

Vocera Short Command List

Vocera Guest Access Number: (346) 238-0172, Internal ext: #8

What you want to do	Voice Command	
<p>Log In/Log Out Log In Say OR Spell your first and last name Log Out “Log Me Out”</p>		<p>Attachment anchor point Indicator Light DND Button Status Halo Microphones Call Button Headset Jack Up/Down Select Up/Down Display Screen Speaker Microphones</p>
<p>Record Your Name “Record my name”</p>		
<p>Summon the Genie: Tap and release the call button after the click. <i>NOTE: Do Not press and hold</i></p> <p>Receiving Calls: {Caller Name} {Accept Call} say “Yes” or “No”</p>		
<p>Place Calls:</p> <p>To another Vocera user: “Call _____” (First & Last name OR first name IN department)</p> <p>To a group member: “Call _____” (group name, Staff Assignment room number or role)</p> <p>Dial an Extension: “Dial extension _____” (number)</p> <p>Dial an Outside Number: “Dial an outside number” wait for the genie and follow the prompts</p> <p>Call Urgently: “Urgently Call _____” (person or group name)</p>		
<p>Record, Play, and Delete Messages:</p> <p>Record a message to a user: “Record a message for _____” (first and last name or first name IN department)</p> <p>Record a message for a group: “Record a message for _____” (group name)</p> <p>Play new/old voice messages: “Play messages”, “Play new messages from _____”, “Play old messages from _____”,</p> <p>Delete Messages: “Delete messages”, “Delete messages from _____”, “Delete old messages from _____”, “Delete old messages”</p>		<p>Status Halo (Indicator) Green: On an active call Amber: DND mode or on hold Cycling Colors: Badge is not connected to the network</p>
<p>Groups Find groups to which you belong “What groups am I in” Add yourself to a group “Add me to _____”(group name) “Add me to multiple groups” Use this when adding yourself to multiple groups Remove from group “Remove me from _____” (group name) “Remove me from multiple groups.” “Use this when removing self from multiple groups</p>		
<p>Voice Reminders: You can instruct the Genie to create a reminder for other users and for yourself. For yourself: “Record a Voice Reminder” For others: “Record a voice reminder for _____” (first and last name, limited to 3). You can set the frequency and duration of a reminder as follows:</p> <ul style="list-style-type: none"> ➤ <i>Specific Time</i> For example “At 4 PM today” ➤ <i>Relative Time:</i> For example “15 minutes from now” ➤ <i>Recurring Time:</i> For example “Every 30 minutes for the next 2 hours” ➤ For recurring reminders, set the minimum duration to 5 minutes and the maximum to 24 hours. ➤ You can also record an urgent voice reminder using the commands below: <ul style="list-style-type: none"> • Record an urgent voice reminder • Record an urgent voice reminder for _____ 		

Initiate a Broadcast: *Two-way communication with a requested group*

Broadcast to group **"Broadcast to _____"** (group name)

Urgent broadcast to a group **"Urgently broadcast to _____"** (group name)

Push to Talk (Instant Conference): *One-way communication used to talk with a predefined conference group.*

Press and continuously hold the call button, after the tone, begin speaking, **when finished, release the call button.**

Join conference group **"Join the conference for _____"** (conference)

Leave conference group **"Leave conference"**

Transfer a Call in progress to: (Press DND button(also hold) then press Call button)

A person **"Transfer to _____."** (first and ;last name or first name in department)

A group **"Transfer to _____."** (group name or address book entry)

A phone **"Transfer to extension _____."** (extension)

Activate Handset Mode: Place the call on hold

Press and hold the "Select" button (next to the screen) for three seconds.

The badge will say "Entering handset"

Take the call off hold and resume the conversation. Remember to hold the speaker to your ear.

Note: Once the call has concluded, the badge will revert to Speaker mode.

Additional Help

For a short command review give the command, **"Play welcome tutorial"**

Rules for wearing a badge:

1. Keep it close to your mouth. 6 to 8 inches, no further
2. Hands off. Holding the badge covers the microphones and changes their dynamics.
3. Chin up. Talking down puts your mouth too close to the microphone. Your voice is muffled.

Tips for talking to a computer:

1. Speak at a normal rate of speed. Speaking too slowly and pausing will cause miscommunication.
2. Do not interrupt the Genie. If you must, do it electronically using the buttons.
3. Use the correct language: the correct groups, the correct names, and correct commands.

The Vocera Genie Can Learn From You!

Your experience with Vocera can be improved by following a few simple steps. By teaching the Genie how you say things, she'll do a better job of understanding what you want. You only need to complete these steps once, or as you add new co-workers you need to contact. The changes you make will be saved and tied to your profile only. A good time to complete this is at the beginning of your shift.

a) Write the first and last name for the people you call most.

b) Find an area of good wireless coverage and where you will not be interrupted for a few minutes.

d) Push the call button and after the prompt give the command:

"Learn a Name"

e) To train Genie to understand the way you say group names (e.g. ED Charge Nurse, OA), give the command:

"Learn a Group Name"

Follow the prompts for each name on your list or until you run out of time.

If you have challenges with the Genie understanding the commands you give (call, play messages, broadcast to, add me to, etc.), give the command **"Learn a Command"** then follow the prompts. If you don't find the command you need, give the command: **"Learn more Commands"**