

## Voice Command *(examples in italics)*

## Action

## Voice Command *(examples in italics)*

### Getting Started

|  |   |
|--|---|
| Log in.                                    | <i>Say your first and last name in response to the prompt.</i>          |
| Log out.                                   | <i>Log me out.</i>  |
| Find out who is logged in to the Badge.    | <i>Who am I?</i>  |
| Listen to the Welcome tutorial.            | <i>Play Welcome tutorial.</i>   |
| Record your name.                          | <i>Record my name.</i>  |
| Record, play back, or erase your greeting. | <i>Record my greeting.<br/>Play my greeting.<br/>Erase my greeting.</i> |

### Train the Genie

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| Train the Genie to recognize the way you say a name.   | <i>Learn a name.<br/>Learn a group name.<br/>Learn a location name.</i> |
| Delete the learned name.                               | <i>Unlearn name (group name, location name).</i>                        |
| Train the Genie to recognize the way you say commands. | <i>Learn commands.<br/>Learn more commands.</i>                         |
| Delete all your learned commands.                      | <i>Unlearn commands.</i>  |

### Place Calls

|   |   |
|---|---|
| Call a Badge user.                                  | <i>Call <b>John Smith</b>.</i>  |
| Call a group member.                                | <i>Call <b>Tech Support</b>.</i>  |
| Place an urgent call to a Badge user.*              | <i>Urgently call <b>John Smith</b>.</i>   |
| Place an urgent call to a group member.*            | <i>Urgently call <b>Tech Support</b>.</i>   |
| Call a user with a department name.*                | <i>Call <b>John Smith</b> in <b>Hardware</b>.</i>   |
| Call a user with first name and a department name.* | <i>Call <b>Sue</b> in <b>Hardware</b>.</i>  |
| Call an address book entry.*                        | <i>Call <b>Poison Control</b>.</i>  |
| Call an outside buddy.*                             | <i>Call <b>My Mom</b>.</i>  |
| Call an extension.*                                 | <i>Dial extension <b>5120</b>.</i>  |
| Call a local or long-distance telephone number.*    | <i>Dial an outside number.</i>  |
| Redial the last phone number.*                      | <i>Redial number.</i>   |
| Send touch tones through a badge.                   | <i>1. While on a call, double-click the Hold/DND button.<br/>2. At the beep, say the number.<br/>3. Say "Yes" to confirm.</i> |

### Send and Listen to Messages

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| Send a standard or urgent message to a Badge user or to all members of a group (without trying to call them). | <i>Record a message for <b>John Smith</b>.<br/>Record an urgent message for <b>John Smith</b>.<br/>Record a message for <b>Tech Support</b>.</i>                    |
| Play new voice messages.  | <i>Play messages.<br/>Play messages from <b>Joe Smith</b>.<br/>Play messages from <b>Marketing</b>.</i>   |
| Play new text messages.   | <i>Play text messages.</i>  |
| Play old (previously played) voice messages.  | <i>Play old messages.<br/>Play old messages from <b>John Smith</b>.<br/>Play old messages from <b>Marketing</b>.</i>  |
| Play old (previously played) text messages.   | <i>Play old text messages.</i>  |
| Delete voice messages, played or not.   | <i>Delete all messages.<br/>Delete messages from <b>John Smith</b>.</i>   |
| Delete text messages, played or not.  | <i>Delete all text messages.<br/>Delete all text messages from <b>John Smith</b>.</i>   |
| Issue commands while playing a message. (Press the Call button before saying the command).                    | <i>Delete. Time. Save. Back. Repeat. Cancel.</i>  |
| Create a voice reminder for yourself.   | <i>Record a voice reminder.</i>   |
| Create a voice reminder for a single user or multiple users.  | <i>Record a voice reminder for <b>Keisha Hernandez</b>.<br/>Record a voice reminder for <b>Keisha Hernandez</b>, <b>George Ngu</b> and <b>Sally Wassermann</b>.</i> |
| Delete all pending voice reminders.   | <i>Delete all voice reminders.</i>  |
| Delete one or more pending voice reminders.   | <i>Delete voice reminders.</i>  |

### Forward Calls\*

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|---|--|
| Forward calls to a Badge user or to a group.            | <i>Forward my calls to <b>John Smith</b>.<br/>Forward my calls to <b>Tech Support</b>.</i>   |
| Forward calls to a number in your profile.              | <i>Forward my calls to my desk phone.<br/>Forward my calls to my cell phone.<br/>Forward my calls to my home phone.<br/>Forward my calls to my voice mail.</i> |
| Forward to an internal extension.                       | <i>Forward my calls to extension <b>3425</b>.</i>  |
| Forward to an outside number.                           | <i>Forward my calls to an outside number.<br/>Forward my calls to another number.</i>  |
| Stop forwarding (and accept calls on your Badge again). | <i>Stop forwarding.</i>  |

### Transfer a Call

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| 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:<br/>Transfer to <b>John Smith</b>.<br/>Transfer to <b>Tech Support</b>.<br/>Transfer to extension <b>2457</b>.*</i> |
|--|---|

### Send and Receive Numeric Pages

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| Send a page to a person or group in the Vocera Communication System. | <i>Page <b>Tom Mailer</b>.<br/>Page <b>Tech Support</b>.</i> |
| Send a page to an outside number.                                    | <i>Page an outside number.</i>                               |
| Send a page to an internal number.                                   | <i>Page number <b>39647</b>.</i>                             |
| Allow Badge users to send you numeric pages.*                        | <i>Enable pages.*</i>  |
| Stop receiving numeric pages from Badge users.*                      | <i>Disable pages.*</i>                                       |

### Speak or Spell

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| In addition to speaking the full name, you can spell either the first name, the last name, or both names to contact a person:<br>• Call <b>Jesse Hart</b><br>• Call <b>J-E-S-S-E</b><br>• Call <b>H-A-R-T</b><br>• Call <b>J-E-S-S-E-H-A-R-T</b> | <i>Always speak or spell the full name to contact a group or a place:<br/>• Call <b>Poison Control</b><br/>• Call <b>P-O-I-S-O-N-C-O-N-T-R-O-L</b>.<br/>Spelling can improve speech recognition. Spelling is so effective that it may work even when it is slightly incorrect!</i> |
| Make sure you speak with an even pace and say each letter distinctly when you spell a name.  |  |

### Broadcast to a Group\*

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| Initiate a broadcast to a group.                               | <i>Broadcast to <b>Tech Support</b>.</i>   |
| Initiate an urgent broadcast to a group.                       | <i>Urgently broadcast to <b>Tech Support</b>.</i>  |
| Initiate an urgent broadcast to the emergency broadcast group. | <i>Double-click the Call button and begin speaking.</i>  |
| Reply to everyone.   | <i>1. Press and hold the Call button before the broadcast ends.<br/>• If it is OK to talk, you hear a chime.<br/>• If someone else has already started to reply, you hear a warning tone.<br/>2. Begin speaking.<br/>3. When finished, release the Call button. Everyone in the broadcast group hears a chime, letting them know they can reply.</i> |

### Join or Leave a Group\*

|                              |  |
|------------------------------|--|
| Add yourself to groups.      | <i>Add me to <b>Tech Support</b>.<br/>Add me to multiple groups.</i>           |
| Remove yourself from groups. | <i>Remove me from <b>Tech Support</b>.<br/>Remove me from multiple groups.</i> |

### Use Instant Conferences

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| Join a conference.  | <i>Join the conference for <b>Cashiers</b>.*</i>  |
| Leave a conference.   | <i>Leave the conference for <b>Cashiers</b>.*</i>   |
| Start conferencing or reply (when you are already in a conference). | <i>1. Press and hold the Call button.<br/>• If it is OK to talk, you hear a chime.<br/>• If someone else has already started to reply, you hear a warning tone.<br/>2. Begin speaking.<br/>3. When finished, release the Call button. Everyone in the conference hears a chime, letting them know they can reply.</i> |
| Find out what conference you are in.                                | <i>What conference am I in?</i>   |
| Find out who is in your conference.                                 | <i>Who is in my conference?</i>   |
| Find out who is in any conference.                                  | <i>Who is in the conference for <b>Managers</b>?</i>  |
| Cancel or block conferences.  | <i>Press the Hold/DND button.</i>   |

### Make a Three-Way Conference Call

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| Initiate a conference call.                                 | <i>Conference <b>James Madison</b> and <b>Mary Lamb</b>.</i>   |
| Add another party to a call (unsupervised method).          | <i>1. Press the Hold/DND button to put your call on hold.<br/>2. Press the Call button to summon the Genie and say: <b>Invite Robin Woods</b>.</i>   |
| Add another party to a call (supervised method).            | <i>1. Press the Hold/DND button to put your call on hold.<br/>2. Press the Call button to summon the Genie and say: <b>Call Robin Woods</b>. Your Badge connects to that party.<br/>3. After speaking with the new party, press the Hold/DND button. When the Genie asks if you want to conference the parties, do either of the following:<br/>• Say "Yes" to create a conference call between you and the other two parties.<br/>• Say "No" to place the new party on hold and speak to the original caller.</i> |
| Initiate an urgent conference call.                         | <i>Urgently conference <b>James Madison</b> and <b>Mary Lamb</b>.</i>  |
| Urgently add another party to a call (unsupervised method). | <i>1. Press the Hold/DND button to put your call on hold.<br/>2. Press the Call button to summon the Genie and say: <b>Urgently invite Jo Lee</b>.</i>   |
| Urgently add another party to a call (supervised method).   | <i>1. Press the Hold/DND button to put your call on hold.<br/>2. Press the Call button to summon the Genie and say: <b>Urgently invite Jo Lee</b>.</i>   |

### Using Announce Through Speaker

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| Play announcements through Badge speaker when headset is plugged in. | <i>Turn announce through speaker on.</i>  |
| Play announcements through headset when headset is plugged in.       | <i>Turn announce through speaker off.</i> |

### Work with Sites

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| Log in at your home site.                            | <i>Press the Call button, say your first and last name when prompted.</i>  |
| Log in at a site you are visiting.                   | <i>1. Press the Call button, then wait to hear the login prompt.<br/>2. Connect to your home site: <b>Connect to San Jose</b>.<br/>3. Wait for the prompt, then say your name to log in: <b>April Buckley</b>.</i> |
| Call a user at your current site.                    | <i>Call <b>April Buckley</b>.</i>  |
| Call a user at a remote site or any arbitrary site.* | <i>1. <b>Connect to San Jose</b>.<br/>2. <b>Call April Buckley</b>.</i>  |

### Other Information

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| Find out which groups you are in.      | <i>What groups am I in?</i>                |
| Find out who is in a particular group. | <i>Who is in <b>Technical Support</b>?</i> |
| Check the current time and date.       | <i>What time is it?</i>                    |

\*Commands that require permission from system administrator

For more information about Vocera Communications and the Vocera Communications System, please call 1 888-9-VOCERA or visit us at [www.vocera.com](http://www.vocera.com).