



Vocera Smartbadge Trainer Booklet



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Vocera Smartbadge Features and Functions

Overview of the Smartbadge:

Call Button – Summon the Vocera Genie and end voice communications

DND – Places you in Do Not Disturb mode and places calls on hold

Volume Up and Down – Adjust call and non-urgent alert tone volumes, wakes up screen for viewing

Panic Button – Places an emergency call to specified emergency group

Voice Log In/Log Out

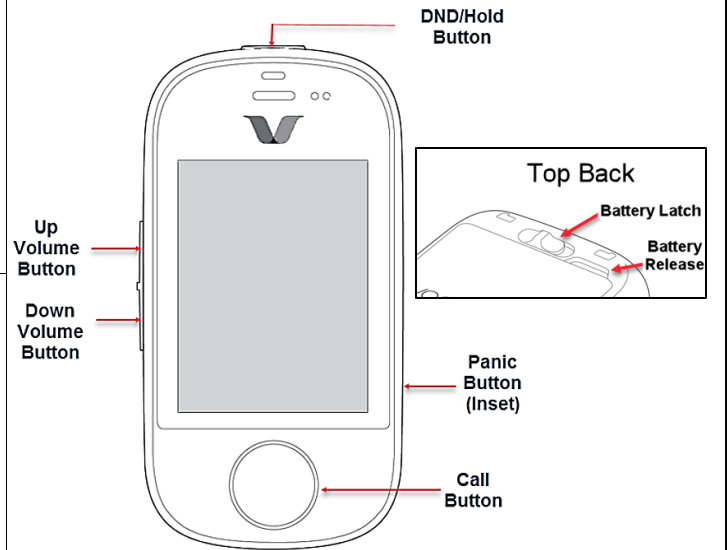
- Touch the call button until you feel a slight vibration wait for the Vocera Genie to say, “Say or spell your first and last name”, say your first and last name

*Note: Finger must be bare or with only a light glove to operate the sensor button. Thick gloves prevent activation

- Touch the call button until you feel a slight vibration, wait for the Genie to say, “Vocera”, then say “Log Out” or “Log me out”

Screen Log Out

- Swipe up from the bottom of the Home screen to access the **Settings** screen, tap ‘Log Out’



The battery latch is located on the back of the Smartbadge. Inserting the battery powers on the Smartbadge device.

Navigating the Screen:

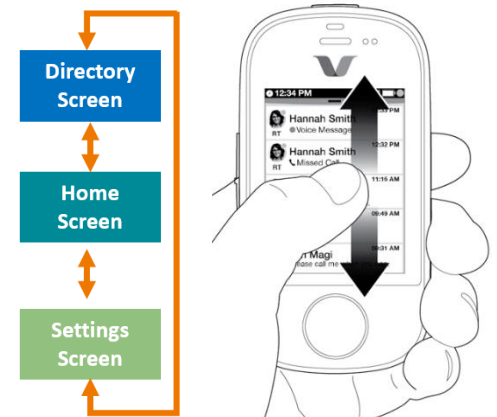
- Time, Volume, Network connection, Battery status, and Presence and availability appear at the top of the screen

- Tap at the colored bar to display menu options for each of the display screens



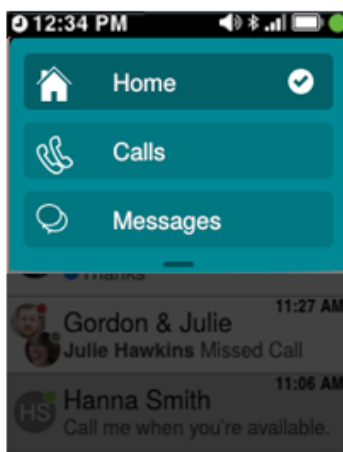
From the Home Screen

- Swipe from the top to bottom of the screen to access the **Directory**
- Swipe from the bottom of the screen to display the **Settings** screen



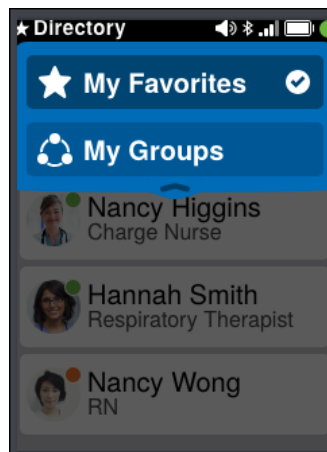
Home Screen

- Displays view of all Calls, Messages, Alerts, and Alarms



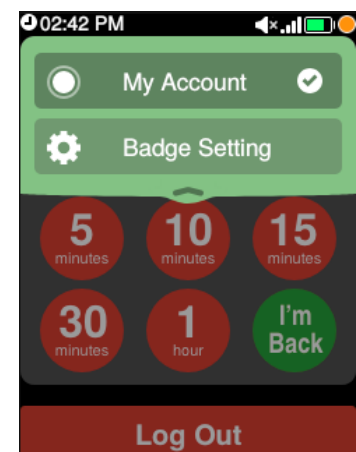
Directory Screen

- Access and view what groups you belong to
- Assign favorite users and groups



Settings Screen

- Displays account details and Smartbadge settings
- Set DND status and Log Out option

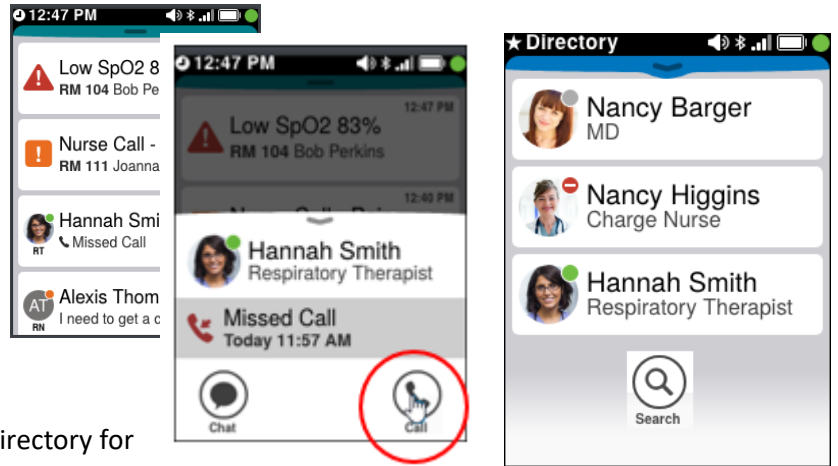


Placing a Call using the Vocera Genie:

- Press the Call Button until you feel the slight vibration
- Wait for the Genie to say, "Vocera"
- Caller screen displays when call is answered
- Standard Call commands apply

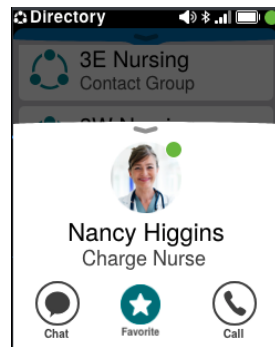
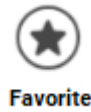
Placing a Call Using the Contacts Screen:

- Tap on an event such as a voice message or missed call to view contact options
 - Call directly using the call option
- OR
- Swipe down to access the Directory Screen
 - Select contact from the list of favorites or Search the Directory for a specific user or group



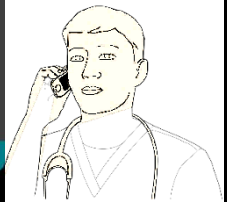
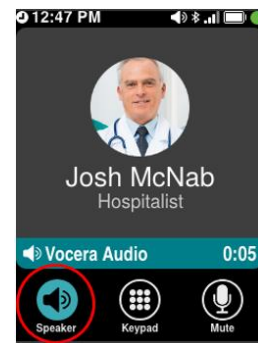
Creating Favorites:

- Swipe down to access the Directory Screen from the Home Screen
- Search for users and groups and tap to select
- Tap the star to flag as a favorite contact



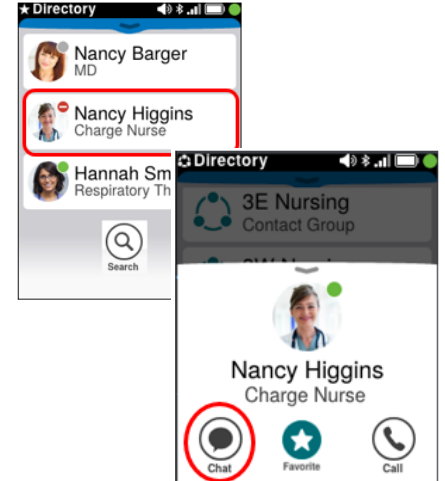
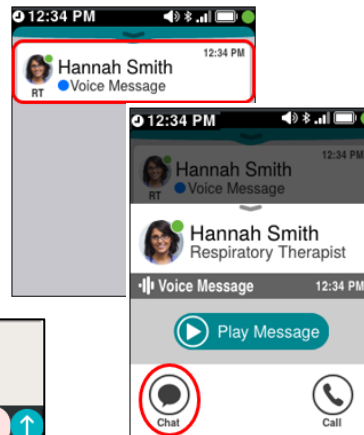
Handset Mode:

- On the active Call Screen tap the speaker icon to remove the speaker function and go into privacy mode
- Privacy mode can be set to enabled to always begin calls in privacy mode

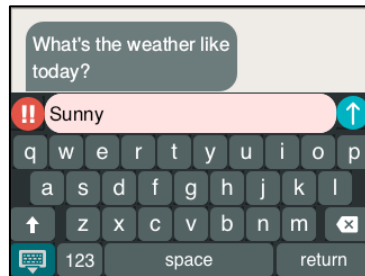


Chat Conversations:

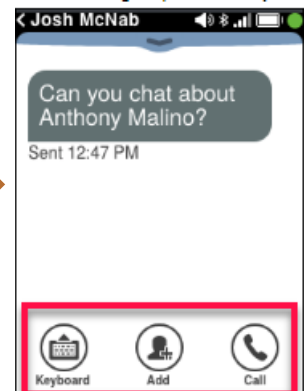
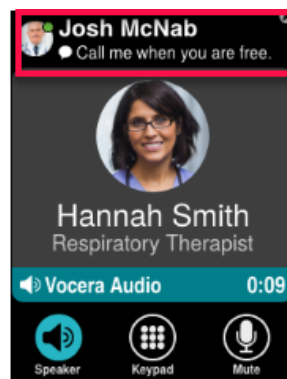
- Start a chat by selecting an event from the Home Screen or a user or group from the Directory Screen (*Note the additional options to play message or call from the event notification!)
- Select the **Chat** option from the contact screen
- Small, functional keyboard appears on the screen
- Compose the message in the space provided



- Use the exclamation point to the left of the message contents field to change the priority of the message



- Tap on an incoming message on the top of the screen or from the Home Screen to view the message
- From the message screen you have options to access the keyboard to compose a reply, add an additional participant or call the sender



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 and release the call button 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: You will hear the Genie say, "{Caller Name}, accept call?". Say "**Yes**" or "**No**"

For incoming calls from outside your facility you may hear the Genie announce the caller's name if available from caller ID.

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 other users and yourself

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)

Instant Conference (Push-to-Talk): One-way communication used to talk with a predefined conference group

Press and continuously hold the call button

After the tone, begin speaking

When finished, release the call button

Join conference group **“Join the conference for _____”** (conference)

Leave conference group **“Leave conference”**

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”**

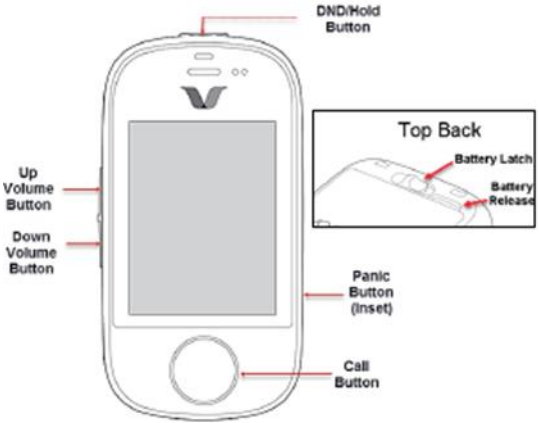

Additional Help

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

Guest Access Number: (502) 629-5335

Internal extension: 9-5335

Smartbadge Trainer's Guide

TOPIC	CONTENT
<p>Trainer's Tips Overview of Course Reference Material</p>	<ul style="list-style-type: none"> • Have a Vocera Smartbadge available for each attendee • Wear one badge and have an additional trainer's badge available for demonstration • Agenda – Review what will be taught in the course • Explain the resource material handed out (Have a copy of the Smartbadge Features and Functions and the Vocera Voice Commands tip sheets available for each participant) • Identify availability of additional reference material if applicable as well as resource personnel on unit
<p>Introduction to Smartbadge Charging and Cleaning the Smartbadge</p>	<ul style="list-style-type: none"> • Functions over hospital WiFi • Ability to call and send texts to individuals and groups • Integrates with other clinical systems • Review the following items: <ul style="list-style-type: none"> ➤ Call Button ➤ DND Button/Hold Button ➤ Volume Up and Volume Down ➤ Panic Button ➤ Speaker and microphones ➤ Battery latch and release • Clean the Smartbadge with a damp cloth or commercially available alcohol cleaning wipe • Always clean the Smartbadge before removing the battery • It is water resistant but not waterproof! • The Smartbadge can be charged while the battery is in, with the USB-C cable port or the battery can be charged in one of the charging bays of the 8-bay charger • Have an 8-bay charger and charging cord available for demonstration <div style="text-align: right;">  </div>
<p>Wearing the Smartbadge Logging In</p>	<ul style="list-style-type: none"> • Have each participant assemble their Smartbadge and place it in the correct position for the optimal speech zone • It is designed to be mainly hands free for calling • Touch the call button until a slight vibration is felt • Wait for the Vocera Genie to answer • Follow the prompts to record your name and pin if needed <div style="text-align: right;">  </div>
<p>Waking up the Screen</p>	<ul style="list-style-type: none"> • Wake up the screen by depressing the volume button on the side of the Smartbadge <ul style="list-style-type: none"> • Note how the screen may show a welcome screen for participants who have not received any messages or calls
<p>Identify the screen layers</p>	<ul style="list-style-type: none"> • Describe the three layers of screens - use the Smartbadge Training PowerPoint to show the videos of the screen navigation to demonstrate as needed • Note how the screens loop to allow swipe motion from top down as well as bottom up

<p>Identify the Screen Layers (Cont.)</p>	<ul style="list-style-type: none"> • Home – displays a list of all chat messages, unexpired alerts, and calls • Directory Screen – search for individual and group contacts • My Account – displays options for you to schedule yourself for Do Not Disturb status and the Log Out option
<p>Navigating the Screens and Menus</p> <p>Using the left to right swipe for the back option</p>	<p>Home Screen</p> <ul style="list-style-type: none"> • Note how the label of the 'Home' screen appears in the top left corner of the screen but is quickly replaced with the current time • Tap on the chevron located at the top of the screen to display the Home Screen menu options <ul style="list-style-type: none"> ➢ Calls – filters the list to display only incoming and outgoing calls ➢ Messages – filters the list to display chat, alert • Tap the chevron to close the menu <p>Directory Screen</p> <ul style="list-style-type: none"> • Note the 'Directory' label in the top left corner – also replaced quickly with the current time display • Tap on the chevron located at the top of the screen to display the Directory Screen menu items: <ul style="list-style-type: none"> ➢ My Favorites – the default view, shows the list of individuals and groups that you have marked as a favorite ➢ My Groups – displays the groups that you have marked as a favorite • Tap the chevron to close the menu <p>Settings Screen</p> <ul style="list-style-type: none"> • Do Not Disturb options appear on the screen • Demonstrate how tapping the Do Not Disturb button on the top of the Smartbadge causes the screen to display the DND options • Tapping the Do Not Disturb button again clears the DND status • Tap on the chevron to display the Settings Screen menu options <ul style="list-style-type: none"> ➢ Badge Settings – Smartbadge setting details are located here • Tap the Badge Properties option to access the item • Swipe left to right to return to the previous menu – this functionality is demonstrated in a video on the Smartbadge Training PowerPoint • Return to the Home screen and tap on an existing chat conversation – swipe left to right on the screen to demonstrate returning to the main Home screen list
<p>Using the Voice Commands</p>	<ul style="list-style-type: none"> • Have participants look at the Vocera Voice Commands handout • Review the Tips for Talking to the Genie section
<p>Calling Etiquette - Caller</p>	<ul style="list-style-type: none"> • Review the following points of calling etiquette: • The person that makes the call is the one that hangs up the call Prevents double hang up (one hangs up, one calls the Genie)

<p>Calling Etiquette (Cont.) - Receiver</p>	<ul style="list-style-type: none"> • The person receiving the call talks first (Say hello 😊) <ul style="list-style-type: none"> ➤ Introduce self ➤ Set the stage ➤ Let caller know if it is safe to talk ➤ Take the Smartbadge out of speaker mode for confidentiality, if needed
<p>Place a Call Using the Vocera Genie Receive a Call Using the Vocera Genie</p>	<ul style="list-style-type: none"> • Refer to the Calling section of the Vocera Voice Commands guide • Follow the steps to summon the Genie and use the “Call_____” commands • Randomly have participants practice placing and receiving calls using the “Call_____” command with First and Last Names, First name in department • The screen displays the contact information of the incoming caller • Participants can accept or decline incoming calls announced by the Genie by responding, “Yes” or “No”
<p>Record, Play, and Delete Voice Messages:</p>	<ul style="list-style-type: none"> • Have participants practice leaving a message for a person that is unavailable to take the call • Use the various commands, “Record a message for_____” “Play Messages”, and “Delete Messages” as outlined on the Vocera Voice Commands guide
<p>Voice Reminders</p>	<ul style="list-style-type: none"> • Demonstrate the commands outlined on the Vocera Voice Commands guide for recording voice reminders for themselves, and for others
<p>Groups And Group Membership</p>	<ul style="list-style-type: none"> • Vocera allows users to communicate with a member of a group or by a role Example: “ICU Nurse” • Find the groups to which you belong by using the command, “What groups am I in?” • Access the Directory Screen, tap the chevron to display the menu options, and select the My Groups menu item • Summon the Genie and add yourself to a group “Add me to _____” (group name) • Follow the directions to “Remove me from_____” (group name)
<p>Making a Call Using the Directory Screen</p>	<ul style="list-style-type: none"> • Swipe down to display the Directory screen • User the search option to locate a user – notice how the screen rotates to a landscape view as the keyboard displays • When the user or group displays on the screen, you have options to start a chat, assign them as a favorite, and place a call • After selecting the call option, the screen displays the outgoing call screen
<p>Accepting a Call using the</p>	<ul style="list-style-type: none"> • Incoming calls display on the screen with the option to accept or decline

Smartbadge Screen Call Waiting and Merging Call Waiting and Merging (Continued)	<ul style="list-style-type: none"> • Once the call is active, options for mute, speaker, and the keypad appear • When another call comes in while you are on an active call, the screen displays options to: <ul style="list-style-type: none"> Decline—Sends the incoming call to voice mail End & Accept—Ends the active call and accepts the incoming call Hold & Accept—Holds the active call and accepts the incoming call • Pressing the Call button answers the incoming call • Pressing the DND/Hold button holds the active call and accepts the incoming call • The Merge Calls icon appears on the screen when the incoming call is accepted • Swipe from the left side of the screen and then swipe down on the screen during an active call to access the Home Screen, Directory Screen, and the Settings Screen
Creating Favorite Contacts	<ul style="list-style-type: none"> • Swipe down to access the Directory Screen • Use the search option to find specific individuals or groups • Tap the star to assign the individual or group as one of your favorite contacts • Tap the star again to unfavorite a contact or group
Messaging From the Contact Screen From the Call Log	<ul style="list-style-type: none"> • Swipe down to access the Directory Screen • Select from the list of favorites or search the entire directory using the search option • Options for Chat and Call appear on the screen • Swipe down to access the Home Screen • Tap on an event such as a missed call • Options to Chat and Call appear on the screen • Change the priority of the message using the exclamation points on the left side of the message content field
Panic Calls	<ul style="list-style-type: none"> • Press the Panic button on the lower right side to a specified group
Logging Out	<ul style="list-style-type: none"> • There are two ways to log out of the Smartbadge <ul style="list-style-type: none"> • Touch the call button until you feel the vibration – wait for the Genie to say “Vocera” • Issue the command “Log out” or “Log me out” • Swipe up from the Home Screen to access the Settings Screen <ul style="list-style-type: none"> • Tap the Log Out option at the bottom of the screen

Vocera for Non-Badge Users

Calling a Vocera Badge User from a Telephone OUTSIDE of the Hospital

(Ex: Staff members who are off site and need to speak with a staff member who is on site such as a nurse calling his/her Charge Nurse or an EVS staff member calling his/her supervisor etc.)

TO CALL A VOCERA BADGE USER:

From Outside the Hospital



- Dial the Vocera Guest Access number **(502) 629-5335**.

From Inside the Hospital



- Dial the Vocera Guest Access Extension **9-5335**.

-
- The Vocera Genie will say “Say the full name of the person or group you want to reach or enter an extension”.
 - Say the Full Name or Role of the desired person.

Ex: “Janet Smith” *(First and Last Name of the staff member you need to reach)*

Ex: “Janet in ICU” *(First Name + IN + Department of the staff member)*

Ex: “ICU Charge Nurse” *(Role-based call...Temporary groups must be assigned)*

Ex: “Room 2525 PCT” *(Room-based call...Temporary groups must be assigned)*

- **You will then be connected to the desired Vocera user.**

Transferring a Telephone Call to a Vocera Badge User

(Ex: Unit Clerk Workflow)

When a phone call comes in to your unit and a person requests to speak with a Vocera badge user....



- 1) Press the Transfer button on the desk phone.
- 2) Dial the Vocera Internal Extension **9-5335**.
- 3) The Vocera Genie will say: "Say the full name of the person or group you want to reach or enter an extension".
- 4) Say the Full Name or Role of the desired person.

Ex: "Janet Smith" (*First and Last Name of the staff member you need to reach*)

Ex: "Janet in ICU" (*First Name + IN + Department of the staff member*)

Ex: "ICU Charge Nurse" (*Role-based call...Temporary groups must be assigned*)

Ex: "Room 2525 PCT" (*Room-based call...Temporary groups must be assigned*)

- 5) After you say the name of the person that you would like to reach, wait for the Genie to confirm the name...
- 6) The Vocera Genie will say: "Finding Janet Smith" or "Finding ICU Charge Nurse".
- 7) Wait for desired person to answer.
- 8) Let them know that you are transferring a call.
- 9) Press Transfer button on the desk phone.
- 10) The incoming caller will be connected to the desired Vocera user.

Vocera Training Checklist

Tasks	Check when completed
Training Room	
1. Test that Vocera system works in Training Room: <ul style="list-style-type: none"> ▪ Enter specific name for nearest access point (i.e. Chemo Nursing Station) ▪ Have phone in room (preferably with a speaker) to demonstrate integration with phone system ▪ Have projector or display available if using the Smartbadge Training PowerPoint to demonstrate screens 	<input type="radio"/> <input type="radio"/>
2. Have training material available: <ul style="list-style-type: none"> ▪ Plastic Command cards (contained in box with attachments) ▪ Quick Reference guides (contained in training kit) ▪ Vocera generated handouts ▪ Vocera User Guide ▪ Facility Policy and Procedure ▪ Any facility required documentation ▪ Cleaning Supplies (hospital approved wipes or alcohol preps) 	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
3. Vocera Devices are available in sufficient quantities for all attendees <ul style="list-style-type: none"> ▪ Vocera Badges <ul style="list-style-type: none"> ○ Minimum of 10 for basic end user class ○ One clip for every device. 	<input type="radio"/> <input type="radio"/>
4. Have batteries charged and badges labeled.	<input type="radio"/>
5. Have a battery charger and USB-C charging cable available for demonstration purposes.	<input type="radio"/>
6. Have attachments available: (lanyards and clips) <ul style="list-style-type: none"> ▪ Advise trainer of attachment policy (if each user is provided their own or to be shared, one attachment per person or one of each type if multiple attachments are offered) <p>Note: It is recommended that clips be used for training. They can be wiped down and used between participants.</p>	<input type="radio"/>

<p>13. Have unit or facility policy/procedure information to share with staff during training:</p> <ul style="list-style-type: none"> • Location of battery chargers • Sign out/in procedure • Replacement attachments • Who to call for help, e.g., help desk, Vocera Support • Code Blue, Rapid Response etc. policy • RMA procedures • Add/edit/delete name changes (Systems Admin) 	<p style="text-align: center;">○ ○ ○ ○ ○ ○ ○</p>
<p>14. Have attendance sheets available for sign in.</p> <ul style="list-style-type: none"> • Have copy of scheduled class times with assigned attendees per class 	<p style="text-align: center;">○</p>

Vocera Governance Committee

Also known as a Steering Committee or Leadership Committee, a Vocera Governance Committee provides a forum of Clinical and IT representatives to pro-actively address Vocera to maximize the benefits and investment of the system. The following information is based on best practices gathered from our customers as well as Vocera staff.

Having a committee has proven very beneficial to many of Vocera's healthiest customers. Vocera committees can be a great way to exchange best practices. Additionally, these groups allow networking and the opportunity to learn about other topics relevant to those that support the delivery of healthcare.

Members could either be enthusiastic users or dissenters who will benefit by being allowed to give input. Members should be empowered to carry issues from their areas to the committee. The committee needs to be empowered to make a certain level of decisions and needs to have executive support to reinforce the decisions made by the committee or handle issues that are not within the committee's purview. A decision tree should be developed to clearly outline decision authority and the decision-making process. A communication plan should be developed so that the committee can inform appropriate people of their actions and status.

Meetings are held regularly; initially, monthly. The frequency should be increased if implementations are being planned or are in progress or if there are issues present. The meetings can be moved to quarterly if all systems are working well. It can be beneficial to schedule the meeting date and time to be consistent such as the first Monday of the month. Some groups negotiate the date and time for the next meeting during meeting adjournment.

The committee meetings could be facilitated by either a clinical or IT representative.

Membership could include:

- A representative from each area/unit using Vocera
- A representative from each area/unit interested in using Vocera
- Vocera system administrator(s)
- The Vocera project manager
- Clinical educators

Alternative members may include:

- Nursing supervisor
- IT/Telecom management involved with Vocera
- Vocera account manager
- Wireless/wired network staff
- Server staff
- Help desk staff
- Equipment processing staff

Topics for the committee could include:

- Communicating best practices
- Use of Vocera to improve workflows
- Personnel change management for new implementations
- Infrastructure planning for growth and on-going maintenance of the system
- Budget topics such as who pays for initial and replacement equipment
- Any coverage problems or wireless issues
- Training plans for new hires and annual competencies.
- User Issues (ongoing training, speech recognition, improper use, etc)
- Database structure and groups
- Policy and procedures (how to care for equipment, policies for non-hospital employees, etc.)

Vocera Post Test

Name: _____ Unit: _____ Date: _____

1. How many inches from the chin is the badge worn?

- 4 Inches
 6-8 Inches
 12 Inches

2. Name three ways to find people.

- _____
- _____
- _____

3. Name three actions to take when the Genie says, "I'm sorry, I didn't understand"?

- _____
- _____
- _____

4. Name two actions to take when receiving a confidential call.

- _____
- _____

5. How long does it take to *fully* charge a battery?

- 30 minutes
 60 minutes
 90 minutes

6. On the badge, what does the flashing amber status light indicate?

- Badge can accept calls
 Badge is in Do Not Disturb

7. On the battery charger, what does the flashing green light indicate?

- Batteries are fully charged
 Batteries are charging

Vocera Smartbadge Skills Checklist

Name: _____

Date of Completion _____

Validated by: _____

STAFF RESPONSIBILITIES	Date/Initial	Comments
<p>Verbalizes understanding of the use and care of the device and accessories:</p> <ul style="list-style-type: none"> ○ Assembly and storage ○ Battery charging ○ General care and cleaning of device ○ Use of clip and lanyard attachments ○ Logging In and Out ○ Wearing the device correctly ○ Identify Badge buttons and features (Call, Panic, Microphone, Speaker, Volume, DND) 		
<p>Navigating the Screen</p> <ul style="list-style-type: none"> ○ Accessing the Home, Directory, and Settings Screens ○ Locating the menu options for each screen ○ Locating Time, Volume, Network connection, Battery status, and Presence indicator display ○ Managing favorite contacts 		
<p>Making and Receiving Calls</p> <ul style="list-style-type: none"> ○ Using the Vocera Genie ○ From the Directory ○ From an event such as a missed call or voice message ○ Transferring a call to another user, desk extension ○ Adding a caller to an active call ○ Hands-free ○ Appearance on the screen ○ DND/Hold ○ Mute and Privacy mode 		
<p>Messaging</p> <ul style="list-style-type: none"> ○ Creating a new chat from the Directory ○ Responding to an incoming chat message ○ Creating a high priority chat message ○ Adding a participant to an existing chat 		
<p>Managing Alerts and Alarms</p> <ul style="list-style-type: none"> ○ Responding to an alert/alarm with Accept, Decline, or Call Back ○ Viewing and responding to Incoming alerts/chats/alarms while on an active call or while composing a chat message 		