

## Training the Genie

The Vocera Communication System uses a speech recognition technology based on North American English however, some accents are not understood by this technology and will result in more frequent responses of, “I’m sorry, I didn’t understand” from the Genie. Sometimes Vocera users, although speaking English, may have difficulty with the Genie understanding their particular accent. Vocera provides several tools to help train the Genie to better understand the way an individual pronounces commands and names. Using the Learn commands results in *dramatically* improved speech recognition.

The Genie remembers the user’s training results each time the user logs into the system.

Training the Genie consists of several Vocera commands:

- 1) “Learn a Name”
- 2) “Learn a Group Name”
- 3) “Learn a Command”
- 4) “Learn More Commands.”
- 5) “Learn an Address Book Name”
- 6) “Learn a Location Name”

Learn a Name	Learn a Group Name
<ol style="list-style-type: none"> <li>1. Press the Call Button</li> <li>2. Say: <b>“Learn a Name”</b></li> <li>3. Genie will say: <i>“Spell the First OR Last name of the person you would like me to learn”</i></li> <li>4. Spell the name. tip: Spell the least common name. If it is a common name spell both the first and the last name.</li> <li>5. Genie will say: <i>“Did you mean_____”</i></li> <li>6. Say “Yes”, if it is correct. Say “No” if it is not.</li> <li>7. When she identifies the correct name she will say: <i>“Say the name or nickname each time you hear the tone”</i></li> </ol> <p>You will need to repeat the name at least three times</p> <p>If you change your mind, use the command “Unlearn a Name”</p>	<ol style="list-style-type: none"> <li>1. Press the Call Button</li> <li>2. Say: <b>“Learn a Group Name”</b></li> <li>3. Genie will say: <i>“Spell the group name you would like me to learn”</i></li> <li>4. Spell the name</li> <li>5. Genie will say: <i>“You spelled _____”</i></li> <li>6. Say “Yes”, if it is correct. Say “no” if it is not.</li> <li>7. When correct Genie will say: <i>“Say the name each time you hear the tone”</i></li> </ol> <p>You will need to repeat the name at least three times.</p> <p>If you change your mind, use the command “Unlearn a Group Name”</p>

Learn A Name	Learn a Group Name
<ol style="list-style-type: none"> <li>1. Press the Call Button</li> <li>2. Say: <b>“Learn a command”</b></li> <li>3. Genie will say: <i>“Learn commands will take a few minutes, is that okay?”</i></li> <li>4. Say: <i>“Yes”</i></li> <li>5. Genie will say: <i>“Repeat the following phrases when you hear the tone. Press the Call Button to skip the ones you don’t need me to learn.”</i></li> </ol> <ul style="list-style-type: none"> <li>• Call</li> <li>• Play Messages</li> <li>• Play Old Messages</li> <li>• Page</li> <li>• Broadcast to</li> <li>• Dial extension</li> <li>• Log Out</li> <li>• Yes</li> <li>• No</li> <li>• 1</li> <li>• 2</li> <li>• 3</li> <li>• 4</li> <li>• 5</li> <li>• 6</li> <li>• 7</li> <li>• 8</li> <li>• 9</li> <li>• 0 (number zero)</li> <li>• O (letter O)</li> </ul> <p>You will need to repeat each phrase at the tone at least three times.</p> <p>You may stop at any time and resume again later</p> <p>If you change your mind after recording the commands, simply say <i>“Unlearn Commands”</i> and the system will delete all learned commands.</p>	<ol style="list-style-type: none"> <li>1. Press the Call Button</li> <li>2. Say: <b>“Learn more commands”</b></li> <li>3. Genie will say: <i>“Learn more commands will take a few minutes, is that okay?”</i></li> <li>4. Say: <i>“Yes”</i></li> <li>5. Genie will say: <i>“Repeat the following phrases when you hear the tone. Press the Call Button to skip the ones you don’t need me to learn.”</i></li> </ol> <ul style="list-style-type: none"> <li>• Add me to group</li> <li>• Remove me from group</li> <li>• Record a message for</li> <li>• Forward my calls to</li> <li>• Stop forwarding</li> <li>• Locate</li> <li>• Delete</li> <li>• Repeat</li> <li>• Learn</li> <li>• Unlearn</li> <li>• Transfer to</li> <li>• Conference</li> <li>• Urgent Call</li> <li>• Urgent Broadcast</li> </ul> <p>You will need to repeat each phrase at the tone at least three times.</p> <p>If you change your mind after recording the commands, simply say <i>“Unlearn More Commands”</i> and the system will delete all learned commands.</p>

### **Train the Genie to Learn Address Book Entry or Location Names**

Using the following steps, the Genie can be trained to learn the user's pronunciation of the name of an address book entry or location.

1. Press the Call button, wait for the Genie to answer, and then say "Learn an Address Book Name" or "Learn a Location Name."
2. When prompted, **spell** the address book entry or location name you would like the Genie to learn.
3. When prompted, say the name or nickname the way you normally do. The Genie asks you to repeat the name several times, and then tells you, "OK, I've learned the name."

If you change your mind after training the Genie, you can simply say "Unlearn an Address Book Name," or "Unlearn a Location Name."

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