Train the Genie

Try using the full name, or try speaking it in a way that is unique and memorable:
• Say "John Smith" and let the Genie recognize it.
• Say "John Smith" and let the Genie recognize it.

Delete the learned name:
Unlearn name (group name, location name).

Train the Genie to recognize the way you say a name:
Learn a name.
Learn a group name.
Learn a location name.

Delete all your learned commands:
Unlearn commands.

Place Calls

Call a badge user:
Call John Smith.

Call a group member:
Call Tech Support.

Place an urgent call to a group member:1 Urgently call Tech Support.

Place a call with a department name:1 Call John Smith in Hardware.

Call anywhere with a first and a department name:1 Call John Smith in Tech Support.

Call an address book entry:
Call Passion Control.

Call an outside buddy:1 Call My Mom.

Add an extension(s):1 Dial extension(s).

Send a call to an outside number:1 Send a call to an outside number.

Delete the call from your call log:1 Dial extension(s).

Send touch tones through a badge:1. While on a call, double-click the Hold/DND button.
2. At the beep, say the number.
3. Say "No" to confirm.

Send and Listen to Messages

Send a standard or urgent message to a badge user or all members of a group (without trying to call them):
Record a message for John Smith. Record an urgent message for John Smith. Record a message for Tech Support.

Play new voice messages:
Play messages.
Play messages from Joe Smith.
Play messages from Marketing.

Play new text messages:
Play text messages.

Play old previously played voice messages:
Play old messages from John Smith.
Play old messages from Marketing.

Play old previously played text messages:
Play old text messages.

Delete voice messages, played or not:
Delete all messages.
Delete messages from John Smith.

Delete text messages, played or not:
Delete all text messages.
Delete all text messages from John Smith.


Create a voice reminder for yourself:
Record a voice reminder.

Create a voice reminder for a single user or multiple users:
Record a voice reminder for Keisha Hernandez. Record a voice reminder for George Ng and Sandy Wassermann.

Delete all pending voice reminders:
Delete all voice reminders.

Delete one or more pending voice reminders:
Delete voice reminder.

Forward Calls*1

Forward calls to a badge user or to a group:
Forward my call to John Smith. Forward my call to Tech Support.

Forward calls to a number in your profile:
Forward my call to Tech Support. Forward my call to my phone.
Forward my call to my home phone.
Forward my call to my boss.

Forward to an internal extension:
Forward my call to extension 3429.

Forward to an outside number:
Forward my call to outside number.
Forward my call to Tech Support.
Forward my call to Tech Support.

Stop forwarding (and accept calls on your Badge again):
Stop forwarding.

Send and Receive Numeric Pages

Send a page to a person or group:
Page John Smith.
Page Tech Support.

Send a page to an outside number:
Send page as internal number.
Send page to Tech Support.
Send page as number 3859.

Allow Badge users to send you numeric pages:
Enable pages.

Stop receiving numeric pages from Badge users:
Disable pages.

Speak or Spell

In addition to speaking the full name, you can spell either the first name, the last name, or both names to contact a person:
Always speak or spell the full name to contact one person:
• Say "John Smith" to contact John Smith.

Call a phone number:
• Call 505-555-1234.

Call a first name:
• Call J-S-E.

Call a last name:
• Call S-H-A-R-T.

Call a first name spelled first:
• Call J-E-S-S-E-H-A-R-T.

Make sure you speak with an even pace and say each letter distinctly when you spell a name.

Broadcast to a Group*

Initiate a broadcast to a group:
Announce to Tech Support.

Initiate an urgent broadcast to a group:** Urgently broadcast to Tech Support.

Initiate an urgent broadcast to the emergency broadcast group:
Double-click the Call button and begin speaking.

Help to everyone:
1. Press and hold the Call button before the broadcast ends.
2. If it is OK to talk, you hear a chime.
3. If someone else has already started to reply, you hear a warning tone.
5. When finished, release the Call button.

Everyone in the broadcast group hears a chime, letting them know they can reply.

Use Instant Conferences

Join a conference:
Join the conference for Finance.

Leave a conference:
Leave the conference for Sales.

Start conferences or reply:
1. Press and hold the Call button.
2. If it is OK to talk, you hear a chime.
3. If someone else has already started to reply, you hear a warning tone.
5. When finished, release the Call button.

Find out who is in the conference for you:
Everyone in the conference hears a chime, letting them know they can reply.

Find out who is in any conference:
Who is in the conference for Managers?

Cancel or block conferences:
Press the Hold/DND button.

Make a Three-Way Conference Call

Initiate a three-way call:
Conference James Madison and Mary Lamb.

Add another party to a call (unsupervised method):
1. Press the Hold/DND button to put your call on hold.
2. Press the Call button to announce the facade in and say call Robin Woods. Your Genie connects to that party.

Add another party to a call (supervised method):
1. Press the Hold/DND button to put your call on hold.
2. Press the Call button to announce the facade in and say call Robin Woods. Your Genie connects to that party.

Urgently add another party to a call (unsupervised method):
1. Press the Hold/DND button to put your call on hold.
2. Press the Call button to announce the facade in and say call Robin Woods. Your Genie connects to that party.

Urgently add another party to a call (supervised method):
1. Press the Hold/DND button to put your call on hold.
2. Press the Call button to announce the facade in and say call Robin Woods. Your Genie connects to that party.

Using Announce Through Speaker

Play announcements through Badge speaker when headset is plugged in:
Turn announce through speaker on.

Play announcements through headset when headset is plugged in:
Turn announce through speaker off.

Work with Sites

Log in at your home site:
Press the call button, say your first and last name when prompted.

Log in at the site you are visiting:
1. Press the call button, then wait to hear the login prompt.
2. Wait for the prompt, then say your name.
3. Log in at the April Buckley.

Call a user at your current site:
Call April Buckley.

Call a user at a remote site or any arbitrary site:1
1. Connect to San Jose.
2. Call April Buckley.

Other Information

Find out which groups you are in:
Who am I in?

Find out who is in a particular group:
Who is in "Technical Support"?

*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.