



Troubleshooting Guide for Super Users

If Vocera Genie says “I don’t understand,” verify that the user is:

- Wearing the badge properly: 6” below chin, hands off and chin up
- Use a correct command. Verbatim, as on the Short Commands Sheet
- Don’t interrupt the Genie.
- Call a person by the *correct* name entered in the system. (Learn a Name if you call them something else)
- If the user has a very heavy accent, try the listed alternate commands for “Call” such as “Find”, “Contact” or “Get me.”
- If alternate commands do not help, train the Genie with the “Learn a Command” feature.

Why does my badge beep or chirp?

- On or Off the network
- DND
- Un-played voice or text message
- Low Battery

Why does my badge beep when I am talking to someone?

- Call Waiting
- To accept the call, press your call button. Your current call will be placed on hold. It will be resumed when the incoming call is finished.
- To reject the call, press your DND button. The caller will go to your voice mail.

If Vocera keeps calling the wrong person, verify the user is:

- Calling a person whose name is in the system (Contact the System Administrator).
- Saying the correct first and last name, OR the correct first name and the correct department.
- If you have a problem calling a specific person, try the “Learn a Name” feature.
- If none of the above works, contact the System Administrator or Help Desk.

What do I do if the screen or buttons don’t work?

- The battery may be depleted
- The user may have powered off the device
- Put a fresh battery in. If it still does not power on, follow your process for repair.

Why do I hear a busy signal when I try to make a call?

- All of the speech ports on the access point you are connected to are being actively used.
- Wait a minute then try the call again.
- Speech ports are only taken when a user is speaking to the genie so this is a rare occurrence.

If a user states that other people cannot call them, verify that the user:

- Has actually logged into system. Check the name in the display.
- Has not put themselves in Do Not Disturb,
- Has not forwarded calls. (“Stop Forwarding my calls”)
- Has not blocked calls. (“Accept all calls”)

If a user cannot make a telephone call, verify the user is

- Saying the correct command
“Dial Extension” and then the number or
“Dial an outside number” (needs permission)
- Saying the digits without pauses between the numbers.

Why do some text messages begin with strange characters?

- The message was most likely sent from an email account using HTML.
- All messages must be received in “Plain Text” format

Will not connect:

- Badge may all display - SEARCHING FOR SERVER
- Badge may all display - SEARCHING FOR ACCESS POINT
- Badge may all display - REQUESTING IP ADDRESS
- Call your Help Desk or follow your IT help process