

## How to Use the Vocera® Badge and Smartbadge With Surgical and N95 Masks

When wearing the Vocera Badge or Smartbadge under Personal Protective Equipment (PPE), the following guidance has proven helpful to care team members wearing surgical and N95 masks – with or without a face shield.

### Speech Recognition

Vocera has conducted research and interviewed customers to create a list of tips for using Vocera devices while wearing surgical or N95 masks. We found that in some instances, Vocera Badge and Smartbadge users experienced improved speech recognition due to the natural inclination to enunciate and speak louder when wearing a mask.



Left Image: N95 Mask, Right Image: Surgical Mask

**Tips:** If you experience challenges with speech recognition, please try the following tips.

- **Speak louder.** Some users of Vocera technology naturally have soft voices – adding a mask may further reduce their vocal output, making it difficult for the Vocera Genie to hear everything being said. Simply increase the volume of your voice when wearing a mask to improve speech recognition.
- **Use a headset with a boom microphone.** Simply place the boom microphone of your wired or Bluetooth headset outside of your mask will amplify your voice and improve speech recognition. For more information on using the Badge and Smartbadge with a headset, please visit [Vocera Devices Headset Information](#).  
*Note:* Before attempting to insert a boom microphone inside an N95 mask, please consult your infection prevention department to determine if this could compromise the mask’s seal. Please also note, materials that rub against the microphone may introduce noise and hinder speech recognition.
- **Train the Vocera Genie to recognize your voice while wearing PPE.** Say Learn a Name, Learn a Group Name, Learn an Address Book Name, or Learn a Command while wearing PPE to train the Genie to recognize your voice. Please refer to the [Improve Speech Recognition While Wearing Personal Protective Equipment](#) guide for more information on training the Genie.  
*Note:* This is most effective when you go through the exercise using the same type of PPE you use frequently.  
*Note:* If you log in using a generic profile instead of your name, you will have to train the Genie each time you log in as others using the same generic profile will overwrite how you trained the Genie. If you login using your name, you will only have to train the Genie once.

### Hearing Audio

Hearing the audio from Vocera devices is not impacted by the use of a surgical or N95 mask. Additionally, the ability of the person receiving the call to hear and understand the audio from a caller using a surgical or N95 mask has not been problematic. However, due to the hectic nature of many environments that require the use of PPE, it may be noisier and therefore more difficult to hear audio in general.

**Tips:** If you find it challenging to hear the Badge or Smartbadge, please try the following tips.

- **Turn up the volume.**
  - **Smartbadge:** If the device display is turned off, pressing the volume button once will turn on the display. Press the “up volume button” to increase the volume and the “down volume button” to decrease the volume. For more information, please refer to the [Using the Volume Button](#) section of the [Vocera V-Series Smartbadge User Guide](#).

- **B3000n Badge:** While on a call, press the “up volume button” to increase the volume and the “down volume button” to decrease the volume. You can also adjust the volume when not on a call. Please refer to the [Adjusting Volume](#) section of the [Vocera B-Series Badge User Guide](#) to learn more.
- **Use a headset.** In addition to using a headset to amplify your voice, a headset also directs audio from the Badge or Smartbadge into your ear while cutting down on ambient noise.

#### Additional Reference Materials

[Vocera Devices and Accessories Cleaning Guide](#)