

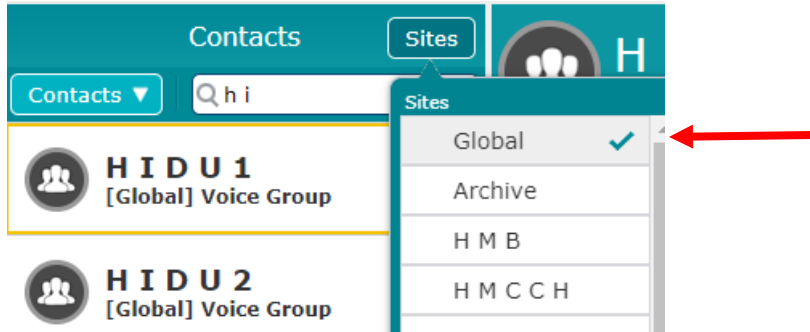
# Vocera Extensions for System Float Staff



Audience: All clinical and clinical support departments needing to call staff using Vocera extensions.

## Find System Float Staff Vocera Extension

1. Log in to Vocera Web Console (<https://voceramobility.houstonmethodist.org/?autoad=0>).
2. From **Contacts**, check site **Global**.



3. Search for the user's name or use the group name to find Vocera extensions within the group.
  - o System float staff will have a five-digit extension that starts with 7.
4. From a touchtone phone, dial **##7** followed by the extension.
5. To call system float staff by name dial **##7** or **#8**.
6. If the user is not found under **Global** site, call the user from a Vocera badge instead

## Reminder: IT Support Contact Information and References

- For Houston Methodist Vocera Badge information, visit <https://it.houstonmethodist.org/vocera>
- For commonly used Vocera commands and phrases, review the [Vocera Command Poster](#).
- For Vocera support, including if a user found without an extension, or not found at any home site, contact the IT Service Desk at:
  - o IT Service Desk: 832.667.5600
  - o [itsupport@houstonmethodist.org](mailto:itsupport@houstonmethodist.org)
  - o [it.houstonmethodist.org/help/](https://it.houstonmethodist.org/help/)
- To change your Genie Voice Persona preference (the device voice tone), use the command "Change Genie." This will switch between "Jennifer" and "Dan" personas.