screen.

To reconnect to a call on hold:

- Press the Hold/DND button again.

The indicator light stops blinking.

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 best way to block calls temporarily is to press the Hold/DND button. When you are ready to resume accepting calls, press the Hold/DND button again.

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

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

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

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

To block calls using voice commands, see [Blocking and Accepting Calls](#) on page 87.

Sending and Receiving Messages

The following topics describe how to send messages from your badge or phone:

- [Sending a Voice Message](#) on page 60
- [Sending a Voice Email](#) on page 61

The following topics describe how to receive messages on your badge or phone:

- [Listening to Messages](#) on page 62
- [Reading Messages](#) on page 65

Note: You cannot use a Vocera badge to *send* text messages, but you can send text messages from a T1000 phone. However, both Vocera badges and T1000 phones can *receive* text messages sent from a T1000 phone, the Vocera User Console, or any email program. See [Sending Text Messages to Vocera Devices](#) on page 103.

The voice and text messages that you receive are stored on the Vocera server. When you play your messages, you can issue voice commands to save or erase each message or to skip to the next or previous message to be played. Similarly, when you read your messages, you can use menu commands to save, erase, and navigate.

Vocera automatically erases all messages that you do not save—even if you have not read or played them—after storing them for a certain number of days. The Vocera administrator sets the amount of time that you can store messages without saving them.

You can use the Save voice command or the SAVE MSG menu command to prevent Vocera from automatically erasing a message. The saved message then stays on the Vocera server until you explicitly tell the Genie to erase it. See the following topics for more information:

- [Commands You Can Use During Message Play](#) on page 64
- [Reading Messages](#) on page 65

The Vocera server can store up to 20 text messages at a time, and you can save up to 10 of these messages. Messages that you do not specifically save are 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 memory of your device, 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 memory, but they remain on the server.

Sending a Voice Message

You can send voice messages to individual users, or you can send messages to all members of a group simultaneously. You can also specify that the message is urgent. By default, the maximum length of each message is one minute, although your system administrator can set it as high as three minutes.

If you send another user an urgent message, it is played back before standard messages, regardless of the order in which messages are received.

Note: Do not confuse an urgent voice message with urgent calls, broadcasts, three-way conference calls, and invitations. An urgent message is played back before other messages, but it does not interrupt a recipient. See [Issuing Urgent Commands](#) on page 83.

The following table shows the commands for recording voice messages:

Table 12. 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> .

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

Sending a Voice Email

You can also send a voice message from your badge or phone to the email address of any badge user, group, outside buddy, or address book entry. Vocera sends your message as a .WAV sound file that is attached to a generic text email message. The recipient can play the message by using Windows Media Player or any other Windows utility that can play .WAV files.

For example, suppose you want to use your Vocera device to send a message to a travelling colleague who is reachable only by email. You can send a voice email to your colleague. His or her email reply automatically appears on your badge as soon as it is received.

The following table shows you the commands for sending a voice message from a Vocera device to an email address:

Table 13. Sending a voice email

Action	Recommended Voice Commands (examples in italics)	Alternative Forms
Send a voice email message to a user, group, outside buddy, or address book entry	Send an email message to <i>John Smith</i> .	Record an email message for <i>John Smith</i> . Leave an email message for <i>John Smith</i> .

When you send a voice email message to a user, outside buddy, or address book entry, the message is sent to the address stored for that person on the Vocera server. If you send the email to a group, the message is sent to all members of the group.

Note: If you attempt to send a message to a user who does not have an email address, the Genie notifies you and cancels the message. If you attempt to send a message to a group, and a group member does not have an email address, the Genie notifies you and asks if you want to send the message to the members who have email addresses.

Listening to Messages

You can use the badge or phone to listen to either voice or text messages. When you play a voice message, you hear the recorded voice of the person who sent it. When you play a text message, Vocera uses text-to-speech generation to speak the message for you.

Vocera uses the following default settings for message playback:

- The order in which messages are played is the opposite of the order in which they are received (most recent message first).

The badge or phone plays urgent messages before standard messages, regardless of the order in which messages are received.

- The date and time of the message are not announced.

You can change these default settings in the 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.

If you do not speak the modifying words "voice" and "text" when you play or delete messages, the Genie assumes you are working with voice messages. Use the following commands to work with voice messages:

Table 14. Working with voice messages

Action	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Play new (unplayed) voice messages	Play messages.	Play voice messages. Play my messages.
	Play messages from <i>John Smith</i> .	Play voice messages from <i>John Smith</i> . Play my messages from <i>John Smith</i> .

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

You must speak the modifying word "text" when you issue commands to play or delete text messages. You can use the following commands to work with any type of text messages, regardless of whether they were sent through the User Console or through email:

Table 15. Working with text messages

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

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

Table 16. Using the "from" modifier to play or delete text messages

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

Commands You Can Use During Message Play

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.

Table 17. Commands during message playback

Action	Recommended Voice Commands	Alternative Forms
Delete the message you just played or are in the process of playing	Delete.	Erase.
Save the message you just played or are in the process of playing	Save.	Archive.
Play the next message	Next.	Skip.
Replay the current message	Repeat.	
Get the time the message was received	Time stamp.	Time.
Get the date the message was received	Date stamp.	Date.
Cancel message play	Cancel.	Goodbye.

Reading Messages

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

- Email messages. People inside and outside the Vocera system can send these text messages to your badge or phone from their email programs. See [Sending Text Messages to Vocera Devices](#) on page 103.
- User Console messages. Users can send these text messages from the Vocera User Console. See [The User Console](#) on page 115.

To read text messages on the badge display:

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

Figure 27. Messages icon

3. Press the Select button to display 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 messages until you see the message you want to read.
5. Press the Select button to view the selected message.

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

Note: There is a 115-character limit for all text messages. The Vocera User Console prevents a sender from creating messages longer than 115 characters, but there is no way to enforce this limit for email messages. If a text message appears to be incomplete, someone may have sent you an email message longer than 115 characters.

6. When you finish reading the message, press the Select button to see this menu of message options:
 - PLAY uses text-to-speech generation to speak the message for you.
 - TO NEXT MSG skips to the next message in the list.
 - DELETE MSG erases the message from the badge memory and 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 discontinue reading messages and return to the main screen at any time by pressing and holding the Select button until the badge beeps.

To read text messages on the phone display:

1. Use the Navigation key to select **Menu > Messages**.

If you have messages, they are displayed 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.

2. Use the Navigation key to scroll through the list of messages until you see the message you want to read, and then select it by pressing the Navigation key.

The badge displays the body of the message, the sender's name or email address, and the date and time the message was received by the Vocera server.

Note: There is a 115-character limit for all text messages. The Vocera User Console prevents a sender from creating messages longer than 115 characters, but there is no way to enforce this limit for email messages. If a text message appears to be incomplete, someone may have sent you an email message longer than 115 characters.

3. When you finish reading the message, press the Menu button to see this menu of message options:
 - PLAY uses text-to-speech generation to speak the message for you.
 - TO NEXT MSG skips to the next message in the list.
 - DELETE MSG erases the message from the badge memory and 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 discontinue reading messages and return to the main screen at any time by pressing and holding the Select button until the badge beeps.

By default, the Messages section of your badge or phone lists the most recent text message first. If you do not change this default, you can use the Select button on the badge or the Navigation key on the phone to read the most recent text message quickly.

To read the most recent text message quickly on a badge:

- Press the Select button three times.

Using Voice Commands to Set Device Properties

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

Using the Auto Answer Commands

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

- If Auto Answer is turned on, the badge or phone automatically connects all incoming calls immediately, without asking if you want to take the call. If all calls need to be connected quickly, you can enable this feature.
- If Auto Answer is turned off, the badge or phone 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:

Table 18. Using Auto Answer commands

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.	

Using the Announce through Speaker Commands

When you use a headset (or badge with a managed lanyard), the badge or phone automatically plays all audio through it by default. Consequently, if you don't wear your headset all the time, you may not hear an incoming call or message announcement, and you may not know that someone is trying to contact you.

The Announce through Speaker property lets you customize that behavior:

- When the **Announce Through Speaker** property is enabled, the B2000 provides call or message announcements through *both* the badge speaker and the headset. These dual announcements ensure that you will always be notified of an incoming call, even if your headset is temporarily off. After accepting the call, the audio is through the headset only.

When you enable this property for the B1000A badge, incoming call and message announcements are played through *only* the speaker when a headset is plugged in. After accepting the call, the audio is through the headset only.

- If Announce through Speaker is turned off, either type of badge or a phone plays both the announcement as well as the call or message through the headset.

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

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

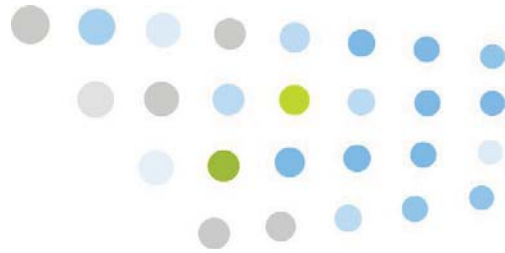
Note: If you turn on Announce through Speaker for a B1000A badge and you are wearing your headset when a call comes in, you may not hear the announcement in a noisy environment (because it plays through the speaker); however, you will still hear the call or message through the headset.

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

Table 19. Announce through Speaker commands

Action	Recommended Voice Commands (Examples in Italics)	Alternative Forms
Play announcements through badge speaker when headset plugged in	Turn announce through speaker on.	
Play announcements through headset when headset plugged in	Turn announce through speaker off.	

 Using the Announce through Speaker Commands



Advanced Commands

Some commands require special Vocera permissions or are a little more complex than the commands described in [Basic Calling](#) on page 47. 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:

Table 20. Calling telephone numbers

Action	Recommended Voice Commands (Examples in <i>Italics</i>)	Alternative Forms
Call an extension *	Dial extension <i>5120</i> .	
Transfer a call to a desk extension *	Transfer to extension <i>5120</i> .	
Call a local or long distance telephone number *	Dial an outside number.	Call an outside number.

Note: In version 3.0 and later, you cannot use "Get me an outside line" as an alternate form of "Dial an outside number". This alternate command has been removed because it interferes with the "Get me *John Smith*" command.

Use the same command to make local and long distance calls. When the Genie prompts you for the number, say both the area code and the phone number, even when calling a local number. If the area code you say matches the local area code or toll-free area codes set up by your system administrator, the call will be considered local.

You cannot place an international call by speaking a series of digits. However, you can specify an international number for a buddy or an address book entry, then use the corresponding name in a voice command. For example, if you specify an international phone number for an address book entry named German Office, you could place a call by saying, "Call German Office."

The Genie understands numbers, including variations of a number. For example, "Dial extension four one zero zero," "Dial extension four one oh oh," or "Dial extension forty one hundred" are all recognized as commands to dial 4100. The Genie also recognizes "double", "triple", "treble", and "naught". The Genie does not let you say alphabetical characters in a dialing command, such as "1-800-VOC-ERA1".

Calling an Address Book Entry or Buddy

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

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

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

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

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

- Conference. See [Placing a Three-Way Conference Call](#) on page 81.
- Invite. See [Placing a Three-Way Conference Call](#) on page 81.
- Send Voice Email. See [Sending a Voice Email](#) on page 61.

Table 21. Calling an Address Book entry or buddy

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> .

Sending and Receiving Numeric Pages

If the Vocera Telephony Solution Software is installed on your system, you can use a voice command to send a numeric page. Vocera sends the recipient's pager a call-back number that allows that person to return a call *directly to your Vocera device*. .

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

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

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

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

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

Table 22. Sending a page

Action	Recommended Voice Commands (Examples in Italics)	Alternative Forms
Send a page to a person or group in the Vocera system	Page <i>Tom Mailer</i> . Page <i>Tech Support</i> .	Send a page to <i>Tom Mailer</i> . Send a page to <i>Tech Support</i> .
Send a page to an outside number	Page an outside number.	
Send a page to an internal number	Page number 3964.	

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

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

Note: In an environment where you do not have a desk extension, such as a hospital or retail store, the Vocera administrator assigns you an arbitrary extension to enable the callback feature. You do not have to learn this number or use it in any way; it is for internal purposes only.

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

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

Table 23. Enabling and disabling pages

Action	Recommended Voice Commands (Examples in <i>Italics</i>)	Alternative Forms
Allow Vocera users to send you numeric pages *	Enable pages.	
Stop receiving numeric pages from Vocera users *	Disable pages.	

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

Redialing Phone Numbers

Your Vocera device can redial the last phone number it called as a result of any of the following actions:

- Calling an extension or outside phone number
- Transferring a call from a Vocera device to an extension
- Sending a numeric page

Use the following voice command to redial a phone number:

Table 24. Redialing a phone number

Action	Recommended Voice Commands (Examples in <i>Italics</i>)	Alternative Forms
Redial the last phone number you called	Redial number.	

Redialing can save you time when you have to call the same number successively. For example, the first time you call a long distance number you must issue the command "Dial an outside number", then state the full telephone number that you want to call. If you want to call that same number again, and you have not made other phone calls since then, you can simply issue the command, "Redial number".

Using Instant Conferences

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

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

Joining and Leaving a Conference

The **Join** command places you in a conference. Once you are there, you simply press and hold the Call button to speak to everyone else in the conference—you don't have to wait for call setup, speech recognition, or Genie interactions. Everyone in a conference can hear you, anyone in a conference can reply as soon as you release the Call button, and everyone hears the reply immediately.

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

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

"Join the conference for *Managers*"

"Leave the conference for *Cashiers*"

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

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

Using the Vocera Badge or Phone in a Conference

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

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

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

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

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

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

Summary of Conference Commands

Use the following commands to communicate in a conference:

Table 25. Conference commands

Action	Recommended Voice Commands (examples in italics)
Join a conference *	Join conference for <i>Intensive Care</i> .
Leave a conference *	Leave conference for <i>Intensive Care</i> .
Start conferencing or reply (when you are in a conference)	- Press and hold the Call button. - If it is OK to talk, you hear a beep. Other users also hear a beep to indicate that an instant conference is starting. - If somebody else in the conference has already started to speak, you hear a chirp. - Begin speaking. Everyone in the conference hears you immediately. - When finished, release the Call button. Everyone in the conference hears a chirp, letting them know they can now reply.
Find out what conference you are in	What conference am I in?
Find out who is in your conference	Who is in my conference?
Find out who is in any conference	Who is in the conference for <i>Intensive Care</i> ?

Broadcasting to a Group

The broadcast feature lets you quickly make an announcement to an entire group. *Broadcasting* is different than *calling* a group:

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

Recipients of a broadcast may cancel it by pressing the Hold/DND button during the broadcast. Recipients may also respond to everyone in the broadcast group by pressing and holding the Call button before the broadcast ends.

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

Table 26. Broadcasting to a group

Action	Recommended Voice Commands (examples in italics)
Initiate a broadcast to a group	Broadcast to <i>Tech Support</i> .
Cancel a broadcast	Press the Hold/DND button while listening to the broadcast.
Reply to everyone	1. Press and hold the Call button before the broadcast ends. • If it is OK to talk, you hear a beep. Other users also hear a beep to indicate that a reply is starting. • If somebody else has already started to reply, you hear a chirp. 2. Begin speaking. Everyone in the broadcast group hears you immediately. 3. When finished, release the Call button. Everyone in the broadcast group hears a chirp, letting them know they can now reply.

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

If you are already listening to one broadcast when someone attempts to include you in another broadcast, you receive the call waiting tone. Similarly, you receive the call waiting tone when someone calls you while you are receiving a broadcast. See [Call Waiting](#) on page 57.

Summoning Help in an Emergency

If your system administrator sets up an emergency broadcast group, you can quickly summon help by clicking the Call button twice. Using this feature initiates an urgent broadcast to this special group.

You don't have to remember the name of the group, and you don't have to speak any commands—just click the Call button twice, then start talking when you hear the chime. Everyone in the emergency broadcast group hears you immediately. Unlike other broadcast commands, this feature does not require any special permissions.

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

Note: Because this feature initiates an urgent broadcast, it interrupts any other calls or broadcasts that are in progress. See [Issuing Urgent Commands](#) on page 83 .

Forwarding Your Calls

When you cannot answer a call for any reason, or when you block all calls or put your badge or phone in Do Not Disturb mode, your caller is usually prompted to leave a message. As an alternative, you can also 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 or phone 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 or phone will still receive calls. Only the 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 or phone is out of range of the wireless network.

The following table summarizes the commands for forwarding your calls:

Table 27. Forwarding your calls

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

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

Placing a Three-Way Conference Call

You can use your badge or phone to set up a three-way conference call with two other Vocera users (three parties total, including yourself).

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

Unsupervised Conferencing

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

Unsupervised Conferencing

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

To add a third person to a call:

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 three-way conference call automatically.

Supervised Conferencing

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

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 three-way conference call between you and the other two parties.
 - Say "No" to place the new party on hold while you speak with the original caller.
6. If you placed one call on hold, you 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 occurs:

- If the calls are conferenced together, your device hangs up and the other two parties may continue to talk or hang up also.
- If one call is on hold, the party you were speaking with is disconnected and your device returns to the other call.

The following table summarizes your conference call options.

Table 28. Conference call commands

Action	Recommended Voice Commands (examples in italics)
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 device connects to the new party. 3. After speaking with the new party, press the Hold/DND button. When the Genie asks if you want to conference the parties, do either or the following: • Answer "Yes" to create a three-way conference call between you and the other two parties. • Answer "No" to place the new party on hold while you speak with the original caller.
Switch between an active call and a call on hold	Press the Hold/DND button.
End a conversation and return to the other party	Press the Call button while talking to the person you want to disconnect.

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

Issuing Urgent Commands

- Broadcast
- Conference
- Invite

Urgent commands are powerful—they break through to recipients even if they are in Do Not Disturb mode, are blocking calls, are forwarding all their calls, or are in the middle of another call or three-way conference. The badge or phone announces an urgent call or broadcast with a special ring tone, and it is automatically answered, even if the recipient has auto-answering turned off. See [Using the Auto Answer Commands](#) on page 68.

Note: Do not confuse an urgent *voice message* with urgent calls, broadcasts, three-way 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 60.

The following table shows you how to issue urgent commands.

Table 29. Issuing 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 three-way conference call. *	Urgently conference <i>James Madison</i> and <i>Mary Lamb</i> .	Urgent conference <i>James Madison</i> and <i>Mary Lamb</i> .
Urgently add another party to a call *	Press the Hold/DND button to put your call on hold. Press the Call button to summon the Genie and say either of the following: • 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 99.

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

Table 30. Joining or leaving a group

Description	Recommended Voice Commands (examples in italics)	Alternative Forms
Add yourself to a group *	Add me to <i>Technical Support</i> .	
Add yourself to multiple groups *	Add me to multiple groups. <i>Each time you hear a tone, say the name of a group to which you want to be added. When you are finished, press the Call button.</i>	
Remove yourself from a group *	Remove me from <i>Technical Support</i> .	
Remove yourself from multiple groups *	Remove me from multiple groups. <i>Each time you hear a tone, say the name of a group from which you want to be removed. When you are finished, press the Call button.</i>	

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

Table 31. Asking the Genie about groups

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 nearest *User*" or "Locate nearest member of *Group name*."

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

Table 32. Locating a user or group member

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

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.

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.

Table 33. Recording or erasing 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.

Table 34. Blocking and accepting calls

Action	Recommended Voice Commands (examples in italics)	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 or phone *	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 or urgent broadcast is always connected.

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

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

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

Recording a Dictation Session

If your Vocera license includes dictation features and the Vocera administrator has enabled your user account to be dictation-enabled, you can use a Vocera badge or phone to capture and edit a dictation session.

For more information about using a Vocera badge or phone to record a dictation session, see the *Vocera Dictation User Guide*.

Table 35. Recording a dictation session

Action	Recommended Voice Commands (examples in <i>italics</i>)
Start dictation. *	

Getting Other Information

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

Table 36. Getting other information

Action	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Find out who called or left a message while you were unavailable (if you have Missed Call Notification turned off)	Who called?	Who called me?
Find out who is logged in to the badge or phone	Who am I logged in as?	Who am I?
Find out the current time and date	What time is it?	

Navigating IVR Phone Trees with a Badge

An *IVR (Interactive Voice Response) tree* is an automated system that gathers information and routes incoming telephone calls without human interaction. These systems typically require you to use a combination of voice and keypad touch-tones to answer questions about the reason you are calling.

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

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

Note: The T1000 phone has a keypad that you can use to enter IVR responses.

To use a badge to interact with an IVR tree:

1. When the IVR system prompts you to enter a number, double-click the Hold/DND button.

The badge beeps to indicate that it is ready for you to respond.

2. Speak the number at a steady pace, one digit at a time.

The Vocera Genie responds by asking you to confirm the number, and then beeping to indicate that it is ready for you to respond.

3. Say “Yes” to confirm or “No” to try again. You can also use the Call button for “Yes” or the Hold/DND button for “No”, as in other Genie interactions.

When you confirm, the badge sends a touch tone for each spoken digit to the IVR system, and the IVR system continues asking you questions.

4. If the IVR tree asks for a spoken response at any time, just speak to it as you would during any badge call, without double-clicking.

The IVR system hears your response and acts accordingly.

You may say up to ten digits, letters, or special characters, as described in [Possible Touch-Tone Responses](#) on page 90. Say all responses one-at-a-time. For example, say “One Zero Zero”, not “One Hundred”.

Possible Touch-Tone Responses

IVR systems often require you to press the pound (#) or star (*) key during an interaction. In addition, telephones in some countries have a few alphabetical keys without numbers that you may have to use. The following table lists the digits, letters and special characters you can speak in touch tone mode.

Table 37. Touch tone responses

Supported Characters	How to Speak Them
The digits 0 through 9.	Say “Zero”, not “Oh” or “Naught”. Speak only single digits; do not use “Double” or “Treble”.

Supported Characters	How to Speak Them
The letters A through D.	Speak "Ay", "Bee", "See", or "Dee".
#	Do either of the following: • In the US or Canada, say "Pound" or "Sharp". • In the UK, Australia, or New Zealand, say "Pound", "Sharp", or "Hash".
*	Say "Star", not "Asterisk".

Possible Touch-Tone Responses

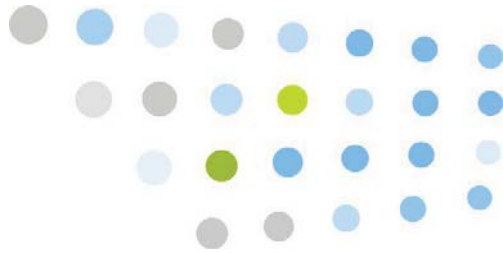


Special Features

The following topics describe special features of the Vocera badge and the T1000 phone:

- [Communicating with Multiple Sites](#) on page 95
- [Commands for Group Managers](#) on page 99
- [Sending Text Messages to Vocera Devices](#) on page 103
- [Using a Standard Phone to Access the Genie](#) on page 107
- [The User Console](#) on page 115





Communicating with Multiple Sites

In Vocera, a *site* is a specific physical location where users can communicate with each other. If your organization has multiple sites connected to the same Vocera server, you can use your Vocera devices to communicate with users at any site in your organization.

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

About Sites

If your installation supports multiple sites, you can communicate with other users, groups, and address book entries at your local site as well as at any other site. When you roam from site to site, the Vocera server knows which site you are visiting and can direct calls to your device there.

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

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

Types of Sites

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

- Your *home site* is the physical site where you typically work.
Other users, groups, and address book entries also have a home site.
- Your *current site* is the physical site you are currently visiting.

Because you and other users can roam among sites, you also have a current site. In most situations, your current site and home site are identical. Your current site changes only when you are on the network at another physical site.

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

Using Sites in Voice Commands

If your deployment has multiple sites, your usual procedures allow you to place your most common calls. That is, to call a user who is at your current site, or to call a user whose home site is the *same* as your current site, simply use normal voice commands—Vocera will find the person for you.

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

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

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

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

Table 38. Using sites in "call" voice commands

Action	Recommended Commands (Italics indicate an example)
Calling a user at your current site	Call <i>April Buckley</i> .
Calling a user whose home site is the same as your current site	Call <i>April Buckley</i> .

Action	Recommended Commands (Italics indicate an example)
Calling a user at a remote site or any arbitrary site *	1. Connect to <i>Santa Cruz</i>. 2. Wait for the next Genie prompt, then say: Call <i>April Buckley</i>.

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

Logging In at a Site you are Visiting

If you don't log out when you leave a site, and you bring your logged-in device to a new site, you won't need to log in again. Vocera identifies you as soon as you connect to the local network.

If you log out or get a new device at a site you are visiting, you need to log in when you are on the local network. In this situation, you must connect to your home site and then log in as you usually do.

Table 39. Logging in at a site you are visiting

Action	Recommended Commands (Italics indicate an example)
Logging in at a site you are visiting	1. Press the Call button, then wait to hear the log-in prompt. 2. Connect to your home site as follows: Connect to <i>Santa Cruz</i>. 3. Wait for the next log-in prompt, then say or spell your name as usual: <i>April Buckley</i>.

When you log in at your home site, you don't need to connect to it. You only need to connect when logging in at a remote site.

Important: Previous versions of Vocera used site names as a modifier within the voice command. For example, earlier versions allowed you to say "Call Sammie Miller in Tampa" or "Broadcast to Managers in Atlanta". Vocera now requires you to connect to a remote site first, to improve speech recognition.

Placing a Three-Way Conference Call Between Different Sites

You can use your device to set up a three-way conference call with two other Vocera users at different remote sites. The conference commands that you use are the same that you would use for a normal three-way conference call in which all three users are located at the same site. However, to invite a user at a remote site to a conference, you must connect to the site first.

Table 40. Placing a three-way conference call between different sites

Action	Recommended Commands (Italics indicate an example)
Placing a three-way conference call between different sites	1. Connect to a remote site: Connect to <i>Santa Cruz</i>. 2. Wait for the next Genie prompt, then say: Conference <i>April Buckley</i>. 3. After April is connected, press the Hold/DND button to put the call on hold. 4. Connect to another remote site: Connect to <i>Scotts Valley</i>. 5. Invite another user to the conference call: Invite <i>John Smith</i>.



Commands for Group Managers

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

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

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

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

Group Manager Capabilities

If you are a member of a group with management capabilities, you 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, Vocera users can also add themselves to a group. See [Joining or Leaving a Group](#) on page 85 .

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

Table 41. Adding and removing group members

Description	Recommended Voice Commands (examples in <i>italics</i>)	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 Names and Greetings for a Group

The Genie speaks the name of a group or one of its alternate names in the following situations:

- To prompt users who call, send messages, or broadcast to a group.
- To confirm calls, messages, or broadcasts to a group.

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

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

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

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

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

Table 42. Recording group names and greetings

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

Recording Names and Greetings for a Group



Sending Text Messages to Vocera Devices

You can send text messages from a T1000 phone, your email account, or the User Console to a user or a group. When you send a message to a group, all members of the group receive the message. Recipients can read these short messages on their device displays.

The following sections describe how to send text messages to a Vocera device. You cannot send text messages *from* a Vocera badge, but you can send them from a T1000 phone. However, both Vocera badges and phones can *receive* text messages. See [Listening to Messages](#) on page 62 and [Reading Messages](#) on page 65 for information about playing or reading text messages.

Sending a Text Message from a T1000 Phone

TBD

Sending a Text Message from an Email Program

Before you can send email to Vocera devices, 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 users must be addressed to this email account.
- The user ID of the user to whom you want to send the email (this is often the person's first initial followed by the last name) or the name of the group and its site, if it's not in the Global site. The user ID or group name must be the only text in the subject line of the email.

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

To send a text message from an email account:

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, specify the message recipient using one of the following formats:

- The user ID of a Vocera user. For example:

Wanda_Gohome

- The name of a group, if the group is in the global site. For example

I C U Nurses

- The name of a group and its site, if the group is in any other site. Specify the group name in square brackets, followed by the site name in curly braces. For example:

[I C U Nurses] {West Wing}

4. In the **message area**, type your message. Be brief, because the message will be limited to the first 115 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 user ID or group name appears on the subject line of the message.

Sending a Text Message from the User Console

The User Console is a Vocera utility that runs in a web browser; it is available to all Vocera users. See [The User Console](#) on page 115 for a brief summary of the User Console, or see the *Vocera User Console Guide* for a complete description of its features.

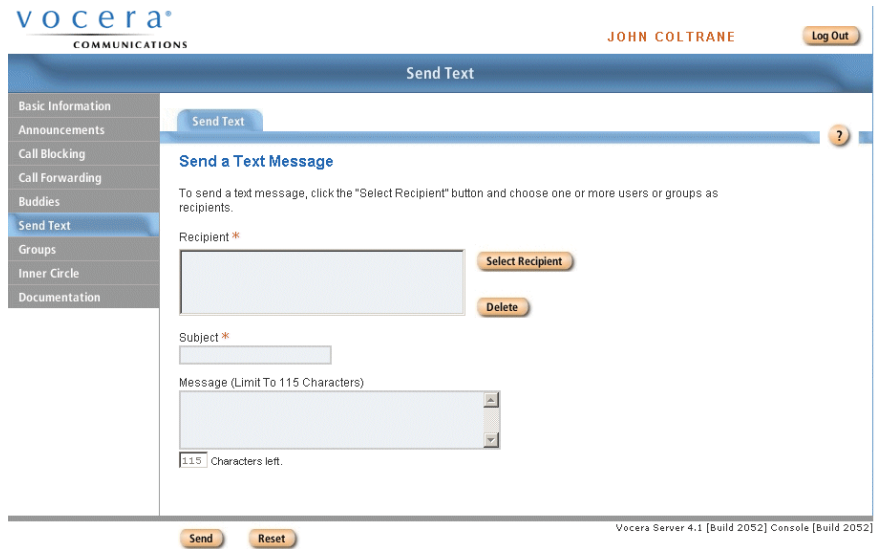
You can send messages from the User Console to a user or to a group. If you send the message to a group, all members of the group receive the message. Recipients can read these short messages on their Vocera device displays.

To send a text message from the User Console:

1. Launch the User Console as described in [The User Console](#) on page 115.
2. Click the Send Text tab on the navigation bar.

The Send Text page appears.

Figure 28. Send Text page



3. Click the **Select Recipient** button.

The Select User or Group dialog box appears, letting you specify the recipients of the message.

4. Choose the users and groups to whom you want to send the message, then click **Finish**.

5. Enter up to 11 characters of text in the **Subject** field.

6. Enter up to 115 characters of text in the **Message** field.

7. Click **Send**.

 Sending a Text Message from the User Console



Using a Standard Phone to Access the Genie

If the Vocera Telephony Solution Software is installed on your system, you can use a standard phone to call the Vocera hunt number to direct the call to any Vocera user, group, or Address Book entry. This chapter describes how to access the Genie from a standard phone and use many of the same voice commands available from a Vocera badge or a T1000 phone. It includes the following topics:

- [Types of Access to the Genie](#) on page 107
- [Software and Configuration Requirements](#) on page 108
- [Starting a Genie Session from a Phone](#) on page 109
- [Starting a Genie Session at Another Site](#) on page 110
- [Phone Access Special Keys](#) on page 111
- [Announcements for Calls from a Phone](#) on page 112
- [Commands Not Supported from a Phone](#) on page 112
- [Training the Genie from a Phone](#) on page 114

Types of Access to the Genie

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

Table 43. Types of access to the Genie

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

Software and Configuration Requirements

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

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

Note: Caller ID is supported only when Vocera telephony integration uses ISDN signaling protocol with a digital PBX.

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

Only a system administrator can enable your user profile for phone access. However, you can use the User Console to set your phone numbers and phone password. For more information, see [The User Console](#) on page 115.

Starting a Genie Session from a Phone

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

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

If your Vocera telephony server does not use ISDN signaling protocol, Caller ID is not supported. In that case, you can start a Genie from a phone by calling the Guest Access number of your home site and then pressing star (*).

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

To start a Genie session from a phone using Caller ID:

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

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

3. Say any of the supported commands.

If the Genie asks you a question that requires a yes or no response, you can press the 1 key to answer "yes" or the 2 key to answer "no." See [Phone Access Special Keys](#) on page 111.

To start a Genie session from a phone using your name and password:

1. Using any phone, call the Guest Access number for your home site.
The Genie says, "Good morning. Say the full name of the person or group you want to reach or enter an extension."
2. Press the star (*) key. This causes the Genie to switch to user access mode.
The Genie prompts you to say or spell your first and last name.
3. Say or spell your first and last name.

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

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

You must enter the password using the keypad; you cannot say it. The phone password must be between 5 and 15 characters, and it may contain letters or numbers. If your password contains letters, type the corresponding numeric keys on your phone's keypad. Do not enter your regular Vocera password that you use to log into the User Console.

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

If the Genie asks you a question that requires a yes or no response, you can press the 1 key to answer "yes" or the 2 key to answer "no." See [Phone Access Special Keys](#) on page 111.

Starting a Genie Session at Another Site

If your Vocera system is a multi-site deployment, you can access the Genie from a phone by calling the Guest Access number of any site. If you are prompted to say your first and last name, use the "Connect to" command to connect to your home site to authenticate yourself. Once the Genie session is established, you can use the "Connect to" command to connect to other sites and make calls, if you have permission. For more information about calling sites, see [Using Sites in Voice Commands](#) on page 96.

To access the Genie by calling the Guest Access number at another site:

1. Using any phone, call the Guest Access number at another site.

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

2. Press the star (*) key. This causes the Genie to switch to user access mode.
3. If the Genie prompts you to say or spell your first and last name, connect to your home site by saying this command:

Connect to *Site*.

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

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

4. Say or spell your first and last name.

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

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

You must enter the password using the keypad; you cannot say it. The phone password must be between 5 and 15 characters, and it may contain letters or numbers. If your password contains letters, type the corresponding numeric keys on your phone's keypad. Do not enter your regular Vocera password that you use to log into the User Console.

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

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

Phone Access Special Keys

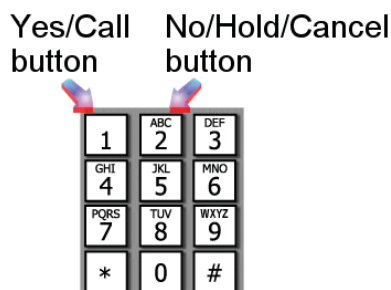
When you access the Genie from a phone, two keys on the phone are used to interact with Vocera:

- The 1 key is equal to the Call button on the Vocera badge. You can press 1 to answer "yes" to a question from the Genie that requires a yes or no response.

While a call is on hold, you can press the 1 key to summon the Genie.

- The 2 key is equal to the Hold/DND button on the Vocera badge. You can press 2 to answer "no" to a question from the Genie that requires a yes or no response. The 2 key has these other uses:
 - To hold a call, press 2 key while the call is in progress. To release the hold, press the 2 key again.
 - Press the 2 key to cancel a command. For example, if you are calling someone, leaving a message, or recording your name and you change your mind, press 2 to cancel the action.

Figure 29. Special keys for phone access to the Genie



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

Announcements for Calls from a Phone

Assuming call announcements have been enabled on the Vocera system (they are enabled by default), the user authentication required to access the Genie from a phone allows the Vocera Server provides helpful information to the user you are calling.

When you call a user by dialing the Guest Access number, the Genie asks the user, "Can you take a phone call?" However, when you initiate a Genies session from a phone and call a user, the Genie asks the user, "Can you take a phone call from *Your Name*?"

Commands Not Supported from a Phone

This section describes the Vocera voice commands that are not supported while you are accessing the Genie from a phone. If you try to use an unsupported command, the Genie will respond, "I'm sorry. The command is available only from a badge."

Table 44. Commands not supported from a phone

Category	Command
Log in and out	Log me in as <i>John Smith</i> Log me out
Voiceprint	Record my voiceprint Erase my voiceprint
Locate Users and Groups	Where am I? Where is the nearest member of <i>Tech Support</i> ? Where is the closest member of <i>Tech Support</i> ? Locate nearest member of <i>Tech Support</i> ? Locate closest member of <i>Tech Support</i> ?
Assign Access Points to Locations	Begin tour End tour Assign location

Category	Command
Miscellaneous	Turn Auto Answer on Turn Auto Answer off Turn Announce Through Speaker on Turn Announce Through Speaker off

Other Functionality Not Supported on a Phone

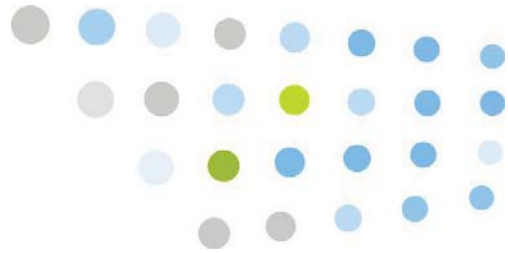
In addition to voice commands that are not supported from a phone, there are other limitations to Vocera functionality when you access the Genie from a phone:

- To receive a call on your phone that would normally be received on your badge, you must have forwarding enabled in your Vocera user profile.
- When you receive a call on your phone you cannot access the Genie to perform Vocera commands, such as transferring the call to another user.
- You cannot receive calls made to a group you belong to even if forwarding is enabled for the group.
- Although you can use a phone to access the Genie to initiate a broadcast, you cannot receive a broadcast on a phone.
- You cannot participate in push-to-talk conference groups. However, you can use voice commands to join or leave a conference, find out what conference you are in, and find out who is in your conference or any conference.
- You cannot initiate an emergency broadcast by pressing the 1 key (the Call button on a phone) twice.
- You cannot put your phone in Do Not Disturb mode.
- You can press keys on your phone to send DTMF tones to navigate IVR trees, but the 1 and 2 keys cannot be used for touch tone responses because they are used as the Call and Hold/DND buttons. You cannot put the phone in touch tone mode to say touch tone responses.

Training the Genie from a Phone

When you access the Genie from a phone, you can train the Genie to recognize the way you say names and commands. For more information about commands you can use to train the Genie from a badge or a phone, see [Training the Genie](#) on page 53.

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



The User Console

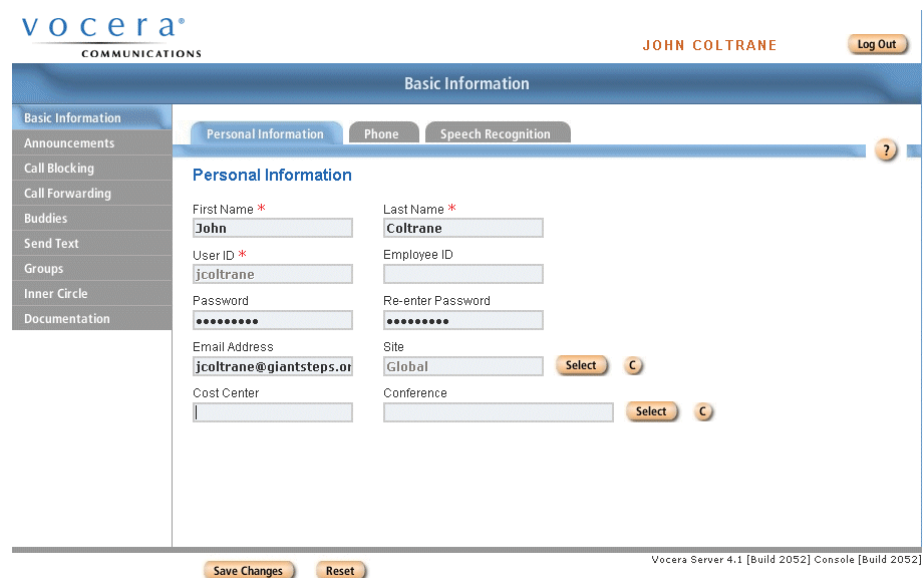
The User Console is a browser-based application that you can use to customize your personal information and some of the settings for your badge.

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

User Console Features

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

Figure 30. Personal Information page



The screenshot shows the Vocera User Console interface. At the top, the Vocera logo is on the left, and the user's name "JOHN COLTRANE" and a "Log Out" button are on the right. Below the header is a "Basic Information" section with tabs for "Personal Information", "Phone", and "Speech Recognition". The "Personal Information" tab is active, showing a form with fields for First Name (John), Last Name (Coltrane), User ID (jcoltrane), Employee ID, Password, Re-enter Password, Email Address (jcoltrane@giantsteps.org), Site (Global), Cost Center, and Conference. There are "Select" buttons next to the Site and Conference fields. At the bottom, there are "Save Changes" and "Reset" buttons. The footer text reads "Vocera Server 4.1 [Build 2052] Console [Build 2052]".

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 —[Blocking and Accepting Calls](#) on page 87 and [Forwarding Your Calls](#) on page 80).
- 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).

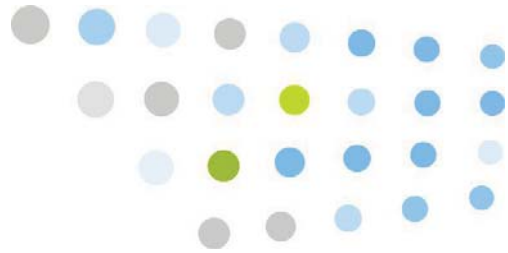
You can have buddies who are badge users, and you can have Outside Buddies whom you can call from your badge. You can also send voice email to outside buddies from your badge.

- Send text messages to other badge users on your Vocera system. The text message screen looks like this:

Figure 31. Send a Text Message page

- Create, modify, and delete groups. This requires additional permission from the system administrator beyond access to the User Console.

The User Console has online help for each screen, which you can view by clicking the button. Instructions in Adobe Acrobat (.PDF) format are also available from the Documentation tab on the navigation bar.

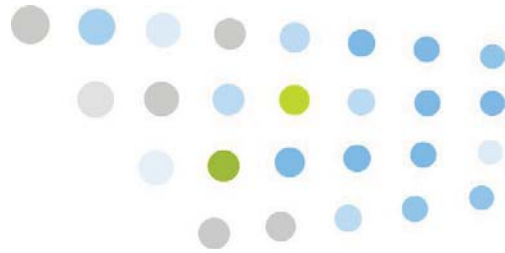


Maintenance

The following topics describe how to take care of your Vocera badges and T1000 phones:

- [Maintaining Your Badge](#) on page 119
- [Maintaining Your T1000 Phone](#) on page 125





Maintaining Your Badge

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.

Figure 32. Battery-level indicator



3. An alert signal plays at regular intervals.

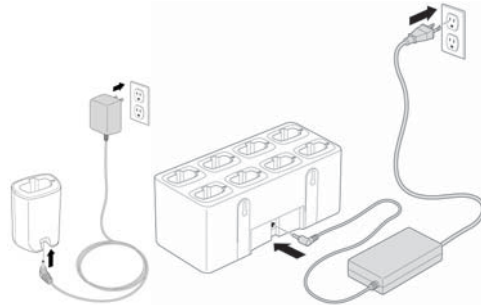
Note: This signal may be disabled by the system administrator on request.

Preparing the Charger

Important: Before you use a charger, read [Important Safety Instructions](#) on page 153.

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.

Figure 33. Preparing the charger



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

Table 45. Badge indicator lights

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 and charge a new one.

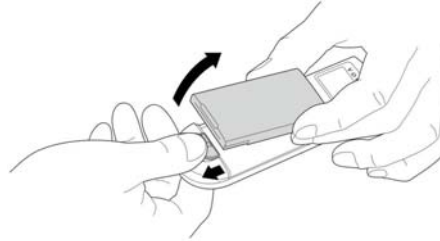
Charging the Battery

The battery can be charged with or without the badge.

Charging the Battery Without the Badge

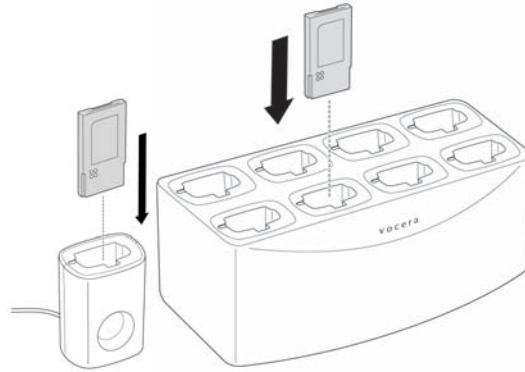
1. Slide the battery latch toward the bottom of the badge and remove the battery with your other hand.

Figure 34. Removing the battery



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

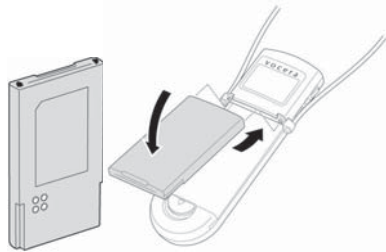
Figure 35. Inserting the battery into the charger



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.

Figure 36. Placing the battery onto the badge

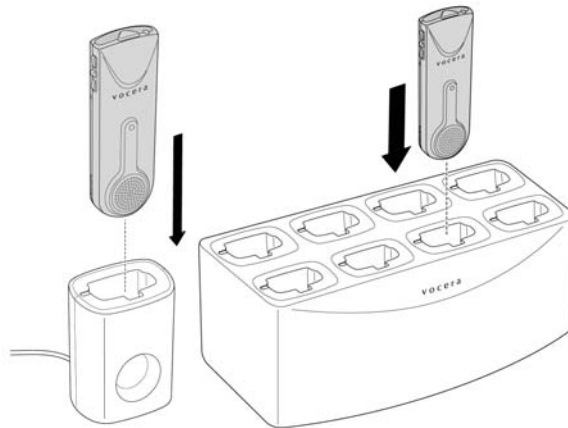


5. Press down gently to seat the battery in the badge.

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:

Figure 37. Charging the battery with the badge



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 cloth dampened with isopropyl alcohol. Strong detergents or abrasive cleaners can damage the badge's finish.

Figure 38. Wiping the badge

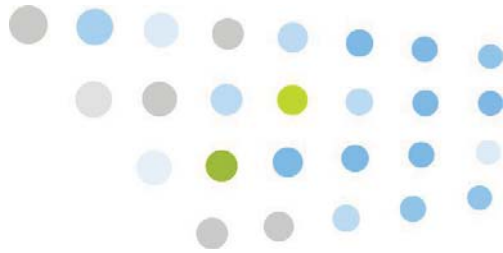


Important: Never immerse the badge in water, because the badge speaker, microphone, and battery pack are not watertight.

Figure 39. Do not immerse the badge in water



Cleaning the Badge



Maintaining Your T1000 Phone

The Vocera T1000 phone requires very little maintenance: just recharge the battery when the power gets low, and clean the phone when necessary. The following sections describe how to charge the battery and how to clean the phone.

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 phone to operate properly.

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

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

Figure 40. Battery-level indicator



2. An alert signal plays at regular intervals.

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

Preparing the Charger

Important: Before you use a charger, read [Important Safety Instructions](#) on page 153.

Vocera offers two types of phone chargers, a single-bay charger and a 6-bay charger. When you charge a phone, you do not need to remove the protective sleeve or polycarbonate shell.

Figure 41. Phone in a single-bay charger



Figure 42. Phones in a 6-bay charger



To prepare the charger for use, insert the single-pronged plug into the outlet in the charger, and plug the two-pronged power plug into a 110 VAC outlet.

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

Table 46. Charger indicator lights

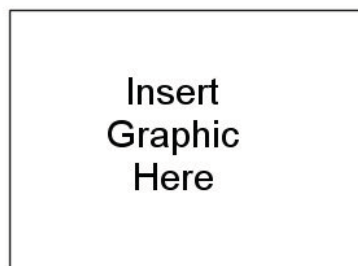
Indicator	Meaning
Light off	There is no phone in the charger, or the phone is not seated properly.
Blinking green	The battery is charging.
Steady green	The battery is fully charged.

Indicator	Meaning
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 and charge a new one.

Charging the Battery

The battery must be charged with the phone. You cannot use the phone while it is charging.

Figure 43. Charging the phone



Cleaning the T1000 Phone

To clean a Vocera T1000 phone, use a soft cloth dampened with isopropyl alcohol. Strong detergents or abrasive cleaners can damage the phone's finish.

Figure 44. Wiping the phone



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

Figure 45. Do not immerse the phone in water





Reference

The following topics provide reference information for Vocera badges and T1000 phones:

- [Frequently Asked Questions](#) on page 131
- [Agreements, Specifications, and Notices](#) on page 137
- [Important Safety Instructions](#) on page 153
- [Command Reference](#) on page 161





Frequently Asked Questions

General Questions

Why does the Genie have trouble understanding me?

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

- Is the 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 8 inches (15 to 20 cm) 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"?

Why is my device chirping or beeping?

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 53 for instructions.

When you train the Genie, you are prompted to spell the person's name. If the Genie does not recognize the name after you spell it, it may mean that the individual has not been added to the Vocera system. Contact the system administrator for help.

Why is my device chirping or beeping?

The system administrator can program your badge or T1000 phone to issue alerts when the device goes out of the range of the wireless network, when the battery is low, when you receive a text message, or when you receive a voice message. To find out why you heard a particular alert tone, check the device display or, if you have a badge, the indicator light on the top of the badge:

- If the 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.

Figure 46. Signal strength indicator



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

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.

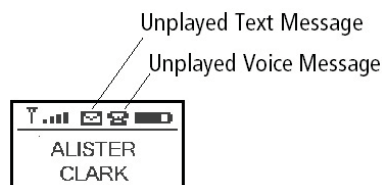
- If the indicator light is flashing red rapidly, and the badge display shows a low battery level, it is time to recharge the battery.

Figure 47. Battery-level indicator



- 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.

Figure 48. Message status icons



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 device beep when I'm talking to someone?

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

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

If there is not another call waiting, see [Why is my device chirping or beeping?](#) on page 132 to determine why your badge is beeping.

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

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

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

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

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

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

Eight-bay chargers do not have cutouts for the badge speaker, so you cannot use the badge while it is charging in that kind of charger. T1000 phones cannot be used while they are charging.

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

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

Why can't I receive calls or messages?

You may be logged in as a different user. Check the badge display while the badge is idle to see who is actually logged in on that badge. If your name is displayed, contact the system administrator for assistance.

Why do some text messages begin with strange characters?

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

Badge Questions

Why does my badge beep and then restart?

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

What can I do if badge buttons are not working?

If the badge display is blank and the indicator lights are off, it means 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.

T1000 Questions

Why does my T1000 display say "Searching for Gateway"?

First, ask other T1000 users if they are having the same problem. If they are, it means the Vocera Client Gateway needs to be reset. Contact the system administrator.

If other people are able to use their T1000 phones, turn off the phone and turn it on again. If the phone still cannot find the gateway, contact your system administrator for help.

Why does my T1000 display say "Searching for Gateway"?



Agreements, Specifications, and Notices

This section contains information about third-party software agreements, system specifications, and regulatory notices.

Third-Party Software Agreements

Certain portions of Vocera's product are derived from software licensed by the third parties listed below. All such portions of Vocera's product are subject to the notices and restrictions below. In any case where a product or portion of a product is subject to differing provisions, the most restrictive shall be deemed to govern. (By way of illustration, and not of limitation, although source code rights, redistribution rights, or the right to create derivative works may in some cases be available from the owner subject to provisions specified by that owner, no such rights are available from Vocera and no redistribution or derivative works of the Vocera product are authorized except as permitted by the Vocera End User License Agreement or as otherwise agreed in writing by Vocera.)

Please see <http://www.vocera.com/legal> for details concerning third party software including corresponding notices and license provisions.

System Specifications

The badge, network, and electrical specifications differ for the B1000A and B2000 badges. See the following sections:

- [System Specifications for B1000A](#) on page 137
- [System Specifications for B2000](#) on page 140
- [System Specifications for T1000](#) on page 142

System Specifications for B1000A

The following table summarizes the B1000A badge specifications:

Table 47. B1000A 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 battery pack
LED Indicators	Two indicators: one- and two-color
Display screen	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

The following table summarizes the B1000A network specifications:

Table 48. B1000A network specifications

Network Standard	IEEE 802.11b
Frequency Band	2400–2483.5 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
Authentication	WPA-PSK
	WPA-PEAP

	LEAP
Encryption	64-bit WEP
	128-bit WEP
	TKIP-WPA
	TKIP-Cisco

The following table summarizes the B1000A electrical specifications:

Table 49. B1000A electrical specifications

RF Output Power *	+17 dBm typical
	* Results based on a controlled test environment. See the <i>Vocera Infrastructure Planning Guide</i> for network design guidelines.
RF Receive Sensitivity *	−75 dBm at 11 Mbps
	* Results based on a controlled test environment. See the <i>Vocera Infrastructure Planning Guide</i> for network design guidelines.
Microphone Frequency Range	350 Hz to 3.75 KHz
Microphone Directionality	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

The following table summarizes the B1000A environmental specifications:

Table 50. B1000A 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

System Specifications for B2000

The following table summarizes the B2000 badge specifications:

Table 51. B2000 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 battery pack
LED Indicators	Two indicators: one- and two-color
Display screen	Supports 4 lines of text, 15 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

The following table summarizes the B2000 network specifications:

Table 52. B2000 network specifications

Network Standard	IEEE 802.11b
	IEEE 802.11g
Frequency Band	2400–2484 MHz
Data Rates Supported	1, 2, 5.5, 11, 6, 9, 12, 18, 24, 36, 48, 54 Mbps
Wireless Medium	Direct Sequence Spread Spectrum (DSSS)
	Orthogonal Frequency Division Multiplexing (OFDM)

Media Access Protocol	Carrier sense multiple access with collision avoidance (CSMA/CA)
Modulation	DBPSK at 1Mbps
	DQPSK at 2Mbps
	CCK at 5.5 and 11Mbps
	BPSK at 6 and 9Mbps
	QPSK at 12 and 18 Mbps
	16-QAM at 24 and 36 Mbps
	64-QAM at 48 and 54 Mbps
Operating Channels	11 channels (US, Canada), 3 non-overlapping
Roaming	IEEE 802.11b compliant
	IEEE 802.11g compliant
Authentication	WPA-PSK
	WPA-PEAP
	EAP-FAST
	LEAP
Encryption	64-bit WEP
	128-bit WEP
	TKIP-WPA
	AES-CCMP

The following table summarizes the B2000 electrical specifications:

Table 53. B2000 electrical specifications

RF Output Power *	+16 dBm maximum
	* Results based on a controlled test environment. See the <i>Vocera Infrastructure Planning Guide</i> for network design guidelines.
RF Receive Sensitivity *	

	–75 dBm at 11 Mbps
	–65 dBm at 54 Mbps
	* Results based on a controlled test environment. See the <i>Vocera Infrastructure Planning Guide</i> for network design guidelines.
Microphone Frequency Range	350 Hz to 3.75 KHz
Microphone Directionality	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

The following table summarizes the B2000 environmental specifications:

Table 54. B2000 environmental specifications

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

System Specifications for T1000

The following table summarizes the T1000 device specifications:

Table 55. T1000 device specifications

Dimensions	4.5 x 2 x 0.7 in. (11.5 x 4.9 x 1.8 cm)
Weight	3.5 oz. (99.2 g) with battery (xxx need confirmation)
Display screen	Color TFT 128 x 160
	Supports 11 lines of test, 18 characters per line
Controls	Phone keypad
	Volume control
	Navigation joystick
Headset Support *	2.5 mm gold-plated jack (xxx need confirmation)
	* See the www.vocera.com web site or your reseller for specific models supported

The following table summarizes the T1000 network specifications: (xxx need confirmation)

Table 56. T1000 network specifications

Network Standard	IEEE 802.11b
	IEEE 802.11g
Frequency Band	2400–2484 MHz
Data Rates Supported	1, 2, 5.5, 11, 6, 9, 12, 18, 24, 36, 48, 54 Mbps
Wireless Medium	Direct Sequence Spread Spectrum (DSSS)
	Orthogonal Frequency Division Multiplexing (OFDM)
Media Access Protocol	Carrier sense multiple access with collision avoidance (CSMA/CA)
Modulation	DBPSK at 1Mbps
	DQPSK at 2Mbps

	CCK at 5.5 and 11Mbps
	BPSK at 6 and 9Mbps
	QPSK at 12 and 18 Mbps
	16-QAM at 24 and 36 Mbps
	64-QAM at 48 and 54 Mbps
Operating Channels	11 channels (US, Canada), 3 non-overlapping
Roaming	IEEE 802.11b compliant
	IEEE 802.11g compliant
Authentication	WPA-PSK
	WPA-PEAP
	EAP-FAST
	LEAP
Encryption	64-bit WEP
	128-bit WEP
	TKIP-WPA
	AES-CCMP

The following table summarizes the T1000 electrical specifications: (xxx need confirmation)

Table 57. T1000 electrical specifications

RF Output Power *	+16 dBm maximum
	* Results based on a controlled test environment. See the <i>Vocera Infrastructure Planning Guide</i> for network design guidelines.
RF Receive Sensitivity *	−75 dBm at 11 Mbps
	−65 dBm at 54 Mbps

	* Results based on a controlled test environment. See the <i>Vocera Infrastructure Planning Guide</i> for network design guidelines.
Microphone Frequency Range	350 Hz to 3.75 KHz
Microphone Directionality	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

The following table summarizes the T1000 environmental specifications: (xxx need confirmation)

Table 58. T1000 environmental specifications

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

Regulatory Notices

B1000A and B2000 Regulatory Notices

For additional details regarding regulatory compliance of the Vocera Communications Badge, go to www.vocera.com/legal/regulatory.aspx.

FCC Compliance

FCC Part 15.247

FCC Part 15, Class B Device

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 interference in a commercial or residential installation. There is no guarantee, however, that interference will not occur in any particular installation. If this equipment does cause interference with radio or television reception, the user should try to correct the interference by employing one or more of the following:

- Reorient or relocate the receiving antenna on the affected equipment.
- Increase the separation between the affected equipment and the badge.
- Consult the dealer or an experienced technician for help.

Any changes or modifications to this device not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

THIS BADGE MEETS THE FCC REQUIREMENTS FOR EXPOSURE TO RADIO FREQUENCY ENERGY (SAR).

Your wireless badge is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of a set of comprehensive guidelines that establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless communications devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR are conducted using standard operating positions, as applicable to this device, specified by the FCC. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurement. Before a badge is available for sale to the public, sample units must be tested by a certified regulatory lab to verify that they do not exceed the limit established by the government-adopted requirement for safe exposure.

USE ONLY APPROVED ACCESSORIES

RF exposure (SAR) tests have been performed on the Vocera badge when it is being worn correctly and used with the approved accessories. The SAR test results show that the badge complies with all FCC exposure requirements. When a properly-oriented badge is operated with the appropriate accessories, as directed in the *Vocera User Guide*, the level of RF exposure is well below the FCC limit of 1.6W/Kg.

Therefore, to ensure compliance with FCC RF exposure guidelines when wearing the Vocera badge, the user should only use Vocera approved accessories (e.g., lanyard, pocket clip, etc.). Accessories that have not been tested for RF exposure compliance with this product may not comply with the FCC RF exposure safety guidelines and should not be used.

To ensure RF exposure compliance of the badge when using the lanyard, position and maintain the call button, the speaker, and the antenna facing away from the body, as illustrated in the “Getting Started” section of the *Vocera 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 badge with the antenna facing the body may result in non-compliance with FCC RF exposure guidelines and must be avoided.

Use only the internal antenna which is part of this product. Any use of unauthorized antennas, any modifications to the supplied antenna, or any use of unauthorized attachments could damage the badge, violate FCC regulations, and void the user’s authority to operate the product.

EU Declaration of Conformity (DoC)

Vocera Communications, Inc., hereby declares that this Wideband Transmission System Radio (Communications Badge B1000A and B2000), is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive 1999/5/EC.

Model:

- B1000A
- B2000

Standards:

Table 59. EU Declaration of Conformity (DoC)

B1000A Version C€0889	B2000 Version C€1588
EN 300-328 v1.5.1 (2004-08)	EN 300-328 v1.7.1 (2006-10)
EN 301-489-1 v1.4.1 (2002-08)	EN 301-489-1 v1.6.1 (2007-04)
EN 301-489-17 v1.2.1 (2002-08)	EN 301-489-17 v1.2.1 (2007-06)
IEC 60950	IEC 60950
EN 50383	EN 50383

Responsible Party:

Responsible Party contact information is available at
www.vocera.com/legal/regulatory.aspx.

CE Mark Restrictions:

- United Kingdom: System provider for third-party traffic may require a Wireless Telegraphy and/or Telecommunications Act License.
- France: French regulations require that you do not use this device outdoors.

Notice to Australian and New Zealand Users

The Vocera communications badge meets the requirements for human exposure to electromagnetic radiation outlined in the standard Radiocommunications (Electromagnetic Radiation—Human Exposure) Standard, made under section 162 of the Radiocommunications Act of 1992 and compiled on 1 April 2007.

Notices to New Zealand Users

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

Customers that experience difficulty understanding, or being understood by, the person they are talking to via these Vocera B1000A or B2000 Communications Badges should report the problem to IBM New Zealand Ltd, the equipment supplier. Do not complain about this product's service quality to the Telecom Fault Service (120). Any work undertaken by Telecom as a result of such a complaint will be charged to the customer owning this Vocera B1000A or B2000 Communications Badge product.

T1000 Regulatory Notices

For additional details regarding regulatory compliance of the Vocera Communications Phone, go to www.vocera.com/legal/regulatory.aspx.

FCC Compliance

FCC Part 15.247

FCC Part 15, Class B Device

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 interference in a commercial or residential installation. There is no guarantee, however, that interference will not occur in any particular installation. If this equipment does cause interference with radio or television reception, the user should try to correct the interference by employing one or more of the following:

- Reorient or relocate the receiving antenna on the affected equipment.
- Increase the separation between the affected equipment and the phone.
- Consult the dealer or an experienced technician for help.

Any changes or modifications to this device not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

THIS PHONE MEETS THE FCC REQUIREMENTS FOR EXPOSURE TO RADIO FREQUENCY ENERGY (SAR).

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of a set of comprehensive guidelines that establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless communications devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR are conducted using standard operating positions, as applicable to this device, specified by the FCC. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurement. Before a phone is available for sale to the public, sample units must be tested by a certified regulatory lab to verify that they do not exceed the limit established by the government-adopted requirement for safe exposure.

USE ONLY APPROVED ACCESSORIES

RF exposure (SAR) tests have been performed on the Vocera phone when it is being used correctly and with the approved accessories. The SAR test results show that the phone complies with all FCC exposure requirements. When a properly-oriented phone is operated with the appropriate accessories, as directed in the *Vocera User Guide*, the level of RF exposure is well below the FCC limit of 1.6W/Kg.

Therefore, to ensure compliance with FCC RF exposure guidelines when using the Vocera phone, the user should only use Vocera approved accessories (pocket clip, etc.). 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.

Use only the internal antenna which is part of this product. Any use of unauthorized antennas, any modifications to the supplied antenna, or any use of unauthorized attachments could damage the phone, violate FCC regulations, and void the user's authority to operate the product.

EU Declaration of Conformity (DoC)

Vocera Communications, Inc., hereby declares that this Wideband Transmission System Radio (T1000), is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive 1999/5/EC.

Model:

- T1000

Standards:

Table 60. EU Declaration of Conformity (DoC)

T1000 C E
EN 300-328 v1.7.1 (2006-10)
EN 301-489-1 v1.6.1 (2007-04)
EN 301-489-17 v1.2.1 (2007-06)
IEC 60950
EN 50360

Responsible Party:

Responsible Party contact information is available at

www.vocera.com/legal/regulatory.aspx.

CE Mark Restrictions:

- United Kingdom: System provider for third-party traffic may require a Wireless Telegraphy and/or Telecommunications Act License.
- France: French regulations require that you do not use this device outdoors.

Notice to Australian and New Zealand Users

The Vocera phone meets the requirements for human exposure to electromagnetic radiation outlined in the standard Radiocommunications (Electromagnetic Radiation—Human Exposure) Standard, made under section 162 of the Radiocommunications Act of 1992 and compiled on 1 April 2007.

Notices to New Zealand Users

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

T1000 Regulatory Notices

Customers that experience difficulty understanding, or being understood by, the person they are talking to via Vocera T1000 phones should report the problem to IBM New Zealand Ltd, the equipment supplier. Do not complain about this product's service quality to the Telecom Fault Service (120). Any work undertaken by Telecom as a result of such a complaint will be charged to the customer owning this Vocera T1000 phone.



Important Safety Instructions

Vocera Badge 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 must be taken in using the badge and the battery charger in order to minimize the possibility of injury (e.g., from shock) and damage (e.g., from fire).

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

In order to ensure comfortable use of the badge and to avoid possible damage to hearing, do not bring the speaker within close proximity of the ear while the badge is powered on.

References below to the “badge” refer to the Vocera badge, including its battery component, while references to the “product” refer to the badge and the Vocera battery charger.

In addition to other basic safety precautions appropriate to the use of wireless electronic devices, please follow the safety and use instructions set forth below.

Badge and Battery Charger Safety

1. PLEASE BE CERTAIN TO 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. Instead, take the product to qualified service personnel when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks, and 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 Vocera charger slot, as other objects may touch dangerous voltage points or may short out parts, both of which conditions could result in fire or electric shock.
4. Do not place the product on an unstable surface, as the product may fall and suffer serious damage.
5. Never place the badge or charger near or over a radiator or heat register, and 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 any source of water such as a sink, wash bowl, or toilet. Do not spill liquid of any kind on the product, as doing so may short out parts, causing damage to the product and creating the risk of fire or electric shock.
7. Take the badge or charger to a qualified service provider in these circumstances:
 - If liquid has been spilled onto the badge or charger, or if rain or water has touched the badge or charger.
 - If the badge or charger does not operate normally after you follow the operating instructions.
 - If the badge or charger has been dropped or damaged.
 - If the badge or charger exhibits a distinct degradation in performance.
 - If the power cord or plug on the charger is damaged or frayed.
8. Unplug the charger from the wall outlet before cleaning. To clean or disinfect the badge and charger, wipe with a cloth dampened with germicidal solution or isopropyl alcohol. Use of any other cleaners may damage the badge and void your warranty.
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 the *Vocera User Guide*. These instructions are also included with the charger.
4. Do not charge the battery in a place where static electricity is generated or let the battery touch any object 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, or dispose of the battery in a fire. If you do so, the battery might explode.
7. Do not open or puncture the battery or subject the battery to strong physical shock.
8. Stop using the battery if it exhibits abnormal heat, odor, color, deformation, or is in an abnormal condition.
9. If you detect leakage or a foul odor, it is especially important to keep the battery away from fire. If battery liquid leaks onto your skin or clothes, immediately wash well with clean water. If liquid leaking from the battery gets into your eyes, do not rub your eyes. Instead, immediately rinse your eyes well with clean water, and consult a doctor.
10. Handle batteries with care to avoid shorting the battery with conducting materials, such as rings, bracelets, and keys. If the battery shorts, it may overheat and burn you.
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.

 Important Information About Use in Certain Areas

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

FAILURE TO FOLLOW THE FOREGOING INSTRUCTIONS COULD RESULT IN (A) DAMAGE TO EQUIPMENT, VOIDING YOUR WARRANTY AND/OR (B) PROPERTY DAMAGE AND/OR SERIOUS PERSONAL INJURY, INCLUDING DEATH.

ATTENTION: SI LES INSTRUCTIONS CI-DESSOUS NE SONT PAS SUIVIES, VOUS VOUS EXPOSEZ AUX RISQUES SUIVANTS: A) DOMMAGE À L'ÉQUIPEMENT, ANNULANT VOTRE GARANTIE, B) DOMMAGES À LA PROPRIÉTÉ ET/OU RISQUES DE BLESSURES SÉRIEUSES, INCLUANT PERTE DE VIE.

Important Information About Use in Certain Areas

1. Turn your badge OFF in facilities when any posted notices instruct you to turn off all devices that emit a radio frequency. To turn the badge OFF, depress the Hold/DND button for 5 seconds or remove the battery. If the rules of your facility limit use of RF-emitting devices in certain areas, you must familiarize yourself with these rules and follow them strictly.
2. If you have any reason to suspect that the badge is interfering with sensitive equipment, turn the badge OFF immediately.
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: fueling areas; transfer or storage facilities for fuel or chemicals; facilities with equipment using liquefied petroleum gas, such as propane or butane; and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

FAILURE TO FOLLOW THE FOREGOING INSTRUCTIONS COULD RESULT IN (A) DAMAGE TO EQUIPMENT, VOIDING YOUR WARRANTY AND/OR (B) PROPERTY DAMAGE AND/OR SERIOUS PERSONAL INJURY, INCLUDING DEATH.

ATTENTION: SI LES INSTRUCTIONS CI-DESSOUS NE SONT PAS SUIVIES, VOUS VOUS EXPOSEZ AUX RISQUES SUIVANTS: A) DOMMAGE À L'ÉQUIPEMENT, ANNULANT VOTRE GARANTIE, B) DOMMAGES À LA PROPRIÉTÉ ET/OU RISQUES DE BLESSURES SÉRIEUSES, INCLUANT PERTE DE VIE.

Vocera T1000 Phone Safety Instructions

The Vocera T1000 phone (including its battery component) and the Vocera battery charger are electronic devices. Care appropriate to the use of any electronic device must be taken in using the phone and the battery charger in order to minimize the possibility of injury (e.g., from shock) and damage (e.g., from fire).

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

References below to the “phone” refer to the Vocera phone, including its battery component, while references to the “product” refer to the phone and the Vocera battery charger.

In addition to other basic safety precautions appropriate to the use of wireless electronic devices, please follow the safety and use instructions set forth below.

Phone and Battery Charger Safety

1. PLEASE BE CERTAIN TO 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. Instead, take the product to qualified service personnel when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks, and incorrect reassembly can cause electric shock when you use the product again.
3. Do not put anything other than a Vocera phone into a Vocera charger slot, as other objects may touch dangerous voltage points or may short out parts, both of which conditions could result in fire or electric shock.
4. Do not place the product on an unstable surface, as the product may fall and suffer serious damage.

Additional Instructions Related to Battery Safety

5. Never place the phone or charger near or over a radiator or heat register, and do not operate the charger in a cabinet or other enclosure unless proper ventilation is provided.
6. Do not position the phone or battery charger near any source of water such as a sink, wash bowl, or toilet. Do not spill liquid of any kind on the product, as doing so may short out parts, causing damage to the product and creating the risk of fire or electric shock.
7. Take the phone or charger to a qualified service provider in these circumstances:
 - If liquid has been spilled onto the phone or charger, or if rain or water has touched the phone or charger.
 - If the phone or charger does not operate normally after you follow the operating instructions.
 - If the phone or charger has been dropped or damaged.
 - If the phone 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 or disinfect the phone and charger, wipe with a cloth dampened with germicidal solution or isopropyl alcohol. Use of any other cleaners may damage the phone and void your warranty.
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 phone.

3. Charge the phone only in a Vocera charger and according to the instructions in the *Vocera User Guide*. These instructions are also included with the charger.
4. Do not charge the phone in a place where static electricity is generated or let the phone touch any object 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, or dispose of the battery in a fire. If you do so, the battery might explode.
7. Do not open or puncture the battery or subject the battery to strong physical shock.
8. Stop using the battery if it exhibits abnormal heat, odor, color, deformation, or is in an abnormal condition.
9. If you detect leakage or a foul odor, it is especially important to keep the battery away from fire. If battery liquid leaks onto your skin or clothes, immediately wash well with clean water. If liquid leaking from the battery gets into your eyes, do not rub your eyes. Instead, immediately rinse your eyes well with clean water, and consult a doctor.
10. Handle batteries with care to avoid shorting the battery with conducting materials, such as rings, bracelets, and keys. If the battery shorts, it may overheat and burn you.
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 non-conductive by applying vinyl tape to the terminals located on the edges of the battery, at the sides.

FAILURE TO FOLLOW THE FOREGOING INSTRUCTIONS COULD RESULT IN (A) DAMAGE TO EQUIPMENT, VOIDING YOUR WARRANTY AND/OR (B) PROPERTY DAMAGE AND/OR SERIOUS PERSONAL INJURY, INCLUDING DEATH.

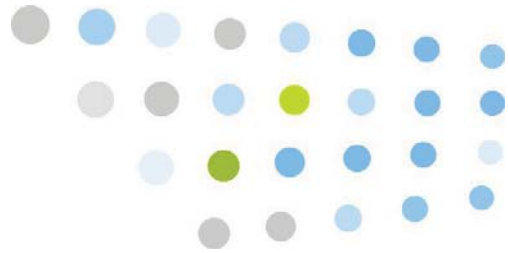
ATTENTION: SI LES INSTRUCTIONS CI-DESSOUS NE SONT PAS SUIVIES, VOUS VOUS EXPOSEZ AUX RISQUES SUIVANTS: A) DOMMAGE À L'ÉQUIPEMENT, ANNULANT VOTRE GARANTIE, B) DOMMAGES À LA PROPRIÉTÉ ET/OU RISQUES DE BLESSURES SÉRIEUSES, INCLUANT PERTE DE VIE.

Important Information About Use in Certain Areas

1. Turn your phone OFF in facilities when any posted notices instruct you to turn off all devices that emit a radio frequency. To turn the phone OFF, press the End button for 5 seconds or remove the battery. If the rules of your facility limit use of RF-emitting devices in certain areas, you must familiarize yourself with these rules and follow them strictly.
2. If you have any reason to suspect that the phone is interfering with sensitive equipment, turn the phone OFF immediately.
3. Turn your phone OFF and do not use the charger when you are in any area with potentially explosive materials in the atmosphere. Sparks in such areas could cause an explosion or fire, resulting in bodily injury or death. Areas with potentially explosive atmospheres include: fueling areas; transfer or storage facilities for fuel or chemicals; facilities with equipment using liquefied petroleum gas, such as propane or butane; and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

FAILURE TO FOLLOW THE FOREGOING INSTRUCTIONS COULD RESULT IN (A) DAMAGE TO EQUIPMENT, VOIDING YOUR WARRANTY AND/OR (B) PROPERTY DAMAGE AND/OR SERIOUS PERSONAL INJURY, INCLUDING DEATH.

ATTENTION: SI LES INSTRUCTIONS CI-DESSOUS NE SONT PAS SUIVIES, VOUS VOUS EXPOSEZ AUX RISQUES SUIVANTS: A) DOMMAGE À L'ÉQUIPEMENT, ANNULANT VOTRE GARANTIE, B) DOMMAGES À LA PROPRIÉTÉ ET/OU RISQUES DE BLESSURES SÉRIEUSES, INCLUANT PERTE DE VIE.



Command Reference

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

Summon and Dismiss the Genie

Table 61. Summoning and dismissing the Genie

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

Log In and Log Out

Table 62. Logging in and logging out

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

Record Your Name, Greeting, and Voiceprint

Action	Recommended Commands (examples in italics)
Log in at a site you are visiting	1. Press the Call button, then wait to hear the log-in prompt. 2. Connect to your home site as follows: Connect to <i>Santa Cruz</i>. 3. Wait for the next log-in prompt, then say or spell your name as usual: <i>April Buckley</i>.
Log in at your home site	Press the Call button, say your first and last name when prompted.

Record Your Name, Greeting, and Voiceprint

Table 63. Recording name, greeting, and voiceprint

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

Call a User or Group Member

Table 64. Calling 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> . *
Call a user with a department name	Call <i>John Smith</i> in <i>Hardware</i> .

Action	Recommended Commands (examples in italics)
Call a user with a first name and department	Call <i>Sue</i> in <i>Hardware</i> .

Dial a Telephone Number

Table 65. Dialing a telephone

Action	Recommended Commands (examples in italics)
Dial an extension	Dial extension 3145 . *
Dial an outside phone number	Dial an outside number. *
Redial the last phone number you called	Redial number. *

Broadcast to a Group

Table 66. Broadcasting to a group

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> . *
Initiate an urgent broadcast to the emergency broadcast group	Double-click the Call button.
Cancel a broadcast	Press the Hold/DND button while listening to the broadcast.

Forward a Call

Action	Recommended Commands (examples in italics)
Reply to everyone	1. Press and hold the Call button before the broadcast ends. • When it is OK to talk, the badge plays a chime. • If somebody else has already started to reply, you hear a warning sound. 2. Begin speaking. Everyone in the broadcast group hears you immediately. 3. When finished, release the Call button. Everyone in the broadcast group hears a chime, letting them know they can now reply.

Forward a Call

Table 67. Forwarding 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 voice mail. * Forward my calls to extension 3245. * Forward my calls to an outside number. * Forward my calls to another number. * Forward my calls to <i>Tech Support</i>. Forward my calls to <i>John Smith</i>. Stop forwarding.
When asked which calls to forward, answer:	All. Unanswered. Offline.

Transfer a Call

Table 68. Transferring a call

Action	Recommended Commands (examples in italics)
Transfer a call to a badge	Transfer to Mary Smith. Transfer to <i>Tech Support</i> .
Transfer a call to a desk extension	Transfer to extension 2457. *

Use Instant Conferences

Table 69. Using instant conferences

Action	Recommended Commands (examples in italics)
Join a conference	Join the conference for Managers . *
Leave a conference	Leave the conference for Cashiers . *
Start conferencing or reply (when you are in a conference)	1. Press and hold the Call button. • When it is OK to talk, the badge plays a chime . • If somebody else in the conference has already started to speak, you hear a warning sound. 2. Begin speaking. Everyone in the conference hears you immediately. 3. When finished, release the Call button. Everyone in the conference hears a chime, letting them know they can now reply.
Find out what conference you are in	What conference am I in?
Find out who is in your conference	Who is in my conference?
Find out who is in any conference	Who is in the conference for <i>Intensive Care</i> ?

Send and Receive Numeric Pages

Table 70. Sending and receiving numeric pages

Action	Recommended Commands (examples in italics)
Send a numeric page to a badge user, group, buddy, or address book entry	Send a page to <i>Tom Mailer</i> . * Send a page to <i>Tech Support</i> . *
Send a numeric page to any arbitrary pager number	Dial a pager number. *
Allow badge users to send you numeric pages *	Enable pages. *
Stop receiving numeric pages from badge users *	Disable pages. *

Block and Accept Calls

Table 71. Blocking and accepting 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?

Send Messages

Table 72. Sending messages

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

Play Messages

Table 73. Playing messages

Action	Recommended Commands (examples in italics)
Play new voice messages	Play messages. Play messages from <i>John Smith</i> . Play messages from <i>Marketing</i> .
Play new text messages	Play text messages.
Play old (previously played) voice messages	Play old messages. Play old messages from <i>John Smith</i> . Play old messages from <i>Marketing</i> .
Play old (previously played) text messages	Play old text messages.
Delete voice messages, played or not	Delete all messages. Delete messages from <i>John Smith</i> .
Delete text messages, played or not	Delete all text messages. Delete all text messages from <i>John Smith</i> .
Find out who called or left a message while you were unavailable (if you have Missed Call Notification turned off)	Who called?

Action	Recommended Commands (examples in italics)
Issue commands while playing a message. (Press the Call button before saying the command.)	Delete. Save. Next. Repeat. Time. Date. Cancel.

Locate Users and Groups

Table 74. Locating users and groups

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

Work With Your Groups

Table 75. Working with your 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> . *

Action	Recommended Commands (examples in italics)
Add yourself to multiple groups *	Add me to multiple groups. <i>Each time you hear a tone, say the name of a group to which you want to be added. When you are finished, press the Call button.</i>
Remove yourself from a group	Remove me from <i>Code Blue</i> . *
Remove yourself from multiple groups *	Remove me from multiple groups. <i>Each time you hear a tone, say the name of a group from which you want to be removed. When you are finished, press the Call button.</i>

Manage Groups

Table 76. Managing 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 Code Blue . *
Record a greeting for a group	Record greeting for Technical Support . *

Place a Three-Way Conference Call

Table 77. Placing a three-way conference call

Action	Recommended Commands (examples in italics)
Initiate a three-way 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> .

 Place a Three-Way Conference Call

Action	Recommended Commands (examples in <i>italics</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 three-way conference call between you and the other two parties. • Answer " No " to place the new party on hold while you speak with the original caller.
Switch between an active call and a call on hold	Press the Hold/DND button.
End a conversation and return to the other party	Press the Call button while talking to the person you want to disconnect.
Initiate an urgent three-way conference call	Urgently conference <i>John Smith</i> and Mary Jones. *
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>. *
Placing a three-way conference call between different sites	1. Connect to a remote site: Connect to <i>Santa Cruz</i>. 2. Wait for the next Genie prompt, then say: Conference <i>April Buckley</i>. 3. After April is connected, press the Hold/DND button to put the call on hold. 4. Connect to another remote site: Connect to <i>Scotts Valley</i>. 5. Invite another user to the conference call: Invite <i>John Smith</i>.

Work with Sites

Table 78. Working with sites

Action	Recommended Commands (examples in italics)
Call a user at your current site	Call <i>April Buckley</i> .
Call a user whose home site is the same as your current site	Call <i>April Buckley</i> .
Call a user at a remote site or any arbitrary site	1. Connect to <i>Santa Cruz</i> . 2. Wait for the next Genie prompt, then say: Call <i>April Buckley</i> .

Dictation

Table 79. Dictation

Action	Recommended Voice Commands (examples in italics)
Start recording a dictation session	Start dictation. * For more information about using the badge to record a dictation session, see the <i>Vocera Dictation User Guide</i> .

Miscellaneous

Table 80. Miscellaneous commands

Action	Recommended Commands (examples in italics)
Find out the time and date	What time is it?
Train the Genie to recognize the way you say a name	Learn a name. Learn a group name. Learn a location name.
Unlearn the training	Unlearn a name. Unlearn a group name. Unlearn a location name.

Action	Recommended Commands (examples in italics)
Train the Genie to recognize the way you say common commands	Learn commands.
Train the Genie to recognize the way you say other commands	Learn more commands.
Delete all your learned commands	Unlearn commands.
Connect incoming calls immediately	Turn Auto Answer on.
Ask before connecting incoming calls	Turn Auto Answer off.
Play announcements through badge speaker when headset plugged in	Turn announce through speaker on.
Play announcements through headset when headset plugged in	Turn announce through speaker off.

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