

⌘ Vocera User Guide

v o c e r a

COMMUNICATIONS



© 2002 Vocera Communications, Inc. All rights reserved.

Vocera Communications is a trademark of Vocera Communications, Inc.

All other trademarks, service marks, registered trademarks, or registered service marks are the property of their respective owners.

Vocera Communications, Inc.

www.vocera.com

tel :: +1 408 790 4100

fax :: +1 408 790 4101

Part No. :: 930-00529 rev B, 11.21.02

The Vocera badge (including its battery component) and the Vocera battery charger are electronic devices. Care appropriate to the use of any electronic device should be taken in using the badge and the battery charger in order to avoid possible injury (such as from shock) and damage (such as from fire).

In addition, the Vocera badge is a wireless communication device and works by generating radio frequency (RF) signals. These signals, although generally lower in strength than a typical cell phone, can interfere with other electronic devices that are not appropriately shielded against RF. If the Vocera badge will be used in proximity to sensitive electronic devices for which interference could result in serious consequences (for example, a heart pacemaker), you must consult with the manufacturer of that device in order to determine the operating safety of the Vocera badge.

In order to foster comfortable use of the badge and avoid damage to hearing, do not bring the speaker within close proximity of the ear while the badge is powered on.

References below to the “badge” refer to the Vocera badge, including its battery component. References to the “product” refer to the badge and the Vocera battery charger.

In addition to other basic safety precautions appropriate to the use of electronic, wireless devices, please follow the safety and use instructions below.

Badge and Battery Charger Safety

1. Read, understand, and follow all warnings and instructions in the product documentation and on the product itself.
2. To reduce the risk of electric shock, do not disassemble any part of the product. Take the badge or charger to qualified service personnel when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when you use the product again.



3. Do not put anything other than a Vocera badge or Vocera battery into a charger slot, as other objects may touch dangerous voltage points or short out parts, which could result in fire or electric shock.
4. Do not place the product on an unstable surface, as a fall may cause serious damage to the product.
5. Never place the badge or charger near or over a radiator or heat register. Do not operate the charger in a cabinet or other enclosure unless proper ventilation is provided.
6. Do not position the badge or battery charger near water; for example, near a sink, wash bowl, or toilet. Do not spill liquid of any kind on the product. Doing so may short out parts, causing damage to the product and creating the risk of fire or electric shock.
7. Take the badge or charger to a qualified service provider in these circumstances:
 - If liquid has been spilled into the badge or charger, or if rain or water have touched the badge or charger.
 - If the badge or charger does not operate normally after you follow the operating instructions.
 - If the badge or charger has been dropped or damaged.
 - If the badge or charger exhibits a distinct degradation in performance.
 - If the power cord or plug on the charger is damaged or frayed.
8. Unplug the charger from the wall outlet before cleaning. To clean the badge or charger, wipe with a damp cloth. Do not use liquid cleaners or aerosol cleaners.
9. Use the battery charger indoors only.
10. Do not allow anything to rest on the charger's power cord. Do not locate the charger where the cord may be damaged or where the cord may cause someone to trip. Keep the power cord away from operating machinery.
11. Do not overload outlets or extension cords, because this may cause a fire or electrical shock.



12. Operate the charger only with the following power adapters:

- For the single-bay charger, use the power adapter model OH-41033DT, manufactured by Oriental Hero, or a Vocera-approved replacement.
- For the eight-bay charger, use power adapter model MWS1248UC, manufactured by Minwa Canada, Inc., or a Vocera-approved replacement.

Actionnez le chargeur seulement avec les adaptateurs suivants de puissance:

- *Pour le chargeur de simple-compartment, employez le modèle Oh-41033DT d'adaptateur de puissance, construit par Oriental Hero, ou un remplacement Vocera-approuvé.*
- *Pour le chargeur de huit-compartment, employez le modèle MWS1248UC d'adaptateur de puissance, construit par Minwa Canada, Inc., ou un remplacement Vocera-approuvé.*

Additional Instructions Related to Battery Safety

1. Use only the batteries supplied with the product or Vocera-approved replacements.
2. Do not use the battery to power any device other than a Vocera badge.
3. Charge the battery only in a Vocera charger and according to the instructions in *Charging the Battery* on page 31. These instructions are also included with the charger.
4. Do not charge the battery in a place where static electricity is generated nor let the battery touch something that is statically charged.
5. The battery can be stored at temperatures between -4° F and 104° F (between -20° C and 40° C), and can be charged or operated at temperatures between 32° F and 104° F (between 0° C and 40° C).
6. Do not put the battery into a microwave oven, conventional oven, dryer, or high-pressure container, nor dispose of the battery in a fire. Under these conditions, the battery may explode.
7. Do not open or puncture the battery nor subject the battery to strong physical shock.



8. Stop using the battery if it exhibits abnormal heat, odor, color, deformation, or is in an abnormal condition.
9. If you detect leakage or a foul odor, it is especially important to keep the battery away from fire. If battery liquid leaks onto your skin or clothes, wash well with clean water immediately. If liquid leaking from the battery gets into your eyes, do not rub your eyes. Rinse your eyes well with clean water, and consult a doctor immediately.
10. Handle batteries with care to avoid shorting the battery with conducting materials, such as rings, bracelets, and keys. The battery may overheat and could burn you.
11. After the battery has reached the end of its useful life, we recommend recycling the materials at a recycling center in your community. If you choose to dispose of the batteries, consult the regulations that are in force in your locale.
12. When recycling or discarding the battery, make it nonconductive by applying vinyl tape to the terminals located on the edges of the battery, at the sides.

ATTENTION: IL Y A DANGER D'EXPLOSION S'IL Y A REMPLACEMENT INCORRECT DE LA BATTERIE, REMPLACER UNIQUEMENT AVEC UNE BATTERIE DU MÊME TYPE OU D'UN TYPE ÉQUIVALENT RECOMMANDÉ PAR LE CONSTRUCTEUR. METTRE AU REBUT LES BATTERIES USAGÉES CONFORMÉMENT AUX INSTRUCTIONS DU FABRICANT.

Important Information About Use in Certain Areas

1. Turn your badge OFF in facilities when any posted notices instruct you to turn off all devices that emit a radio frequency. In parts of certain facilities, such as hospitals or health care facilities, equipment may be in use that could be sensitive to external RF energy.
2. If you have any reason to suspect that the badge is interfering with sensitive equipment, turn the badge OFF immediately. To turn the badge OFF, depress the Call button for 5 seconds or remove the battery.
3. Turn your badge OFF and do not use the charger when you are in any area with potentially explosive materials in the atmosphere.



Sparks in such areas could cause an explosion or fire, resulting in bodily injury or death. Areas with potentially explosive atmospheres include, for example: fueling areas; transfer or storage facilities for fuel or chemicals; facilities with equipment using liquefied petroleum gas, such as propane or butane; and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.



Important Safety Instructions	iii
Badge and Battery Charger Safety	iii
Additional Instructions Related to Battery Safety	iv
Important Information About Use in Certain Areas	vi
Welcome to Vocera	1
Getting Started	3
Features of Your Badge	5
Call Button	5
Hold/DND Button	6
Microphone and Speaker	7
Headset Jack	7
Menu Selection Buttons	7
Volume Adjustment	10
Indicator Lights	11
Alert Tones	12
Basic Calling	13
Logging In and Out	13
Recording Names and Greetings	14
Calling Other Badge Users	14
Calling Groups	15
Training the Genie	15
Answering a Call	16
Ending a Call	16
Using Buttons to Answer “Yes” or “No”	17
Call Waiting	17
Putting a Caller on Hold and Releasing the Hold	17
Using Do Not Disturb	17
Recording a Message	18
Playing, Saving, and Deleting Voice Messages	19
Advanced Commands	21
Blocking and Accepting Calls	21
Forwarding Calls	22
Making a Conference Call	23
Joining or Leaving a Group	25
Recording Names for Groups	26



Locating a Badge User or Group Member	26
Getting Information	27
Maintaining Your Badge	29
When to Charge the Battery	29
Preparing the Charger	29
Charging the Battery	31
Cleaning the Badge	33
Voice and Text Email Messages	35
Sending a Voice Email From a Badge	35
Sending a Text Email to a Badge	36
Reading Text Messages	37
The User Console	39
Frequently Asked Questions	41
License and Sales Agreement	45
Specifications and Compliance Statements	47
System Specifications	47
Regulatory Notices	49
Command Reference	51
Summon and Dismiss the Genie	51
Log In and Log Out	51
Record Your Name and Greeting	51
Call a User or Group	51
Listen to and Leave Voice Messages	52
Accept and Block Calls	52
Index	53

Your new Vocera badge provides fast, simple, person-to-person communication over your company's wireless network. You don't need to memorize a number, and you don't need to page someone and wait for a response. 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.

Your badge has a built-in speaker, microphone, and radio, plus a display that shows caller ID and messages. Attachment options included with the badge allow hands-free operation.

Vocera badges communicate through your in-house wireless local area network (LAN). This design permits people to reach you even in areas where cellular phones experience what people call dead spots. Also, since badges transmit and receive calls in a different frequency range than cellular phones, you can use a Vocera badge in areas where cellular phones are prohibited because of concerns about interference with other equipment.

A central computer, the Vocera server, controls all badge communications. As you use your badge, 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 you can use voice commands, the Vocera system is easy to learn and easy to use, so you can start using your badge immediately.

This guide describes how to use and care for your badge:

- Before you use your badge for the first time, read **Important Safety Instructions** on page iii.
- **Getting Started** on page 3 tells you how to attach the lanyard, pocket clip, or universal clip; install the battery; log in; and adjust the volume on your badge.



- **Features of Your Badge** on page 5 describes the features of your badge and explains how to use the buttons and badge display menus.
- **Basic Calling** on page 13 gives you instructions for using the most common calling and message features.
- **Advanced Commands** on page 21 describes more complex operations, such as conference calls, and explains commands that are available only if your system administrator grants certain permissions on the Vocera server.
- **Voice and Text Email Messages** on page 35 tells you how to send email messages to and from a badge. It also gives instructions on how to view text messages on the badge display.
- **Maintaining Your Badge** on page 29 describes how to charge the battery and clean the badge.
- **The User Console** on page 39 provides a brief introduction to the User Console, which is a browser-based application you can use to customize the features of your badge, send text messages, and forward your calls.
- **Frequently Asked Questions** on page 41 tells you how to diagnose and correct simple problems.
- **Specifications and Compliance Statements** on page 47 gives badge specifications and regulatory information.
- **License and Sales Agreement** on page 45 defines the terms under which this badge and its associated software may be used.
- **Index** on page 53 helps you find information quickly.
- **Command Reference**, at the back of this guide, lists the most commonly used commands.

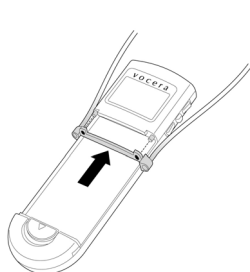
If this is the first time you are using a Vocera badge, you can get started right away by following these simple steps:

1. Charge the battery, if necessary.

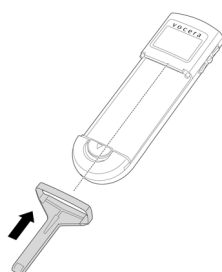
New batteries must be charged before use. If the badge has already been used by someone else, check the battery level indicator on the badge display to make sure the battery has sufficient power.

See *Maintaining Your Badge* on page 29 for other ways to determine whether the battery needs charging and for instructions on how to charge the battery with or without the badge.

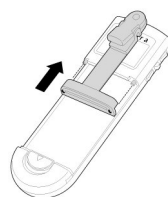
2. Choose the lanyard, pocket clip, or universal clip attachment, and connect it to the badge. *You must connect an attachment before you install the battery.*



Lanyard

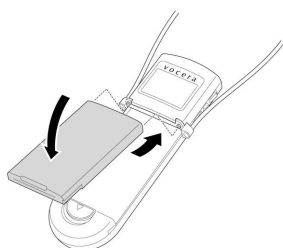


Pocket Clip

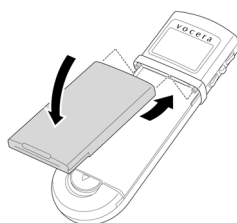


Universal Clip

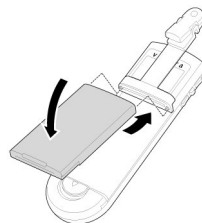
3. Install the battery. To do this, slide the holes in the top of the battery over the small pegs at the top of the badge's battery compartment, and then press down gently to seat the battery.



Lanyard



Pocket Clip



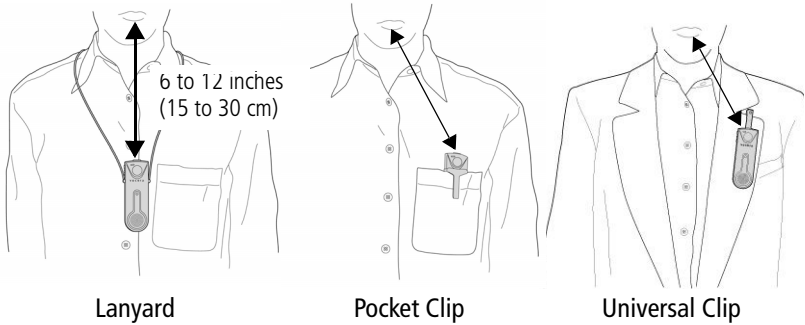
Universal Clip



The badge will begin a startup sequence. Wait until the badge display reads Logged Out or shows someone's name.

4. Put the badge on, and make sure it is in the proper position.

To get the best possible speech recognition, the microphone on the top of the badge should point toward your mouth and should be 6 to 12 inches (15 to 30 centimeters) from your mouth.



5. Log in: Press the Call button and 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").

6. 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.

7. Adjust the volume on the badge, if necessary. (See *Volume Adjustment* on page 10).

Your badge 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."

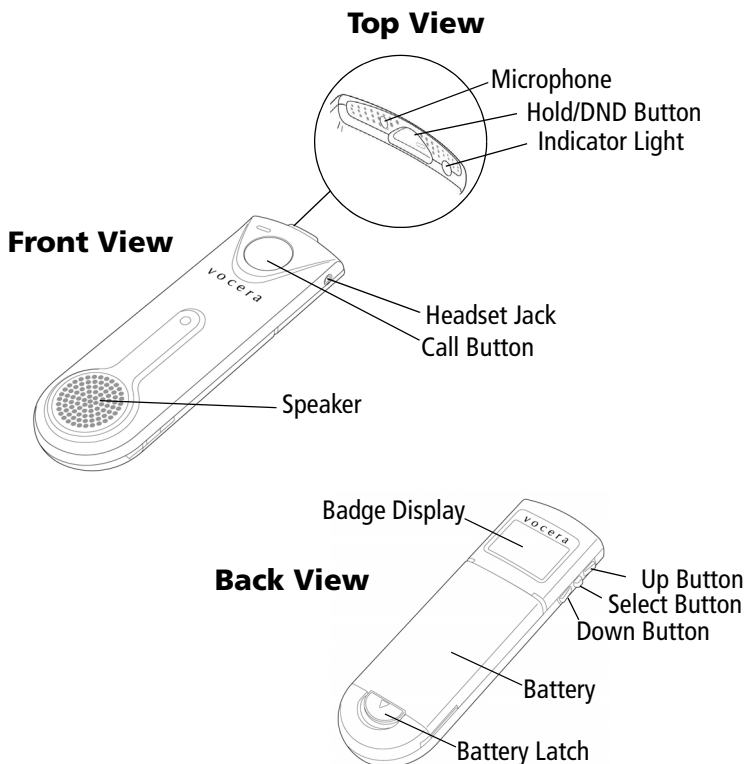
"Record my greeting."

"Play my messages."

See *Basic Calling* on page 13 and *Advanced Commands* on page 21 for more information about Vocera commands.

Features of Your Badge

The design of the Vocera badge is simple, so you can communicate quickly and easily and keep your hands free to do other tasks. The information in this chapter will help you become familiar with the features of your badge.



Call Button

Press the Call button to begin and end all voice communications, such as making calls, sending and listening to messages, and recording your name and greeting. The Call button also has these other uses:

- The Call button turns the badge on and off. Press and hold the Call button for at least 5 seconds to turn the badge power off. To turn the badge on, press the Call button again.



- If the Genie asks you a question that requires a yes or no response, you can press the Call button to answer “yes.”
- If you are on a call and you hear a Call Waiting tone, press the Call button to put the current call on hold and connect to the new call. To disconnect from the second call and return to the call on hold, press the Call button again.

Hold/DND Button

The Hold/DND button places calls on hold and puts the badge in Do Not Disturb (DND) mode:

- To hold a call, press the Hold/DND button while the call is in progress. To release the hold, press the button again.

While a call is on hold, you can press the Call button to summon the Genie. When the Genie answers, you can call another badge user, check for new messages, or issue any other command. Once the command has been carried out and the operation is finished, the Genie automatically reconnects you with the person on hold.

- To put the badge in Do Not Disturb mode, press the Hold/DND button when no call is in progress. Callers are told that you are unavailable, and they are invited to leave a message, or else their call is forwarded to another destination if forwarding is active for your badge. (See *Forwarding Calls* on page 22.)

A small yellow indicator light on the Hold/DND button blinks when the badge is in Hold or Do Not Disturb mode.

The Hold/DND button also has these other uses:

- Press the Hold/DND button to cancel a command. For example, if you are calling someone, leaving a message, or recording your name and you change your mind, press Hold/DND to cancel the action.
- If the Genie asks you a question that requires a yes or no response, press the Hold/DND button to answer “no.” (To answer “yes,” use the Call button.)

Microphone and Speaker

The unidirectional design of the microphone enables it to gather and transmit speech, yet minimizes the amount of background noise that is picked up.

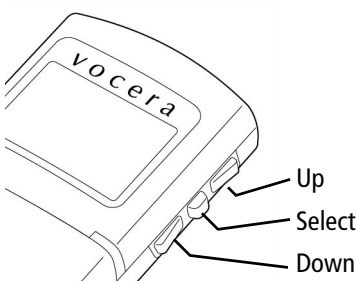
You can adjust the speaker volume by using the buttons on the left side of the badge. (See *Volume Adjustment* on page 10.)

Headset Jack

The headset jack accepts an earphone/microphone-style headset (sold separately) for times when you want more privacy or are working in a noisy environment. The badge's microphone and speaker operations are suppressed when you attach a headset.

Menu Selection Buttons

The display on the back of the badge shows a series of screens that are the top level of a menu system. To navigate through the menu system, you use the Up, Select, and Down buttons on the side of the badge:



When a screen is displayed, press the Select button to view the next screen in the menu system. To return to the main screen at any time, press and hold the Select button until the badge beeps.

Badge Display Menus

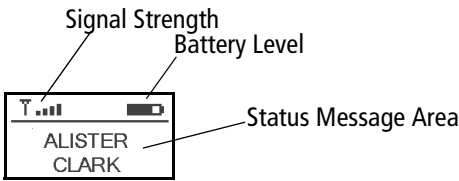
If you press the Up button to scroll through the top-level menu, you see the following choices: Messages, Volume, Power Off, and Info. If you press the Up button once more, the display returns to the main screen. Press the Down button to reverse the order.

The following sections describe your badge display menu choices.

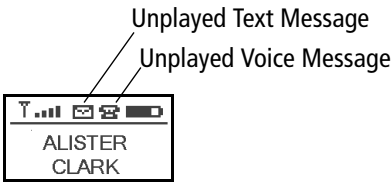


Main Screen

The main screen appears when you turn on the badge. This screen has a status message area with symbols that show you the wireless network signal strength and the battery charge level.



In addition, when you have unread text messages, the envelope symbol appears, and when you have unplayed voice messages, the telephone symbol appears, as this illustration shows:



The status message area may show one of the following alerts:

Status Message	Meaning
Name — not blinking	The name of the person who is currently logged in to the Vocera system using this badge.
Name — blinking	If someone is trying to call you, this shows you the name of the person who is calling. If you are already on a call, this shows the name of the person with whom you are currently speaking. If you are already on a call and you hear the Call Waiting tone, this displays the name of the person who is trying to call you.
Vocera	Your badge is communicating with the Genie.
Logged out	No one is logged in with this badge.

Status Message	Meaning
Searching for Access Points	The badge is out of network range or is not able to connect with the network. If you are sure you are within range of your network, contact your system administrator.
Searching for Server	The badge is within network range, but it is not communicating with the Vocera server. See <i>Why does my badge display say "Searching for Server"?</i> on page 43.

Messages

Your badge can display text messages that were sent from email accounts or from the Vocera User Console. When you select Messages, the display shows one subject line for each text message. A closed envelope symbol next to a subject means you have not yet read that message; an open envelope means you have already read that message. See *Reading Text Messages* on page 37 for more information.



Volume

The Volume control adjusts the sound level of the speaker on your badge. See *Volume Adjustment* on page 10 for instructions.



Power Off

Power Off turns off all power to the badge and the badge display to preserve the battery charge when you are away from the network. (Press the Call button to turn the power on again.)



Info

The Info feature gives you information about the badge you are using and how it is connected to the network. Most of this information is intended to be used by your system administrator for diagnostic purposes.



The Info menu provides the following information:



Battery

The battery strength is given in volts (V). The badge operates correctly when the battery level is 3.5 V or greater.

Badge MAC

The MAC address is a unique identifier for your badge that the Vocera server uses as the Badge ID.

Location

The name of the location or the physical network address of the access point with which your badge is currently communicating.

Badge IP

The Internet Protocol (IP) network address of the badge.

Server IP

The IP network address of the Vocera server.

Version

The version of the firmware (internal control programs) that your badge is using.

SSID

The network's name for the group of access points to which your badge is authorized to connect.

AP MAC

The physical network address assigned to the access point to which the badge is currently connected.

User

The name of the person who is currently logged in to your network with this badge.

Volume Adjustment

To adjust the volume when you are on a call:

Press the Up button as many times as necessary to increase the volume to the level you want. To decrease the volume, use the Down button.

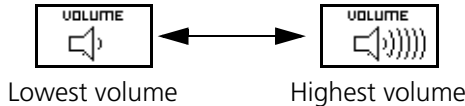
To adjust the volume when the badge is idle:

1. Turn the badge over, so you can see the display.

- Press the Up button until you see the Volume icon.



- Press the Select button to choose the Volume feature.
- Press the Up button as many times as necessary to increase the volume to the level you prefer, or press the Down button to decrease the volume. The display changes accordingly.



- Press the Select button to set the new level and return to the main screen.

Indicator Lights

The indicator light on the top of the badge provides message alerts, out-of-network alerts, and low battery warnings. The color and blink rate of the indicator light give you the following information:

Color	Blink Rate	Meaning
Green	Slow	Normal operation. No new voice or text messages
	Fast	Normal operation <i>and</i> you have unplayed voice messages or unread text messages
Red	Slow	Your badge is out of range or is not communicating with the Vocera server. If the badge is out of range, you will see the message "Searching for Access Points" on the badge display If the badge is within range but is not connecting to the server, you will see the message "Searching for Server."
	Fast	The battery needs to be recharged.
	Solid	There is a system error. Contact your system administrator for help.



Note: The Hold/DND button has a yellow indicator light that blinks to remind you that a call is on hold or that you have put the badge in Do Not Disturb mode.

Alert Tones

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

Tone	Meaning
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.

If you are not receiving a warning 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 badge. The system administrator can also set an option to disable all alerts when your badge is in Do Not Disturb mode.

Your Vocera badge provides one-touch communication. To begin any kind of call or to record or play messages, press the Call button on the badge 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 badge) 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

Your system administrator may assign a badge to you, or you may share badges with other users.

If your badge is assigned only to you, you are logged in all the time. Just press the Call button to begin using the badge.

If your organization shares badges, press the Call button on the badge you are using to summon the Genie.

- If no one is logged in to the system with the badge, the Genie will greet you and ask you to say your name. Say your first and last names, and you are logged in.
- If someone is already logged in with that badge, the Genie will answer with a standard tone or greeting. Say “Log me in as,” and then say your name. The previous user is now logged out, and you are logged in to the system.

Action	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Log in (when someone is already logged in with the badge)	Log me in as <i>John Smith</i> .	Log in as <i>John Smith</i> . Log on as <i>John Smith</i> . Log me on as <i>John Smith</i> .
Log out	Log me out.	Log out.

After you log in, the Genie bows out. To issue another voice command, press the Call button again.



You can be logged in to the system on only one badge at a time. If you log in using a second badge, you will be logged out from the first badge.

Note: When you turn the badge off or remove the battery for charging, you are still logged in to the system. The system administrator may choose a setting that forces a logout when you place your badge (but not the battery by itself) in the charger.

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. Play back greeting. Erase greeting.	Record my greeting. Play back my greeting. Erase my greeting.

Calling Other Badge 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. (See *Call Waiting* on page 17.)

When you call another badge user and that person is not available, you will be prompted to leave a message, or you may be forwarded to someone else.

Action	Recommended Voice Commands (examples in italics)	Alternative Forms
Call another badge user	Call <i>John Smith</i> .	Find <i>John Smith</i> . Get me <i>John Smith</i> . Contact <i>John Smith</i> .

Calling Groups

The system administrator may create groups of badge 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 call first, based on an option the system administrator has chosen.

To begin a call to 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 has set up the group.

Action	Recommended Voice Commands (examples in <i>italics</i>)	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 you find that the Genie has difficulty understanding you when you say the name of an individual, group, or location, or if you simply want to call someone by a nickname, you can train the Genie to recognize the name as you say it, rather than the formal or official way.

To train the Genie:

1. Press the Call button, wait for the Genie to answer, and then say “Learn a name.”
2. When prompted, **spell** the name of the individual or group.
3. When prompted, say the name (or nickname) of the individual or group.



If you change your mind, you can tell the Genie to “Unlearn a name.” The Genie will prompt you for the necessary information.

Action	Recommended Voice Commands	Alternative Forms
Train the Genie to recognize the way you say the name of a user, group, or location	Learn name. Learn group name. Learn location name.	Learn a name. Learn a group name. Learn a location name.
Delete a learned user, group, or location name	Unlearn name. Unlearn group name. Unlearn location name.	Unlearn a name. Unlearn a group name. Unlearn a location name.

Answering a Call

When someone calls your badge, you will hear a tone, and the Genie may ask if you want to talk to the caller.

To accept the call, answer “Yes” or press the Call button.

To reject the call, say “No,” or press the Hold/DND button.

When you reject a call, the caller will be prompted to leave a message or will be transferred to another badge user depending on the option the system administrator set on the server.

If **Auto Answer for Incoming Calls** is enabled for your badge, all of your calls will be connected immediately, without any action on your part. Calls will not be put through if you told the Genie to block calls or you put your badge in Do Not Disturb mode. (See *Using Do Not Disturb* on page 17 and *Blocking and Accepting Calls* on page 21.)

Ending a Call

To end a call, press the Call button.

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 display.

To accept the call, press the Call button. This puts the first call on hold and connects the second call. To end the second call and return to the original call, press the Call button again.

To refuse the call, ignore the tone or press the Hold/DND button. The second call will be treated as an unanswered call. The caller will either be prompted to leave a message or will be forwarded to a destination you have chosen. (See *Forwarding Calls* on page 22.)

Putting a Caller on Hold and Releasing the Hold

To hold a call, press the Hold/DND (Do Not Disturb) button on the top of the badge. The indicator light on the Hold/DND button blinks when hold or Do Not Disturb is active. To release the hold, press the Hold/DND button again.

When a call is on hold, you can press the Call button, and then call another badge, send a message, or give the Genie any other authorized command when the Genie answers. You can use this procedure to set up supervised conference calls, for example. (See *Supervised Conferencing* on page 23.)

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 easiest way to block calls is to press the Hold/DND

button. When you are ready to resume accepting calls, press the Hold/DND button again.

When you activate Do Not Disturb (DND) mode, some calls may still be put through. The Genie will ask callers who have **VIP Status** whether the call is urgent. If they confirm that it is, the Genie will call your badge and ask if you want to take the call. (VIP Status is a permission granted by the system administrator.)

To block calls using voice commands, see *Blocking and Accepting Calls* on page 21.

Recording a Message

You can record messages for individual users, or you can send messages to all members of a group simultaneously. You can also specify that the message is urgent.

Urgent messages are treated differently from standard messages in the following ways:

- Urgent messages will be played before standard messages, regardless of the order in which messages are received.
- If VIP status is enabled for your badge, recipients will be notified of your messages immediately, even if they have put their badges in Do Not Disturb mode or issued a command to block calls.

The following table shows the commands for recording voice messages:

Action	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Send a message to a badge user	Record a message for <i>John Smith</i> .	Send a message to John Smith.
Broadcast a message to a group	Record a message for <i>Tech Support</i> .	Send a message to <i>Tech Support</i> .
Record an urgent message for a badge user	Record an urgent message for <i>John Smith</i> .	Send an urgent message to <i>John Smith</i> .

Action	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Broadcast an urgent message to a group	Record an urgent message for <i>Tech Support</i> .	Send an urgent message to <i>Tech Support</i> .

Playing, Saving, and Deleting Voice Messages

The voice messages that users leave when they call your badge are stored on the Vocera server. When you play your messages, the Genie stays connected, so you can use voice commands to save or delete each message or to move to the next or previous message in the queue.

Voice messages, both played and unplayed, are deleted when they have been stored for a certain number of days or weeks. (The limit is set by the system administrator.) You can use the Save command to protect a message from this automatic deletion. The saved voice message then stays on the Vocera server until you tell the Genie to delete it.

Use one of the following commands to begin playing messages:

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



The following table shows the commands you can use during message playback to replay, save, or delete voice messages.

Action	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Replay the current message	Repeat.	
Save the message you just played or are in the process of playing	Save.	Archive.
Play the next message	Next.	Skip.
Delete the message you just played or are in the process of playing	Delete message.	Erase messages.
Delete messages without playing all messages in the queue	Delete all messages Delete messages from <i>John Smith</i> . Delete messages from <i>Tech Support</i> .	Delete all my messages Erase all my messages Erase all messages from <i>John Smith</i> .

Some commands require special badge permissions or are a little more complex than the commands described in *Basic Calling* on page 13. 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 badge user. If you do not have permission to use a command that requires one, the Genie will tell you.

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 (examples in <i>italics</i>)	Alternative Forms
Blocking calls	Block all calls. Block all calls from <i>John Smith</i> . Block all calls except from <i>John Smith</i> .	Hold all calls. Hold all calls from <i>John Smith</i> . Hold all calls except from <i>John Smith</i> .
Accepting calls	Accept all calls. Accept all calls from <i>John Smith</i> . Accept all calls except from <i>John Smith</i> .	Take all calls. Take all calls from <i>John Smith</i> . Take all calls except from <i>John Smith</i> .

When you activate call blocking, some calls that you would expect to be blocked may still go through, because callers with **VIP Status** will be asked if the call is urgent. If they confirm that it is, the Genie will call your badge and ask if you want to take the call. (VIP Status is a badge permission granted by the system administrator.)



Forwarding Calls

When you cannot answer a call for any reason, or when you block all calls or put your badge in Do Not Disturb mode, your caller is usually prompted to leave a message. As an alternative, you can instruct the Genie to forward your unanswered calls to another badge user or to a group (the Genie will know which member of that group to try first).

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 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 will still receive calls. Only the badge 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 is out of range of the wireless network.

When you forward calls to a group, each call is handled as though the person calling you called the group, instead. (See *Calling Groups* on page 15.)

The following table summarizes the commands for forwarding your calls to a user or group:

Action	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Forwarding calls to another badge user or to a group.*	Forward all calls to <i>John Smith</i> . Forward all calls to <i>Tech Support</i> .	Forward my calls to <i>John Smith</i> . Forward my calls to <i>Tech Support</i> .
Stop forwarding (and accept calls on your badge again).*	Stop forwarding.	Stop forwarding my calls.

*Requires special permission from the system administrator.

Making a Conference Call

You can use your badge to set up a conference call with 2 other badge users (3 parties total, including you).

To begin a 3-way conference call, you use the **Conference** voice command, and then say the names of the other badge users whom you want to participate in the call. For example, "Conference James Madison and Mary Lamb."

You can also change any 2-party call into a 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

To add another party without speaking to the new person first:

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 conference call automatically.

Supervised Conferencing

You can speak to a new person before adding him or her to a conference call or, as an alternative, you can switch between the new person and a call in progress.

To talk with a third person without initiating a conference call:

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 will ask if you want that party to join your existing call, thus creating a conference call.

5. Answer “yes” to add the new party to the original call (you are reconnected to the original caller automatically) or “no” to put the new person on hold while you return to the original call.
6. If you answered “no” so you could keep the new party on hold while you confer with the original caller, you can press the Hold/DND button at any time to switch between the original caller and the new party. To end either call and return to the other, press the Call button while talking to the person you want to disconnect.

The following table summarizes your conference call options.

Action	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Initiating a conference call	Conference <i>James Madison</i> and <i>Mary Lamb</i> .	Call <i>George Washington</i> . (You can then add one more party.)
Adding another party to a call (unsupervised method)	Press the Hold/DND button to put your call on hold. Press the Call button to summon the Genie and say: Invite <i>Robin Hood</i> .	
Adding another party to a call (supervised method)	Press the Hold/DND button to put your call on hold. Press the Call button to summon the Genie and say: Call <i>Robin Hood</i> .	
Returning to the original call	Unsupervised method: You are returned to the original call automatically. Supervised method: Press the Hold/DND button. Answer “yes” to add the new party and return to the original call. Answer “no” to put the new party on hold and return to the original call.	

Action	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Switching between a conference call and a call on hold	Press the Hold/DND button.	
Ending a conversation and returning to the other party	Press the Call button while talking to the person you want to disconnect.	

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.

Description	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Add yourself to a group*	Add me to <i>Technical Support</i> .	
Remove yourself from a group*	Remove me from <i>Technical Support</i> .	

*Requires special permission from the system administrator.

You can also find out whether you or other badge users are members of groups by asking the Genie:

Description	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
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?



Description	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Find out who is in a particular group	Who is in <i>Technical Support</i> ?	

Recording Names for Groups

If you have permission to do Group Management, you can record a name for the group (for example, Sales Managers) plus generic singular and plural names for group members for any group (for example, *A Sales Manager* and *Sales Managers*).

These names you record will be played during Genie prompts instead of the computer-generated names. For example, If someone says "Record a message for Technical Support," that person will hear your recording of "Technical Support" when the Genie confirms the command by saying "Recording a message for Technical Support."

To record group name prompts, press the Call button, wait for the Genie to answer, and then tell the Genie, "Record names for *Name of Group*." The Genie will prompt you through the process of recording the group name and the singular and plural variations of the group member name.

Action	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Recording name prompts for groups	Record name for <i>Technical Support</i> .	Record name prompts for <i>Technical Support</i> .

Locating a Badge User or Group Member

To find a badge user or group member in your location or in neighboring locations, press the Call button and tell the Genie to "Locate *User or Group name*."



IMPORTANT: The voice command **Find** (“Find John Smith” for example) will **call** the user or group.

Action	Recommended Voice Commands (examples in <i>italics</i>)
Find another badge user or group member*	Locate <i>John Smith</i> . Locate a member of <i>Tech Support</i> .
Find the name of your current location*	Where am I?
Find the current location of another logged-in user*	Where is <i>John Smith</i> ?
Find the nearest group member*	Locate the nearest member of <i>Tech Support</i> .

*Requires special permission set up by the system administrator.

Getting Information

You can use any of the following commands to get information about the current state of your badge:

Action	Recommended Voice Commands (examples in <i>italics</i>)	Alternative Forms
Find out who called while you were logged out, were on another call, were blocking calls, or while your badge was out of network range or in Do Not Disturb mode	Who called?	Who called me?
Find out who is currently blocked from calling your badge	Who is blocked?	Whose calls are blocked?
Find out who is logged in to the badge	Who am I?	
Find the name of your current location*	Where am I?	



Action	Recommended Voice Commands (examples in italics)	Alternative Forms
Find the current location of another logged-in user*	Where is <i>John Smith</i> ?	
Find out who is in a particular group	Who is in <i>Tech Support</i> ?	Who is a member of <i>Tech Support</i> ?
Find the names of the groups to which you belong	What groups am I in?	What groups am I a member of?

*Requires special permission from the system administrator.

The Vocera badge requires very little maintenance: just recharge the battery when the power gets low, and clean the badge when necessary. The following sections describe how to charge the battery and how to clean the badge.

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 badge to operate properly.

There are several easy ways to check whether you need to recharge the battery:

1. The green indicator light on the top of the badge turns red and blinks rapidly.
2. The battery-level indicator on the badge display shows empty.



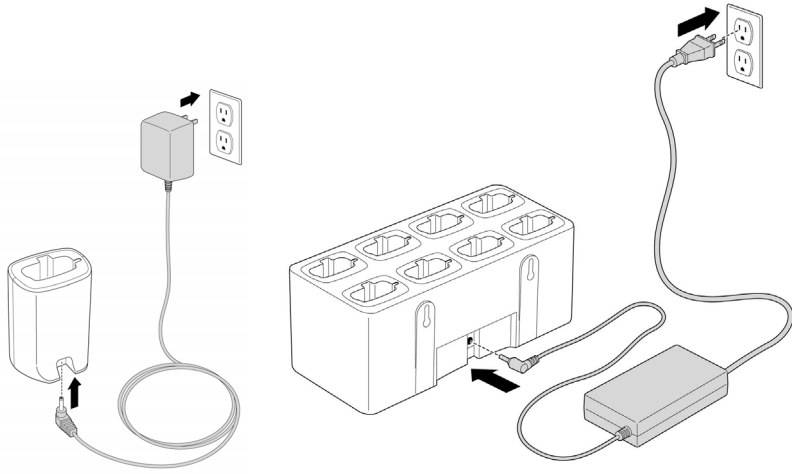
3. An alert tone plays at regular intervals.

Note: This tone may be disabled by the system administrator on request.

Preparing the Charger

Before you use a charger, read *Important Safety Instructions* on page iii.

To prepare the charger for use, insert the single-pronged plug into the outlet in the charger, and plug the two-pronged power plug into a 110 V AC outlet.



The indicator light on the top of the charger shows one of the following conditions:

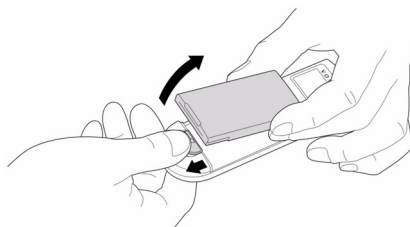
Indicator	Meaning
Light off	There is no battery or badge in the charger, or the battery is not seated properly.
Blinking green	The battery is charging.
Steady green	The battery is fully charged.
Red	The battery is unable to charge, or there is a problem with the charger. If the charger works when you try to charge a different battery, discard the original battery (see <i>Additional Instructions Related to Battery Safety</i> on page v) and charge a new one.

Charging the Battery

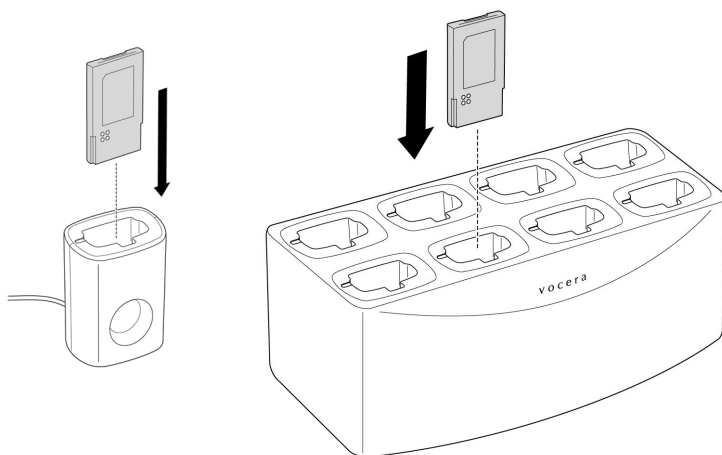
The battery can be charged with or without the badge.

Charging the Battery Without the Badge

1. Slide the battery latch toward the bottom of the badge and remove the battery with your other hand.



2. Insert the battery into the charger, making sure the battery label points toward the middle of the charger slot.

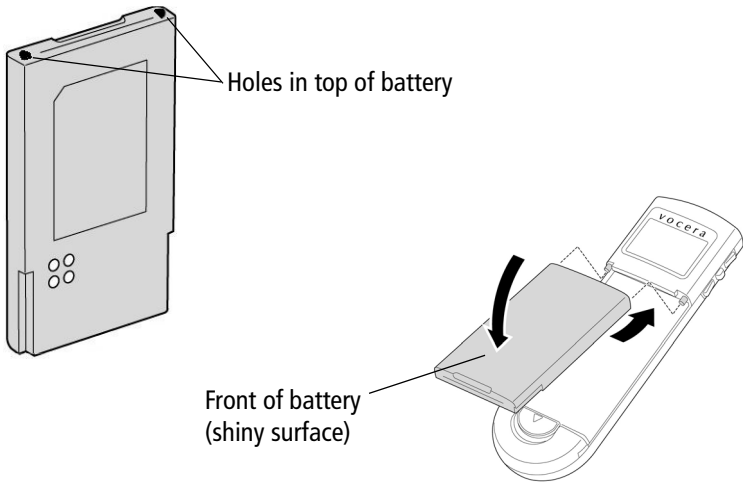


The green indicator light on the top of the charger will begin to blink when the battery is positioned correctly, and it will continue to blink while the battery is charging. When the indicator glows steadily, the battery is fully charged.

3. Remove the battery from the charger.



4. Slide the holes in the top of the battery over the small pegs in the badge's battery compartment.

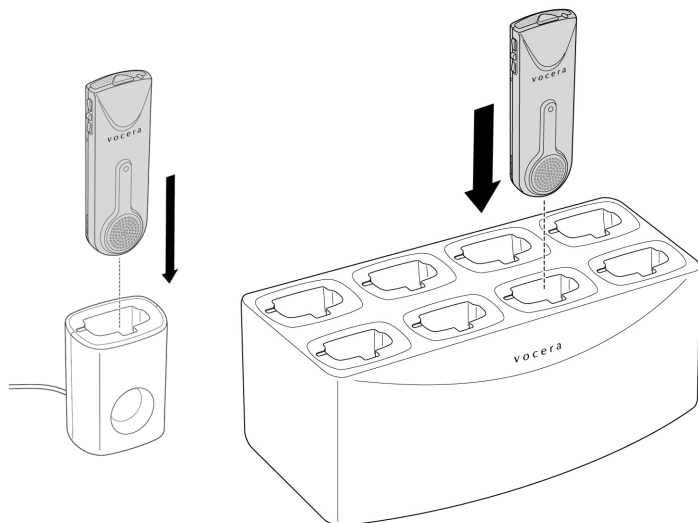


5. Press down gently to seat the battery in the badge.

Charging the Battery With the Badge

You can also insert the entire badge into the charger, enabling you to charge the battery without removing it. If you have a single-bay

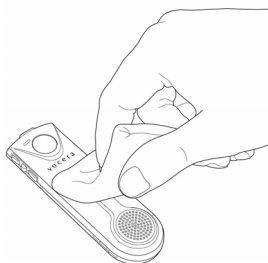
charger, this method also allows you to use the badge while the battery is charging:



Note: If you want to use the badge while it is charging, but you find that you are logged out when you put the badge in the charger, contact the system administrator for help.

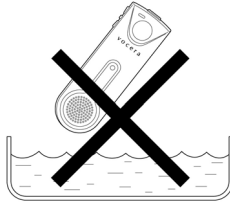
Cleaning the Badge

To clean a Vocera badge, use a soft, damp cloth or disinfectant wipe. Strong detergents or abrasive cleaners can damage the badge's finish.





IMPORTANT: Never immerse the badge in water, because the badge speaker, microphone, and battery pack are not watertight.



The following sections describe how to send a voice message from your badge to the email addresses of individual badge users or groups, how to send a standard email message to a badge user, and how to view messages on the badge display.

Sending a Voice Email From a Badge

You can send a voice email message from your badge to individual badge users or groups. Your recorded message will be sent 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.

The following table gives the commands for sending a voice email message from a badge to an email address:

Action	Recommended Commands (Italics indicate an example)	Alternative Forms
Sending a voice email message from a badge	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> .
	Send an email message to <i>Tech Support</i> .	Record an email message for <i>Tech Support</i> . Leave an email message for <i>Tech Support</i> .

When you send an email message to a badge user, the message is sent to the address stored for that user on the Vocera server. If you send the email to a group, the message is sent to all members of the group.

Note: If a group member does not have an email address, you will be asked to confirm that you want to send the message anyway. The Genie will not be able to tell you which group member did not receive the message.



Sending a Text Email to a Badge

You can send messages from your email account to a badge 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 badge displays.

Before you can send email to badges, 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 badge users must be addressed to this email account.
- The login name of the badge 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. The login name or group name must be the only text in the subject line of the email.

To send the message:

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, enter the login name of the person or group you want to receive your message.
4. In the **message area**, type your message. Be brief, because the message will be limited to the first 150 characters, or about 20 words. 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. 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 badge user or group whose login name or group name appears on the subject line of the message.

Note: If you enter an incorrect login or group name on the subject line, the system administrator may access the message to correct the error and re-send the message.

Reading Text Messages

There are two kinds of messages you can read on your badge display:

- Email messages. (The previous section describes how to send these to badges.)
- Text messages that are sent from the User Console. (See *The User Console* on page 39.)

To simplify the following instructions, the term “text messages” in the following procedure refers to messages sent from either source.

To read text messages on the badge display:

1. Hold the badge so that the display screen is visible.
2. Press the Up button once to see the Messages icon:



3. Press the Select button to select the Messages feature. You will see a list of message subjects, one subject per line. The newest messages are listed first.

If the message was sent from an email account, the subject line displays the first 12 or 13 characters of the message.

4. Use the Up and Down buttons to scroll through the list of subjects until you see the message you want to read.
5. Press the Select button to display the message associated with the selected subject. The display shows the body of the message, and then the sender's name, the sender's email address, and the date and time the message was received by the Vocera server. Use the Up and Down buttons to scroll through the message, if necessary.

Note: There is a limit of 150 characters for all text messages sent to a badge. The Vocera User Console will not allow the sender to create a message longer than 150 characters, but there is no way to enforce this rule for email sent from a computer. If an email message appears to be incomplete, it may mean that the original message was longer than 150 characters.



6. When you finish reading the message, press the Select button to see this menu of message options:
 - TO NEXT MSG skips to the next message in the list.
 - DELETE MSG erases the message from the badge memory and from the Vocera server.
 - SAVE MSG 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.
 - BACK TO LIST returns to the list of text messages, where you can select another message.
 - EXIT MENU returns to the main screen.

Note: You can also discontinue reading messages and return to the main screen by pressing and holding the Select button until the main screen appears.

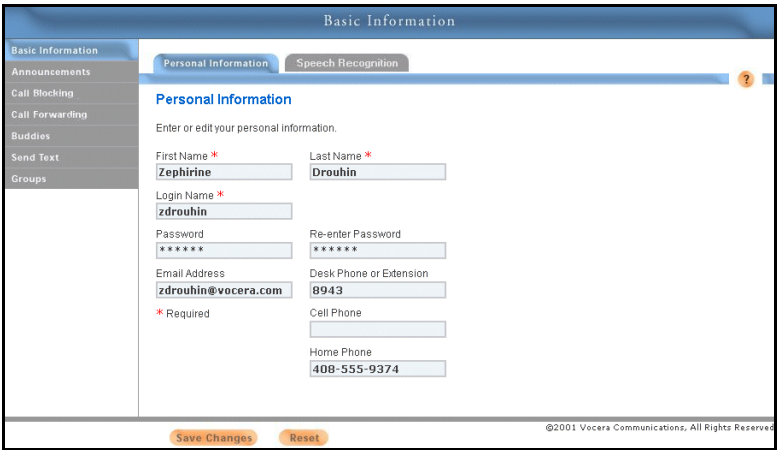
Text messages are stored on the Vocera server. You are allowed up to 20 text messages at a time, and of these 20, you can save up to 10 messages. Messages that you do not specifically save will be deleted as needed to make way for new messages, even if you did not read the older messages.

Each time you log in, your messages are downloaded from the server to the badge memory, so you can read your text messages even when you are out of range of the wireless network. When you log off, text messages are erased from the badge memory, but they remain on the server.

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.

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



The screenshot shows the 'Basic Information' section of the User Console. The 'Personal Information' tab is selected. The page title is 'Personal Information'. Below the title, it says 'Enter or edit your personal information.' The form contains the following fields:

Field	Value
First Name *	Zephirine
Last Name *	Drouhin
Login Name *	zdrouhin
Password	*****
Re-enter Password	*****
Email Address	zdrouhin@vocera.com
Desk Phone or Extension	8943
Cell Phone	
Home Phone	408-555-9374

* Required

At the bottom, there are two buttons: 'Save Changes' and 'Reset'. The footer text reads: '©2001 Vocera Communications, All Rights Reserved'.

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 — see *Blocking and Accepting Calls* on page 21 and *Forwarding Calls* on page 22).
- 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 to whom you can send voice email from your badge.

- Send text messages to other badge users on your Vocera system. The text message screen looks like this:

The screenshot shows the 'Send Text' interface. On the left is a navigation menu with options: Basic Information, Announcements, Call Blocking, Call Forwarding, Buddies, Send Text (selected), and Groups. The main content area is titled 'Send Text' and 'Send a Text Message'. It provides instructions on how to send a message and includes input fields for the recipient, subject, and message body. A character limit of 150 is indicated for the message. Action buttons for 'Select Recipient', 'Delete', 'Send', and 'Reset' are also visible.

- 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 system administrator.

Why does the Genie sometimes have trouble understanding me?

The Vocera system is designed to make it as easy as possible for you to communicate using voice commands. If the Genie does not appear to understand you, it may be due to one of the following reasons:

- Is the badge close enough to your mouth? For voice recognition to work properly, the microphone at the top of the badge must be directed toward your mouth, and it should no closer than 6 inches and no farther than 12 inches away 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 badge 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 badge. 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.

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 badge user. Have you ever seen this person use a badge?



If you are sure you are saying the name of a valid badge 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 15 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.

Why is my badge chirping or beeping?

The system administrator can program your badge to issue alerts when the badge 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 indicator light on the top of the badge and the badge display:

- If the 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.

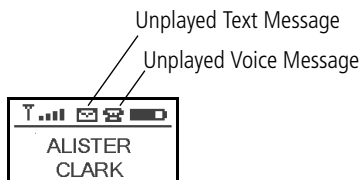


If the alert tone starts and stops as you move slightly, it means that you are at a location where the wireless network coverage begins.

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



- If the indicator light is blinking a green rapidly, you have unread text message or unplayed voice messages. Icons on the badge display will show whether the messages are voice or text, or both.



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

Why does my badge sometimes 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 badge chirping or beeping?* on page 42 to determine why your badge is beeping.

Why does my badge display say "Searching for Server"?

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

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



Why does my badge beep and then restart?

If you ignore low-battery signals and alerts long enough, the battery level will get so low that the badge resets. Recharge your battery.

None of the buttons on the badge seem to work, and the screen is frozen or blank. How do I get the badge to work again?

If the badge display is blank and the indicator lights are off, it means you need to recharge the battery.

Occasionally, the badge may need to be reset. If you have an image on the badge display, but none of the buttons respond when you press them, remove the battery and then put it back in again. The badge should work normally after it resets.

How can I stop the system from logging me out when I put my badge in the charger?

This automatic logoff is the result of the settings for your badge on the Vocera server. If you want to use your badge while it is in a single-bay charger, contact the system administrator.

Eight-bay chargers do not have cutouts for the badge speaker, so you cannot use the badge while it is charging in that kind of charger.

I heard a busy signal when I pressed the Call button. What happened?

All communications with the Genie go through voice-recognition ports. If you hear a busy signal, it means that all of those ports are in use. Wait a short time and try again.

I can make calls, but I can't receive calls or messages. What do I do?

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, contact the system administrator for assistance.

Some of my text messages begin with code such as <DOCTYPE HTML PUBLIC "-// ... What does this mean?

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



YOU WILL NOT BE ABLE TO INSTALL AND USE THIS PRODUCT UNLESS YOU AGREE TO THESE PROVISIONS. RETURN THE PRODUCT PROMPTLY FOR A REFUND IF YOU DO NOT AGREE.

Introduction. This Agreement sets forth the provisions under which Vocera Communications, Inc. ("Vocera") is willing to sell to you its communication badge product, consisting of a wireless unit and a single-bay or eight-bay charger ("Badge") and other accessories (e.g., clips, lanyards, etc.) ("Accessories") and license you to use certain associated software ("Software").

License. Vocera grants you, a single business entity, the non-exclusive right to install, access, run, or interact with ("Use") the Software solely in conjunction with a Badge, for your internal business purposes, and subject to the restrictions below. Vocera may, in its sole discretion, make available future updates or upgrades to the Software, each of which is also Software subject hereto. All patent rights, copyrights and other intellectual property rights in the Software are retained by Licensor and its direct and indirect suppliers and licensors ("Licensors").

Restrictions. The Software may not be Used (a) on or from any platform other than a Badge; (b) so as to circumvent any technological measure provided by Licensor from time to time to control access to or limit use of the Software; or (c) other than as contemplated by its documentation. The Badge and Software may not be imported or exported into any jurisdiction except in compliance with all applicable laws of the United States and such jurisdiction. The Software may not be rented, leased or lent to third parties (except that a Badge and the corresponding Software may be transferred to a third party who has agreed in writing to be bound hereby. You may not copy all or any part of the Software or attempt, encourage or permit any third party to modify, adapt, make derivative works from, reverse engineer, reverse compile, disassemble or decompile the Software or any portion thereof except and only to the extent that such activity is expressly permitted by law notwithstanding this limitation. You may not modify or copy the Software. You agree to retain all product identification, copyright and other proprietary notices of Vocera and Licensors. Your rights are only as expressly stated herein. ***Violation of any of the foregoing is a material breach hereof. Vocera may immediately terminate your rights if you violate the provisions hereof.***

Limited Warranty. Vocera warrants that the Badge and Software conforms substantially to Vocera's standard published specifications and is free from defects in materials and workmanship for One (1) year from purchase. Vocera further warrants that Accessories are free from defects in materials and workmanship for Thirty (30) days from purchase. This limited warranty extends only to the original buyer/user of the badge. You may provide written notice that any of the foregoing are not as warranted by contacting the reseller from whom you purchased the defective component no later than ten (10) days following expiration of the applicable warranty period. As your sole and exclusive remedy, the defective component will be repaired or replaced or, if Vocera determines that is



not practical, refunded the price you paid for the original. (Any replacement will be either new or the cosmetic and functional equivalent.). The obligations hereunder are conditioned upon the return of affected product in accordance with Vocera's or its resellers then-current Return Material Authorization (RMA) procedures. NEITHER VOCERA NOR ITS LICENSORS MAKE ANY OTHER WARRANTY, EXPRESS, IMPLIED OR STATUTORY. LICENSOR AND ITS LICENSORS DISCLAIM ALL WARRANTIES OF FITNESS FOR PARTICULAR PURPOSE, MERCHANTABILITY AND NON-INFRINGEMENT.

Limited Warranty Restrictions. This warranty does not apply and is void with respect to (a) cosmetic damage, (b) product that has been improperly installed or maintained, (c) cost of any installation or deinstallation, (d) equipment or components not manufactured by Vocera, (e) failures or defects caused by misuse, abuse, accidents, physical damage, abnormal operation, improper handling and storage, neglect, alterations, problems caused by your local area network (e.g., coverage), exposure to fire, water or excessive moisture or dampness, floods, or extreme changes in climate or temperature, acts of God, riots, spills of food or liquids, or other circumstances beyond the reasonable control of Vocera or its reseller, (f) products from which warranty stickers, electronic serial numbers and/or serial label have been removed, altered or rendered illegible, (g) signal reception problems not caused by defect in material or workmanship, (h) badges operated outside published maximum ratings, (i) performance of Badge when used in combination with other products or equipment not manufactured, approved by or supplied by Vocera, (j) any Badges which have been opened, repaired, modified or altered by anyone other than Vocera or a Vocera authorized service center, (k) Accessories and materials subject to normal wear and tear.

Limit of Liability. Vocera's Licensors disclaim all liability to you. Vocera shall not be liable for direct damages exceeding the price paid by you for a defective component or for special, incidental, consequential or indirect damages, even if advised in advance of the potential thereof.

U.S. Government Users. The Software is a "commercial item" as defined at 48 C.F.R. 2.101, consisting of "commercial computer software" and "commercial computer software documentation" as such terms are used in 48 C.F.R. 12.212. Under 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 to 227.7202-4, U.S. Government Users acquire the Software only with the rights set forth therein.

Third Party Licensors. This Agreement may be accompanied by differing or additional provisions applicable to portions of the Software provided by one or more Licensors ("Licensor Provisions"). User acknowledges and agrees that its Use of such portions of the Software is subject to the Licensor Provisions.

Applicable Law. This Agreement is governed by the laws of California, excluding its principles of conflict of laws. In any claim hereunder, you consent to the non-exclusive jurisdiction of the state and federal courts situated in California and waive objection to such venues.

System Specifications

Badge Specifications

Dimensions	4.2 x 1.4 x .6 in. (10.6 x 3.5 x 1.5 cm)
Weight	1.9 oz. (53.9 g) with standard bat- tery pack
LED Indicators	Two indicators: one- and two-color
LCD	Supports 4 lines of text, 14 characters per line
Controls	Call button
	Hold/Do Not Disturb (DND) button
	Volume and Menu Selection buttons
Headset Support	2.5 mm gold-plated jack
	Compatible with Plantronics M175 and M205 headsets

Network Specifications

Network Standard	IEEE 802.11b
Frequency Band	2400–2483.4 MHz
Data Rates Supported	1, 2, 5.5 and 11 Mbps
Wireless Medium	Direct Sequence Spread Spectrum (DSSS)
Media Access Protocol	Carrier sense multiple access with collision avoidance (CSMA/CA)
Modulation	DBPSK at 1 Mbps
	DQPSK at 2 Mbps
	CCK at 5.5 and 11 Mbps



Operating Channels	11 channels (US, Canada), 3 non-overlapping
Roaming	IEEE 802.11b compliant
Encryption	64-bit and 128-bit WEP

Electrical Specifications

RF Output Power	+17 dBm typical
RF Receive Sensitivity	−75 dBm at 11 Mbps
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
Batteries	
Battery Type	Lithium Ion

Environmental Specifications

Operating Specifications	
Temperature Range	41° to 104° F (5° to 40° C)
Humidity Range	5% to 95% relative humidity
Storage Specifications	
Temperature Range	−4° to 104° F (−20° to 40° C)
Humidity Range	5% to 95% relative humidity

Regulatory Notices

Regulatory Compliance

FCC Part 15.247

FCC Part 15, Class B Device

FCC Compliance

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause unwanted operation

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following safety measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Consult the dealer or an experienced radio/modem technician for help.

THIS BADGE MEETS THE FCC REQUIREMENTS FOR EXPOSURE TO RADIO FREQUENCY ENERGY (SAR).

Your wireless badge is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of the comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough



evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless communications devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR are conducted using standard operating positions, as applicable to this device, specified by the FCC. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations of measurement. Before a badge is available for sale to the public, it must be tested and certified by the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure.

USE ONLY APPROVED ACCESSORIES

To ensure compliance with FCC RF exposure guidelines when wearing the Vocera badge, always use a Vocera Communications approved lanyard, pocket clip, universal clip, or holster. Use of accessories that have not been tested for RF exposure compliance with this product may not comply with the FCC RF exposure safety guidelines and should not be used.

To ensure RF exposure compliance of the badge when using the lanyard, position and maintain the call button, the speaker and antenna facing away from the body, as illustrated in the Getting Started section of this User Guide. The badge and lanyard attachment have been designed specifically to maintain proper orientation during normal usage. Additionally, the lanyard clip can be secured to clothing to provide additional stability. Wearing the Vocera Communications badge with the antenna facing the body may not comply with FCC RF exposure guidelines and should be avoided.

RF exposure (SAR) tests have been performed on the Vocera Communications badge when worn correctly and used with the approved accessories. The SAR test results show compliance of the badge with the FCC exposure requirements. When operated with the appropriate accessories as instructed in this manual the level of RF exposure is well below the FCC limit of 1.6W/Kg.

See <http://www.fcc.gov/oet/rfsafety/> for more information on RF exposure safety.

Summon and Dismiss the Genie

Action	Recommended Commands
Summon the Genie	Press the Call button. Wait for the Genie to answer.
Dismiss the Genie	Goodbye (or press the Call button).

Log In and Log Out

Action	Recommended Commands (examples in <i>italics</i>)
Log in	Log me in as <i>John Smith</i> .
Log out	Log me out.

Record Your Name and Greeting

Action	Recommended Commands
Record your name	Record name.
Record your greeting	Record greeting.
Play your greeting	Play greeting.
Erase your greeting	Erase greeting. Delete greeting.

Call a User or Group

Action	Recommended Commands (examples in <i>italics</i>)
Call another badge user	Call <i>John Smith</i> .
Call a group member	Call <i>Tech Support</i> .



Listen to and Leave Voice Messages

Action	Recommended Commands (examples in <i>italics</i>)
Send a message to a badge user or to all members of a group (without trying to call them)	Record a message for <i>John Smith</i> . Record a message for <i>Tech Support</i> .
Play new messages	Play messages. Play messages from <i>John Smith</i> . Play messages from <i>Marketing</i> .
Play old (previously played) messages	Play old messages. Play old messages from <i>John Smith</i> . Play old messages from <i>Marketing</i> .
Commands that are accepted during message playback	Repeat. Save. Next. Delete.
Delete messages, played or not	Delete all messages. Delete messages from <i>John Smith</i> . Delete messages from <i>Tech Support</i> .

Accept and Block Calls

Action	Recommended Commands (examples in <i>italics</i>)
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?

A

- Accepting calls, voice commands 21
- Access point
 - relationship to locations 10
 - Searching for Access Points message 11
- Answering calls 16
- Auto Answer for Incoming Calls 16

B

- Badge operation
 - adjusting the volume 10
 - answering calls 16
 - battery disposal v
 - call waiting 17
 - calling groups 15
 - calling other badges 14, 15
 - cleaning 33
 - conference calls 23
 - ending a call 16
 - holding a call 17
 - logging in 13
 - safety information iii
 - safety recommendations 49
- Battery
 - disposal v
 - removing from the badge 31
 - replacing 32
 - safety information v
- Battery charger
 - indicators 31
 - safety information iii
 - using 31
- Beginning a call 13
- Blocking calls, voice commands 21

C

- Call waiting 17
- Calls
 - accepting 21
 - answering 16
 - blocking 21
 - call waiting 17
 - calling groups 15

- calling other users 14, 15
- conference calls 23
- ending 16
- forwarding 22
- holding 17
- starting 13
- Cleaning the badge 33
- Commands - see "Voice commands"
- Compliance statements 49
- Conference calls 23

D

- Deleting
 - greeting 14
 - learned names 15
 - text messages 38
 - voice messages 19
- Do Not Disturb 17
 - VIP status effect 17

E

- Email messages
 - saving and deleting 38
 - sending from a badge 35
 - sending to a badge 36
 - viewing on a badge 37
- Ending calls 16

F

- FCC statement 49
- Forwarding calls 22

G

- Genie
 - summoning 13
 - training 15
- Glossary
 - buddy 39
 - Genie 1
 - outside buddy 39
 - text message 40
 - User Console 39
 - Vocera server 1



Greeting, personal 14

Groups

- calling 15

- recording name prompts for 26

H

Hold/DND button

- alternative voice commands 21

- holding calls with 17

Holding a call 17

L

Learning a name 15

License and Sales agreement 45

Logging In and Out 13

M

Messages

- playing, saving, deleting 19

- recording and sending 18

- saving and deleting text messages 38

- text message limits 38

N

Name

- group name prompts 26

- recording 14

P

Playing a message 19

R

Recording a greeting 14

Recording a name

- group prompts 26

- training the Genie 15

- your name 14

Recording messages 18

Regulatory statements 49

S

Safety information

- badge and charger iii

- battery v

Safety recommendations iii

- SAR exposure 49

SAR exposure guidelines 49

Saving

- email and console messages 38

- voice messages 19

Sending messages 18

Shared badges 13

Sound level 10

Speech recognition

- proper badge position for 4

- training the Genie 15

Starting a call 13

Supervised conference calls 23

T

Terms

- buddy 39

- Genie 1

- outside buddy 39

- text message 40

- User Console 39

- Vocera server 1

Text message

- saving and deleting 38

- viewing on a badge 37

U

Unlearning a name 15

V

Voice commands

- accepting calls 21

- answering calls 16

- blocking calls 21

- conference calls 23

- forwarding calls 22

- general guidelines 41

- making calls 14, 15



- sending messages 18
- training the Genie 15
- Voice email 35
- Voice messages
 - playing, saving, deleting 19
 - recording and sending 18
- Voice recognition - see "Speech recognition"
- Volume, adjusting 10

