

# Vocera Smartphone User Guide

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Version 4.3

v o c e r a



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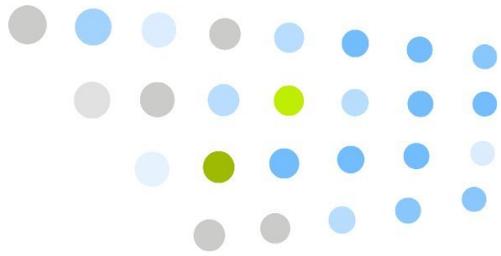
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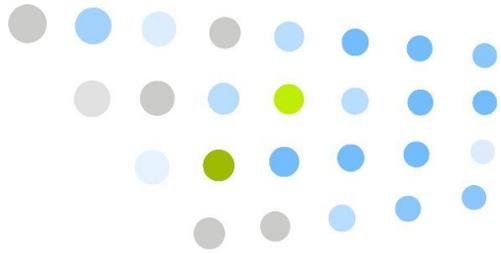


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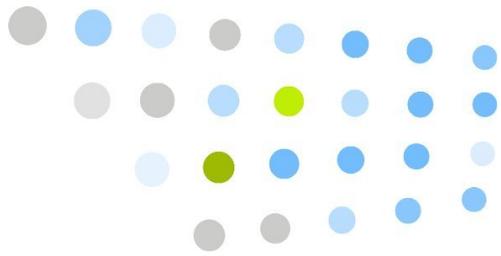
## What's New

Vocera 4.3 provides significant enhancements to the previous version of Vocera. The following topics summarize the new features for the Vocera smartphone.

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

- **Care Transition commands** – When Vocera Care Transition integration is enabled for your Vocera system, several additional voice commands are supported on Vocera devices. See [Using Care Transition Commands](#) on page 96.





## Welcome to Vocera

Your Vocera device provides fast, simple, person-to-person communication over your company's wireless network. 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 smartphone provides the one-touch, instant communication capability of the Vocera badge in a familiar phone form factor. With the smartphone, 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."

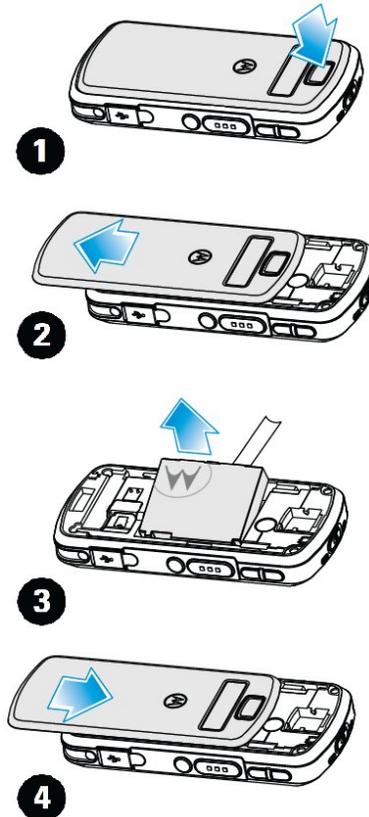
"Block all calls."

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 Smartphone

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

1. Install the battery by following the steps in the following figure:



2. Press and hold the Power/End  key for one to two seconds to turn on the phone. Wait until the phone screen reads Logged Out or shows someone's name.
3. Make sure the battery on the phone is fully charged.

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

See [Maintaining Your Smartphone](#) on page 121 for instructions on how to charge the battery.

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. Change the ring tones, if necessary. See [Sound](#) on page 44.

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:

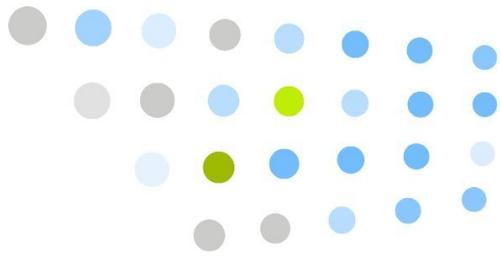
"Call Jim Olsen."

"Record my greeting."

"Play my messages."

For more information about Vocera commands, see [Basic Calling](#) on page 63 and [Advanced Commands](#) on page 81.





## Smartphone Features

The Vocera smartphone 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.

- **Essentials** on page 15
- **Basics** on page 18
- **Calling** on page 27
- **Vocera Apps** on page 28
- **Customization** on page 44
- **Email** on page 48
- **Connections** on page 50
- **Entertainment** on page 56
- **Headset Jack** on page 59
- **Alert Tones and Notifications** on page 59

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### Essentials

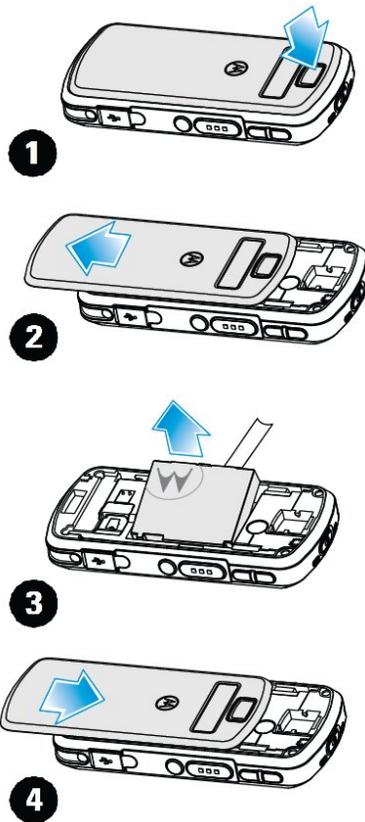
#### *Battery*

##### ***To install the battery:***

1. Press the battery door release.
2. Slide and remove the battery door.

**Note:** Use this opportunity to place the ID label of your smartphone inside the window of the battery door.

3. Insert the battery into the battery compartment and press down to secure it.
4. Place back the battery door and slide to lock.

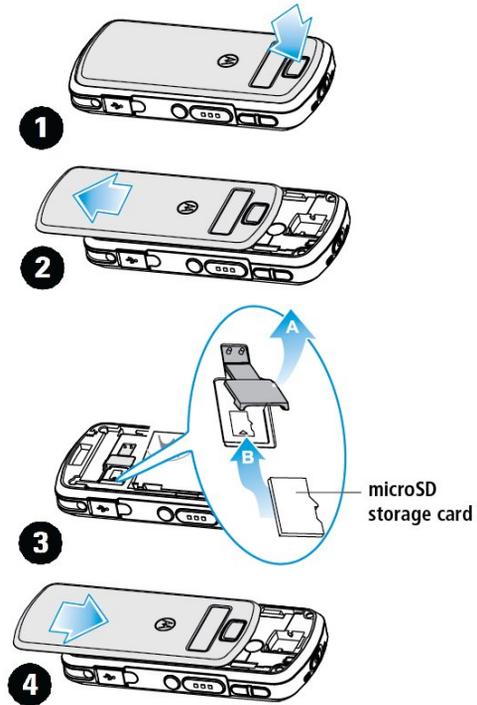


## Storage Card

Your smartphone allows you to use an optional microSD™ storage card to expand the available memory space. This secure digital card stores your mail attachments, images, music, text messages, and so on. You can transfer files from your smartphone or microSD storage card to your PC by using a USB cable or over Bluetooth communication. See [Connections](#) on page 50.

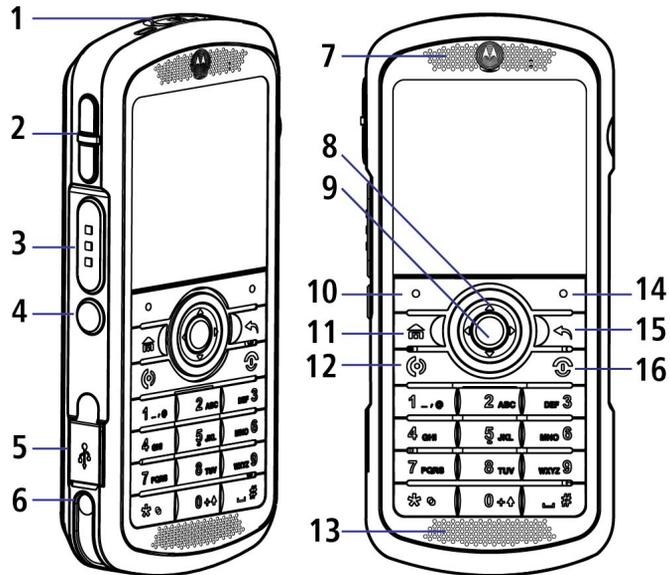
### **To install a microSD storage card:**

1. When the smartphone is powered off, press the battery door release.
2. Slide and remove the battery door.
3. Lift up the rubber latch (A) and insert the microSD storage card (B) into the card compartment.
4. Place back the battery door and slide to lock.



## Basics

### Smartphone Anatomy



- |   |                                   |
|---|-----------------------------------|
| 1. Speaker key                            | 9. Select key                     |
| 2. Volume up/down                         | 10. Left soft key                 |
| 3. Vocera Call button                     | 11. Home key                      |
| 4. Vocera Hold/DND button                 | 12. Call/Answer key               |
| 5. Rapid wall charger jack/USB cable port | 13. Speakerphone/lower microphone |
| 6. Desktop charger contact                | 14. Right soft key                |
| 7. Earpiece/upper microphone              | 15. Back key                      |
| 8. Navigation key                         | 16. Power/End key                 |



17. Battery door release

18. ID label window

19. Holster latches

20. Lanyard point

21. Headset jack

22. Desktop charger contact

**Note:** To avoid damaging your smartphone, carry it in an approved holster or case rather than a pocket, purse, or bag.

## *Powering On and Off*

### **Powering on:**

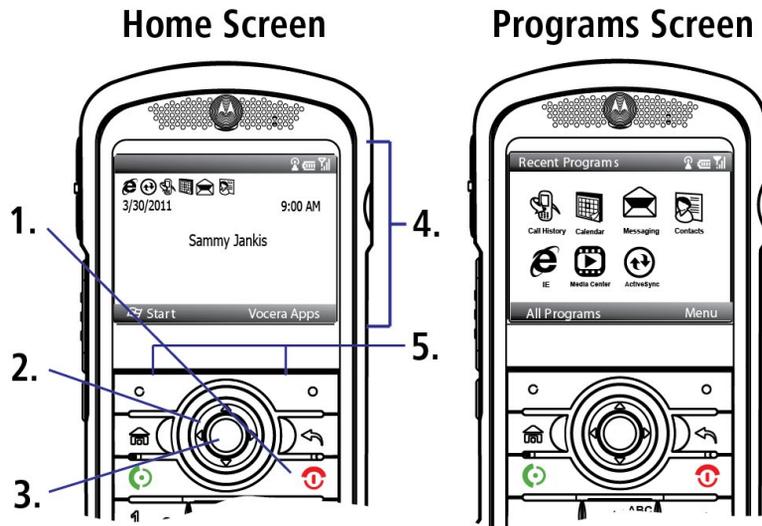
Press and hold  for 1-2 seconds. Allow a few seconds for the Home screen to appear.

### Powering off:

Press and hold  for 1-2 seconds.

## Main Screens

The main screens in the following figure above show standard layouts. Your smartphone's layouts may look different.



1. Press and hold the Power/End key  to turn on your smartphone.
2. Press the Navigation key - up, down, left, or right () to highlight a menu feature.
3. Press the center key  to select the highlighted feature.
4. Use the Navigation key () to explore the Home screen and your recently used programs.
5. Press the left/right soft keys to open the screen menus. The menu label of the soft key is displayed at the bottom of the screen.

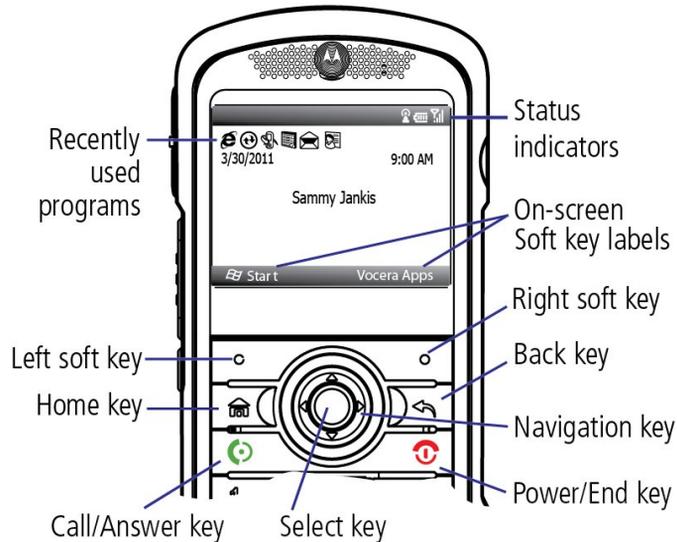
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**Best Practice:** Press the Back key  to go back one screen. Press the Power/End key  to exit any menu or view without saving changes. At any time, press the Home key  to return to the Home screen.

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## Keypad

The smartphone 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, the navigation key, or the center key to select options and choose menu commands.



## Status Indicators

The status indicators appear at the top of the home screen.

Icon	Description
	Full wireless service
	No wireless service
	Wireless is turned off
	Wireless connection to access point in-process
	Connected to wireless access point

Icon	Description
	No connection to wireless access point
	Bluetooth® on
	Do Not Disturb (DND) mode
	New unread text message(s)
	Battery charge level
	Speaker mode
	New voice message(s)
	New email message(s)
	Silent mode
	Vibrate mode

## Volume Controls

Volume controls are located on the left side of the phone, as shown in the following figure:



You can press the Volume up/down keys to adjust the ringer volume or the earpiece volume:

- **Ringer volume** – When you are not on a call, press Volume up/down keys to adjust the ringer volume, and then press **Done**. At the lowest setting, the phone is set to vibrate.
- **Earpiece volume** – When you are on a call, press Volume up/down keys to adjust the earpiece volume, and then press **Done**. The phone will retain this volume setting the next time you are on a call.

The smartphone supports independent earpiece volume settings for handset, speakerphone, and headset modes. If you switch between modes, the earpiece volume setting adjusts accordingly.

***To switch the ringer to Vibrate mode:***

1. Press the Volume Down key until the lowest setting is selected.
2. When you feel the phone vibrate, press **Done**.

## *Speakerphone Controls*

Turning on speakerphone makes incoming sound come out of the phone's speaker instead of the earpiece. Speakerphone is available whenever you are on an active phone call.

**Warning:** The speakerphone generates high volume levels. do not place the smartphone near your ear when using the speakerphone.

Activate the speakerphone during a call by pressing **Menu > Speakerphone**.

You can also activate the speakerphone during a call by pressing the Speaker key.



During a call, briefly press the speaker key  to turn on the speakerphone. The display indicates that the speaker is on.

**Note:** Speakerphone is not available when your smartphone is connected to a headset.

## Viewing Smartphone Information

The smartphone has an application called **Vocera Smartphone Information** that allows you to view the following categories of information:

- wireless network information
- Vocera Client Gateway information
- wireless security information
- version information

The Vocera Smartphone Information application also allows you to upload smartphone logs to an FTP server.

**Note:** The Vocera Smartphone Information application replaces the Vocera SP About application provided in earlier releases.

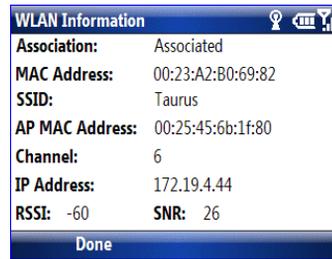
### To view Vocera Smartphone information:

1. Press **Start > All Programs > Vocera Smartphone Information**.

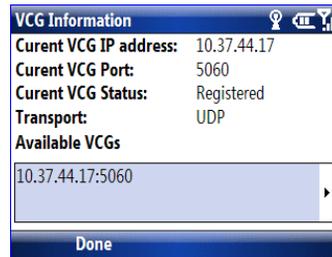
The Information dialog box appears.



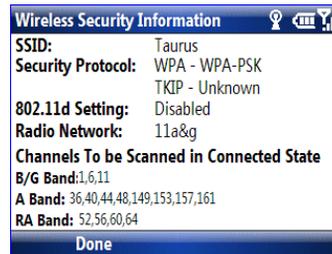
2. Select one of the Smartphone Information categories:
  - **WLAN Information** – The WLAN information is updated every half-second, displaying real-time wireless network information. It displays whether the phone has associated with an AP, the SSID, the phone's MAC and IP address, the AP MAC address and current channel, and signal strength (RSSI) and signal-to-noise (SNR) values.



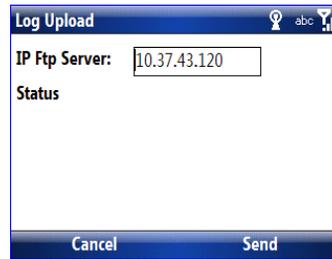
- **VCG Information** – Displays the current Vocera Client Gateway IP address(es) and ports, and whether the phone has registered with the gateway.



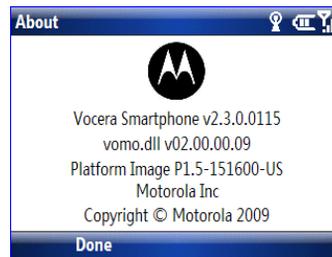
- **Wireless Security Information** – Displays the SSID, the type of authentication and encryption, whether 802.11d is enabled, which 802.11 data rates are being used, and which channels are scanned for different radio bands.



- **Log Upload** – Allows you to upload smartphone logs to a specified FTP server. For more information, see the *Vocera Smartphone Configuration Guide*.



- **About** – Displays version information for Vocera Smartphone firmware, the Vocera Client (vomo.dll), and the Motorola platform image.



## Locking and Unlocking the Smartphone

You can manually lock your smartphone to prevent accidental keypresses.

To lock your smartphone, press and hold  until the Quick List opens. Then, select **Lock**. Your left soft key becomes **Unlock**.

To unlock your smartphone, press **Unlock** and enter your password. Your smartphone uses \* if you have not set a password.

### ***To change your password and keep others from using your smartphone:***

1. From the home screen, press **Start > Settings > Security > Device Lock**.
2. Check the **Prompt if device unused for** checkbox, and select the amount of time for the smartphone to be inactive before automatically locking.
3. Choose a password type that is either simple (4-digit number) or strong alphanumeric.

**Note:** A hard-to-guess password consists of at least 7 characters, including uppercase and lowercase letters, numerals, and punctuation.

4. Enter and confirm your password.
5. Press **Done**.

To unlock the smartphone, press **Unlock**. When you see the unlock prompt, enter your password and press **Done**.

**Tip:** Choose a password you will remember. Without your password, you can reset your smartphone, but it will result in the loss of your personalized settings and all content stored in smartphone memory. To perform a hard reset, hold down the center key  for 5 seconds while turning the smartphone on.

**Note:** A locked smartphone still rings or vibrates for incoming calls, but you do not need to unlock it to answer.

---

## Calling

### *Making a Call*

#### **To start a call:**

- Press the Call button on the side of the smartphone, wait for the Genie to answer, and then say:
  - Call <person's first and last names>.
  - Call <person's first name> in <department name>.
  - Call <group name>. (Calls one group member.)



**Note:** The Vocera smartphone, like other phones but unlike the Vocera badge, does not play a chime to indicate when someone has answered your call.

#### **To start a call by entering a phone number:**

- Enter the phone number and press .

**Note:** If you call an extension, you may be connected directly with another Vocera smartphone or badge.

#### **To place a phone call from your Favorites list:**

1. From the Home screen, press **Vocera Apps**.

2. Select the **Favorites** app.
3. Select a contact from the list, and then press **Call**.

**To place a phone call from the Vocera Company Directory:**

1. From the Home screen, press **Vocera Apps**.
2. Select the **Company Directory** app.
3. Search for a user, group, or address book entry by typing the start of the name. To search for a user, type the start of the user's *last* name.
4. Select a contact from the list, and press **Call**.

## Answering a Call

When your smartphone rings and/or vibrates, press the Call button on the side of the phone or  to answer. To end the call, press the Call button on the side of the phone or .

- When you are busy when a call comes in, select **Ignore** to send the call directly to voicemail.
- To put a call on hold, press the DND button. To return to the call, press DND again.

If you are on a call and another call comes in, you may select one of the following:

- When you are busy when a call comes in, select **Ignore** to send the new call directly to voicemail.
- To put the current call on hold and answer the incoming call, press . All calls are listed on the screen. To move between calls, scroll to a call on hold and press .

---

## Vocera Apps

On the Home screen, the right soft key launches Vocera Apps, a collection of the following utilities:

<b>Favorites</b>	Call or send a message to one of your favorite Vocera contacts.
<b>Company Directory</b>	Search for Vocera users, groups, or address book entries.
<b>Messaging</b>	Read, reply to, and respond to Vocera text messages.

**Settings**

View settings for Vocera Apps.

The Vocera Apps start every time you power on the phone.

## Displaying Vocera Apps

### To display Vocera Apps:

1. On the Home screen, press the **Vocera Apps** soft key. The Vocera Apps screen appears.



2. Press the Navigation keys—up, down, left, or right (◂◃◅◆)—to highlight an app.  
You can also press **Menu** to select an app from a menu.
3. Press the center key (◉) to select the highlighted app.

### Minimizing and Exiting Vocera Apps

On the Vocera Apps screen, you can minimize the application by pressing **Home**. When the application is minimized, you can still receive incoming text messages, which will automatically bring the application to the foreground. You can also bring the application to the foreground by pressing **Vocera Apps** on the smartphone's Home screen.

You can exit the Vocera Apps application by choosing **Menu > Exit** from the Vocera Apps screen. However, when you exit from Vocera Apps you can no longer read or respond to text messages. You should not exit the application unless you are planning to upgrade the smartphone.

If you exit from Vocera Apps accidentally, press **Vocera Apps** to restart the application.

## Handling Lost Connections

If the Vocera Apps client is unable to connect to the Vocera Server, or if it loses its connection for any reason, the smartphone automatically switches to the Vocera Apps screen and displays the message "Lost Connection." This could be caused by a momentary network problem. If the application is unable to connect for several minutes, or it has never connected successfully, please contact your Vocera system administrator.

## Types of Contacts

In the Favorites and Company Directory apps, the following icons identify different types of Vocera contacts:

Icon	Contact Type
	Vocera user
	Vocera group
	Vocera address book entry
	<p>Personal contact who is not in the Vocera system (also known as an outside buddy).</p> <p><b>Note:</b> You can add personal contacts to Favorites using the Vocera User Console, provided your system administrator has enabled access to it.</p>

## Contact Status

In the Favorites and Company Directory apps, the following icons identify the current status of Vocera contacts:

Icon	Contact Status
 Green	The contact is online.
 Yellow	The contact is online but unavailable for a call. The contact may be on a call or in Do Not Disturb mode.

Icon	Contact Status
 Red	The contact is offline, either because the contact is logged off or is currently off network.

You can send a voice message or text message to a Vocera user or group at any time. If you call a Vocera user or group, the call may be forwarded to another number if forwarding has been enabled.

## Input Modes

The Favorites, Company Directory, and Messaging apps have fields that allow you to type text. You can change the input mode to type uppercase letters and numbers, lowercase letters and numbers, or numbers only.

### **To change the input mode from a text field or a message:**

- Press the \* key.

You can cycle between the following input modes:

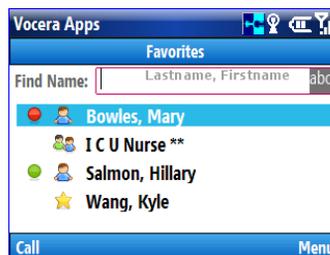
- **abc1** – lowercase letters and numbers
- **ABC1** – uppercase letters and numbers
- **123** – numbers

## Using Favorites

The Favorites app allows you to communicate with your favorite Vocera contacts.

The list of favorite contacts is identical to the list of Buddies in the Vocera User Console. A buddy is someone you can call by using a nickname in a voice command, or a friend who is not in the Vocera system (also known as a personal contact or an outside buddy).

When you select the Favorites app from the Vocera Apps screen, the Favorites screen appears.



Use the Navigation keys to scroll down the list to find a favorite contact. When a contact is selected, you can press **Call** to call the contact, or press **Menu** to list all commands available for that contact. The **Menu** varies based on the type of contact selected.

**To search for a favorite contact:**

- Type the start of the contact's name. To search for a user, type the start of the user's *last* name.

Each character that you type in the **Find Name** performs an incremental search, highlighting the closest matching contact.

**Note:** If you have not added any favorite contacts yet, you can press **Directory** to add one from the Company Directory.

**To add a contact to your Favorites list:**

1. From the Home screen, press **Vocera Apps**.
2. Select the **Company Directory** app.
3. Search for a user, group, or address book entry by typing the start of the name.
4. Select a contact from the list, and press **Add To Favorites**.

**Note:** You can also add contacts to your Favorites list using the Vocera User Console, provided your system administrator has enabled access to it.

**Favorites Menu Commands**

The **Menu** soft key displays the commands available for a selected contact in the Favorites list. The following table shows the commands available in the Favorites list for each contact type. The commands are not shown in the order they appear in the menu.

Command	Description	Available For
Call	Initiates a call to the selected contact.	All contact types
Directory	Displays the Company Directory.	All contact types
Contact Info	Displays information for the selected contact.	All contact types
Delete	Deletes the selected contact from the Favorites list.	All contact types

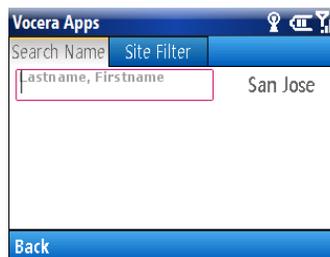
Command	Description	Available For
Refresh	Refreshes the status of contacts with latest information from the Vocera Server.	All contact types
Back	Returns to the Vocera Apps screen.	All contact types
Urgent Call*	Initiates an urgent call to the selected contact.	Users and Groups
Text Message	Sends a text message to the selected contact.	Users and Groups
Broadcast*	Sends a broadcast to the selected group.	Groups
Urgent Broadcast*	Sends an urgent broadcast to the selected group.	Groups

\* Requires permission

### *Using the Company Directory*

The Company Directory app allows you to search for Vocera users, groups, or address book entries. Once you find a contact in the Company Directory, you can use it to place a call, send a message or broadcast, or add the contact to your Favorites list.

When you select the Company Directory app from the Vocera Apps screen, the Company Directory screen appears. The Company Directory screen has two tabs: **Search Name** and **Site Filter**. The Search Name tab is shown in the following screen.



#### **To switch to the Site Filter tab:**

- Press the up Navigation key, and then press the right Navigation key.

Here is a Company Directory screen showing the Site Filter tab.



**To select the Site Filter used for the Company Directory:**

1. Press the up Navigation key, and then press the right Navigation key to switch to the Site Filter tab.
2. Press the up or down Navigation keys to highlight a site.

**Note:** If you don't want to filter the Company Directory by site, select **All Sites**.

3. Press **Apply**.

The app switches to the Search Name tab. The current site filter appears to the right of the **Search Name** field.

**To search for a user, group, or address book entry on the Search Name tab:**

- In the **Search Name** field, type the start of the contact's name. To search for a user, type the start of the user's *last* name.

Each character that you type in the **Search Name** performs an incremental search, resulting in up to 50 matching entries. You can narrow the search further by typing more characters in the **Search Name** field.

**Note:** By default, the local site is the default site used for searching the Company Directory. To choose another site, use the left or right Navigation keys to switch to the Site Filter tab.

**Company Directory Menu Commands**

The **Menu** soft key display the commands available for a selected contact in the Company Directory. The commands vary based on the type of contact selected. The following table shows the commands available in the Company Directory for each contact type. The commands are not shown in the order they appear in the menu.

Command	Description	Available For
Call	Initiates a call to the selected contact.	All contact types
Add To Favorites	Adds the selected contact to the Favorites list.	All contact types
Site Filter	Displays the Site Filter tab.	All contact types
Contact Info	Displays information for the selected contact.	All contact types
Back	Returns to the Vocera Apps screen.	All contact types
Urgent Call*	Initiates an urgent call to the selected contact.	Users and Groups
Text Message	Sends a text message to the selected contact.	Users and Groups
Broadcast*	Sends a broadcast to the selected group.	Groups
Urgent Broadcast*	Sends an urgent broadcast to the selected group.	Groups

\* Requires permission

## Reading Text Messages

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

- Text messages. Vocera smartphone users can send text messages to other Vocera users. Vocera Messaging Interface (VMI) applications that interface with other systems, such as nurse call systems, can also send text messages to Vocera devices.
- Email messages. People inside and outside the Vocera system can send text messages to your Vocera device from their email programs. See [Sending Text Messages to Vocera Devices](#) in the *Vocera Badge User Guide*.
- User Console messages. Users can send these text messages from the Vocera User Console. See [The User Console](#) on page 119.

The Messaging app allows you to read, reply, and respond to text messages. You can read text messages on the smartphone, or play them aloud via text-to-speech. A VMI text message can also supply audio files containing recordings of the message and response prompts.

When you open the Messaging app, there are two tabs: **New Messages** and **Read Messages**. The default tab is **New Messages**.



To list messages you already read, select the **Read Messages** tab. You can select it using the Navigation keys, or press **Menu > Read Messages Tab**.



Whether you view the **New Messages** or **Read Messages** tab, the list displays the sender, date, and time of the message, as well as partial message text. Icons indicate whether a particular message is new, has been opened before, has been saved (archived), or is urgent.

### Message Icons

In the Messaging app, the following icons identify different types of messages:

Icon	Description
	Unopened message
	Opened message
	Saved (archived) message

Icon	Description
	Urgent message

### Message List Menu Commands

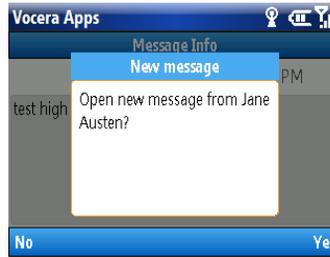
When you select a message from the New Messages or Read Messages lists, the following menu commands are available:

Command	Description
Open Message	Opens the message so you can read it.
Delete Message	Erases the message from the smartphone and from the Vocera server.
Archive Message	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. Saved messages are maintained on the server until you delete them. They are not affected by scheduled sweeps of the server.
Unarchive Message	Allows the message to be automatically deleted by scheduled sweeps of the server.
Back	Returns to the Vocera Apps screen.
Read Messages Tab / New Messages Tab	Displays the other message list.

### Text Message Prompts and Alert Tones

When your smartphone receives a text message of normal or high priority, it plays an alert tone and then prompts you whether to open the message. The alert tone is different for normal and high priority messages.

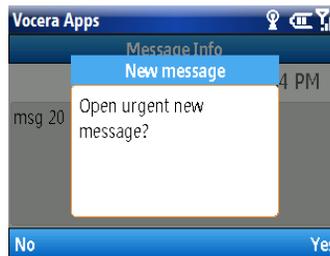
Here is the prompt that appears when you receive a new text message of normal priority:



When your smartphone receives an urgent message, it plays an alert tone and then immediately plays the message. The alert tone for an urgent message is the same as for a high-priority message.

**Note:** If you are using the phone to speak with someone when a normal or high priority message arrives, you cannot play the message until the call ends. However, the phone plays urgent messages immediately, breaking into a conversation and putting the original caller on hold if necessary.

Here is the prompt that appears when you receive a new urgent text message:



## Opening Text Messages

You can open a text message to read it, and then use menu choices to respond to the message.

### ***To open a text message on a smartphone:***

1. On the Home screen, press the **Vocera Apps** soft key. The Vocera Apps screen appears.
2. Press the Navigation keys—up, down, left, or right (◂◃)—to highlight the **Messaging** app.  
You can also press **Menu > Messaging** to select the Messaging app from a menu.
3. Press the center key (◂◃) to select the **Messaging** app.
4. Use the left or right navigation keys (◂◃) to move between the New Messages tab and the Read Messages tab.

- Once you select a Messaging tab, use the navigation key  $\odot$  to scroll through the list of messages until you see the message you want to read. Newest messages are listed first. Press the center key  $\bullet$  to open it.
- The smartphone 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:** If a text message appears to be incomplete, someone may have sent you a email message longer than the character limit for your device.

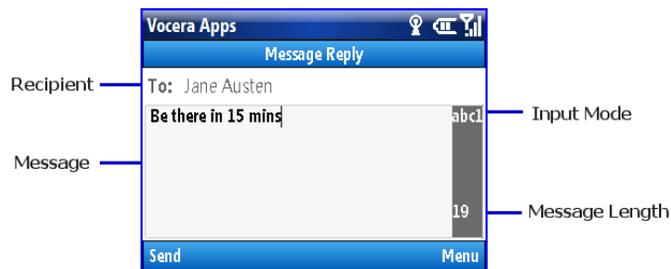
## Replying to Text Messages

You can reply to text messages sent from other smartphones or from the Vocera User Console. VMI messages do not allow you to reply, but they do allow you to choose a predefined response or call a callback number.

### To reply to a text message:

- After opening a message in the New Messages or Read Messages list, press the **Reply** soft key.

The Message Reply screen appears.



- Use the keypad to type a message up to 100 characters. The current message length (number of characters) appears at the bottom right. To switch between input modes, press the star key (\*).
- When you are finished typing the message, press **Send**.

## Responding to a Text Message Using Menu Commands

After you open and read a text message, you can press **Menu** to choose a response to the message.

The following table shows the list of message menu commands. The table does not include custom responses that can be included with VMI messages.

Command	Description
Play	Converts a text message to a spoken message and plays it for you.
Reply	Responds with a text message reply. Available only for non-VMI text messages.
Back	Returns to the list of text messages, where you can select another message.
Call	Initiates a call to the specified number. Available only when a callback number is sent with a VMI text message.

### Responding to a Played Message Using a Voice Command

Text messages that are played aloud (such as urgent messages) play a beep when the message is finished. After the beep, you have approximately 1.5 seconds to say one of the valid responses before the Genie begins to prompt for a response. This allows you to respond quickly to the message.

After the 1.5-second interval, the Genie announces the responses you can say. You can also call back to the sender (by saying “Call back”) or skip the message (by saying “Skip”).

#### ***To respond to a message that is played aloud:***

1. Listen to the message, and wait for the beep to indicate that the message is finished.
2. Within 1.5 seconds after the beep, say one of the valid responses.
3. If you don't know what the valid responses are, wait for the Genie to announce them, and then say your response.

## *Sending Text Messages*

You can use the Favorites or Company Directory apps to send a new text message to any Vocera contact. Each text message can be up to 100 characters.

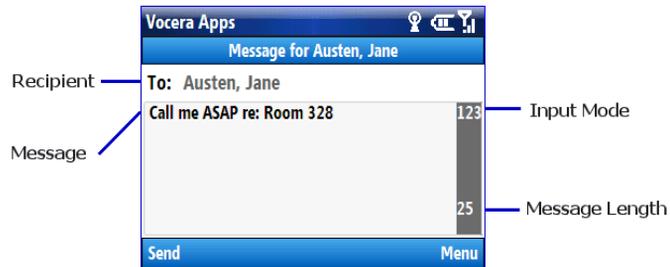
#### ***To send a text message:***

1. Select a Vocera contact from the Favorites or Company Directory apps.

**Note:** You cannot send a text message to the Everyone or Everyone Everywhere groups.

2. Press **Menu > Text Message**.

The Message screen appears.



3. Use the keypad to type a message up to 100 characters. The current message length (number of characters) appears at the bottom right.

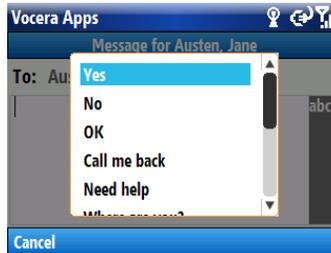
To switch between input modes, press the star key (\*).

4. When you are finished typing the message, press **Send**.

***To enter a Quick Notes phrase in a text message:***

1. From the Message screen, select the location where you would like to insert a Quick Notes phrase, and press **Menu > Quick Notes**.

The Quick Notes dialog box appears.



2. Press the up, down, left, or right Navigation key (◂) to select a phrase.

3. Press the center key (◉) to select the phrase and add it to the message.

By default, the Quick Notes list includes the following phrases:

- Yes
- No
- OK
- Call me back
- Need help
- Where are you?
- Will call you later
- Busy

- On my way
- Thank you
- Need more info
- Can this wait?

**Note:** The Vocera system administrator can customize the Quick Notes list, adding phrases that your organization commonly uses. For more information, see the *Vocera Administration Guide*.

**To enter special characters or symbols in a text message:**

1. From the Message screen, press **Menu > Symbols**.

The Symbols dialog box appears.



2. Press the up, down, left, or right Navigation key (◂◃◅◆) to highlight a symbol.
3. Press the center key (◄◂◃◅◆) to select the symbol.

**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.

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

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:

**jbatista**

- 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}**

**Note:** To send an urgent message, include the string **\*\*urgent\*\*** anywhere in the subject.

4. In the **message area**, type your message. Be brief, because the message will be limited to 223 characters on B3000 and B2000 badges or smartphones, 236 characters on a Cisco Unified Wireless IP Phone (7900 series), and 130 characters on a B1000A badge. 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. Make sure the email message is formatted as plain text; HTML and RTF formats are not supported.
6. 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. See [The User Console](#) on page 119 for a brief summary of the User Console, or see the *Vocera User Console Guide* for a complete description of its features. Not all organizations allow access to the User Console.

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.

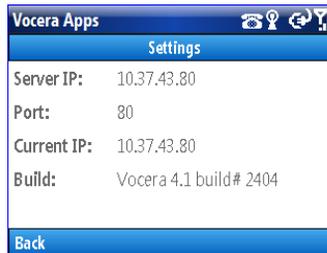
**To send a text message from the User Console:**

1. Launch the User Console as described in [The User Console](#) on page 119.
2. Click the Send Text tab on the navigation bar.  
The Send Text page appears.
3. Click the **Select Recipient** button.  
The Select User or Group dialog box appears, letting you specify the recipients of the message.
4. Choose the users and groups to whom you want to send the message, 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**.

*Viewing Settings for Vocera Apps*

You can use the Settings app to view the Vocera Server IP address, the port, and the Vocera build number currently being used by Vocera apps. These settings are read-only and cannot be modified.

When you open the Settings app, the Settings screen appears.



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## Customization

### *Sound*

You can change the ring tones for incoming calls and other events.

**To change the ring tones for incoming calls and other events:**

1. Press **Start > Settings > Sounds**.

2. Scroll and highlight the sound you want to change, then press the navigation key  right or left to change it. To play the sound, press **Menu > Play**.

Here are the sounds you can change:

- Ring tone
- Reminders
- New email
- New instant message
- Exclamation
- Question
- Warnings
- Keypad control

3. Press **Done** to save the sound setting.

***To copy a sound file to the Sounds location:***

1. Press **Start > File Manager > My Documents**.
2. Highlight the sound file you want to copy to the Sounds location.
3. Press **Menu > File > Copy to** and select **Application Data > Sounds**.

**Note:** If the sound file is not located in the My Documents folder, go to the folder where the sound file is stored and copy it to the Sounds folder.

***To delete a custom ring tone:***

1. Press **Start > Settings > Sounds**.
2. Press **Menu > Delete Sounds**.
3. Select the sound file to delete, then press **Select**.
4. Press **Yes** to confirm deletion.

**Note:** When you delete a custom ring tone from your smartphone, you will have to download it again.

## *Time and Date*

***To change the time and date:***

1. Press **Start > Settings > Clock & Alarm > Date and Time**.
2. In **Time Zone**, use the navigation key  to select your time zone.

**Note:** Update your time zone when you travel, to make sure your smartphone's calendar events appear at the right time.

3. In **Date**, edit the month, day, or year.
4. In **Time**, edit the hour, minute, and second.

**Note:** To change between AM/PM display, use the navigation key  to highlight the AM/PM and press the  key.

5. Press **Done** to save the time and date settings.

You can specify the time and date style by changing the regional settings. Press **Start > Settings > Regional Settings**.

## Display

You can set a photo or picture as a wallpaper (background) image or change your layout and color scheme on your home screen.

### **To set display options:**

1. Press **Start > Settings > Display**.
2. Specify the following options:
  - Home screen layout – Select a layout for the home screen.
  - Color scheme – Select a color scheme for the display.
  - Home screen image – Select a picture for your wallpaper image, or Default for default wallpaper.
  - Time out – Select the time interval before the display returns to the home screen, or Never.
  - System font size – Change the font size for better readability
3. Press **Done** when you are finished.

## Changing the Background Image

Want to copy an image from your PC to your smartphone to use as a background image?

**Note:** Your PC must have Microsoft® Windows® Mobile Device Center (on a PC running Windows 7) or you must install Microsoft ActiveSync on your PC.

### **To change the background image:**

1. Connect the smartphone to your PC.

2. On your PC, copy the image file you want. The file format must be: .gif, .jpg, or .bmp.
3. In ActiveSync on your PC, select Explore and double-click My Windows® Mobile device.
4. Double click My Documents, then double click My Pictures and paste the image into that folder.

When you download a picture file for a wallpaper, it might not automatically save in the My Pictures folder. To move your picture file perform the following:

***To move a picture file into the My Pictures folder:***

1. Press **Start > File Manager > My Documents**.
2. Highlight the picture file you want to copy to the My Pictures location, press **Menu > File > Copy to** and press **My Documents > My Pictures**.

**Note:** If the picture file is not located in the My Documents folder, go to the folder where the picture file is stored and copy it to the My Pictures folder.

## *Backlight*

Your smartphone automatically adjusts the display brightness when you move between bright and dark environments. To save battery life, your display backlight turns off when you are not using your smartphone. The backlight turns back on when you press a key.

***To set how long your smartphone waits before the backlight turns off:***

1. Press **Start > Settings > Power Management**.

The following options appear:

- Main battery: the remaining battery powers shown as bar.
- Backlight time out on battery: Select the time that the display backlight stays on when you do not use the phone.
- Backlight time out on AC: Select the time that the display backlight stays on while charging.
- Display time out: select the time that the display stays on before the smartphone enters standby.

During standby, very little power is being consumed.

- Smart Backlight: enable to automatically increase the display illumination in daylight conditions.

2. Press the **Done** when you are finished.

## *Task Manager*

To see what programs are running (active) on your smartphone or stop a specific program from running, use the Task Manager.

### ***To stop a program from running:***

1. Press **Start > Accessories > Task Manager**.
2. Select the program and press **End Task**.

### ***To remove a program:***

1. Press **Start > Settings > Remove Programs**.
2. Select the program and press **Done**.

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## **Email**

### *Receiving and Reading Email Messages*

When you receive a message your smartphone plays an alert and shows New Message with the message indicator on the home screen.

On the home screen, press **Start > Messaging > (Outlook Email)**.

If you do not see a list of messages, press **Menu > Folders > Inbox**.

To return to the folder list, press **Menu > Folders**.

### ***To read a message:***

- Press the navigation key  to scroll to the message and press the center key  to open it.

When you have a message open, press the navigation key  right to open the next message, or left to open the previous message.

### *Message Attachments*

When an email has Microsoft® Word, Excel, or PowerPoint files attached, you can open and edit them using **Documents To Go**. You can also view .pdf file attachments, or extract .zip file attachments.

Download the attachment, then select the file and follow the prompts to open it. When the document opens, you can move around the page using the navigation key .

- Excel spreadsheets – Select cells and enter numbers or text. Press **Menu** for the following options: save, cut, copy, paste, find, delete, and so on.
- PowerPoint slide shows – Press the left softkey to switch between notes, outline and slide views. Press **Menu** for the following options: save, cut, copy, paste, find, delete, and so on.
- Word documents – Type numbers or text into the document. Press **Menu** for the following options: save, cut, copy, paste, find, delete, and so on.
- PDF documents – Press the Zoom key to change the zoom level. Press the **Menu** key to save a copy of the file, switch pages or other functions.

To transfer attachments to your computer for editing, use Microsoft® ActiveSync or Windows® Mobile Device Center.

## *Message Options*

To delete, save, reply, or forward the messages, use these quick steps from the Inbox with a message selected or when viewing a message:

- To delete, press **Delete**.
- To reply, press **Menu > Reply** or **Reply All**.
- Enter the message and press **Send**.
- To forward, press **Menu > Reply > Forward**.
- Enter the message and press **Send**.
- To create a contact card for the sender, highlight the sender and press the center key  **> Save**.

**Tip:** Need to check your email right now? Press **Start > Messaging**. Select the account to send and receive messages and press **Menu > Send/Receive**. The smartphone connects to your Internet email server and sends and receives your messages. To stop this process, press **Menu > Stop Send/Receive**.

## *Sending an Email Message*

You can use your smartphone to send email messages to people.

**Note:** You cannot send text messages from the smartphone currently.

### ***To send an email message:***

1. Press **Start > Messaging > (email account)**.
2. Press **Menu > New**.
3. In the **To**, **Cc**, and/or **Bcc** fields, enter email addresses. Insert a semicolon (;) between multiple addresses.

**Tip:** You can quickly enter email addresses from your contact cards. In the **To** field, press  and select a recipient from the list. Then select the recipient's email address.

4. Use the keypad to compose a message.

5. Press **Send**.

**To set the priority for an email message:**

- Press **Menu > Message Options**.

**To cancel a message:**

- Press **Menu > Cancel Message**.

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## Connections

### *Inline and Stereo Headsets*

Use your Audio jack to plug in an optional hands-free headset.



**Warning:** When using a headset, you may not hear the surrounding sounds. Do not use a headset where it can endanger your safety.

### *Bluetooth™ headset*

Your smartphone supports Bluetooth wireless pairing (also called linking or bonding). You can pair your smartphone with a Bluetooth headset to perform hands-free calls and playing audio.

## Turn Bluetooth Power On or Off

If Bluetooth Power is on, your smartphone can automatically pair with the handsfree device you have used before. Turn on the device or move it near the smartphone.

### **To turn Bluetooth on:**

- Press **Start > Settings > Connections > Wireless Manager**, then check the **Enable Bluetooth** box.

The Bluetooth indicator  appears in the home screen.

**Note:** To extend battery life, use the previous procedure to turn off Bluetooth when not in use. Your smartphone will not pair with devices until you set Bluetooth power back on and pair your smartphone with the devices again.

## Pair with a Headset or Handsfree Device

This section describes the first time connection of a Bluetooth headset. The headset must be charged prior to starting.

### **To turn on Bluetooth:**

1. Press **Start > Settings > Connections > Wireless Manager** and check the **Enable Bluetooth** box.
2. From the Home screen, press **Start > All Programs > Bluetooth > Bluetooth Manager > Hands-free**. Press **Yes** to turn on Bluetooth.
3. Place the headset in pairing mode. Refer to the *Bluetooth Pairing Instructions* included with the headset. When using Motorola headset, press and hold the **Call** button of the headset for 5 seconds. The indicator light turns on and remains steady. If the indicator light is flashing or does not remain steadily lit, turn off the headset and repeat this step.
4. Press **Add**. The smartphone prompts you to verify your device is ready.
5. Press **Search**.
6. Select the headset from the list.
7. When prompted, enter the device passkey provided with your headset (such as 0000) and press **Accept**.

When your headset successfully pairs, the indicator light changes from steady to flashing blue.

After you have successfully paired your phone and headset, you do not need to repeat these steps. To pair the headset again, verify that your smartphone's Bluetooth is enabled (see step 1) and turn on the headset.

**Tip:** For specific information about the Bluetooth device you are using with your smartphone, refer to the instructions that came with it.

## Send Objects to Another Device

You can use Bluetooth pairing to send email, contacts, tasks, calendar items, audio, ring tones, pictures, video, and voice notes from your smartphone to a computer or other device.

### *To use a Bluetooth headset to send objects to another device:*

1. Press **Start > Bluetooth > BT Send Object**.
2. Select the object type and object you want to send.

**Tip:** To select an item, press the center key .

3. Press **Send**.
4. Select the name of the device to send the file.
5. To cancel sending an item, press **Menu > Cancel**.

## Advanced Bluetooth Features

### *To allow a Bluetooth to discover your smartphone:*

- Press **Start > Bluetooth > Bluetooth Manager > Settings**, and check **Allow other Bluetooth devices** to see this phone.

### *To connect to a recognized handsfree device:*

- Press **Start > Bluetooth > Bluetooth Manager > Hands-free > device name**.

### *To drop pairing with a device:*

- Press **Start > Bluetooth > Bluetooth Manager > Hands-free > device name > Disconnect**.

### *To send an object to a device:*

- Press **Start > Bluetooth > BT Send Object**.

### *To edit the properties of a recognized device:*

- Press **Start > Bluetooth > Bluetooth Manager > Hands-free > device name**, then press **Menu > Properties > Nickname**.

### *To change the Bluetooth name of your smartphone:*

- Press **Start > Bluetooth > Bluetooth Manager > Settings** and enter the name in My Bluetooth name.

## *Synchronizing Your Smartphone*

You can synchronize the information on your smartphone in two ways, over the air (OTA) or using a cable and your computer.

### **Sync Over the Air**

Once you enter your organization, smartphone sync's over the air (OTA) directly with your company's wireless network. The network compares your smartphone's contact information, calendar appointments, messages, and media files to those on your computer and then updates to the most recent information.

When sync update does not happen, contact your system administrator to set up this synchronization.

**Note:** When you are out of network coverage, and your smartphone tries to sync 3 times without finding a network, you will receive a notification. For more information, select **View Status**. Synchronization will resume when there is network coverage.

### **Sync with a Computer**

You can use Microsoft® ActiveSync version 4.5 or above or Windows® Mobile Device Center to synchronize information between your smartphone and a computer. In addition to all the activities performed over the air, ActiveSync allows you to view the content of your smartphone on your computer. You can move files between your computer and smartphone, download and install applications, and service your smartphone.

### **Installing and Setting up ActiveSync**

To synchronize information on your smartphone with a PC, you must install Windows® Mobile Device Center (on a PC running Windows 7) or Microsoft ActiveSync (on a PC running Windows XP™ or earlier).

**Note:** Synchronization software is installed on your smartphone. Before installing the synchronization software, on your computer, verify that your computer and operating system meet the minimum requirements stated on the CD-ROM sleeve of the synchronization software or Microsoft Windows® Mobile Web site (<http://www.microsoft.com/windowsmobile>). This Web site also lets you download the latest software for ActiveSync.

**To set up ActiveSync:**

1. Install Microsoft ActiveSync (for Windows® XP™ or earlier) or Windows Mobile Device Center (for Windows 7) on your PC.
2. After setup completes, connect your smartphone to the PC. The smartphone drivers install on your computer and then the Sync Setup Wizard automatically starts.
3. Follow the instructions on the screen to complete the wizard.

The wizard prompts you for the Exchange Server's name, your user name, your password, and the domain name. If you do not have this information, contact your system administrator.

When you finish the wizard, ActiveSync starts to synchronize automatically with your smartphone. Once synchronization completes, you can disconnect your smartphone from your PC.

For more details on syncing your email, contacts, and calendar with ActiveSync, read ActiveSync online help, or see the following Microsoft web page:

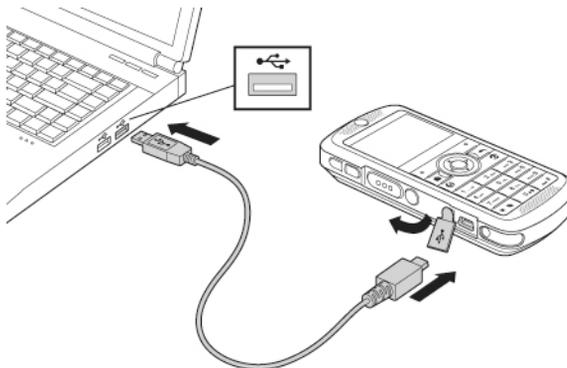
<http://www.microsoft.com/windowsmobile/en-us/help/synchronize/activesync-outlook.aspx>

**Sync with a Cable Connection**

Once Microsoft® ActiveSync or Windows® Mobile Device Center is installed on your PC, you can connect it to your smartphone and sync.

**To sync with a cable connection:**

1. Turn on the smartphone.
2. Connect your smartphone to your PC using a USB cable.



## Sync with a Bluetooth™ Connection

Once Microsoft® ActiveSync or Windows® Mobile Device Center is installed on your PC, you can connect it to your smartphone and sync with a Bluetooth connection.

Ensure that the smartphone and PC are within close range (within 30 feet). If this is the first time you have connected to this PC using Bluetooth wireless, you must complete the Bluetooth wizard on the smartphone and set up a Bluetooth partnership with the PC before synchronizing.

**Note:** To use this feature, your PC must be equipped with Bluetooth wireless or a Bluetooth PC adaptor accessory.

Follow the instructions in ActiveSync Help for configuring Bluetooth connections on your PC to support ActiveSync.

### ***To sync with a Bluetooth connection:***

1. Turn on the smartphone.
2. On your smartphone, verify that Bluetooth wireless is turned on. Press **Start > Settings > Connections > Wireless Manager**.
3. Check the **Enable Bluetooth** box.
4. Press **Done**.
5. Press **Start > Settings > Connections > USB Device Type** and select **ActiveSync Serial**.
6. Press **Done**.
7. Press **Start > ActiveSync**.
8. Select **Menu > Connect via Bluetooth**.
9. Select **Add**.
10. Press **Search**.
11. Press **Select** to connect the headset.
12. When prompted, enter the device passkey provided with your PC (such as 0000) and press **Accept**.
13. When finished, press **Start > Settings > Connections > Wireless Manager**. Uncheck the **Enable Bluetooth** box to conserve battery power on your smartphone and turn off Bluetooth power.

## Configuring a Proxy Server

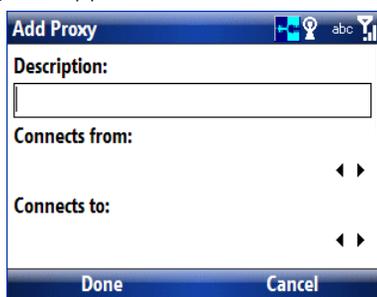
A proxy server is a server that acts as an intermediary between a client device (such as a Vocera smartphone) and the Internet, mainly for enterprise security and caching services. You may need to configure a proxy server on your smartphone to connect to sites on the public Internet.

**Note:** If you do not know the settings needed to configure a proxy server for your smartphone, contact your company's IT department for help.

### **To configure a proxy server for a smartphone:**

1. Press **Start > Settings > Connections > Proxy > New**.

The Add Proxy dialog box appears.



2. Enter a name for the proxy server.
3. In the **Connects From** and **Connects To** lists, select the type of network connections.  
For example, select "Work" for **Connects From**, and select "The Internet" for **Connects To**.
4. In the **Proxy** field, enter the name of the proxy server followed by a colon and then the port number. For example: **www.proxy.com:80**
5. In the **Type** field, select the proxy server type (HTTP, WAP, Socks4, or Socks5). The default is HTTP.
6. Enter a username and a password for the proxy server, if they are required.
7. Press **Done** to save the settings.

---

## Entertainment

### Web Browser

If your organization has enabled Internet access, you can use your browser to search and view the Web.

You may need to configure a proxy server on your smartphone to connect to sites on the public Internet. See [Configuring a Proxy Server](#) on page 56.

**To enable Internet Explorer for your network:**

1. Press **Start > All Programs > Internet Explorer**.
2. Press **Menu > Tools** (option 9).
3. Select **Options** (option 3).
4. Select **Connections**.
5. Uncheck the **Automatically Detect Settings** checkbox.
6. In the **Select Network** list, select Work.
7. Press **Done** to close the Connections window.
8. Press **Done** to close the Options window.

**To open Internet Explorer:**

- Press **Start > Internet Explorer**.

Your browser home page appears.



**Note:** Not all Web file formats are supported.

- To go to a new web page, enter the address in the address bar and press the center key .
- To go to a link in a Web page, use the navigation key  to highlight the link and then press the center key .
- To go back to the previous Web address, press .
- To change the browser's home page, open the new Web page and press **Menu > Tools > Options > Home Page > Use Current**.
- To add a Web address to your Favorites, press **Menu > Favorites > Menu > Add Favorite**.
- To show/hide pictures, press **Menu > View > Show Pictures**.

## *View Stored Pictures and Video*

### **To view pictures stored in your smartphone:**

1. Press **Start > Pictures & Videos**.
2. In the picture viewfinder, press **Menu > Options**.

The Options screen includes the following options:

- **General** – Determine default picture sizes for email and rotating picture settings.
- **Slide Show** – Select default slide show settings.

**Tip:** To view videos located in a folder other than the default video folder, including a storage card, press **Start > Pictures & Videos**, then press **Menu > Folders**, and then select the folder that contains the stored videos.

**Note:** General and Slideshow options are also available for video. However, these settings are specific to picture files only.

## *Play a Video Clip*

### **To play a video clip:**

- Press **Start > Pictures & Videos > video clip > Play**.

The video clip plays in the Windows Media Player.

**Note:** For optimal playback, video files should have screen resolution of 320 x 240. Playing files with other resolution may hinder performance. Supported video formats are: H.263, GSM-AMR, AAC and WMV.

**Tip:** To play video in full screen mode, press **Menu > Full Screen**. Videos recorded in a low resolution may not play in full screen mode.

If a call comes in while watching a video, the video pauses and a call alert appears. You can choose to answer the call or ignore it. To continue watching the movie, select the **Play** button.

## *Video Playback Options*

In the video playback window, press **Menu > Options** to open the Video Playback Menu. This menu can include the following options:

- **Playback** – Determines how the time counter appears, whether to pause playback while using another program, and whether to resume playback after a phone call.
- **Video** – Options for showing in full screen and when to scale to fit window.

- **Network** – Selects default network settings for streaming media.
- **Library** – Determines if the player starts on the Library view.
- **Skins** – Determine Windows® Media Player skin theme.
- **Buttons** – Set playback button mapping.

---

## 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.

---

## Alert Tones and Notifications

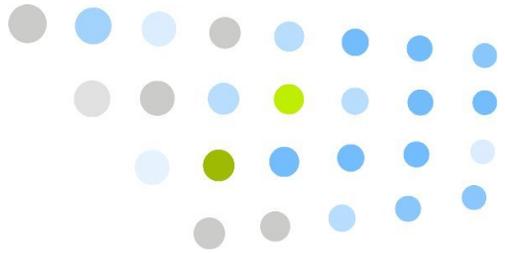
Alert tones are controlled by settings on the Vocera server. Your device may play any or all of the following alert tones:

<b>Tone</b>	<b>Meaning</b>
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:

<b>Reminder</b>	<b>Meaning</b>
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.

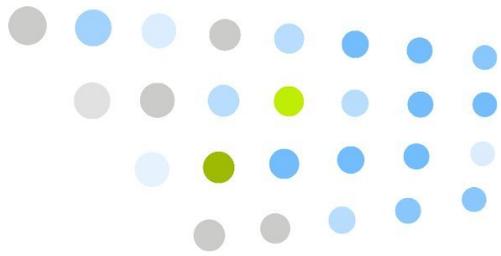


## Commands

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

- [Basic Calling](#) on page 63
- [Advanced Commands](#) on page 81





## Basic Calling

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

Action	Recommended Voice Commands	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 device. 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 your device in a 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 device, 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 device 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.

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.

---

## 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.

Action	Recommended Voice Commands	Alternative Forms
Call a user	Call <i>John Smith</i> .	Find <i>John Smith</i> . Get me <i>John Smith</i> . Contact <i>John Smith</i> .

## Using Speak or Spell

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 66 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 with Department Names

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

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

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

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

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

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

### Calling a Group Member

The system administrator may create groups of Vocera users and provide a list of groups for you to use in commands. When you call a group, you are actually calling an available member of that group, not everyone in the group. The Vocera server determines which member to try first, based on the ordering method the system administrator or group manager chooses.

#### **To call a member of a group**

1. Press the Call button.

2. Wait for the Genie to answer.
3. Tell the Genie to "Call *the Group's name*."

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

Action	Recommended Voice Commands	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:

<b>Action</b>	<b>Recommended Voice Commands</b>	<b>Alternative Forms</b>
Train the Genie to recognize the way you say a name	Learn name.	Learn a name.
	Learn group name.	Learn a group name.
	Learn address book name.	Learn an address book 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 address book name.	Unlearn an address book 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. If you have a badge, the Genie may ask if you want to talk to the caller. The ring tones for a badge and a phone are different.

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

- Press the Call button.
- Put the phone up to your hear, press and hold the side button until you hear a tone.

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

- Press the DND key.
- Press the Power/End  key.

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 90.

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 78.

**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 72 and [Blocking and Accepting Calls](#) on page 98 .)

## Ending a Call

Either party can end a call.

**To end a call:**

- Press the Call button or the Power/End  key.

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.

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 90.

## *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.

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

- Press the round Hold/DND button on the side of the phone.



The DND icon appears at the top of the screen.

### ***To reconnect to a call on hold:***

- Press the Hold/DND button again.

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

## *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 98.

---

## Sending Voice and Email Messages

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

- [Sending a Voice Message](#) on page 73
- [Sending an Email Message](#) on page 74

### *Sending a Voice Message*

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

If you send an urgent message, it automatically breaks through to all recipients, regardless of what they are doing at the time. See [Issuing Urgent Commands](#) on page 93.

The following table shows the commands for recording voice messages:

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

## Sending an Email Message

You can 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:

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

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

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

---

## 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:

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

<b>Action</b>	<b>Recommended Voice Commands</b>	<b>Alternative Forms</b>
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:

<b>Action</b>	<b>Recommended Voice Commands</b>	<b>Alternative Forms</b>
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:

<b>Action</b>	<b>Recommended Voice Commands</b>	<b>Alternative Forms</b>
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.

<b>Action</b>	<b>Recommended Voice Commands</b>	<b>Alternative Forms</b>
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

Action	Recommended Voice Commands	Alternative Forms
Cancel message play	Cancel	Goodbye

## 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:

Action	Recommended Voice Commands	Alternative Forms
Connect incoming calls immediately	Turn auto answer on.	
Ask before connecting incoming calls	Turn auto answer off.	

## Getting Help

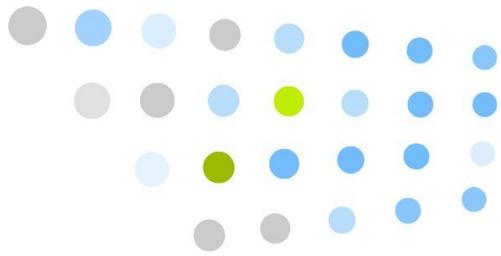
The Vocera system can be customized to provide users with a Help command to help users learn how to use their Vocera devices. For example, the Help prompt could direct users to a Vocera super user, an administrator, an internal Web site, or a local help desk for assistance.

<b>Action</b>	<b>Recommended Voice Commands</b>	<b>Alternative Forms</b>
Get help	Help.	

**Note:** If your system does not have a custom Help prompt, when a Vocera user says the "Help" command the system uses the standard Help prompt: "No help is currently available."

For information on how your Vocera administrator can create a custom Help prompt, see [Providing a Custom Help Prompt](#) in the *Vocera Administration Guide*.





## Advanced Commands

Some commands require special Vocera permissions or are a little more complex than the commands described in [Basic Calling](#) on page 63. This chapter describes these commands.

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

---

### Calling Telephone Numbers

If the Vocera Telephony Solution Software is installed on your system, you can ask the Genie to call telephone numbers. Separate permissions are required to make calls to in-house extensions, local numbers, and long-distance numbers.

The following commands are available:

Action	Recommended Voice Commands	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:** 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 91.
- Invite. See [Placing a Three-Way Conference Call](#) on page 91.
- Send Voice Email. See [Sending an Email Message](#) on page 74.

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

## 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, personal contact (or buddy), or person in the address book, you can speak the command "Page Dr. Randolph" to send a numeric page.

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

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

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

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

Action	Recommended Voice Commands	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 <i>3964</i> .	

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

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

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

Vocera requires you to have separate permissions to call toll and toll-free phone numbers. You need one or both of these permissions to send a page to names in your 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:

<b>Action</b>	<b>Recommended Voice Commands</b>	<b>Alternative Forms</b>
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:

<b>Action</b>	<b>Recommended Voice Commands</b>	<b>Alternative Forms</b>
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:

Action	Recommended Voice Commands
Join a conference *	Join conference for <i>Intensive Care</i> .
Leave a conference *	Leave conference for <i>Intensive Care</i> .

Action	Recommended Voice Commands
Start conferencing or reply (when you are in a conference)	<ol style="list-style-type: none"> <li>Press and hold the Call button. <ul style="list-style-type: none"> <li>If it is OK to talk, you hear a beep. Other users also hear a beep to indicate that an instant conference is starting.</li> <li>If somebody else in the conference has already started to speak, you hear a chirp.</li> </ul> </li> <li>Begin speaking. Everyone in the conference hears you immediately.</li> <li>When finished, release the Call button. Everyone in the conference hears a chirp, letting them know they can now reply.</li> </ol>
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 Call button during the broadcast. Recipients may also respond to everyone in the broadcast group by pressing and holding the Call button before the broadcast ends.

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

Action	Recommended Voice Commands
Initiate a broadcast to a group	Broadcast to <i>Tech Support</i> .

Action	Recommended Voice Commands
Cancel a broadcast	Press the Hold/DND button while listening to the broadcast.
Reply to everyone	<ol style="list-style-type: none"> <li>1. Press and hold the Call button before the broadcast ends. <ul style="list-style-type: none"> <li>• If it is OK to talk, you hear a beep. Other users also hear a beep to indicate that a reply is starting.</li> <li>• If somebody else has already started to reply, you hear a chirp.</li> </ul> </li> <li>2. Begin speaking. Everyone in the broadcast group hears you immediately.</li> <li>3. When finished, release the Call button. Everyone in the broadcast group hears a chirp, letting them know they can now reply.</li> </ol>

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 71.

## *Summoning Help in an Emergency*

If your system administrator sets up an emergency broadcast group, you can quickly summon help in an emergency.

### ***To initiate an emergency broadcast:***

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

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

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

**Note:** Because this feature initiates an urgent broadcast, it interrupts any other calls or broadcasts that are in progress. See [Issuing Urgent Commands](#) on page 93.

---

## 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:

Action	Recommended Voice Commands	Alternative Forms
Forward calls to a phone number in your profile *	Forward my calls to my desk phone. Forward my calls to my cell phone. Forward my calls to my home phone. Forward my calls to my company voice mail.	Forward calls to my desk phone. Forward calls to my mobile phone. Forward calls to my home phone. Forward calls to my voice mail.
Forward to an internal extension *	Forward my calls to extension 3425 .	Forward to extension 3425 .

Action	Recommended Voice Commands	Alternative Forms
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."

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.

Action	Recommended Voice Commands
Initiate a conference call	Conference <i>James Madison</i> and <i>Mary Lamb</i> .

Action	Recommended Voice Commands
Add another party to a call (unsupervised method)	<ol style="list-style-type: none"> <li>1. Press the Hold/DND button to put your call on hold.</li> <li>2. Press the Call button to summon the Genie and say: Invite <i>Robin Hood</i>.</li> </ol>
Add another party to a call (supervised method)	<ol style="list-style-type: none"> <li>1. Press the Hold/DND button to put your call on hold.</li> <li>2. Press the Call button to summon the Genie and say: Call <i>Robin Hood</i>. Your device connects to the new party.</li> <li>3. After speaking with the new party, press the Hold/DND button. When the Genie asks if you want to conference the parties, do either or the following: <ul style="list-style-type: none"> <li>• Answer "Yes" to create a three-way conference call between you and the other two parties.</li> <li>• Answer "No" to place the new party on hold while you speak with the original caller.</li> </ul> </li> </ol>
Switch between an active call and a call on hold	Press the Hold/DND button.
End a conversation and return to the other party	Press the Call button while talking to the person you want to disconnect.

## Issuing Urgent Commands

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

You can make any of the following commands urgent:

- Call
- Broadcast
- Conference
- Invite

Urgent commands are 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 78.

The following table shows you how to issue urgent commands.

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

### Dialing a Phone Number to Urgently Broadcast to a Group

Using a Vocera Smartphone, a user can dial the prefix for urgent broadcasts (666 by default) followed by a group's telephone extension to make an urgent broadcast to a group of Vocera users. This DTMF method of initiating an urgent broadcast is faster and it bypasses the Genie, thus avoiding potential speech recognition problems. This feature is also available if you access the Genie from a standard phone (instead of a Vocera Smartphone) by calling the Vocera hunt number.

For example, if the prefix for urgent broadcasts is 666 and the extension for the Charge Nurse group is 5800, you could send an urgent broadcast to the Charge Nurse group by dialing **6665800** and then pressing .

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

---

## Joining or Leaving a Group

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

**Note:** Group managers also have the ability to add members to a group and remove them. See [Commands for Group Managers](#) on page 107.

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

<b>Description</b>	<b>Recommended Voice Commands</b>	<b>Alternative Forms</b>
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:

<b>Description</b>	<b>Recommended Voice Commands</b>	<b>Alternative Forms</b>
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 Vocera User or Group Member

To find a Vocera 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*."

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

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

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

## Using Care Transition Commands

When Vocera Care Transition integration is enabled for your Vocera system, the following additional voice commands are supported on Vocera devices. When you say any of these commands, you are prompted to say your Care Transition PIN.

Action	Recommended Voice Commands
Start a Care Transition session.	Access Care Transition.

Action	Recommended Voice Commands
Record a shift change report.	Record shift report. Record shift change report. Record shift report with <i>User</i> .
Play a shift change report.	Play shift report. Play shift change report.
Record a transfer report.	Record transfer report.
Play a transfer report.	Play transfer report.
Record a charge report.	Record charge report. Record charge report with <i>User</i> .
Play a charge report.	Play charge report.

## 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.

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. Voiceprint recordings are specific to the type of Vocera device you are using. If you switch to a different type of device, you will need to record a new voiceprint.

## Blocking and Accepting Calls

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

Action	Recommended Voice Commands	Alternative Forms
Block calls *	Block all calls. Block all calls from <i>John Smith</i> . Block all calls <b>except</b> from <i>John Smith</i> .	Hold all calls. Hold all calls from <i>John Smith</i> . Hold all calls <b>except</b> from <i>John Smith</i> .
Accept calls *	Accept all calls. Accept all calls from <i>John Smith</i> . Accept all calls <b>except</b> from <i>John Smith</i> .	Take all calls. Take all calls from <i>John Smith</i> . Take all calls <b>except</b> 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*.

Action	Recommended Voice Commands
Start recording a dictation session *	Start dictation.

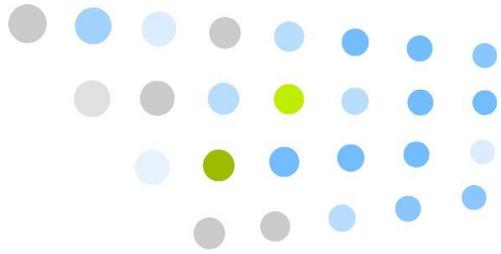
---

## Getting Other Information

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

Action	Recommended Voice Commands	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?	



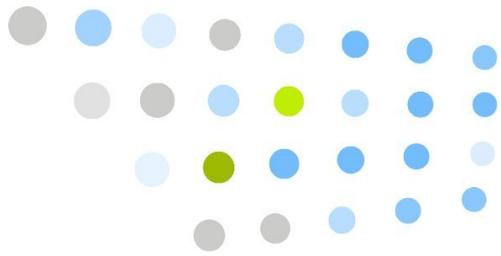


## Special Features

The following topics describe special features of the Vocera smartphone:

- [Communicating with Multiple Sites](#) on page 103
- [Commands for Group Managers](#) on page 107
- [Using Vocera Access Anywhere](#) on page 111
- [The User Console](#) on page 119





## 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:

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

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

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.

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

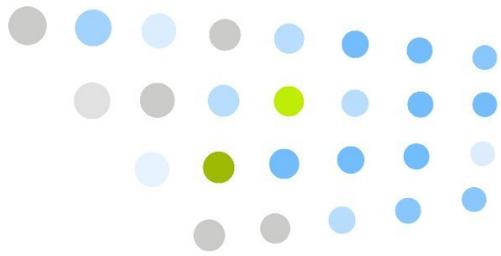
When you log in at your home site, you don't need to connect to it. You only need to connect when logging in at a remote site.

**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.

<b>Action</b>	<b>Recommended Commands (Italics indicate an example)</b>
Placing a three-way conference call between different sites	<ol style="list-style-type: none"><li data-bbox="805 487 1259 557">1. Connect to a remote site: Connect to <i>Santa Cruz</i>.</li><li data-bbox="805 565 1259 635">2. Wait for the next Genie prompt, then say: Conference <i>April Buckley</i>.</li><li data-bbox="805 644 1259 696">3. After April is connected, press the Hold/DND button to put the call on hold.</li><li data-bbox="805 704 1259 774">4. Connect to another remote site: Connect to <i>Scotts Valley</i>.</li><li data-bbox="805 782 1259 852">5. Invite another user to the conference call: Invite <i>John Smith</i>.</li></ol>



## 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 94 .

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

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

---

## Recording Names and Greetings for a Group

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.

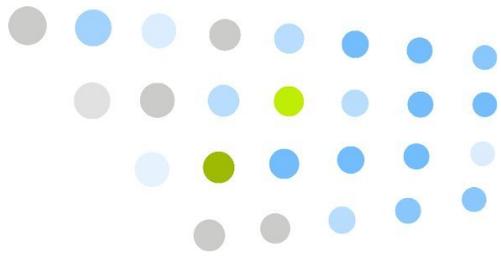
Similarly, the Genie speaks a *greeting* when someone calls the group and no members can accept the call. This greeting can let callers know that they have reached the proper group or give them further information. If a greeting is available, the Genie plays it before automatically asking callers if 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”.

<b>Action</b>	<b>Recommended Commands (Italics indicate an example)</b>	<b>Alternative Forms</b>
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



## Using Vocera Access Anywhere

If a Vocera telephony server is installed with your system, you can use a standard phone to call the Vocera hunt number to direct the call to any Vocera user, group, or Address Book entry. This 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 smartphone. It includes the following topics:

- [Types of Access to the Genie](#) on page 111
- [Software and Configuration Requirements](#) on page 112
- [Starting a Genie Session from a Phone](#) on page 113
- [Starting a Genie Session at Another Site](#) on page 114
- [Vocera Access Anywhere Special Keys](#) on page 115
- [Announcements for Calls from a Phone](#) on page 115
- [Commands Not Supported from a Phone](#) on page 116
- [Training the Genie from a Phone](#) on page 117

**Important:** The Vocera smartphone provides a Vocera client within a WiFi phone. You can use the Vocera smartphone to call other Vocera users directly without first calling the Vocera hunt number.

---

### 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:

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

## Software and Configuration Requirements

To access the Genie from a phone, your Vocera System must meet 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 Vocera Anywhere Using Caller ID

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

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

Only a system administrator can enable your user profile for Vocera Access Anywhere. However, you can use the User Console to set your phone numbers and phone password. For more information, see [The User Console](#) on page 119.

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## Starting a Genie Session from a Phone

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

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

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

**Note:** If you try to start a Genie session from a phone when you do not have permission, the Genie says, "I'm sorry. You need permission to access the Genie from a phone. 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 [Vocera Access Anywhere Special Keys](#) on page 115.

### ***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 direct access mode.  
The Genie prompts you to say or spell your first and last name.
3. Say or spell your first and last name.

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

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

You must enter the password using the keypad; you cannot say it. The phone password must be between 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 [Vocera Access Anywhere Special Keys](#) on page 115.

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## 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 104.

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

Connect to *Site*.

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

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

4. Say or spell your first and last name.

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

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

You must enter the password using the keypad; you cannot say it. The phone password must be between 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.

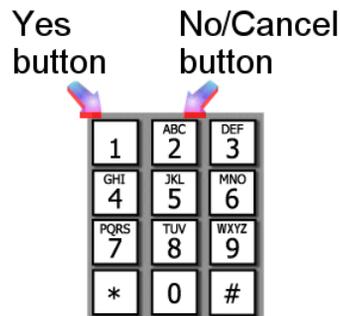
**Note:** When you access the Genie from a phone, Vocera is not aware of your location. If you want to call people at other sites, you must first connect to that site.

---

## Vocera Access Anywhere Special Keys

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

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



**Important:** 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 to provide 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 Genie 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."

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
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 twice.
- You cannot put your phone in Do Not Disturb mode.
- You can press keys on your phone to send DTMF tones to navigate IVR trees, but the 1 and 2 keys cannot be used for touch tone responses because they are used as Yes and No buttons. You cannot put the phone in touch tone mode to say touch tone responses.

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## Training the Genie from a Phone

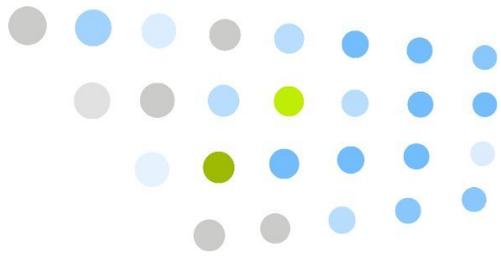
When you access the Genie from a phone, you can train the Genie to recognize the way you say names and commands. For more information about commands you can use to train the Genie from a badge or a phone, see [Training the Genie](#) on page 67.

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**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.

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## The User Console

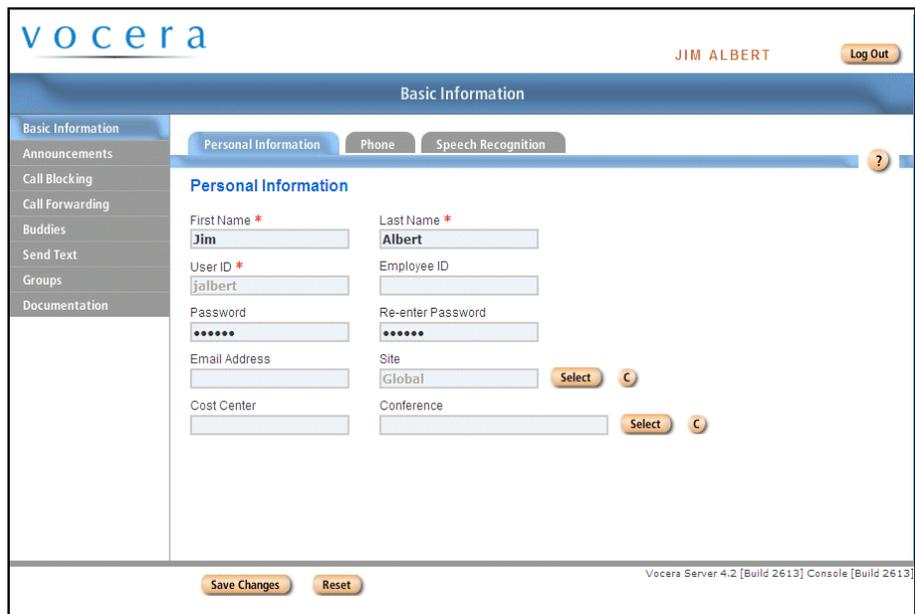
The User Console is a browser-based application that you can use to customize your personal information and some of the settings for your badge.

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.

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### User Console Features

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



The screenshot shows the Vocera User Console interface. At the top left is the 'vocera' logo. At the top right, the user's name 'JIM ALBERT' is displayed next to a 'Log Out' button. Below the header is a navigation bar with 'Basic Information' selected. A sidebar on the left lists various settings: Basic Information, Announcements, Call Blocking, Call Forwarding, Buddies, Send Text, Groups, and Documentation. The main content area is titled 'Personal Information' and contains several input fields: First Name (Jim), Last Name (Albert), User ID (jalbert), Employee ID, Password (masked with dots), Re-enter Password (masked with dots), Email Address, Site (Global), Cost Center, and Conference. There are 'Select' buttons next to the Site and Conference fields. At the bottom of the form are 'Save Changes' and 'Reset' buttons. The footer text reads 'Vocera Server 4.2 [Build 2613] Console [Build 2613]'.

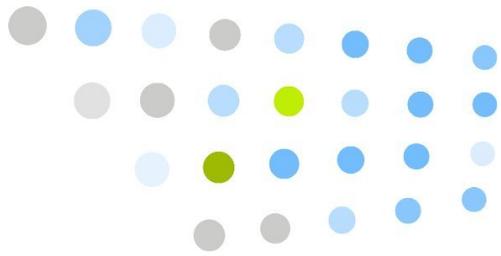
Other links allow you to:

- 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 98 and [Forwarding Your Calls](#) on page 90).
- 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:
- 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.



## Maintaining Your Smartphone

The Vocera smartphone 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.

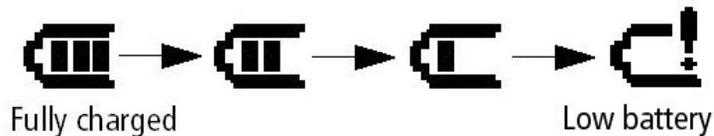
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### When to Charge the Battery

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.



2. An alert signal plays at regular intervals.

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### Charging the Battery

**Important:** Before you use a charger, see the regulatory safety sheet that accompanied your phone.

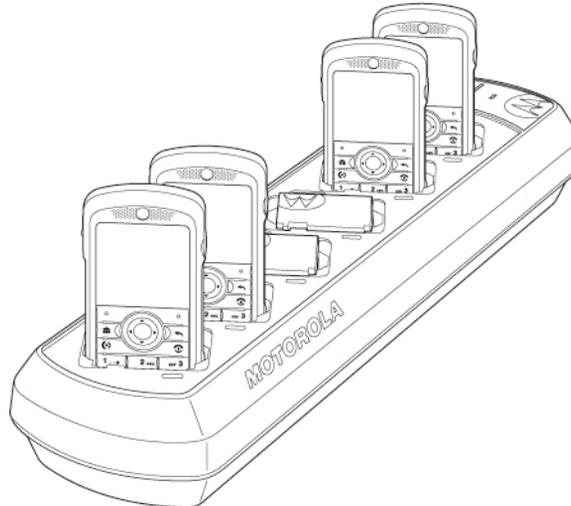
Vocera offers two types of phone chargers, a single-bay charger and a 6-bay charger.

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

The following figure shows a phone in a single-bay charger



The following figure shows phones and batteries in a 6-bay charger



### Checking Charging Status

The single-bay and 6-bay chargers for the Vocera smartphone have different LED indicator lights to show the status of battery charging, docking of the phone, or power-up of the phone.

When charging a phone or a battery in a single-bay charger, the indicator light on the top of the charger shows one of the following conditions:

Indicator	Description	Meaning
	Blinks green for one second	The phone is powering up.

Indicator	Description	Meaning
	Slow flashing green	The battery is charging.
	Solid green	The battery is fully charged.
	Flashing yellow	The battery is waiting to be charged.
	Fast flashing red	The battery is unable to charge. The battery may be out of the permitted temperature range, or it may be defective or non-Motorola, or it may be improperly seated.

When charging a phone or a battery in a 6-bay charger, the indicator light on the top of the charger shows one of the following conditions:

Indicator	Description	Meaning
	Blinks green for one second	The phone is properly docked. To see the charging status, check the battery level indicator on the phone display.
	Slow flashing green	The battery is charging.
	Solid green	The battery is fully charged.
	Fast flashing red	The battery is unable to charge. The battery may be out of the permitted temperature range, or it may be defective or non-Motorola, or it may be improperly seated.

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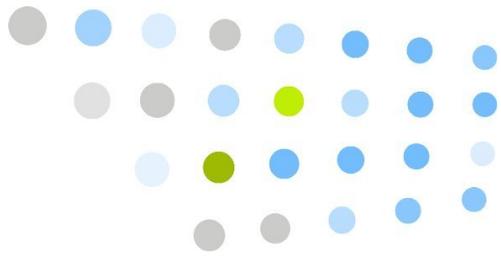
## Cleaning the Smartphone

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



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



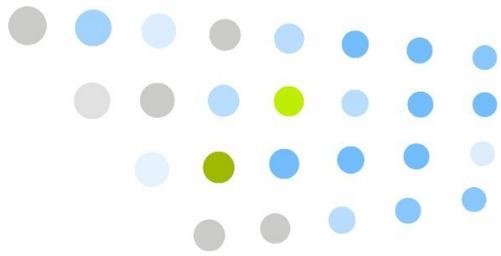


## Reference

The following topics provide reference information for Vocera badges and smartphones:

- [Frequently Asked Questions](#) on page 127
- [Agreements, Specifications, and Notices](#) on page 131
- [Command Reference](#) on page 135





## Frequently Asked Questions

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### Why does the Genie have trouble understanding me?

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

- Is the device close enough to your mouth? For optimal voice recognition, a Vocera badge should be between 6 to 8 inches (15 to 20 cm) 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 device settings.)

- Did you say a valid command? If so, was the command in the proper format?

The Genie recognizes specific commands, and these must be in the format *verb-noun*. If you get into the habit of saying the command first, and then giving the details, you will find it very easy to communicate through your Vocera device. Here are a few examples:

"Call Jim Olsen."

"Record a greeting."

"Block all calls"

"Play old messages."

- Is the problem that the Genie doesn't understand "yes" or "no"?

Sometimes, when the Genie gives a prompt that requires a "yes" or "no" answer (for example, "Should I save that message?"), the Genie will not "hear" you if you answer too quickly. Try waiting a moment before answering.

## Why is my device chirping or beeping?

You can also press the Call button to answer "yes," or press the Hold / DND button to answer "no."

- Does the Genie have trouble recognizing a name?

The Genie will not recognize a name if the person has not been added to the system as a user. Have you ever seen this person use a Vocera device?

If you are sure you are saying the name of a valid user, make sure you say both the first and last names.

If you think the Genie doesn't recognize a name because of the way you pronounce it, you can train the Genie to understand you. See [Training the Genie](#) on page 67 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.

- Does the Genie have trouble recognizing a patient ID when you are trying to use Care Transition commands?

If the Genie cannot recognize the patient ID you are saying, the Vocera system administrator may not have configured jitter buffer settings for the Vocera SIP Telephony Gateway correctly. Contact the system administrator for help.

---

## Why is my device chirping or beeping?

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

- If the B2000 or B1000A indicator light is flashing red slowly and the badge display shows a low signal strength (see the illustration that follows), it means that your badge is out of the signal range of the wireless network. You will also see the "Searching for Access Points" message on the display.



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

- If the B2000 or B1000A indicator light is flashing red rapidly, and the badge display shows a low battery level, it is time to recharge the battery.



- If the B2000 or B1000A 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.

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

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

---

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

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

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

If there is not another call waiting, see [Why is my device chirping or beeping?](#) on page 128 to determine why your device is beeping.

---

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

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

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

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

---

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

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

---

## **Why can't I receive calls or messages?**

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

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## **Why do some text messages begin with strange characters?**

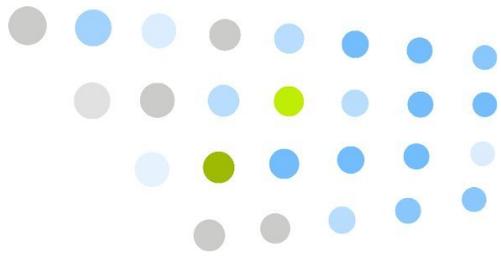
The message was sent in HTML format. Ask the sender to re-send the message in plain text format.

---

## **Why does my smartphone display say "Searching for Gateway"?**

First, ask other smartphone 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 smartphones, turn off the phone and turn it on again. If the phone still cannot find the gateway, contact your system administrator for help.



## Agreements, Specifications, and Notices

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

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### Third-Party Software Agreements

Certain portions of Vocera's product are derived from software licensed to Vocera by the third parties identified at <http://www.vocera.com/legal> under the heading "Communications." All such portions of Vocera's product are subject to the notices and restrictions specified at <http://www.vocera.com/legal>.

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### Smartphone System Specifications

#### Smartphone product features:

Physical Characteristics	
Size	120mm (L) x 52mm (W) x 17.2mm (D)
Weight	145gr
Display	2.0" Transmissive + Micro-reflective (TMR) 256K colors, 320 W x 240 L (QVGA size) with backlight brightness control (light sensor).
Backlight	White LED backlight
Expansion Slot	User accessible micro SD SDIO slot
Notification	Vibrator
Keypad	Alpha Numeric

Audio	High Audio Speaker, receiver, microphone, 2.5mm stereo headset jack w/PTT
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<b>Performance</b>	
CPU	TI OMAP™ 325 MHz processor
Operating System	Microsoft® Windows™ Mobile 6.1
Memory	128MB SDRAM/256MB Flash

<b>Interfaces</b>	
Connectors	USB 2.0, Headset Audio Jack

**Smartphone network specifications:**

Transmitters	Wi-Fi 802.11a/b/g and Bluetooth
Bands	Bluetooth and 802.11b/g: 2.4000 - 2.4835 802.11a: 5.15 - 5.25 GHz , 5.25 - 5.35 GHz 5.47 - 5.725 GHz, 5.725 - 5.825 GHz
Max Data Rate	Bluetooth - 3 Mbps, 11a/b/g - 54 Mbps
Antenna Type	Two Omni-directional antennas, Bluetooth and Wi-Fi
WLAN Radio	Tri-mode IEEE® 802.11a/b/g Data Rates 1, 2, 5.5, 6, 9, 11, 12, 18, 24, 36, 48, and 54 Mbps
Operating Channels	Channels 1-11 (2412-2462 MHz). Actual operating channels/frequencies depend on regulatory rules and certification agency.
Authentication	Open WPA-PSK WPA-PEAP EAP-FAST EAP-TLS LEAP
Encryption	64-bit WEP 128-bit WEP TKIP-WPA AES-CCMP

**Smartphone electrical specifications:**

RF Output Power *	+18 dBm maximum
	* Results based on a controlled test environment. See the <i>Vocera Infrastructure Planning Guide</i> for network design guidelines.
RF Receive Sensitivity *	-87 dBm at 11 Mbps (802.11b)
	-74 dBm at 54 Mbps (802.11a/g)
	* 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
Main Battery	Rechargeable Lithium Ion Standard Battery: 1480 mAh Ext. Cap. Battery: 1780 mAh

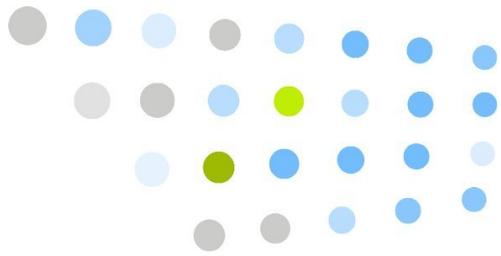
**Smartphone environmental specifications:**

Operational temperature	14°F to 122°F (-10°C to +50°C)
Storage temperature	-40°F to 185°F (-40°C to +85°C)

**Smartphone Regulatory Notices and Safety Instructions**

For details regarding regulatory compliance and safety instructions for the Vocera smartphone, see the regulatory safety sheet that accompanied your phone.





## 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.

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### Summon and Dismiss 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

Action	Recommended Commands
Log in	Press the Call button, and then say your first and last name when prompted.
Log out	Log me out.
Find out who is logged in to your device	Who am I?
Log in at a site you are visiting	<ol style="list-style-type: none"><li>1. Press the Call button, then wait to hear the log-in prompt.</li><li>2. Connect to your home site as follows: Connect to <i>Santa Cruz</i>.</li><li>3. Wait for the next log-in prompt, then say or spell your name as usual: <i>April Buckley</i>.</li></ol>

## Record Your Name, Greeting, and Voiceprint

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

## Call a User or Group Member

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

## Dial a Telephone Number

Action	Recommended Commands
Dial an extension	Dial extension <b>3145</b> . *
Dial an outside phone number	Dial an outside number. *
Redial the last phone number you called	Redial number. *

---

## Broadcast to a Group

Action	Recommended Commands
Initiate a broadcast to a group	Broadcast to <i>Tech Support</i> .
Initiate an urgent broadcast to a group	Urgently broadcast to <i>Tech Support</i> . *
Initiate an urgent broadcast to the emergency broadcast group	Press and hold the Hold/DND button.
Cancel a broadcast	Press the Call button while listening to the broadcast.
Reply to everyone	<ol style="list-style-type: none"><li>1. Press and hold the Call button before the broadcast ends.<ul style="list-style-type: none"><li>• When it is OK to talk, the device plays a chime.</li><li>• If somebody else has already started to reply, you hear a warning sound.</li></ul></li><li>2. Begin speaking.<p>Everyone in the broadcast group hears you immediately.</p></li><li>3. When finished, release the Call button.<p>Everyone in the broadcast group hears a chime, letting them know they can now reply.</p></li></ol>

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## Forward a Call

Action	Recommended Commands
Forward your calls	Forward my calls to my desk phone. * Forward my calls to my cell phone. * Forward my calls to my home phone. * Forward my calls to voice mail. * Forward my calls to extension 3245. * Forward my calls to an outside number. * Forward my calls to another number. * Forward my calls to <i>Tech Support</i> . Forward my calls to <i>John Smith</i> . Stop forwarding.

Action	Recommended Commands
When asked <b>which</b> calls to forward, answer:	All. Unanswered. Offline.

## Transfer a Call

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

## Use Instant Conferences

Action	Recommended Commands
Join a conference	Join the conference for <b>Managers</b> . *
Leave a conference	Leave the conference for <b>Cashiers</b> . *
Start conferencing or reply (when you are in a conference)	<ol style="list-style-type: none"> <li>1. Press and hold the Call button. <ul style="list-style-type: none"> <li>• When it is OK to talk, the badge plays a chime.</li> <li>• If somebody else in the conference has already started to speak, you hear a warning sound.</li> </ul> </li> <li>2. Begin speaking. Everyone in the conference hears you immediately.</li> <li>3. When finished, release the Call button. Everyone in the conference hears a chime, letting them know they can now reply.</li> </ol>
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

Action	Recommended Commands
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

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

## Send Messages

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

## Play Messages

Action	Recommended Commands
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?

## Locate Users and Groups

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

## Work With Your Groups

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

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

## Place a Three-Way Conference Call

Action	Recommended Commands
Initiate a three-way conference call	Conference <i>James Madison</i> and <i>Mary Lamb</i> .

Action	Recommended Commands
Add another party to a call (unsupervised method)	<ol style="list-style-type: none"> <li>1. Press the Hold/DND button to put your call on hold.</li> <li>2. Press the Call button to summon the Genie and say: Invite <i>Robin Hood</i>.</li> </ol>
Add another party to a call (supervised method)	<ol style="list-style-type: none"> <li>1. Press the Hold/DND button to put your call on hold.</li> <li>2. Press the Call button to summon the Genie and say: Call <i>Robin Hood</i>. Your badge connects to the new party.</li> <li>3. After speaking with the new party, press the Hold/DND button. When the Genie asks if you want to conference the parties, do either or the following: <ul style="list-style-type: none"> <li>• Answer " Yes " to create a three-way conference call between you and the other two parties.</li> <li>• Answer " No " to place the new party on hold while you speak with the original caller.</li> </ul> </li> </ol>
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 <i>Mary Jones</i> . *
Urgently add another party to an ongoing call	Press the Hold/DND button to put your call on hold. Press the Call button to summon the Genie and say either of the following: <ul style="list-style-type: none"> <li>• Urgently invite <i>Robin Hood</i>. *</li> <li>• Urgently call <i>Robin Hood</i>. *</li> </ul>
Placing a three-way conference call between different sites	<ol style="list-style-type: none"> <li>1. Connect to a remote site: Connect to <i>Santa Cruz</i>.</li> <li>2. Wait for the next Genie prompt, then say: Conference <i>April Buckley</i>.</li> <li>3. After <i>April</i> is connected, press the Hold/DND button to put the call on hold.</li> <li>4. Connect to another remote site: Connect to <i>Scotts Valley</i>.</li> <li>5. Invite another user to the conference call: Invite <i>John Smith</i>.</li> </ol>

## Work with Sites

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

## Care Transition

Action	Recommended Voice Commands
Start a Care Transition session.	Access Care Transition.
Record a shift change report.	Record shift report. Record shift change report. Record shift report with <i>User</i> .
Play a shift change report.	Play shift report. Play shift change report.
Record a transfer report.	Record transfer report.
Play a transfer report.	Play transfer report.
Record a charge report.	Record charge report. Record charge report with <i>User</i> .
Play a charge report.	Play charge report.

## Dictation

Action	Recommended Voice Commands
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> .

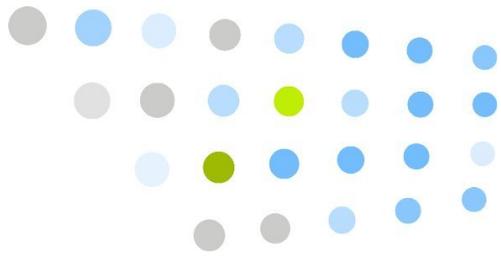
## Getting Help

Action	Recommended Voice Commands
Get help	Help.

**Note:** If your system does not have a custom Help prompt, when a Vocera user says the "Help" command the system uses the standard Help prompt: "No help is currently available."

## Miscellaneous

Action	Recommended Commands
Find out the time and date	What time is it?
Train the Genie to recognize the way you say a name	Learn a name. Learn a group name. Learn an address book name. Learn a location name.
Unlearn the training	Unlearn a name. Unlearn a group name. Unlearn an address book name. Unlearn a location name.
Train the Genie to recognize the way you say common commands	Learn commands.
Train the Genie to recognize the way you say other commands	Learn more commands.
Delete all your learned commands	Unlearn commands.
Connect incoming calls immediately	Turn Auto Answer on.
Ask before connecting incoming calls	Turn Auto Answer off.



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