

# Vocera Voice Commands



Guest Access Number: (502) 629-5335

Internal: 9-5335

## Tips for talking to the Genie:

1. Speak at a normal speed. Pauses created when speaking too slowly may be misinterpreted by the Genie that you are finished speaking.
2. Allow the Genie to finish speaking before answering. When the Genie is speaking, she is not able to listen and will likely miss what you are saying.
3. Use the correct language: the correct groups, the correct names, and correct commands.

## Place Calls:

Tap the 'V' at the top of the screen wait for the Vocera Genie to say, "Vocera", then give one of the following commands:

\*Note: **Do Not** press and hold

To another Vocera user: "Call \_\_\_\_\_" (First & Last name or first name *IN* department)

To a group member: "Call \_\_\_\_\_" (group name, Staff Assignment room number, or role)

Dial an Extension: "Dial *extension* \_\_\_\_\_" (number)

Dial an Outside Number: "Dial an outside number" wait for the Genie and follow the prompts

Call Urgently: "Urgently Call \_\_\_\_\_" (person or group name)

**Receive Calls:** Tap the Accept or Decline option on the screen for incoming calls.

## Record, Play, and Delete Messages:

When calling individual users that are not available, the Genie will ask you if you would like to leave a message. Follow the Genie prompts to record and send your message.

### You can also...

Record a message to a user: "Record a message for \_\_\_\_\_" (first and last name or first name *IN* department)

Record a message for a group: "Record a message for \_\_\_\_\_" (group name)

Note: Some groups may not participate in messaging. Ask your System Administrator.

Play new/old voice messages: "Play messages", "Play new messages from \_\_\_\_", "Play old messages from \_\_\_\_\_",

Delete Messages: "Delete messages", "Delete messages from \_\_\_\_\_", "Delete old messages from \_\_\_\_\_", "Delete old messages"

## Voice Reminders:

You can instruct the Genie to create a reminder for yourself, other users, and groups.

For yourself: "Record a Reminder" or "Record a voice reminder"

For others: "Record a voice reminder for \_\_\_\_\_" (first and last name, limited to 3)

For a group: "Record a reminder for \_\_\_\_\_" (group name)

You can set the frequency and duration of a reminder as follows:

- **Specific Time:** For example, "At 4 PM today"
- **Relative Time:** For example, "15 minutes from now"
- **Recurring Time:** For example, "Every 30 minutes for the next 2 hours"
- For **recurring reminders**, set the minimum duration to 5 minutes and the maximum to 24 hours.
- You can also record an **urgent voice reminder** using the commands below:
  - "Record an urgent reminder" or "Record an urgent voice reminder"
  - "Record an urgent voice reminder for \_\_\_\_\_"

Delete a voice reminder by instructing the Genie to "Delete a voice reminder" or "Delete a recurring reminder" and then following the prompts to delete the correct reminder.

**Groups:** Find groups to which you belong: **“What groups am I in?”**

Add yourself to a group **“Add me to \_\_\_\_\_”** (group name)

Use this when adding yourself to multiple groups **“Add me to multiple groups”**

Remove from group **“Remove me from \_\_\_\_\_”** (group name)

Use this when removing yourself from multiple groups **“Remove me from multiple groups”**

**Initiate a Broadcast:** Two-way communication with a requested group

Broadcast to group **“Broadcast to \_\_\_\_\_”** (group name)

Urgently broadcast to a group **“Urgently broadcast to \_\_\_\_\_”** (group name)

**Transfer an Active Call:**

Place the caller on hold, summon the Genie and issue the command: **“Transfer to \_\_\_\_\_”**

A person **“Transfer to \_\_\_\_\_.”** (first and last name or first name in department)

A group **“Transfer to \_\_\_\_\_.”** (group name or address book entry)

A phone **“Transfer to *extension* \_\_\_\_\_.”** (extension)

## The Vocera Genie Can Learn from You!

Vocera recommends using the “Learn” commands to optimize your communication experience. By teaching the Genie how you say things, the Genie will do a better job of understanding what you want. You only need to complete these steps once, or as you add new co-workers you need to contact. The changes you make will be saved to your profile.

**Learn a Name:**

- Write the first and last name for the people you call most
- Find an area of good wireless coverage and where you will not be interrupted for a few minutes
- Push the call button and after the prompt give the command: **“Learn a Name”**
- Follow the prompts for each name on your list

**Learn a Group Name:**

- Push the call button, say, **“Learn a Group Name”** and follow the prompts in the same way that you did for the “Learn a Name” command

**Learn a Command:**

Whether or not you have challenges with the Genie understanding your voice commands, you can teach the Genie how **you** say things. Give the command **“Learn a Command”** then follow the prompts. If you don’t find the command you need, give the command: **“Learn more Commands”**

**Additional Help**

For a short command review give the command, **“Play welcome tutorial”**