

2. Vocera - advance training Guide

v10.14.22

Action	Voice command
Be Part of the Vocera system from a telephone (internal or external) - This is <u>not</u> the Vocera App on smart phone	
Be Part of the Vocera system from a telephone. When away from your facility or do not have a Vocera badge, you can pickup voice mail, locate staff members, forward calls to your cell phone, call staff members and other Vocera badge commands except for panic button or PTT/push to talk.	From an outside phone dial Angell's main number then dial 5555 or from an internal phone dial 5555 > If the phone you are calling from has been pre-programmed in your profile: Genie will greet you "good morning "first name". > If the phone you are calling from has not been pre-programmed in your profile: Genie will request that you say your name, and then request that you type in your password (12345#) > You may use most of the verbal Vocera commands
To transfer a call from a desk phone to a Vocera user or group	
from a desk phone	Hit the transfer button, dial 8888 Genie will answer saying "please say the name of the person or group or enter an extension" Say the person's name or group name, once connected either hit the phone transfer button again or hang up.
Transfer a call	
Transfer a call in progress to a Badge user, group members, or desk extension.	<i>Press the Hold/DND button to put the call on hold, then press the Call button and say: Transfer to John Smith. Transfer to</i>
Forward a Call	
To forward a call	"Forward my calls to _____ (my cell, my desk, or forward to a persons first and last name or forward to group name)." ■ All – receive no ring tone; all calls forwarded ■ Unanswered – receive ring tone; only unanswered calls will forward ■ Offline – calls forwarded when you are logged out or out of range
To stop forwarding your calls	"Stop forwarding my calls"
Place Urgent Calls to Vocera users and groups (Requires special permissions)	
Urgently call a badge user.	Urgent call to <i>John Smith</i> .
Urgently call a group member.	Urgent call to inpatient charge
Place Urgent broadcasts to Vocera groups (Requires special permissions)	
Urgently broadcast to an entire group	Urgent broadcast to Triage
Voice Messages	
*Do not leave Voice messages, call someone else	
Send a message to a badge user	Record a message for John Smith .
Send a message to a group	Record a message for E C C Service
Play new voice messages.	Play messages
Play old (previously played) voice messages.	Play old messages
Delete voice messages, played or not.	Delete messages. Delete messages from John Smith .
3-way calls	
Instant 3-way call	Conference Sara Lee (user name) and Betty Crocker (user name).
Add someone to a call	<i>invite a third user by pressing the top DND button to place the call on hold and then press the Call button to summon the Genie and say , "Invite Jimmy Dean"</i>
Find out someone's location	
To find the approximate location of a user	"Locate <i>first and last name</i> " ... example: "locate Gina
Add someone to a Vocera group (this requires additional permissions)	
Add or remove someone from a Vocera group	"Add Peter Johnson to "Triage" to remove someone from a group say "Remove Peter Johnson from Triage"

Action	Voice command
Quick training	
To provide a Vocera Genie led quick training	Have the user say "Play welcome tutorial" Genie will lead the user for basic commands.
Change your walkie-talkie group	
To join a different walkie talkie group	"Join conference for (<i>group name</i>) "
To get out of walkie talkie mode	"Leave conference"
Troubleshooting and customizing (training the Genie)	
If a user has difficulty calling a user by name	"Learn a name" * You will be asked to spell the first or last name. * Then Genie will ask you to repeat the name several times. Follow the prompts.
If a user has difficulty calling a group by name	"Learn a group name" * You will be asked to spell the group name. * Then Genie will ask you to repeat the group name several times. Follow the prompts.
If a user has difficulty with voice recognition saying basic Vocera commands	"Learn a command" • Genie will ask you to repeat back the most common commands. • Follow the prompts. • To skip a command press the call button • To exit the session, press the DND button
Same as above but adds more commands	"Learn more commands"
Send a Voice Message to a group or person	
Send a message to a badge user	Record a message for John Smith .
Send a message to a group	Record a message for E R Team Lead
More: Set a reminder message	
Create a recurring reminder for yourself	Record a recurring reminder when prompted: every 90 minutes for the next 4 hours
Create a reminder for someone Else	Record a voice reminder for Tim Smith
Create a recurring reminder for someone Else	Record a recurring reminder for Tim Smith, follow prompt
Create a reminder for multiple people	Record a voice reminder for John Doe and Tim Smith
Delete Voice Reminders	"Delete voice reminders"
Listen mindfulness guidance and follow the steps narrated in this soundtrack.	
you may play the mindfulness soundtrack for 30 seconds to 5 minutes	Play Mindfulness Play Mindfulness for a minute Play Mindfulness for 5 minutes
Text messages/Notifications - More: "Patient first name, owner last name, has been checked in"	
Play new Text messages.	Play text messages
Play old (previously read) text messages.	Play old text messages
Delete text messages, read or not.	Delete text messages. Delete text messages from John Smith .
Call waiting	
Call waiting on Vocera <i>When already on a call and you receive another call, you will hear the call-waiting tone. (beep-beep, beep-beep)</i>	<ul style="list-style-type: none"> • To accept: press the Call button. Present caller will be put on hold. • To refuse: ignore or press hold/DND button. • To switch to your other call after accepted the call waiting: press and release the DND button. • Genie will ask if you want to conference your call, to switch calls say no, to conference say yes
Recording name & greeting for a group	
Record a name prompt for a group	"Record name for E"
Record a greeting for a group (This is the greeting when user get's the Vocera group's	"Record greeting for Client Liaison Team Lead"