

Vocera Quick Start Guide



Audience: Staff new to using Vocera Badge or floating to a different site

Wearing Vocera Badge

- **PPE:** Wear badge under PPE gown. This may muffle the sound, so remember your speech zone (see page 2).
- **Chin up:** Talking down puts your mouth too close to the microphone. This muffles your voice.
- **Summon Genie:** Tap and release **Call** button after the click. *Note: Do not press and hold.*
- **Stay HIPAA-aware:** All communications are on speaker. Answer calls with “Hi you’re on speaker and I’m in a patient room,” as needed.

At Beginning of Shift

From your home site

- Tap **Call** and log in.

From another site

- Press **Call** and wait to hear log-in prompt.
- Connect to your home site.
 - Example: “Connect to HMH.”
- Wait for prompt, then say your name to log in.
- Add yourself to the unit you’re working in.
 - Example: “Add me to Jones 11.”

Voice Commands

Place calls

- “Call _____ [badge user’s name or unit].”

Start a broadcast to a group

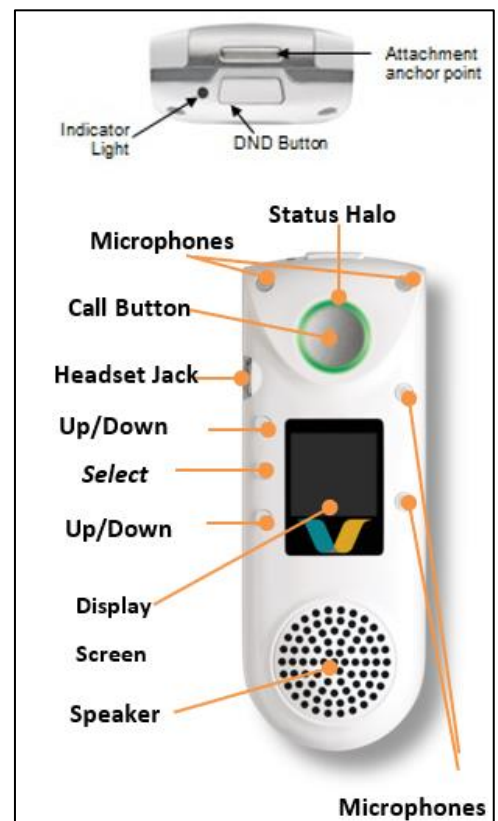
- “Broadcast to _____ (name of unit).”
- “Urgently broadcast to _____.” (emergencies only)
- Reply to everyone
 - Press and hold **Call**. If it’s OK to talk, you’ll hear a beep. Others also hear a beep, indicating that a reply is starting.
 - Begin speaking. Everyone in the group hears you immediately.
 - When finished, release **Call**. Everyone in the broadcast group hears a chirp, letting them know they can now reply.

Transfer a call in progress

- Press and hold **DND** button, then press **Call**.
 - Example: “Transfer to Sally Smith.”

From a desk or Cisco phone

- Call any Vocera user by dialing **#8** and saying the person’s name.





Troubleshooting

If Genie has trouble understanding you

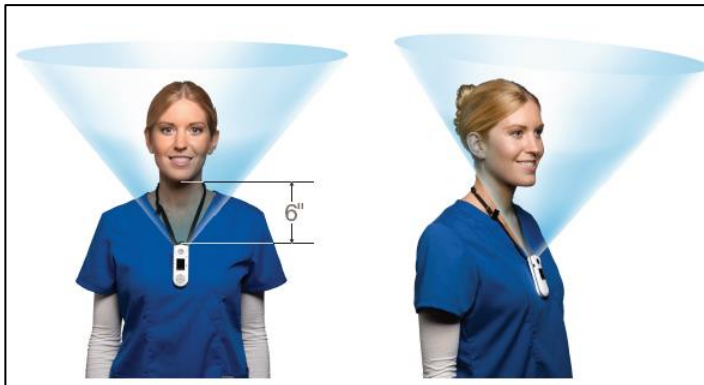
Use these commands and follow the prompts.

- Learn a name (for people's names).
- Learn a group name (for units or generic roles).

Stay in the Speech Zone

Keep it within six inches of your chin

- Keep the top of your Vocera badge six inches from your chin or closer.
- Wearing it correctly lets it hear your voice, while ignoring noises outside the speech zone. Vocera is designed to work in noisy environments.



Don't hold your Vocera badge

- If you hold it, you're covering the speaker and microphones.
- Holding it also positions the microphone outside your speech zone.

