

Listening to Messages

Learn about various kinds of messages, message settings and commands you can use in order To listen to badge messages. You can use the badge or phone to listen to either voice or text messages. When you play a voice message, you hear the recorded voice of the person who sent it. When you play a text message, Vocera uses text-to-speech generation to speak the message for you.

Vocera uses the following default settings for message playback:

- The order in which messages are played is the opposite of the order in which they are received (most recent message first). The badge or phone plays urgent messages before standard messages, regardless of the order in which messages are received.
- The date and time of the message are not announced.

You can change these default settings in the Announcements tab of the User Console. If you do not have access to the User Console, your system administrator can change these settings for you. If you do not speak the modifying words "voice" and "text" when you play or delete messages, the Genie assumes you are working with voice messages. Use the following commands to work with voice messages:

Action	Recommended Voice Commands	Alternative Forms
Play new (unplayed) voice messages	Play messages.	Play voice messages. Play my messages.
	Play messages from <i>John Smith</i> .	Play voice messages from <i>John Smith</i> . Play my messages from <i>John Smith</i> .
	Play messages from <i>Marketing</i> .	Play voice messages from <i>Marketing</i> . Play my messages from <i>Marketing</i> .
Play old (previously played) voice messages	Play old messages.	Play old voice messages. Play my old messages.
	Play old messages from <i>John Smith</i> .	Play old voice messages from <i>John Smith</i> . Play my old messages from <i>John Smith</i> .
	Play old messages from <i>Marketing</i> .	Play old voice messages from <i>Marketing</i> . Play my old messages from <i>Marketing</i> .
Delete voice messages	Delete all messages.	Delete all voice messages. Erase all messages. Erase all voice messages.
	Delete all messages from <i>John Smith</i> .	Delete all voice messages from <i>John Smith</i> . Erase all messages from <i>John Smith</i> . Erase all voice messages from <i>John Smith</i> .

You must speak the modifying word "text" when you issue commands to play or delete text messages. You can use the following commands to work with any type of text messages, regardless of whether they were sent through the User Console or through email:

Action	Recommended Voice Commands	Alternative Forms
Play new (unplayed) text messages	Play text messages.	Play my text messages.
Play old (previously played) text messages	Play old text messages.	Play my old text messages.
Delete text messages	Delete all text messages	Erase all text messages.

You can also use the "from" modifier to play or delete text messages sent from the User Console, as shown in the following table:

Action	Recommended Voice Commands	Alternative Forms
Play new (unplayed) text messages sent through the User Console	Play text messages from <i>John Smith</i> .	Play my text messages from <i>John Smith</i> .
Play old (previously played) text messages sent through the User Console	Play old text messages from <i>John Smith</i> .	Play my old text messages from <i>John Smith</i> .
Delete text messages sent through the User Console	Delete all text messages from <i>John Smith</i> .	Erase all text messages from <i>John Smith</i> .

BASIC CALLING

The following table shows the commands you can use during message playback. In each case, you press the Call button while the message is being played and say the command. You can end message play altogether by pressing the Hold/DND button, or by pressing the Call button twice.

Action	Recommended Voice Commands	Alternative Forms
Delete the message you just played or are in the process of playing	Delete	Erase
Save the message you just played or are in the process of playing	Save	Archive
Play the next message	Next	Skip
Replay the current message	Repeat	
Get the time the message was received	Time stamp	Time
Get the date the message was received	Date stamp	Date
Cancel message play	Cancel	Goodbye