

# Basic Calling

Learn the available commands for general use on the Vocera badge. Your Vocera device provides one-touch communication. To begin any kind of call or to record or play messages, press the Call button to summon the Vocera Genie. The Genie answers with a tone, a prompt, or both (depending on the setting that is active for your device) and is then ready to accept your voice commands. This chapter describes the most-frequently used voice commands, by category.

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.



## Note:

If you press the Call button and no speech is perceived by the Genie, you will hear a request to repeat your command. This request is repeated three times. After three tries the call attempt is ended.

When you call a user who is not available, the call may be forwarded to another user or phone number. If no forwarding is set, the Genie tells you that person's status and asks if you want to leave a message. There are four possible status messages: not on the network, not logged in, busy on another call, and not available.

Action	Recommended Voice Commands	Alternative Forms
Call a user	Call <i>John Smith</i> .	Find <i>John Smith</i> . Get me <i>John Smith</i> . Contact <i>John Smith</i> .

## Using Speak or Spell

Learn about the speak or spell feature that allows you to contact users, groups, or address book entries by either speaking or spelling their names in a voice command.

Spelling a name greatly improves speech recognition because you are effectively uttering many more syllables than when you simply speak a name. In fact, spellings are so effective that they may work even when they are slightly incorrect, so don't let past spelling bee experiences scare you away!

In addition to *speaking* the full name, you can *spell* either the first name, the last name, or both names to contact a person. For example, you can use any of the following commands to place a call to the user or address book entry Jesse Hart:

- Call Jesse Hart
- Call J-E-S-S-E
- Call H-A-R-T
- Call J-E-S-S-E-H-A-R-T

You must always speak or spell the full name to contact a group, place, or alternate spoken name. For example, you can use either of the following commands to place a call to the address book entry Poison Control:

- Call Poison Control
- Call P - O - I - S - O - N - C - O - N - T - R - O - L

A *qualifier* is an additional name, such as a department or a site, that helps to identify the party you are trying to contact in a voice command. You can use either a spelling or a qualifier in a voice command, but you cannot use both. In addition, you cannot spell the name of the qualifier —only the party you are trying to contact.

For example, you can contact Maria Blount in the Imaging department by saying either "Call M - A - R - I - A" or "Call Maria in Imaging". You cannot use either "Call M - A - R - I - A in Imaging" or "Call Maria in I - M - A - G - I - N - G". See [Calling with Department Names](#) for more information about using departments.

## Calling with Department Names

Learn the voice commands for calling by department names.

If your system administrator sets up departments, they are a convenient way to contact other users on the Vocera system. When you use a department in a voice command, Vocera can:

- Differentiate among users with the same first and last names.  
For example, if your site has two users named John Smith, you can issue the voice command "Call John Smith in Hardware".
- Identify a Vocera user when you know the first name and department, but not the last name, of other people at your site.

For example, you can issue the voice command "Call Sue in Hardware".

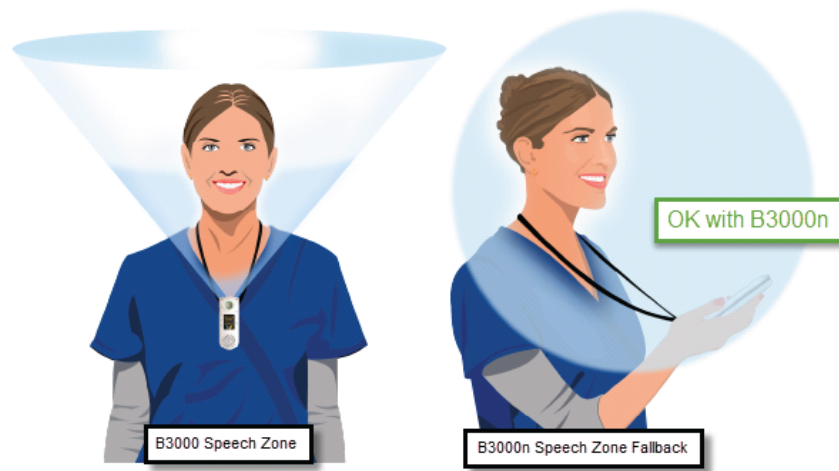
Action	Recommended Voice Commands	Alternative Forms
Call a user with a department name	Call <i>John Smith</i> in <i>Hardware</i> .	Find <i>John Smith</i> in <i>Hardware</i> . Get me <i>John Smith</i> in <i>Hardware</i> . Contact <i>John Smith</i> in <i>Hardware</i> .
Call a user with first name and department	Call <i>Sue</i> in <i>Hardware</i> .	Find <i>Sue</i> in <i>Hardware</i> . Get me <i>Sue</i> in <i>Hardware</i> . Contact <i>Sue</i> in <i>Hardware</i> .

## Calling a Group Member

Learn the voice commands for calling a group member.

The system administrator may create groups of Vocera 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 try first, based on the ordering method that the system administrator or group manager chooses.

Action	Recommended Voice Commands	Alternative Forms
Call a group member	Call <i>Tech Support</i> .	Find <i>Tech Support</i> .



It is still recommended to wear the B3000n badge in a position that uses the array of microphones in a directional manner, but the automatic Speech Zone Fallback mechanism alleviates some of the difficulties with voice recognition when the B3000n is orientated incorrectly.



**Note:** The single omnidirectional microphone system is similar to the operation of the microphones when the badge is switched into Group Mode.

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## Orientation Sensor

Learn about the display and what happens when you tilt the badge.

The B3000n badge display contains an orientation sensor that automatically inverts the text on its display when you tilt up the bottom of the badge, making it easy to read the screen. To conserve power, the display is activated only when you press buttons, use menus, or are on a call. Otherwise, the display is powered off.

The following figure shows the B3000n screen: