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Welcome to the Vocera Badge

Your Vocera device provides fast, simple, person-to-person communication over your company’s wireless network.

Using voice commands, Vocera instantly connects you to the people you need to reach, reducing phone tag, overhead paging, and physically searching for a person. It also gives you the freedom to be mobile, even when you are expecting an important call.

The Vocera badge has a built-in speaker, microphone, and radio, plus a display that shows caller ID and messages. Attachment options for the badge allow hands-free operation.

Vocera devices communicate through your in-house wireless local area network (WLAN). This design permits people to reach you even in areas where cellular phones experience what people call dead spots. Also, since Vocera devices transmit and receive calls in a different frequency range than cellular phones, you can use a Vocera device in areas where cellular phones are prohibited because of concerns about interference with other equipment.

A central computer, the Vocera Server, controls all Vocera device communications. If you have a Vocera Smartphone, it communicates with the Vocera Server through a separate Vocera Client Gateway. As you use your Vocera badge or phone, you are prompted by the Genie, which is the voice interface to the server. The Genie recognizes simple commands in verb-noun format. For example:

“Call Charles Jones.”
“Record a message for Tech Support.”
“Block all calls.”

Because Vocera devices use voice commands, the system is easy to learn, and you can start using your badge or phone immediately.

- **Getting Started with a Badge** on page 9
- **Using the Welcome Tutorial on the Badge** on page 12
- **About this Guide** on page 13
Getting Started with a Badge

Learn the most basic getting started steps for using the Vocera Badge.

If this is the first time you are using a Vocera badge, you can get started right away by following these simple steps:

When your badge is ready to use, you can press the Call button at any time, wait for the Genie to answer, and then give the Genie a voice command, such as:

"Call Jim Olsen."

"Record my greeting."

"Play my messages."

For more information about Vocera commands, see Basic Calling and Advanced Commands.

B3000n or B3000 Badge

Learn how to change the battery, call the Genie, record your name, and adjust the volume using your Vocera badge.

1. Charge the battery, if necessary.
   
   New batteries must be charged before use. If the badge has already been used by someone else, check the battery level indicator on the badge display to make sure the battery has sufficient power.
   
   See Maintaining Your Badge for other ways to determine whether the battery needs charging and for instructions on how to charge the battery.

2. Install the battery. To do this, slide the pegs at the top of the battery into the two holes in the badge’s battery compartment, and then press down gently on the latch to seat the battery.

   The badge will begin a startup sequence. Wait until the badge display reads Logged Out or shows someone’s name.

3. Choose the lanyard or universal clip attachment, and connect it to the badge.
4. Put the badge on, and make sure it is in the proper position.
   For optimal speech recognition, the top of the badge should be approximately 6 inches (15 centimeters) from your chin. Any sound coming from another direction or beyond that distance is reduced or eliminated by the noise canceling microphones.

5. Log in: Press the Call button and wait for the Genie to answer.
   • If the Genie asks for your name, say your first and last names.
   • If the Genie answers by saying "Vocera" or by playing a tone, another user may already be logged in. If so, say "Log me out," wait for the chime, and then press the Call button again to log in.

6. Record your name: Press the Call button, wait for the Genie to answer, and then say "Record my name."
   The Genie will prompt you to record your name. If you do not record your name, the Vocera system uses speech synthesis to say your name.

7. Adjust the volume on the badge, if necessary. See Adjusting the Volume.

**B2000 Badge**

Learn how to change the battery, call the Genie, record your name, and adjust the volume using your Vocera badge.

1. Charge the battery, if necessary.
   New batteries must be charged before use. If the badge has already been used by someone else, check the battery level indicator on the badge display to make sure the battery has sufficient power.
   See Maintaining Your Badge for other ways to determine whether the battery needs charging and for instructions on how to charge the battery.

2. Choose the lanyard, pocket clip, or universal clip attachment, and connect it to the badge.
   Connect attachments before you install the battery.
3. Install the battery. To do this, slide the holes in the top of the battery over the small pegs at the top of the badge’s battery compartment, and then press down gently to seat the battery.

The badge will begin a startup sequence. Wait until the badge display reads Logged Out or shows someone’s name.

4. Put the badge on, and make sure it is in the proper position. To get the best possible speech recognition, the microphone on the top of the badge should point toward your mouth and should be approximately 6 inches (15 centimeters) from your chin.

5. Log in: Press the Call button and wait for the Genie to answer.
   - If the Genie asks for your name, say your first and last names.
   - If the Genie answers by saying "Vocera" or by playing a tone, another user may already be logged in. If so, say "Log me out," wait for the chime, and then press the Call button again to log in.

6. Record your name: Press the Call button, wait for the Genie to answer, and then say "Record my name."
   The Genie will prompt you to record your name. If you do not record your name, the Vocera system uses speech synthesis to say your name.

7. Adjust the volume on the badge, if necessary. See Adjusting the Volume.
Using the Welcome Tutorial on the Badge

Learn how to use basic voice commands and other getting started information.

Even if you've had a training session in the use of the badge, you may find it hard to remember the basics that seemed so simple in the classroom. The Genie provides a brief and witty welcome tutorial to bring you up to speed in badge use. The tutorial is easy to use, and it covers enough of the basics to help your experience with the badge be a positive one.

During the tutorial, the Genie describes how to use the badge, records your name, and shows you how to make a call. You can end the tutorial at any time by pressing the Hold/DND button. You can play the tutorial as many times as you want, or you can return at a later time to the section that records commands.

<table>
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<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Play Welcome Tutorial</td>
<td>Play Welcome.</td>
</tr>
</tbody>
</table>

Note:
Although the smartphone allows you to play the badge tutorial, the information is specific to a badge and therefore may not help you learn how to use the phone.
About this Guide

This guide describes how to use Vocera badges and to communicate. It starts with the basics, such as the different features of the device and how to place and receive calls. It also provides information about sending messages, broadcasting, setting properties to customize behavior, cleaning and maintenance, and using the full set of voice commands.

**Important:** All voice commands and features mentioned in this guide are supported in Vocera 4.0 or later unless otherwise indicated.
Badge Features

The design of the Vocera badge is simple, so you can communicate quickly and easily and keep your hands free to do other tasks. The information in this chapter will help you become familiar with the badge features.

- Common Badge Features on page 15
- B3000n Features on page 27
- B3000 Features on page 36
- B2000 Features on page 41
Common Badge Features

Learn about the universal features on all Vocera badges.

This section describes features that are common to all types of Vocera badges.

Call Button

Learn the basic functions and features of the Call button.

Press the Call button to begin and end all voice communications, such as making calls, sending and listening to messages, and recording your name and greeting. The Call button also has these other uses:

- If the badge power is off, you can press the Call button to turn it on.
- If the Genie asks you a question that requires a yes or no response, you can press the Call button to answer "yes."
- If you are on a call and you hear a Call Waiting tone, press the Call button to put the current call on hold and connect to the new call. To disconnect from the second call and return to the call on hold, press the Call button again.

Hold/DND Button

Learn about the button used to enable Hold and Do Not Disturb (DND) mode.

The Hold/DND button places calls on hold, puts the badge in Do Not Disturb mode, and turns the badge power off:

- To hold a call, press the Hold/DND button while the call is in progress. To release the hold, press the button again.
  
  While a call is on hold, you can press the Call button to summon the Genie. When the Genie answers, you can call another user, check for new messages, or issue any other command. Once the command has been carried out and the operation is finished, the Genie automatically reconnects you with the person on hold.
- To put the badge in Do Not Disturb mode, press the Hold/DND button when no call is in progress. Callers are told that you are unavailable, and they are invited to leave a message, or else their call is forwarded to another destination if forwarding is active for your badge.
- The Hold/DND button can turn the badge off. Press and hold the Hold/DND button for at least seven seconds to turn off the badge power.

A small yellow indicator light on the Hold/DND button blinks when the badge is in Hold or Do Not Disturb mode.

The Hold/DND button also has these other uses:

- Press the Hold/DND button to cancel a command. For example, if you are calling someone, leaving a message, or recording your name and you change your mind, press Hold/DND to cancel the action.
• If the Genie asks you a question that requires a yes or no response, press the Hold/DND button to answer "no." (To answer "yes," use the Call button.)

The Badge Menus
Learn about the badge display which shows a series of menu screens that comprise the top level of the menu system.

You navigate the badge menus differently depending on the type of badge.

To navigate through B3000n or B3000 menus:
1. Press the Select button to display the menu, and then use the Up or Down buttons to navigate.

   Note: The menu screens wrap in either direction if you keep pressing Up or Down.

To navigate through B2000 menus:
1. Press the Up, Select, or Down button to display the menu, and then use the Up or Down buttons to navigate.

On B3000n and B3000 badges, the Up, Select, and Down buttons are on the front of the badge. Up and Down depend on the orientation of the screen.

On B2000 badges, the Up, Select, and Down buttons are on the side of the badge. The screen orientation cannot be changed.

Use the Select button to choose a displayed item. To return to the main screen at any time, press and hold the Select button until the badge beeps. Pressing the Select button from the main screen takes you to the Messages screen.

The top-level menu differs for each Vocera badge type, as shown in the following table:
## COMMON BADGE FEATURES

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<th>Top-Level Menu</th>
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</thead>
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<td>Messages, Settings, Return Home, Info, Power Off</td>
</tr>
<tr>
<td>B2000</td>
<td>Info, Power Off, Volume, Font, Messages</td>
</tr>
</tbody>
</table>

The following sections describe your badge’s display menu choices.

### Main Screen

The main screen appears when you turn on the badge. This screen has a status message area with symbols that show you the wireless network signal strength, the battery charge level, whether you are in speakerphone or headset mode, and whether you have unread text messages or unplayed voice messages.

The following figure shows the B3000n and B3000 main screen:

![Main Screen Diagram](image.jpg)

The following figure shows the B2000 main screen:

![Main Screen Diagram](image.jpg)
The status message area may show one of the following alerts:

<table>
<thead>
<tr>
<th>Status Message</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name—not blinking</td>
<td>The name of the person who is logged in to the Vocera system using this badge.</td>
</tr>
<tr>
<td>Name—blinking</td>
<td>If someone is trying to call you, this shows you the name of the person who is calling. If you are already on a call, this shows the name of the person with whom you are currently speaking. If you are already on a call and you hear the Call Waiting tone, this displays the name of the person who is trying to call you. If you are in a conference, this shows its name. If you are receiving a broadcast, this shows the name of the person making the broadcast. If you received a message, this shows the name of the person who sent the message for 15 seconds.</td>
</tr>
<tr>
<td>Vocera</td>
<td>Your badge is communicating with the Genie.</td>
</tr>
<tr>
<td>Logged out</td>
<td>No one is logged in with this badge.</td>
</tr>
<tr>
<td>Searching for Access Points or Off Network</td>
<td>The badge is out of network range or is not able to connect with the network. If you are sure you are within range of your network, contact your system administrator.</td>
</tr>
<tr>
<td>Searching for Server</td>
<td>The badge is within network range, but it is not communicating with the Vocera Server. See Why does my device display say “Searching for Server”? for more information.</td>
</tr>
<tr>
<td>Authenticating</td>
<td>The badge’s credentials are being authenticated for network security.</td>
</tr>
<tr>
<td>Requesting IP Address</td>
<td>The badge is requesting an IP address from the DHCP server.</td>
</tr>
</tbody>
</table>

**Messages Menu**

Your badge can display text messages that were sent from email accounts, the Vocera User Console, or an application that integrates with the Vocera system, such as a nurse call system.

When you select Messages, the display shows one subject line for each text message. On B3000n and B3000 badges, the subject line for only one message is shown at a time. A closed envelope symbol next to a subject means you have not yet read that message; an open envelope means you have already read that message. An [S] means you have already read and saved that message. See Reading Text Messages for more information.

**Settings Menu**

The Settings menu (available on B3000n and B3000 badges) displays the following sub-menus for personal settings: Volume, Font, Privacy, Group Mode, Return Home, and Flip Screen. The Vocera Server preserves these settings whenever you log into a different B3000n or B3000 badge.

**Return Home Command**

The Return Home command (available on B3000n and B3000 badges) returns to the main screen.

**Info Menu**

The Info menu gives you information about the badge you are using and how it is connected to the network.

Most of this information is intended to be used by your system administrator for diagnostic purposes.

The Info menu provides the following information:

- **Battery.** The battery strength is given in volts (V). The badge operates correctly when the battery level is 3.5 V or greater.
COMMON BADGE FEATURES

- Badge MAC. The MAC address is a unique identifier for your badge that the Vocera server uses as the Badge ID. On a B3000 badge, this screen also displays the Vocera serial number.
- Location. The name of the location or the physical network address of the access point with which your badge is currently communicating.
- Label. A label that uniquely identifies the device in the Vocera system for device management purposes.
- Badge IP. The Internet Protocol (IP) network address of the badge. The Badge IP command also shows the subnet mask—or netmask—and the gateway IP address.
- Version. The version of the firmware that your badge is using.
- FIPS Mode. Whether FIPS 140-2 mode is enabled. For more information about FIPS, see the Vocera Badge Configuration Guide.

Note:
FIPS mode is certified for B2000 badges only.

- Server IP. The IP network address of the Vocera Server or the active node of the Vocera Server cluster.
- Cluster. The IP network addresses of the nodes in the Vocera Server cluster, if one exists. If all the Vocera Server cluster IP addresses don’t fit on one screen, you can scroll to the next screen by pressing Down.
- AP MAC. The physical ID of the access point to which the badge is currently connected.
- User. The name of the person who is currently logged in to your network with this badge.
- Radio. If the badge is connected to the network, displays the message "Connected" and the channel that the radio is using; otherwise, displays the message "Powering off."

This screen also displays the signal-to-noise ratio (SNR) of the connection and plays a beep for the built-in survey tool.
- SSID. The SSID of the access point the badge is connected to.

Power Off Menu
Power Off turns off all power to the badge and the badge display to preserve the battery charge when you are away from the network.

Press the Call button to turn the power on again.

Volume Menu
The Volume menu independently adjusts the sound level for speakerphone and headset modes. On B3000n and B3000 badges, you can also set the volume for handset mode.

See Adjusting Volume on page 21 for instructions.

Font Menu
The Font menu lets you display all uppercase letters or mixed case letters in text messages. See Adjusting the Message Font for instructions.

Privacy Mode Menu

Version: Vocera 4.3 SP2 or later

The handset mode menu (available on B3000n and B3000 badges) lets you turn privacy mode on or off. In privacy mode, you can press the Call button to make a call or answer a call, and then put the badge speaker to your ear and speak into the primary microphone located on the front of the badge at the top right corner. This ensures privacy and lets you use the badge in a high noise environment without a headset. See Turning Privacy Mode On or Off on page 22 for instructions.
**Group Mode Menu**

**Version:** Vocera 4.3 GA or later

The Group Mode menu (available on B3000n and B3000 badges) lets you turn off noise-canceling microphones while you are on a call, thus widening the speech zone and letting other people speak into the badge’s primary microphone. If you are in a noisy environment, you can disable Group Mode to eliminate background noise while you are on a call.

**Flip Screen Menu**

**Version:** Vocera 4.1 SP7 or later

The Flip Screen menu (available on B3000n and B3000 badges) lets you invert the screen, turning it upside down. When the screen is inverted, you can conveniently read the text by tilting the bottom of the badge up.

**Custom Settings**

Learn about the customizations you can enable for personal use.

This section describes how to customize badge settings.

**Important:** The Vocera Server maintains B3000n and B3000 settings for Volume, Font, Privacy, Group Mode, and Flip Screen for each user. When you log into a different B3000n or B3000 badge, your personal settings are preserved.

**Adjusting the Message Font**

You can adjust the way that the badge displays text messages. If you receive a lot of text messages—for example, if your site integrates with a messaging system such as a Nurse Call System—you may want to choose the display that is most readable for you.

**To adjust the font used by badge messages on a B3000n or B3000:**

1. Hold the badge, and orient it so that you can read the screen.
2. Press the Select button to see the menu, then press the Up button until you see the Settings icon.
3. Press the Select button to choose the Settings menu.
4. Press the Up button until you see the Font icon.
5. Press the Select button to choose the Font menu.
   - The display prompts you to select either all uppercase letters (UPPERCASE MSG ON) or sentence-style mixed case letters (UPPERCASE MSG OFF).
6. If necessary, press the Up or Down buttons to move the highlight, then press the Select button to set the text message display and return to the main screen.

**To adjust the font used by badge messages on a B2000**

1. Turn the badge over so you can see the display.
2. Press the Up button until you see the Font icon.
3. Press the Select button to choose the Font menu.
   - The display prompts you to select either all uppercase letters (UPPERCASE MSG ON) or sentence-style mixed case letters (UPPERCASE MSG OFF).
4. If necessary, press the Up or Down buttons to move the highlight, then press the Select button to set the text message display and return to the main screen.
Badge Mode, and State Types

This section lists the Vocera badge mode and state types and includes a description for each. The table below shows the major badge types.

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<th>Description</th>
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<td>Audio modes</td>
<td>How you choose to receive calls and respond audibly</td>
</tr>
<tr>
<td>Call states</td>
<td>What state the badge is in; whether in use or idle</td>
</tr>
</tbody>
</table>

Types of audio modes:
- **Speakerphone mode**: Communication are heard and responded to through the speaker on the badge.
- **Headset mode**: Communication are heard and responded to through a headset plugged into the headset jack. In headset mode you can set call announcements to be heard through speaker. For more information on using this feature see, [Using the Announce through Speaker Commands](#).
- **Privacy mode**: The badge operates like a telephone handset where the speaker becomes earpiece and microphones become the voice receiver. For more information on using Privacy mode, see [Privacy Mode On or Off](#).

**Note**: Privacy mode is available on B3000n and B3000 badges only.

Types of call states:
- **Idle (standby) state**: The badge is not in use and ready to receive a call. Optionally, you can turn on:
  - **Do Not Disturb**: You can block calls temporarily through the badge by pressing the Hold/DND button. For more information on using Do Not Disturb, see [Using Do Not Disturb](#).
  - **On a call (active) state**: The badge is in use with communications being actively sent and received. Optionally, you can use:
    - **Touch-tone**: Navigate IVR (Interactive Voice Response) trees when using the badge to place calls to organizations that require human interaction with digital responses. For more information on using Touch-tone state, see [Using Navigating IVR Phone Trees with a Badge](#).

Adjusting Volume

There are two main procedures you can use to adjust volume on the badge:
- Using the Volume menu under Settings
- Using the Up and Down buttons on the badge

These operations work differently depending on the what badge mode or state you are in. For more information, see [Badge Mode and State Types](#).

**Adjusting the volume on a call (active state)**

Do either of the following:
- Press the Up button as many times as necessary to increase the volume to the level you prefer.
- Press the Down button to decrease the volume.

**Adjusting the volume in idle (standby) state**

1. Hold the badge, and orient it so that you can read the screen.
2. Press the Select button to see the menu, and then press the Up button until you see the Settings icon.
3. Press the Select button to choose the Settings menu.
4. Press the Select button again to choose the Volume menu.
The display prompts you to select one of the following modes:

- Speaker
- Headset
- Privacy

**Note:** Privacy mode is not available on B2000 badges.

5. If necessary, press the Up or Down buttons to move the highlight, then press the Select button to set the volume for the specified mode.

6. Do either of the following:
   - Press the Up button as many times as necessary to increase the volume to the level you prefer.
   - Press the Down button to decrease the volume.

   The display changes accordingly.

7. Press the Select button to set the new volume level and return to the main screen.

### Adjusting volume in headset mode

When using a headset with your badge, the state of the **Announce Through Speaker** property (enabled / disabled) changes the behavior of the volume controls for the headset and speaker depending on the call state.

If the **Announce Through Speaker** property is disabled (default), volume adjustments affect the headset only. The volume can be adjusted as noted in **Adjusting the volume on a call** and **Adjusting the volume in idle state**.

However, if the **Announce Through Speaker** property is enabled:

- During a Genie session (announcement in progress): The action affects the volume on the headset and **speaker**.
- In active mode (once the call is established): The action affects the headset volume only.

  **Note:** If you adjusted the volume during the Genie session, you may need to readjust the volume once the call is established since volume levels can shift after the call is accepted.

For more information, see **Using the Announce through Speaker Commands**

### Turning Privacy Mode On or Off

**Version:** Vocera 4.3 SP2 or later

Privacy or handset mode is available on B3000n and B3000 badges. You can access privacy mode in the following ways:

- Using Easy Access
- Using the badge menu under Settings

**Note:** (For B300n only) If you’re using a Bluetooth headset and switch to Privacy mode, your Bluetooth headset remains in headset mode even though the Genie announces “entering the handset mode”.

**To turn on privacy mode with Easy Access:**

Quickly turn your badge into privacy mode without going through the badge **Settings** menu. You can use Easy Access before receiving a call and also during a call.

**To enter privacy mode while on a call using Easy Access:**

1. After receiving a call, press and hold the Select button for about 3 seconds until you hear a beep.
2. Release the Select button.
   **Note:** Stop pressing the Select button after the beep. If you continue pressing the Select button for 10 seconds or more, the badge uploads diagnostic logs to the server.
   The Genie announces, "Entering Handset Mode".
3. Look at the screen and make sure the handset mode icon appears at the bottom.
   **Note:** To switch back to speakerphone mode, press and hold the Select button again for about 3 seconds until you hear a beep. The speakerphone mode icon appears at the bottom of the screen.
4. Continue your call in privacy.
5. When you are finished, press the Call button to end the call. The badge automatically switches back to speakerphone mode.
   When you enable handset mode on a call, there is a badge property named B3N.HandsFreeAtCallEnd that controls whether the badge reverts to speakerphone mode (hands-free mode) at the end of the call. By default, the property is set to TRUE. If the property has been set to FALSE, the badge stays in handset mode after the call is completed. If so, you can switch back to speakerphone mode at any time by pressing and holding the Select button again for 3 seconds.

**To enter privacy mode while on standby using Easy Access:**

1. Press and hold the Select button for about 3 seconds until you hear a beep.
2. Release the Select button.
   **Note:** Stop pressing the Select button after the beep. If you continue pressing the Select button for 10 seconds or more, the badge uploads diagnostic logs to the server.
   The Genie announces, "Entering Handset Mode".
3. Look at the screen and make sure the privacy mode icon appears at the bottom.
   **Note:** To switch back to speakerphone mode, press and hold the Select button again for about 3 seconds until you hear a beep. The speakerphone mode icon appears at the bottom of the screen.

**To turn privacy mode on or off through the settings menu:**

1. Hold the badge, and orient it so that you can read the screen.
2. Press the Select button to see the menu, then press the Up button until you see the Settings icon.
3. Press the Select button to choose the Settings menu.
4. Press the Up button until you see the Privacy icon.
5. Press the Select button to choose the Privacy menu.
6. Press the Up or Down buttons to switch between Privacy Mode Off or Privacy Mode On, and then press the Select button to make your selection and return to the main screen.
   When privacy mode is on, the privacy mode icon appears at the bottom of the screen.

**To switch to privacy mode while on a call:**

After you answer a call in speakerphone mode, you can put the caller on hold, switch to privacy mode, and then resume the call.

1. Press the DND button on the top of the badge to put the call on hold.
2. Hold the badge, and orient it so that you can read the screen.
3. Press the Select button to see the menu, then press the Up button until you see the Settings icon.
4. Press the Select button to choose the Settings menu.
5. Press the Up button until you see the Privacy icon.
6. Press the Select button to choose the Privacy menu.
7. Press the Up or Down buttons to switch to Privacy Mode On, and then press the Select button to make your selection and return to the main screen.
8. Put the badge speaker to your ear, and press the DND button to resume the call on hold.

To use privacy mode:
Press the Call button to make a call or answer a call, and then put the badge speaker to your ear and speak into the primary microphone located on the front of the badge at the top right corner.

Specifying the Group Mode Setting

Version: Vocera 4.3 GA or later

The Group Mode setting, which is available on B3000n and B3000 badges, lets you disable the noise-canceling microphones while you are on a call. By disabling the noise-canceling microphones, the speech zone is effectively widened, thus letting people other than you speak into the badge’s primary microphone.

The Group Mode setting affects the badge’s speech zone only when you are on a badge-to-badge call. Group Mode is always off during Genie interactions and broadcasts.

To specify the Group Mode setting:
1. Hold the badge, and orient it so that you can read the screen.
2. Press the Select button to see the menu, then press the Up button until you see the Settings icon.
3. Press the Select button to choose the Settings menu.
4. Press the Up button until you see the Group Mode icon.
5. Press the Select button to choose the Group Mode menu.
   The display prompts you to select either Enabled or Disabled.
   The default setting is Enabled, meaning Group Mode is enabled only while on a call. Choosing Disabled turns on the noise-canceling microphones while you are on a call, thus eliminating background noise.
6. Press the Up or Down buttons to switch between settings, and then press the Select button to make your selection and return to the main screen.

Flipping the Screen
You can invert the B3000 screen, turning it upside down, and thus making it easy to tilt up to read.

Note: The B3000n badge contains an orientation sensor that automatically inverts the screen when the badge is tilted up, making it easy to read the display.

To flip the B3000 screen:
1. Hold the badge, and orient it so that you can read the screen.
2. Press the Select button to see the menu, then press the Up button until you see the Settings icon.
3. Press the Select button to choose the Settings menu.
4. Press the Up button until you see the Flip Screen icon.
5. Press the Select button to flip the screen and return to the main screen.
BackgroundUpdater
Learn about what shows in the badge display when there’s an update in progress.

Version: Vocera 4.1 SP6 or later

When a badge is performing a background update, the icon on the screen indicates that the update is in progress. After the files are downloaded, the badge restarts.

If the B2000 badge screen saver is currently active, the icon appears to the right of the battery indicator:

If the update process is paused because the badge is being used to make or receive a call, the icon does not appear on screen until the call is finished and the update process resumes.

Using a Badge While a Background Update Is in Progress
All badge functionality is available while a background update is in progress. If you make or receive a call, the background update is automatically paused so that it does not affect call quality. While background update is paused, the icon does not appear on screen. When you finish the call, the background update process resumes and the icon appears on screen again until the update is finished.

Interrupting a Background Update
If you roam off network or the Vocera Server fails over to another server while a background update is in process, the update stops and the badge restarts. When your badge reconnects to a Vocera Server, the background update process will begin again.

Anti-Microbial Protection
Learn about the germicide agent used in Vocera Badges.
COMMON BADGE FEATURES

Most exterior surfaces of badges incorporate an antimicrobial additive from BioCote® to inhibit the growth of odor-causing bacteria, mold, and fungi. This additive is molded into the badge material, and you cannot wear it off or remove it by scratching the badge, protecting the product’s surface from deterioration.

A topical solution, also from BioCote, is applied to the buttons and the plastic display screen of badges. The battery compartment, the inner surface of the battery, and the microphone screen do not incorporate antimicrobial protection.

Headset Jack

Learn the uses of the headset jack.

The headset jack accepts an earphone/microphone-style headset (sold separately) for times when you want more privacy or when you are working in a noisy environment. When you attach a headset, the device’s microphone operation is suppressed. The speaker is also suppressed unless you turn on the Announce through Speaker property. See Using the Announce through Speaker Commands.

On a Vocera badge, you can adjust the volume for a headset separately from the badge speaker volume. See Adjusting the Volume.

Alert Tones and Notifications

Learn about the alert tones controlled by the settings on the Vocera server.

Your device may play any or all of the following alert tones:

<table>
<thead>
<tr>
<th>Tone</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>On/Off Network Alert</td>
<td>You just moved out of the range of the wireless network, or you just moved into the range of your wireless network.</td>
</tr>
<tr>
<td>Low Battery Alert</td>
<td>Your battery needs to be recharged.</td>
</tr>
<tr>
<td>Text Message Alert</td>
<td>You just received a new text message.</td>
</tr>
<tr>
<td>Voice Message Alert</td>
<td>You just received a new voice message.</td>
</tr>
</tbody>
</table>

Your device may play any or all of the following reminders:

<table>
<thead>
<tr>
<th>Reminder</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text Message Reminder</td>
<td>Plays a tone every 15 minutes until you read or listen to a new text message.</td>
</tr>
<tr>
<td>Voice Message Reminder</td>
<td>Plays a tone every 15 minutes until you listen to a new voice message.</td>
</tr>
<tr>
<td>DND Reminder</td>
<td>Plays a tone every 15 minutes to remind you that the badge is in DND mode.</td>
</tr>
</tbody>
</table>

If you are not receiving an alert tone or reminder that you would find useful, or if you do not want to be notified of any of the above conditions, ask your system administrator to change the settings for your device. The system administrator can also set an option to disable all alerts when your device is in Do Not Disturb mode.

In addition to the alert tones, the badge provides a spoken notification (“Searching for Server”) if you press the call button when the badge is connected to the network but not connected to the Vocera Server.
B3000n Features

The B3000n badge provides all the features of the B3000 badge. In addition, the B3000n introduces a number of features that have not been available on previous devices. These features include:

- Radio with 802.11a/b/g/n support
- Support for both 2.4GHz and 5GHz frequency bands
- Call button halo
- Orientation sensor

Bluetooth Support

Learn how to configure, manage, use a Bluetooth device with your Vocera badge.

The badge firmware provides support for pairing your Bluetooth headset with a Vocera Badge. After you pair your headset with any badge, the pairing information is saved on the Vocera Server, and you do not have to pair your headset again when you change badges.
In other words, you can use a new Vocera badge without enabling Bluetooth and pairing your headset again. Once the pairing has been performed, every time you log-in into a Vocera badge and connect your Bluetooth headset, the information travels with you!

One Time Setup
Learn the first-time setup steps that you need to perform in order to use a Bluetooth Headset with your Vocera Badge.

Prerequisite: In order to pair Vocera badges with a Bluetooth device, you must install Vocera Server 4.3 SP4, 4.4.3 or later on the server.

After you perform the following steps, your Bluetooth headset and pairing information are saved in your user profile on the Vocera Voice Server. The first-time setup steps include the following:
1. Enabling Bluetooth on the Badge
2. Pairing your a Bluetooth Device

Enabling Bluetooth on the Badge
Learn the steps you need to follow in the Vocera Badge Settings menu in order to turn on Bluetooth.

To turn Bluetooth on your Vocera Badge:
1. From the Main screen (the screen with your name on it), press the Select button (the center button on the side).
2. The badge menu appears and displays the Messages screen.
3. Press the Down button.
4. The Bluetooth screen appears.
5. Press the Select button.
6. The Turn On option appears.
7. Press the Select button.
8. The badge displays the message, Enabling Bluetooth, and then displays Completed and transitions back to the Bluetooth screen.

Pairing a Bluetooth Device
Learn how to pair your Bluetooth device with a Vocera Badge.

Prerequisite: Be sure that you've enable the Bluetooth feature as described in Enabling Bluetooth on the Badge on page 28.

Pair the Bluetooth Device with your Vocera Badge:
1. From the badge Bluetooth screen, press the Select button. The Discover Headset option appears.
2. Press the Select button. The badge displays the “Scanning” message and then displays the name of the headset it located.
3. Press the Select button. The badge displays the “Pairing” message, and then displays “Connection success” and transitions back to the Bluetooth screen.

As mentioned earlier, once you enable and pair your Bluetooth headset on a single Vocera badge, your Bluetooth Setup Profile is saved on the Vocera Server and automatically sent to every badge you log-on to.

Managing Bluetooth Headsets
Learn how to perform every day connection and disconnection tasks, switch to your Bluetooth device during a call, and unpair a device that you no longer want to use.
After the initial setup and pairing tasks are complete, you’ll need to know how to connect, disconnect, and manage your headset.

These tasks include:
- Connecting with a paired Bluetooth device: This task is performed each time you want to shift from Badge mode to your Bluetooth device.
- Switching devices during a call: This task is performed when you want to move back and forth between your paired Bluetooth headset and Vocera badge.
- Disconnecting from a paired Bluetooth device: This task is performed when you want to disconnect your Bluetooth device and switch back to badge mode.
- Unpairing a Bluetooth device: After you unpair a device, the pairing information is no longer stored on the Vocera Server in your Bluetooth Headset Profile. You are ready to pair a new device if desired.

Connecting Bluetooth Devices
Learn how to configure, manage, use a Bluetooth device with your Vocera badge.

To connect your Bluetooth headset to the badge:
1. Make sure your Bluetooth headset is powered on.
2. From the Main screen (the screen with your name on it), press the Select button (the center button on the side). The badge menu appears and displays the Messages screen.
3. Press the Down button. The Bluetooth screen appears.
4. Press the Select button. The badge displays the name of the headset you previously paired.
5. Press the Select button. The badge displays the Connect screen.
6. Press the Select button. The badge displays the “Connecting” message, and then displays “Connection success” and transitions back to the Bluetooth screen.

Switching Devices During a Call
Learn how to switch audio between the badge and headset during a call.

To switch audio between the badge and headset during a call:
1. From the Call screen, press the Select button. The badge menu appears and displays the Messages screen.
2. Press the Down button. The Bluetooth screen appears.
3. Press the Select button. The Audio Switch Over screen appears.
4. Press the Select button. The audio switches from the badge to the headset (or the headset to the badge), and the badge transitions to the Bluetooth screen.

Disconnecting Bluetooth Devices
Learn how to configure, manage, use a Bluetooth device with your Vocera badge.

To disconnect your Bluetooth headset from the badge:
1. From the Main screen (the screen with your name on it), press the Select button (the center button on the side). The badge menu appears and displays the Messages screen.
2. Press the Down button. The Bluetooth screen appears.
3. Press the Select button. The badge displays the name of the headset you previously paired.
4. Press the Select button. The badge displays the Disconnect screen.
5. Press the Select button. The badge displays the “Disconnecting” message, and then displays “Disconnect success” and transitions back to the Bluetooth screen.

Unpairing Bluetooth Devices
Learn how to configure, manage, use a Bluetooth device with your Vocera badge.
To un-pair the Bluetooth device from your badge:

1. From the **Main** screen, press the **Select** button. The badge menu appears and displays the **Messages** screen.
2. Press the **Down** button. The **Bluetooth** screen appears.
3. Press the **Select** button. The badge displays the name of the headset you previously paired.
4. Press the **Select** button. The badge displays either the **Connect** or **Disconnect** screen.
5. Press the **Down** button. The badge displays the **Forget** screen.
6. Press the **Select** button. The badge displays the “Bluetooth Headset Unpaired” message and then transitions back to the **Bluetooth** screen

**Troubleshooting Bluetooth**

Learn about troubleshooting Vocera specific Bluetooth issues.

The troubleshooting issues in this section do not extend to issues related to specific Bluetooth devices.

**Out of Synchronization Issues**

In rare situations, your headset and badge may get out of synchronization. In other words, the badge is in a connected state while the headset is in a disconnected state. This situation usually occurs if you power down your headset when it is out of range of the badge.

In “Out-of-sync” situations, you can explicitly disconnect and connect your badge using the badge menus as described in, "Managing Bluetooth Headsets".

**Call Button LED Halo Colors**

Learn about the changes to the Call button.

The B3000n provides an LED-lighted halo around the Call button to indicate the status of the badge, allowing other people to see if you are in a call.

![Call button LED halo](image)

**Figure 1: Call button LED halo**

The LED halo around the Call button uses the following colors:

<table>
<thead>
<tr>
<th>Color</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>On an active call</td>
</tr>
<tr>
<td>Amber</td>
<td>In DND mode or on hold</td>
</tr>
<tr>
<td>Cycle through colors</td>
<td>Off network</td>
</tr>
</tbody>
</table>

Because the halo light around the Call button appears on the front of the badge, you may need to tilt the badge up to see your own halo light clearly. Other people should be able to see your halo light easily and notice whether you are currently on an active call.
**Enhanced Display**

The B3000n badge display is located on the front of the badge and positioned in portrait orientation. To conserve power, the display is activated only when you press buttons, use menus, or are on a call. Otherwise, the display is powered off.

The following figure shows the B3000n screen in different orientations (right side up and upside down):

![Display orientations](image)

The following figure shows a user tilting his badge up to read the inverted screen:

![User tilting badge](image)

*Note:* When you tilt the badge to read the screen, make sure your fingers do not block any of the four microphones.

**Enhanced Durability**

Learn about the improvements to the badge ability to resistance damage. Similarly to the B3000 badge, the B3000n is more durable and rugged than the B2000 predecessor. All buttons on the latest badge use dome switches instead of mechanical switches. Menu selection buttons have been moved from the side to the front of the badge, and the battery latch is now part of the battery. A metallic spine reinforces the shell and serves as the attachment point for accessories at the top of the badge. The B3000n has been tested to withstand dust, shock, and vibration. Like the B2000 and B3000 before it, the B3000n is NOT water-resistant.

**Increased Speaker Volume**

Learn about changes to volume amplification through Gain adjustments to the badge speaker. The B3000n has a speaker with 85 dBSPL peak loudness, more than 10 dB louder than the B2000 speaker, making it easier to use without a headset in noisy areas or areas with persistent background noise.
Indicator Lights
Learn the meaning of the indicator lights next to the DND button.
The small indicator light on the top of the badge indicates whether the badge’s power and DND mode are on:

<table>
<thead>
<tr>
<th>Color</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green blink</td>
<td>Power is on, DND mode is off</td>
</tr>
<tr>
<td>Amber blink</td>
<td>Power and DND mode are on</td>
</tr>
</tbody>
</table>

Improved Attachments
Learn about the easy and uncomplicated way you can secure and release the badge for on-the-job personal use.
B3000n lanyards and clips attach easily and securely to the metal spine at the top of the badge, letting you remove the attachment without removing the battery, and vice versa.

Integrated Noise Cancellation
Learn about noise cancellation in B3000n badges.
Just like the B3000 series, B3000n badges include enhanced noise cancellation and better acoustic echo cancellation during Genie mode or a person-to-person calls. In normal operation, the badge uses an array of four directional microphones (two at the top and two along the right front side), each with their own echo canceller, reducing background noise while you speak.
The following figure shows the primary B3000n microphone and the three noise-canceling microphones.

![Microphone Diagram]

However, B3000n badges with 4.1 firmware or later, utilize an accelerometer to influence the behavior of the multi-microphone array that enable noise cancellation.
See Speech Zone for B3000 Badges on page 38 for more information.

Speech Zone Fallback for B3000n Badges
Learn how the Speech Zone Fallback feature allows for optimal speech recognition even if the badge is not within the speech zone.
A B3000n badge implements a speech zone during normal operations just like a B3000 device. However, when a B3000n badge is placed at an angle or a position that renders the speech zone ineffective, the Speech Zone Fallback feature interprets the orientation of the badge and changes the operation of the microphone array.
When the orientation of the badge shifts out of the speech zone, Speech Zone Fallback moves the microphone array from a multi-microphone directional array to a single omnidirectional microphone. This change results in a wider speech zone where speech recognition is still successful.

The figure below shows the speech zones for B3000 followed by the speech zone available when Speech Zone Fallback is activated in B3000n badges.

It is still recommended to wear the B3000n badge in a position that uses the array of microphones in a directional manner, but the automatic Speech Zone Fallback mechanism alleviates some of the difficulties with voice recognition when the B3000n is orientated incorrectly. **Note:** The single omnidirectional microphone system is similar to the operation of the microphones when the badge is switched into Group Mode.

**Orientation Sensor**

Learn about the display and what happens when you tilt the badge.

The B3000n badge display contains an orientation sensor that automatically inverts the text on its display when you tilt the bottom of the badge, making it easy to read the screen. To conserve power, the display is activated only when you press buttons, use menus, or are on a call. Otherwise, the display is powered off.

The following figure shows the B3000n screen:

The following figure shows a user tilting the badge to read the screen:
Note: When you tilt the badge to read the screen, make sure your fingers do not block any of the four microphones.

Powering On and Off
Learn about mechanisms for turning the badge on and off.

Power on the B3000N badge by inserting the battery. You cannot power the B3000N badge on by pressing the Call button, as you can with the B3000.

The Call button "wakes up" the B3000 badge from a low power state; the B3000 is not truly powered off unless the battery is removed. If you power down a B3000N by using the "Power Off" menu choice or pressing and holding the Hold/DND button, it is truly powered down, and you must remove and insert the battery to power it on again.

Privacy Mode
Learn about operating the badge like a telephone handset.

Privacy mode is a method of operating the badge like a telephone handset, which may be necessary for discussing sensitive information or to operate the badge in a noisy environment without a headset. Press the Call button to make a call or answer a call, and then put the badge speaker to your ear and speak into the primary microphone located on the front of the badge at the top right corner. Only the primary microphone is enabled in privacy mode; the three noise-canceling microphones are automatically disabled.
Note: When you hold the badge speaker up to your ear, do not cover the primary microphone with your fingers. Otherwise, the Genie will not hear anything you say.
See Turning Privacy Mode On or Off on page 22 for more information.

Radio with 802.11 a/b/g/n Support
Learn about the improvements in speech recognition and voice quality.
802.11a/n support allows the B3000n to operate in the higher 5GHz frequency range, avoiding the congestion and interference in the 2.4GHz range of 802.11b/g. Less interference results in greater voice quality and better speech recognition. The radio allows use of either or both frequencies, as desired.

Smart Battery and Power Efficiency
Learn about capacity reporting and improvements to battery life.
The lithium-ion polymer smart battery continuously monitors battery life and is able to accurately report remaining capacity. Due to improvements in power efficiency in the B3000n badge, a fully charged B3000n standard battery should provide 3 hours of talk time (U-APSD enabled) and up to 45 hours of standby time. A fully charged B3000n extended battery should provide 5 hours of talk time and 60 hours of standby time. You must remove the B3000n battery from the badge to charge it.
B3000 Features

Learn about the features that are specific to the B3000 badge.

**Version:** Vocera 4.1 SP7 or later

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**Enhanced Durability**

Learn about the improvements to the badge ability to resistance damage.

The B3000 is more durable and rugged than its B2000 predecessor. All buttons on the badge now use dome switches instead of mechanical switches. Menu selection buttons have been moved from the side to the front of the badge, and the battery latch is now part of the battery. A metallic spine reinforces the shell and serves as the attachment point for accessories at the top of the badge. The B3000 has been tested to withstand dust, shock, and vibration. Like the B2000 badge, the B3000 is NOT water-resistant.

**Enhanced Display**

Learn about improvements to the display and display orientation when you tilt the badge to view messages.
The B3000 badge display, which is 11% larger than the B2000 display but with nearly twice as many pixels, has been moved to the front of the badge and positioned in portrait orientation. To conserve power, the display is activated only when you press buttons, use menus, or are on a call. Otherwise, the display is powered off. You can choose to invert the screen, thus letting you conveniently read the text by tilting the bottom of the badge up.

The following figure shows the B3000 screen in different orientations (right side up and upside down):

The following figure shows a user tilting his badge up to read the inverted screen:

Note:
When you tilt the badge to read the screen, make sure your fingers do not block any of the four microphones.

Increased Speaker Volume
Learn about changes to volume amplification through Gain adjustments to the badge speaker.

The B3000 has a speaker with 85 dBSPL peak loudness, more than 10 dB louder than the B2000 speaker, making it easier to use without a headset in noisy areas or areas with persistent background noise.

Indicator Lights
Learn the meaning of the indicator lights next to the DND button.
The indicator light on the top of the badge indicates whether the badge’s power and DND mode are on:

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<th>Meaning</th>
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</thead>
<tbody>
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<td>Amber blink</td>
<td>Power and DND mode are on</td>
</tr>
</tbody>
</table>

**Improved Attachments**

Learn about the easy and uncomplicated way you can secure and release the badge for on-the-job personal use.

B3000 lanyards and clips attach easily and securely to the metal spine at the top of the badge, letting you remove the attachment without removing the battery, and vice versa.

**Integrated Noise Cancellation**

Learn about enhancements to noise cancellation as well as better acoustic echo cancellation.

The B3000 has enhanced noise cancellation as well as better acoustic echo cancellation. The badge has an array of four directional microphones (two at the top and two along the right front side), each with their own echo cancellor, reducing background noise while you speak.

The following figure shows the primary B3000 microphone and the three noise-canceling microphones.

The noise cancellation features of the B3000 badge have been designed to provide significant improvement in speech recognition accuracy in environments with background noise compared to the older B2000 model.

However, with this addition of this feature the position of the badge to the speaker should be maintained in the speech zone for the optimal speech recognition. For more information, see **Speech Zone for B3000 Badges** on page 38.

**Speech Zone for B3000 Badges**

Learn about the orientation of the badge and how it affects speech recognition in B3000 badges.

B3000 badges introduced a series of microphones which facilitate the elimination of the background noise and improves speech recognition. For more information, see **Integrated Noise Cancellation** on page 38.

However, with the introduction of the multi-array microphones, a designated speech zone was identified and needed for optimal speech recognition. The speech zone is the region in which audio can be detected with the greatest efficiency.
The following examples illustrate B3000 microphone sensitivity and shows the badge speech zone in the shaded cone area above the badge. These figures display the front and side views of someone wearing the badge using a universal clip (above) and a lanyard (below) followed by an example of badge use outside of the speech zone shown in the shaded circle.

**Note:** For optimal speech recognition, the badge should be located about 6 inches below the chin illustrated by darker shading inside the speech zone cone.

If the badge is tilted towards the face or removed from the speech zone, the Genie may not be able to clearly understand your commands and vocalizations.

**Privacy Mode**

Learn about operating the badge like a telephone handset.

**Version:** Vocera 4.3 SP2 or later
The B3000 lets users switch to privacy mode to ensure privacy or use the badge in a high noise environment without a headset. When the badge is in privacy mode, you can use it like a telephone handset. Press the Call button to make a call or answer a call, and then put the badge speaker to your ear and speak into the primary microphone located on the front of the badge at the top right corner. Only the primary microphone is enabled in privacy mode; the three noise-canceling microphones are automatically disabled. For information on how to switch the badge to privacy mode, see Turning Privacy Mode On or Off on page 22.

Note:
When you hold the badge speaker up to your ear, do not cover the primary microphone with your fingers. Otherwise, the Genie will not hear anything you say.

Smart Battery and Power Efficiency
Learn about capacity reporting and improvements to battery life.

The lithium-ion polymer smart battery continuously monitors battery life and is able to accurately report remaining capacity. Due to improvements in power efficiency in the B3000 badge, a fully charged B3000 standard battery should provide 3 hours of talk time (U-APSD enabled) and up to 45 hours of standby time. A fully charged B3000 extended battery should provide 5 hours of talk time and 60 hours of standby time. Unlike the B2000 battery, you must remove the B3000 battery from the badge to charge it.
B2000 Features

Learn about the features that are specific to the B2000 badge.

Display Screen

Learn about the display feature on the badge.

The display screen on the back of the badge provides status information and a menu that lets you view badge information and customize settings. The display screen also lets you view text messages sent by email, the Vocera User Console, or an application that integrates with the Vocera system, such as a nurse call system. See The Badge Menus for information about each of the screens in the badge menu.

The B2000 badge features a high-contrast, high-resolution display with an extensive grey-scale to provide greater readability. This display allows for fonts that use both upper- and lower-case characters.
The B2000 badge automatically launches a screen saver when its display is inactive. The screen saver shows your first name and the first initial of your last name, along with an icon indicating the remaining battery life. The badge dismisses this screen saver immediately if the display needs to become active—for example, if you receive a call or a message.

You can manually interrupt the screen saver and return the badge to its previous display by using any of the badge buttons:

- Pressing a side button dismisses the screen saver without taking any additional action.
- Pressing the Call button dismisses the screen saver and also initiates a call.
- Pressing the Hold/DND button dismisses the screen saver and places the badge in DND mode.

**Microphone and Speaker**

Learn about the design of the microphone and speaker for the badge.

The unidirectional design of the microphone enables it to gather and transmit speech, yet minimizes the amount of background noise that is picked up.

You can adjust the speaker volume by using the buttons on the left side of the badge. See **Adjusting the Volume**.

**Indicator Lights**

Learn the meaning of the indicator lights next to the DND button.

The indicator light on the top of the badge provides message alerts, out-of-network alerts, and low battery warnings. The color and blink rate of the indicator light give you the following information:

<table>
<thead>
<tr>
<th>Color</th>
<th>Blink Rate</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Slow</td>
<td>Normal operation. No new voice or text messages</td>
</tr>
<tr>
<td></td>
<td>Fast</td>
<td>Normal operation and you have unplayed voice messages or unread text messages</td>
</tr>
<tr>
<td>Red</td>
<td>Slow</td>
<td>Your badge is out of range or is not communicating with the Vocera server. If the badge is out of range, you will see the message “Searching for Access Points” on the badge display. If the badge is within range but is not connecting to the server, you will see the message “Searching for Server.”</td>
</tr>
<tr>
<td></td>
<td>Fast</td>
<td>The battery needs to be recharged.</td>
</tr>
</tbody>
</table>

**Note:**

The Hold/DND button has a yellow indicator light that blinks to remind you that a call is on hold or that you have put the badge in Do Not Disturb mode.
Commands

Learn the voice commands that you can use on the Vocera badge and the smartphone.

- Basic Calling on page 44
- Advanced Commands on page 57
- Commands used with Integrated Services and Products on page 72
Basic Calling

Learn the available commands for general use on the Vocera badge.

Your Vocera device provides one-touch communication. To begin any kind of call or to record or play messages, press the Call button to summon the Vocera Genie. The Genie answers with a tone, a prompt, or both (depending on the setting that is active for your device) and is then ready to accept your voice commands. This chapter describes the most-frequently used voice commands, by category.

Getting Help

Learn how to enable Help on the Vocera badge to assist users.

The Vocera system can be customized to provide users with a Help command to help users learn how to use their Vocera devices. For example, the Help prompt could direct users to a Vocera super user, an administrator, an internal Web site, or a local help desk for assistance.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get help</td>
<td>Help</td>
<td>Help.</td>
</tr>
</tbody>
</table>

Note:

If your system does not have a custom Help prompt, when a Vocera user says the "Help" command the system uses the standard Help prompt: "No help is currently available."

For information on how your Vocera administrator can create a custom Help prompt, see See xBook_admin_customhelp.

Listening to Messages

Learn about various kinds of messages, message settings and commands you can use in order to listen to badge messages.

You can use the badge or phone to listen to either voice or text messages. When you play a voice message, you hear the recorded voice of the person who sent it. When you play a text message, Vocera uses text-to-speech generation to speak the message for you.

Vocera uses the following default settings for message playback:

- The order in which messages are played is the opposite of the order in which they are received (most recent message first).
  - The badge or phone plays urgent messages before standard messages, regardless of the order in which messages are received.
- The date and time of the message are not announced.

You can change these default settings in the Announcements tab of the User Console. If you do not have access to the User Console, your system administrator can change these settings for you.
If you do not speak the modifying words "voice" and "text" when you play or delete messages, the Genie assumes you are working with voice messages. Use the following commands to work with voice messages:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play new (unplayed) voice messages</td>
<td>Play messages.</td>
<td>Play voice messages, Play my messages.</td>
</tr>
<tr>
<td></td>
<td>Play messages from John Smith.</td>
<td>Play voice messages from John Smith, Play my messages from John Smith.</td>
</tr>
<tr>
<td></td>
<td>Play messages from Marketing.</td>
<td>Play voice messages from Marketing, Play my messages from Marketing.</td>
</tr>
<tr>
<td>Play old (previously played) voice messages</td>
<td>Play old messages.</td>
<td>Play old voice messages, Play my old messages.</td>
</tr>
<tr>
<td></td>
<td>Play old messages from John Smith.</td>
<td>Play old voice messages from John Smith, Play my old messages from John Smith.</td>
</tr>
<tr>
<td></td>
<td>Play old messages from Marketing.</td>
<td>Play old voice messages from Marketing, Play my old messages from Marketing.</td>
</tr>
<tr>
<td>Delete voice messages</td>
<td>Delete all messages.</td>
<td>Delete all voice messages, Erase all messages, Erase all voice messages.</td>
</tr>
<tr>
<td></td>
<td>Delete all messages from John Smith.</td>
<td>Delete all voice messages from John Smith, Erase all messages from John Smith, Erase all voice messages from John Smith.</td>
</tr>
</tbody>
</table>

You must speak the modifying word "text" when you issue commands to play or delete text messages. You can use the following commands to work with any type of text messages, regardless of whether they were sent through the User Console or through email:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play new (unplayed) text messages</td>
<td>Play text messages.</td>
<td>Play my text messages.</td>
</tr>
<tr>
<td>Play old (previously played) text messages</td>
<td>Play old text messages.</td>
<td>Play my old text messages.</td>
</tr>
<tr>
<td>Delete text messages</td>
<td>Delete all text messages.</td>
<td>Erase all text messages.</td>
</tr>
</tbody>
</table>

You can also use the "from" modifier to play or delete text messages sent from the User Console, as shown in the following table:
Recommended Voice Commands | Alternative Forms
--- | ---
Play new (unplayed) text messages sent through the User Console | Play new text messages from John Smith.
Play text messages from John Smith.
Play my text messages from John Smith.
Play text messages from John Smith.
Play old (unplayed) text messages sent through the User Console | Play old text messages from John Smith.
Play my old text messages from John Smith.
Delete text messages sent through the User Console | Delete all text messages from John Smith.
Erase all text messages from John Smith.

### Commands You Can Use During Message Play

Learn the voice commands and functions available while playing messages.

The following table shows the commands you can use during message playback. In each case, you press the Call button while the message is being played and say the command. You can end message play altogether by pressing the Hold/DND button, or by pressing the Call button twice.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete the message you just played or are in the process of playing</td>
<td>Delete</td>
<td>Erase</td>
</tr>
<tr>
<td>Save the message you just played or are in the process of playing</td>
<td>Save</td>
<td>Archive</td>
</tr>
<tr>
<td>Play the next message</td>
<td>Next</td>
<td>Skip</td>
</tr>
<tr>
<td>Replay the current message</td>
<td>Repeat</td>
<td></td>
</tr>
<tr>
<td>Get the time the message was received</td>
<td>Time stamp</td>
<td>Time</td>
</tr>
<tr>
<td>Get the date the message was received</td>
<td>Date stamp</td>
<td>Date</td>
</tr>
<tr>
<td>Cancel message play</td>
<td>Cancel</td>
<td>Goodbye</td>
</tr>
</tbody>
</table>

### Logging In and Out

Learn about the commands used to log in and log out.

**Important**: If someone is already logged in to your Vocera device when you receive it, make sure it is you!

If you use a Vocera device while logged in as someone else, people won’t be able to contact you. Take a look at the screen on the device to make sure it displays your name. If the screen displays another name, press the Call button and say “Log me out.” Then press the Call button again and log in by saying or spelling your name when the Genie prompts you.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log in</td>
<td>When prompted by the Genie, say or spell your first and last name.</td>
<td></td>
</tr>
<tr>
<td>Log out</td>
<td>Log me out.</td>
<td>Log out.</td>
</tr>
</tbody>
</table>

If your organization shares Vocera devices, make sure you log out when you are finished using your device. Turning the power off or removing the battery does not log you out—the Genie remembers you are logged in when the device gains power again.

You can log into the system on only one Vocera device at a time. If you try to log in with a second device, the Genie reminds you and asks you to confirm if you still want to log in. When you say Yes, the system logs in your new device and logs out your first Vocera device.
For a description of the possible prompts that the Genie provides at log-in, see Logging In Notification Prompts.

**Placing and Receiving Calls**

Learn the combination of voice commands and physical controls on the badge used to perform basic calling and answering functions.

Placing and receiving calls are the tasks you perform most frequently with a Vocera device. This section shows you how to use voice commands and the buttons on the badge or phone to perform these basic tasks.

**Calling Other Users**

Learn how to call other Vocera users in your system.

To begin a call, press the Call button, wait for the Genie to answer, and then tell the Genie to "Call User’s Name." If the person you are calling is already on a call, a tone will notify him or her that someone else is trying to call.

**Note:**

If you press the Call button and no speech is perceived by the Genie, you will hear a request to repeat your command. This request is repeated three times. After three tries the call attempt is ended.

When you call a user who is not available, the call may be forwarded to another user or phone number. If no forwarding is set, the Genie tells you that person’s status and asks if you want to leave a message. There are four possible status messages: not on the network, not logged in, busy on another call, and not available.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call a user</td>
<td>Call John Smith.</td>
<td>Find John Smith.</td>
</tr>
<tr>
<td></td>
<td>Get me John Smith.</td>
<td>Contact John Smith.</td>
</tr>
</tbody>
</table>

**Using Speak or Spell**

Learn about the speak or spell feature that allows you to contact users, groups, or address book entries by either speaking or spelling their names in a voice command.

Spelling a name greatly improves speech recognition because you are effectively uttering many more syllables than when you simply speak a name. In fact, spellings are so effective that they may work even when they are slightly incorrect, so don’t let past spelling bee experiences scare you away!

In addition to speaking the full name, you can spell either the first name, the last name, or both names to contact a person. For example, you can use any of the following commands to place a call to the user or address book entry Jesse Hart:

- Call Jesse Hart
- Call J-E-S-S-E
- Call H-A-R-T
- Call J-E-S-S-E-H-A-R-T

You must always speak or spell the full name to contact a group, place, or alternate spoken name. For example, you can use either of the following commands to place a call to the address book entry Poison Control:

- Call Poison Control
- Call P-O-I-N-T-RO-L
A qualifier is an additional name, such as a department or a site, that helps to identify the party you are trying to contact in a voice command. You can use either a spelling or a qualifier in a voice command, but you cannot use both. In addition, you cannot spell the name of the qualifier — only the party you are trying to contact.

For example, you can contact Maria Blount in the Imaging department by saying either "Call M - A - R - I - A" or "Call Maria in Imaging". You cannot use either "Call M - A - R - I - A in Imaging" or "Call Maria in I - M - A - G - I - N - G". See Calling with Department Names for more information about using departments.

**Note:**
Make sure you speak with an even pace and say each letter distinctly when you spell a name. The Genie hears a spelling as a very long word, and you don’t want to trip it up!

### Calling with Department Names

Learn the voice commands for calling by department names.

If your system administrator sets up departments, they are a convenient way to contact other users on the Vocera system. When you use a department in a voice command, Vocera can:

- Differentiate among users with the same first and last names.
  
  For example, if your site has two users named John Smith, you can issue the voice command "Call John Smith in Hardware".

- Identify a Vocera user when you know the first name and department, but not the last name, of other people at your site.
  
  For example, you can issue the voice command "Call Sue in Hardware".

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call a user with a department name</td>
<td>Call John Smith in Hardware.</td>
<td>Find John Smith in Hardware, Get me John Smith in Hardware, Contact John Smith in Hardware.</td>
</tr>
<tr>
<td>Call a user with first name and department</td>
<td>Call Sue in Hardware.</td>
<td>Find Sue in Hardware, Get me Sue in Hardware, Contact Sue in Hardware.</td>
</tr>
</tbody>
</table>

### Calling a Group Member

Learn the voice commands for calling a group member.

The system administrator may create groups of Vocera users and provide a list of groups for you to use in commands. When you call a group, you are actually calling an available member of that group, not everyone in the group. The Vocera server determines which member to try first, based on the ordering method the system administrator or group manager chooses.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call a group member</td>
<td>Call Tech Support</td>
<td>Find Tech Support, Get me Tech Support, Contact Tech Support.</td>
</tr>
</tbody>
</table>

### To call a member of a group

1. Press the Call button.
2. Wait for the Genie to answer.
3. Tell the Genie to "Call the Group’s name."
The Vocera server searches for an available member of the group. If no one in the group is available, you will either be prompted to leave a message (which will be sent to all members of the group) or your call will be forwarded, depending on the way the system administrator or group manager has set up the group.

Training the Genie

Learn the voice commands used to train the Genie to understand particular pronunciation of names and commands.

If the Genie has difficulty understanding your speech, don’t get frustrated—you can train the Genie to recognize the way you say names and commands. The Genie can learn the names of people, groups, and locations as well as most commands. You can also train the Genie to recognize a nickname, if that is the way you always call a person you know.

When you train the Genie to learn a name, you are prompted to spell the name. If you change your mind, you can use the "Unlearn a name" command to delete it. The Genie will prompt you for the necessary information.

The following table lists all the commands you can use to train the Genie:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Train the Genie to recognize the way you say a name</td>
<td>Learn name.</td>
<td>Learn a name.</td>
</tr>
<tr>
<td></td>
<td>Learn group name.</td>
<td>Learn a group name.</td>
</tr>
<tr>
<td></td>
<td>Learn address book name.</td>
<td>Learn an address book name.</td>
</tr>
<tr>
<td></td>
<td>Learn location name.</td>
<td>Learn a location name.</td>
</tr>
<tr>
<td>Delete a learned name</td>
<td>Unlearn name.</td>
<td>Unlearn a name.</td>
</tr>
<tr>
<td></td>
<td>Unlearn group name.</td>
<td>Unlearn a group name.</td>
</tr>
<tr>
<td></td>
<td>Unlearn address book name.</td>
<td>Unlearn an address book name.</td>
</tr>
<tr>
<td></td>
<td>Unlearn location name.</td>
<td>Unlearn a location name.</td>
</tr>
<tr>
<td>Train the Genie to recognize the way you say common commands</td>
<td>Learn commands.</td>
<td></td>
</tr>
<tr>
<td>Train the Genie to recognize the way you say other commands</td>
<td>Learn more commands.</td>
<td></td>
</tr>
<tr>
<td>Delete all your learned commands</td>
<td>Unlearn commands.</td>
<td></td>
</tr>
</tbody>
</table>

To train the Genie to learn a name

1. Press the Call button, wait for the Genie to answer, and then say "Learn name." You can also say "Learn group name" or "Learn location name" to train the Genie for other names.
2. When prompted, spell either the first or last name of the individual. The Genie prompts you to spell the group or location for other types of names.
3. If more than one person, group, or location has the name that you spell, the Genie speaks each name, asking you to identify the one you want.
4. When prompted, say the name or nickname the way you always do. The Genie asks you to repeat the name several times, then tells you, "OK, I’ve learned the name."
To train the Genie to learn commands

When you train the Genie to learn the way you say commands, the Genie prompts you to record a short list of the most common commands, as well as keywords such as Yes, No, and the numbers zero through nine. You can press the Call button to skip through commands in the list, or you can quit at any time by pressing the Hold/DND button. When you quit, the Genie remembers the commands it has already learned, and it gives you the option to skip these commands if you continue some other time.

1. Press the Call button, wait for the Genie to answer, and then say “Learn commands.”
   The Genie reminds you that it will take a few minutes to learn commands, and then it prompts you to speak the first command.
   
   **Note:**
   To train the Genie to learn commands that are used less frequently, say “Learn more commands.”

2. Do either of the following:
   - Say the name of the command the way you always do.
     The Genie asks you to repeat the command several times, then prompts you to speak the next command.
   - Press the Call button.
     The Genie skips that command and prompts you to speak the next command.

3. Continue through the list by saying each command to train the Genie or skipping it with the Call button.
4. Quit at any time by pressing the Hold/DND button.
   The Genie tells you it is quitting and remembers the commands it has learned.

To train the Genie to learn commands again

If you use Learn Commands again at a later time, the Genie can automatically skip commands it has already learned. The Genie also lets you manually skip through the command list so you can re-record specific commands. For example, if the Genie didn’t learn certain commands properly during a previous training session, you can rerecord just those specific commands.

1. Press the Call button, wait for the Genie to answer, and then say “Learn commands.”
2. When the Genie asks if you want to skip over the commands it has already learned, do either of the following:
   - Say “Yes” to have the Genie automatically skip commands you have recorded.
     The Genie prompts you to record only commands it has not already learned.
   - Say “No” so you can manually skip commands or record all of them again.
     The Genie prompts you to record each command, starting at the beginning of the list.
3. Use the Call button to skip through the list, recording or re-recording commands.
   If you skip a command you have already recorded, it is not erased.
4. Quit at any time by pressing the Hold/DND button.
   The Genie tells you it is quitting and remembers the commands it has learned.

Answering a Call

Learn about DND mode, answering, forwarding, blocking calls.

When someone calls your Vocera device, you will hear a tone. If you have a badge, the Genie may ask if you want to talk to the caller. The ring tones for a badge and a phone are different.
When you reject a call, the caller will be prompted to leave a message or forwarded to a destination you have chosen. See Forwarding Your Calls.

If Auto Answer for Incoming Calls is enabled for your Vocera device, all of your calls will be connected immediately, without any action on your part. See Using the Auto Answer Commands.

**Note:** Calls will not be put through if you told the Genie to block calls or you put your badge or phone in Do Not Disturb mode. (See Using Do Not Disturb and Blocking and Accepting Calls.)

**To accept a call on a badge**
Do either of the following:
- **Answer Yes.**
- Press the Call button.

**To reject a call on a badge**
Do either of the following:
- **Answer No.**
- Press the Hold/DND button.

**Ending a Call**
Learn how to disconnect calls on the badge.
Either party can end a call. If the other party ends the call, you will be disconnected automatically.

**To end a call**
Press the Call button.

**Using Buttons to Answer “Yes” or “No”**
Learn how to respond “yes” or “no” to the Genie’s questions from the badge.
When a Genie prompt requires a “yes” or “no” answer (for example, to confirm that you want to send a message), you can say your response or you can press a button to respond.

**To answer Yes**
Press the Call button.

**To answer No**
Press the Hold/DND button.

**Call Waiting**
Learn how to accept and reject a call using the badge.
If you hear a call-waiting tone during a call, it means that someone is trying to call you. The name of the person calling you will flash on your badge or phone display.

**To accept a waiting call**
1. Press the Call button.
   Vocera puts the first call on hold and connects the second call.
2. When you are done speaking, press the Call button again.
   Vocera ends the second call and returns to the original call.
To refuse a waiting call

Do either of the following:

- Press the Hold/DND button.
- Ignore it.

If possible, use the DND button to refuse the call and cancel the call waiting tone immediately.

Vocera treats the second call as an unanswered call. The caller is either prompted to leave a message or forwarded to a destination you have chosen. See Forwarding Your Calls.

Putting a Caller on Hold and Releasing the Hold

Learn how to put a caller on hold and reconnect on badge and Vocera smartphone.

When a call is on hold, you can press the Call button, and then call another badge or phone, send a message, or give the Genie any other authorized command when the Genie answers.

Note:

If you put a call on hold on a Vocera smartphone, you cannot use the keypad to dial an extension to place another call. However, you can press the Call button and use a Genie command ("Dial extension" or "Dial an outside number") to dial a number.

To put a badge call on hold

Press the Hold/DND button on the top of the badge.

The indicator light on the Hold/DND button blinks.

To reconnect to a call on hold

Press the Hold/DND button again.

On the badge, the indicator light on the Hold/DND button stops blinking. On the smartphone, the DND icon disappears from the top of the screen.

Working with Do Not Disturb

Learn about using the features available with DND mode.

There may be times when it is inconvenient for you to receive calls and message notifications from the Genie (when you are attending a meeting, for example). The best way to block calls temporarily is to press the Hold/DND button. When you are ready to resume accepting calls, press the Hold/DND button again.

On a badge, a light at the top of your badge flashes yellow to remind you that you are in Do Not Disturb (DND) mode. Also, your badge or phone will beep every 15 minutes to remind you, unless your system administrator turns off this setting.

When you put the badge or phone in DND mode, some calls may still be put through. VIP buddies or a person with VIP status can optionally interrupt DND mode, and an urgent call is always connected.

The Genie tells VIP buddies and callers who have VIP Status that you are not accepting calls right now, and asks them "Do you want me to break through?" If they confirm, the Genie calls your Vocera device. (VIP Status is a permission granted by the system administrator.)

Urgent calls and urgent broadcasts always break into DND mode — you do not get the opportunity to reject them. The system administrator must grant a user permission to make urgent calls and broadcasts.

To block calls using voice commands, see Blocking and Accepting Calls.
Reading Text Messages

Learn about viewing text messages on the badge.

You can read three kinds of text messages on the display of your Vocera device:

- **Text messages.** Vocera smartphone users can send text messages to other Vocera users. Vocera Messaging Interface (VMI) applications that interface with other systems, such as nurse call systems, can also send text messages to Vocera devices.
- **Email messages.** People inside and outside the Vocera system can send text messages to your Vocera device from their email programs. See [Sending Text Messages to Vocera Devices](#).
- **User Console messages.** Users can send these text messages from the Vocera User Console. See [The User Console](#).

To read text messages on the badge display

1. Hold the badge so that the display screen is visible.
2. Press the Select button once to see the **Messages** icon.
3. Press the Select button to display a list of message subjects, one subject per line. On a B5000n or B3000 badge, the subject line for only one message is shown at a time. The newest messages are listed first.
   - If the message was sent from an email account, the subject line displays the first 12 or 13 characters of the message.
4. Use the Up and Down buttons to scroll through the list of messages until you see the message you want to read.
5. Press the Select button to view the selected message.

   The badge displays the body of the message, the sender’s name or email address, and the date and time the message was received by the Vocera server. Use the Up and Down buttons to scroll through the message, if necessary.

   **Note:**
   - If a text message appears to be incomplete, someone may have sent you an email message longer than the character limit for your device.
6. When you finish reading the message, press the Select button to see this menu of message options:
   - **PLAY** uses text-to-speech generation to speak the message for you.
   - **TO NEXT MSG** skips to the next message in the list.
   - **DELETE MSG** erases the message from the badge memory and from the Vocera server.
   - **SAVE MSG** saves the message and prevents it from being automatically deleted. You are limited to 20 text messages at a time, and you can save up to 10 of these messages.
   - **UNSAVE MSG** allows the message to be automatically deleted.
   - **BACK TO LIST** returns to the list of text messages, where you can select another message.
   - **EXIT MENU** returns to the main screen.

   **Note:**
   - You can discontinue reading messages and return to the main screen at any time by pressing and holding the Select button until the badge beeps.

To read the most recent text message quickly on a badge

Press the Select button three times.
Recording Names and Greetings

Learn the commands for recording your name and creating call greetings.

To allow your callers to hear your name in your own voice, and to enable callers to hear a personal greeting when they leave messages, use the following voice commands to record your name and to record, play, and erase your greeting.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record your name</td>
<td>Record name.</td>
<td>Record my name.</td>
</tr>
<tr>
<td>Record, play back, or erase your greeting</td>
<td>Record greeting.</td>
<td>Record my greeting.</td>
</tr>
<tr>
<td></td>
<td>Play back greeting.</td>
<td>Play back my greeting.</td>
</tr>
<tr>
<td></td>
<td>Erase greeting.</td>
<td>Erase my greeting.</td>
</tr>
</tbody>
</table>

Sending Voice and Email Messages

Learn how to send various kinds of voice and email messages using voice commands.

This section describes how to send voice and email messages from your badge.

Sending a Voice Message

You can send voice messages to individual users, or you can send messages to all members of a group simultaneously. You can also specify that the message is urgent. By default, the maximum length of each message is one minute, although your system administrator can set it as high as three minutes.

If you send an urgent message, it automatically breaks through to all recipients, regardless of what they are doing at the time. See Issuing Urgent Commands.

The following table shows the commands for recording voice messages:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send a message to a user</td>
<td>Record a message for John Smith.</td>
<td>Send a message to John Smith.</td>
</tr>
<tr>
<td>Send a message to the members of a group</td>
<td>Record a message for Tech Support.</td>
<td>Send a message to Tech Support.</td>
</tr>
<tr>
<td>Send an urgent message to a user</td>
<td>Record an urgent message for John Smith.</td>
<td>Send an urgent message to John Smith.</td>
</tr>
<tr>
<td>Send an urgent message to the members of a group</td>
<td>Record an urgent message for Tech Support.</td>
<td>Send an urgent message to Tech Support.</td>
</tr>
</tbody>
</table>

Sending an Email Message

You can also send a voice message from your badge or phone to the email address of any badge user, group, outside buddy, or address book entry. Vocera sends your message as a .WAV sound file that is attached to a generic text email message. The recipient can play the message by using Windows Media Player or any other Windows utility that can play .WAV files.

For example, suppose you want to use your Vocera device to send a message to a travelling colleague who is reachable only by email. You can send a voice email to your colleague. His or her email reply automatically appears on your badge as soon as it is received.

The following table shows you the commands for sending a voice message from a Vocera device to an email address:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send a voice email message to a user, group, outside buddy, or address book entry</td>
<td>Send an email message to John Smith.</td>
<td>Record an email message for John Smith.</td>
</tr>
<tr>
<td></td>
<td>Leave an email message for John Smith.</td>
<td></td>
</tr>
</tbody>
</table>
BASIC CALLING

When you send a voice email message to a user, outside buddy, or address book entry, the message is sent to the address stored for that person on the Vocera server. If you send the email to a group, the message is sent to all members of the group.

Note:
If you attempt to send a message to a user who does not have an email address, the Genie notifies you and cancels the message. If you attempt to send a message to a group, and a group member does not have an email address, the Genie notifies you and asks if you want to send the message to the members who have email addresses.

Using Voice Commands to Set Device Properties

Learn how to change badge properties using voice commands.

A few voice commands let you set properties that control the behavior of your Vocera device. The system administrator sets default values for these properties. You can change them through the User Console or by using voice commands.

Using the Auto Answer Commands

The Auto Answer property lets you specify whether the badge or phone automatically answers incoming calls or whether it asks if you can take a call before connecting it.

• If Auto Answer is turned on, the badge or phone automatically connects all incoming calls immediately, without asking if you want to take the call. If all calls need to be connected quickly, you can enable this feature.

• If Auto Answer is turned off, the Genie announces the name of the caller before connecting an incoming call.

Use the following commands to control the Auto Answer property:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connect incoming calls immediately</td>
<td>Turn auto answer on.</td>
<td></td>
</tr>
<tr>
<td>Ask before connecting incoming calls</td>
<td>Turn auto answer off.</td>
<td></td>
</tr>
</tbody>
</table>

Using the Announce through Speaker Commands

When you use a headset (or badge with a managed lanyard), the badge automatically plays all audio through it by default. Consequently, if you don’t wear your headset all the time, you may not hear an incoming call or message announcement, and you may not know that someone is trying to contact you.

The Announce through Speaker property lets you customize that behavior:

• When the Announce Through Speaker property is enabled, the badge provides call or message announcements through both the device speaker and the headset. These dual announcements ensure that you will always be notified of an incoming call, even if your headset is temporarily off. After accepting the call, the audio is through the headset only.

• If Announce through Speaker is turned off, the device plays both the announcement as well as the call or message through the headset.

If you turn on Announce through Speaker, you can leave your headset plugged in, and simply put it on to communicate after you hear the announcement.

When your headset is not plugged in, all calls, messages, and announcements play through the speaker, as usual, regardless of the Announce through Speaker setting.

Use the following commands to control the Announce through Speaker property:
<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play announcements through badge speaker when headset plugged in</td>
<td>Turn announce through speaker on.</td>
<td></td>
</tr>
<tr>
<td>Play announcements through headset when headset plugged in</td>
<td>Turn announce through speaker off.</td>
<td></td>
</tr>
</tbody>
</table>
Advanced Commands

Learn about the commands used by more experienced users or those enabled with special permission.

Some commands require special Vocera permissions or are a little more complex than the commands described in Basic Calling. This chapter describes these commands.

The commands are grouped by category. When a command requires special permission, it is marked by an asterisk (*) in the description. Your system administrator enables or disables permissions for each user. If you do not have permission to use a command that requires one, the Genie will tell you.

Blocking and Accepting Calls

Learn the voice commands to enable and disable call blocking.

You can use the following voice commands to block or accept calls. Some of these commands offer more flexibility than the comprehensive blocking provided by the Hold/DND button.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block calls *</td>
<td>Block all calls.</td>
<td>Hold all calls.</td>
</tr>
<tr>
<td></td>
<td>Block all calls from John Smith.</td>
<td>Hold all calls from John Smith.</td>
</tr>
<tr>
<td></td>
<td>Block all calls except from John Smith.</td>
<td>Hold all calls except from John Smith.</td>
</tr>
<tr>
<td>Accept calls *</td>
<td>Accept all calls.</td>
<td>Take all calls.</td>
</tr>
<tr>
<td></td>
<td>Accept all calls from John Smith.</td>
<td>Take all calls from John Smith.</td>
</tr>
<tr>
<td></td>
<td>Accept all calls except from John Smith.</td>
<td>Take all calls except from John Smith.</td>
</tr>
<tr>
<td>Find out who is currently blocked from calling your badge or phone *</td>
<td>Who is blocked?</td>
<td>Whose calls are blocked?</td>
</tr>
</tbody>
</table>

When you activate call blocking, some calls may still be put through. VIP buddies or a person with VIP status can optionally break through, and an urgent call or urgent broadcast is always connected.

If you are blocking calls, the Genie tells VIP buddies and callers who have VIP Status that you are not accepting calls right now, and asks them "Do you want me to break through?" If they confirm, the Genie calls your badge or phone and asks if you want to take the call. (VIP Status is a permission granted by the system administrator.)

Urgent calls and broadcasts always break through — you do not get the opportunity to reject them. The system administrator must grant a user permission to make urgent calls and broadcasts.

Note:

You must have a special permission to issue block and accept call commands.
Broadcasting to a Group

Learn how to send a message from the badge to entire group.

The broadcast feature lets you quickly make an announcement to an entire group. Broadcasting is different than calling a group:

- Broadcasting simultaneously contacts everyone in a group who is online and available. A broadcast is not recorded for members who are offline or unavailable.
- Calling a group connects you to the first available member in a group.

Recipients of a broadcast may cancel it by pressing the Call button during the broadcast. Recipients may also respond to everyone in the broadcast group by pressing and holding the Call button before the broadcast ends.

The following table summarizes the commands you use to communicate in a broadcast:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiate a broadcast to a group</td>
<td>Broadcast to Tech Support.</td>
</tr>
<tr>
<td>Cancel a broadcast</td>
<td>Press the Hold/DND button while listening to the broadcast.</td>
</tr>
<tr>
<td>Reply to everyone</td>
<td>1. Press and hold the Call button before the broadcast ends.</td>
</tr>
<tr>
<td></td>
<td>• If it is OK to talk, you hear a beep. Other users also hear a beep to indicate that a reply is starting.</td>
</tr>
<tr>
<td></td>
<td>• If somebody else has already started to reply, you hear a chirp.</td>
</tr>
<tr>
<td></td>
<td>2. Begin speaking. Everyone in the broadcast group hears you immediately.</td>
</tr>
<tr>
<td></td>
<td>3. When finished, release the Call button. Everyone in the broadcast group hears a chirp, letting them know they can now reply.</td>
</tr>
</tbody>
</table>

You cannot initiate a broadcast to a group that is already receiving one. The Genie prevents you from starting the second broadcast, but it allows you to join the broadcast in progress (if you are a member of that group), or it tells you to try later (if you are not a member of that group). An urgent broadcast to a group that is already receiving a broadcast will always break in.

If you are already listening to one broadcast when someone attempts to include you in another broadcast, you receive the call waiting tone. Similarly, you receive the call waiting tone when someone calls you while you are receiving a broadcast. See Call Waiting.

Summoning Help in an Emergency

If your system administrator sets up an emergency broadcast group, you can quickly summon help in an emergency.

Using this feature initiates an urgent broadcast to this special group. Everyone in the emergency broadcast group hears you immediately. Unlike other broadcast commands, this feature does not require any special permissions.

Like an ordinary broadcast, you can press the Call button to end the emergency broadcast, and other users can reply to everyone by pressing and holding the Call button before the broadcast ends.

**Note:**

Because this feature initiates an urgent broadcast, it interrupts any other calls or broadcasts that are in progress. See Issuing Urgent Commands.

**To initiate an emergency broadcast**

1. Click the Call button twice.
2. When you hear the chime, start talking.
Calling Telephone Numbers

Learn how to place telephone calls using the Badge.

If the Vocera Telephony Solution Software is installed on your system, you can ask the Genie to call telephone numbers. Separate permissions are required to make calls to in-house extensions, local numbers, and long-distance numbers.

The following commands are available:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call an extension *</td>
<td>Dial extension 5120.</td>
<td></td>
</tr>
<tr>
<td>Transfer a call to a desk extension *</td>
<td>Transfer to extension 5120.</td>
<td></td>
</tr>
<tr>
<td>Call a local or long distance telephone number *</td>
<td>Dial an outside number.</td>
<td>Call an outside number.</td>
</tr>
</tbody>
</table>

Note:
You cannot use "Get me an outside line" as an alternate form of "Dial an outside number." This alternate command has been removed because it interferes with the "Get me John Smith" command.

Use the same command to make local and long distance calls. When the Genie prompts you for the number, say both the area code and the phone number, even when calling a local number. If the area code you say matches the local area code or toll-free area codes set up by your system administrator, the call will be considered local.

You cannot place an international call by speaking a series of digits. However, you can specify an international number for a buddy or an address book entry, then use the corresponding name in a voice command. For example, if you specify an international phone number for an address book entry named German Office, you could place a call by saying, "Call German Office."

The Genie understands numbers, including variations of a number. For example, "Dial extension four one zero zero," "Dial extension four one oh oh," or "Dial extension forty one hundred" are all recognized as commands to dial 4100. The Genie also recognizes "double", "triple", "treble", and "naught". The Genie does not let you say alphabetical characters in a dialing command, such as "1–800–VOC–ERA1".

Calling an Address Book Entry or Buddy

Learn the voice commands for contacting callers in your address book and buddy list.

The Vocera system provides an address book for the names and phone numbers of people who are not Vocera users. Your system administrator sets up and maintains this address book, but all users can access the names of people and places it contains from their Vocera devices.

For example, if Vocera users frequently need to contact local businesses, your Vocera administrator can enter the business names and phone numbers in the address book. Then, getting a price quotation from Northwestern Hardware can be as simple as using a badge or phone to say "Call Northwestern."

If you have access to the User Console, you can also set up a private address book of Outside Buddies. Your buddy list contains the names, nicknames, and contact information for friends who are not Vocera users. For example, if you set up My Mom as an outside buddy, you can say, "Call My Mom" to dial her phone number. See the Vocera User Console Guide for complete information about setting up buddies.

Vocera requires you to have separate permissions to call toll and toll-free phone numbers. You need one or both of these permissions to contact names in your private address book. You do not need any special permissions to contact a person or place in the system address book.
In addition to the Call command, you can use address book entries and buddies in the following voice commands:

- Conference. See Placing a Three-Way Conference Call.
- Invite. See Placing a Three-Way Conference Call.
- Send Voice Email. See Sending an Email Message.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call an address book entry</td>
<td>Call Poison Control</td>
<td>Find Poison Control.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Get me Poison Control.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contact Poison Control.</td>
</tr>
<tr>
<td>Call an outside buddy</td>
<td>Call My Mom.</td>
<td>Find My Mom.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Get me My Mom.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contact My Mom.</td>
</tr>
</tbody>
</table>

**Forwarding Your Calls**

Learn about call forwarding and how to enable it with voice commands.

When you cannot answer a call for any reason, or when you block all calls or put your badge or phone in Do Not Disturb mode, your caller is usually prompted to leave a message. As an alternative, you can also instruct the Genie to forward your calls to another user, to a group, or if telephony integration is installed on your system, to a phone number.

When you tell the Genie to forward your calls, you will be prompted to choose the conditions under which calls are forwarded. The choices are:

- **All**—Your badge or phone does not play a ring tone when you receive a call, and every call is forwarded to the user or group you specified.
- **Unanswered**—Your badge or phone will still receive calls. Only the calls that you do not answer will be forwarded according to your instructions.
- **Offline**—Calls are forwarded when you are logged out or when your badge or phone is out of range of the wireless network.

The following table summarizes the commands for forwarding your calls:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forward calls to a phone number in your profile</td>
<td>Forward my calls to my desk phone.</td>
<td>Forward calls to my desk phone.</td>
</tr>
<tr>
<td></td>
<td>Forward my calls to my call phone.</td>
<td>Forward calls to my mobile phone.</td>
</tr>
<tr>
<td></td>
<td>Forward my calls to my home phone.</td>
<td>Forward calls to my home phone.</td>
</tr>
<tr>
<td></td>
<td>Forward my calls to my company voice mail.</td>
<td>Forward calls to my voice mail.</td>
</tr>
<tr>
<td>Forward to an internal extension</td>
<td>Forward my calls to extension 3425</td>
<td>Forward to extension 3425</td>
</tr>
<tr>
<td>Forward to an outside number</td>
<td>Forward my calls to an outside number.</td>
<td>Forward to an outside number.</td>
</tr>
<tr>
<td>Forward to another user or to a group</td>
<td>Forward my calls to John Smith.</td>
<td>Forward calls to John Smith.</td>
</tr>
<tr>
<td></td>
<td>Forward my calls to Sales.</td>
<td>Forward calls to Sales.</td>
</tr>
<tr>
<td></td>
<td>Forward calls to Sales.</td>
<td></td>
</tr>
</tbody>
</table>

**Stop calls from forwarding**

| Stop forwarding |
| Stop forwarding. |

**Note:**

Your system administrator must grant you permission to forward calls. If you attempt to issue these commands without the proper permissions, the Genie will remind you.
Getting Other Information

Learn the voice commands used for discovering who called you, who you’re logged in as, and the current time.

You can use any of the following commands to get various kinds of information:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find out who called or left a message while you were unavailable if you have Missed Call Notification turned off</td>
<td>Who called?</td>
<td>Who called me?</td>
</tr>
<tr>
<td>Find out who is logged in to the badge or phone</td>
<td>Who am I logged in as?</td>
<td>Who am I?</td>
</tr>
<tr>
<td>Find out the current time and date</td>
<td>What time is it?</td>
<td>None</td>
</tr>
</tbody>
</table>

Issuing Urgent Commands

Learn how to place various kinds of urgent calls.

If the system administrator has granted you the required permission on the Vocera server, you can issue an Urgent command that automatically breaks through to all recipients, regardless of what they are doing at the time.

You can make any of the following commands urgent:

- Broadcast
- Call
- Conference
- Invite
- Record Reminder

Urgent commands are powerful—they break through to recipients even if they are in Do Not Disturb mode, are blocking calls, are forwarding all their calls, or are in the middle of another call or three-way conference. The badge or phone announces an urgent call or broadcast with a special ring tone, and it is automatically answered, even if the recipient has auto-answering turned off. See Using the Auto Answer Commands.

The following table shows you how to issue urgent commands.
<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place an urgent call *</td>
<td>Urgently call Yukio Nakamura.</td>
<td>Urgent call to Yukio Nakamura.</td>
</tr>
<tr>
<td>Issue an urgent broadcast *</td>
<td>Urgently broadcast to Managers.</td>
<td>Urgent broadcast to Managers.</td>
</tr>
<tr>
<td>Urgently add another party to a call *</td>
<td>Press the Hold/DND button to put your call on hold. Press the Call button to summon the Genie and say either of the following: • Urgently invite Robin Hood. • Urgently call Robin Hood.</td>
<td>UR urgent invite Robin Hood. UR urgent call Robin Hood.</td>
</tr>
<tr>
<td>Create an urgent voice reminder for yourself</td>
<td>Record an urgent voice reminder</td>
<td>Schedule an urgent voice reminder Set up an urgent voice reminder Send an urgent voice reminder</td>
</tr>
<tr>
<td>Create an urgent voice reminder for a single user or multiple users</td>
<td>Record an urgent voice reminder for Keisha Hernandez</td>
<td>Schedule an urgent voice reminder for Keisha Hernandez and George Ngu. Set up an urgent voice reminder for Keisha Hernandez and George Ngu. Send an urgent voice reminder to Keisha Hernandez, George Ngu, and Sally Wassermann.</td>
</tr>
</tbody>
</table>

**Dialing a Phone Number to Urgently Broadcast to a Group**

Using a Vocera Smartphone, a user can dial the prefix for urgent broadcasts (666 by default) followed by a group’s telephone extension to make an urgent broadcast to a group of Vocera users. This DTMF method of initiating an urgent broadcast is faster and it bypasses the Genie, thus avoiding potential speech recognition problems. This feature is also available if you access the Genie from a standard phone (instead of a Vocera Smartphone) by calling the Vocera hunt number.

For example, if the prefix for urgent broadcasts is 666 and the extension for the Charge Nurse group is 5800, you could send an urgent broadcast to the Charge Nurse group by dialing 6665800 and then pressing 00.

**Note:**
The prefix for urgent broadcasts is configurable. Check with your Vocera administrator for the prefix used by your Vocera system.

**Joining or Leaving a Group**

Learn the commands needed to add and remove yourself from a one or more groups.

If the system administrator has granted you the required permission on the Vocera server, you can use voice commands to add yourself to or remove yourself from a group.

**Note:** Group managers also have the ability to add members to a group and remove them. See Commands for Group Managers.

Use the following voice commands to add yourself to or remove yourself from a group:
### ADVANCED COMMANDS

<table>
<thead>
<tr>
<th>Description</th>
<th>Recommended Voice Commands</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add yourself to a group *</td>
<td>Add me to Technical Support.</td>
<td></td>
</tr>
<tr>
<td>Add yourself to multiple groups *</td>
<td>Add me to multiple groups.</td>
<td>Vocera 4.1 GA or later</td>
</tr>
<tr>
<td>Remove yourself from a group *</td>
<td>Remove me from Technical Support.</td>
<td></td>
</tr>
<tr>
<td>Remove yourself from multiple groups *</td>
<td>Remove me from multiple groups.</td>
<td>Vocera 4.1 GA or later</td>
</tr>
</tbody>
</table>

You can also find out whether you or other Vocera users are members of groups by asking the Genie:

<table>
<thead>
<tr>
<th>Description</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find the groups to which you belong</td>
<td>What groups am I in?</td>
<td>What groups do I belong to? What groups am I a member of?</td>
</tr>
<tr>
<td>Find out who is in a particular group</td>
<td>Who is in Technical Support?</td>
<td>None</td>
</tr>
</tbody>
</table>

### Locating a Vocera User or Group Member

Learn how to locate another Vocera user or group member at your site or a different site.

To find a Vocera user or group member in your location or in neighboring locations, press the Call button and tell the Genie to "Locate nearest User" or "Locate nearest member of Group name."

To locate a Vocera user or group member at a different site, you must first connect to that site using the "Connect to Site" command. After you are connected to the site, use one of the "Locate" voice commands.

**Important:**

The voice command Find ("Find John Smith" for example) will call the user or group.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Locate another user or group member *</td>
<td>Where is John Smith?</td>
<td>Locate John Smith? Locate nearest member of Tech Support? Locate closest member of Tech Support?</td>
</tr>
<tr>
<td>Find out your current location *</td>
<td>Where am I?</td>
<td></td>
</tr>
<tr>
<td>Find a group member near a certain location *</td>
<td>Locate a member of Tech Support near The Cafeteria.</td>
<td></td>
</tr>
</tbody>
</table>

### Navigating IVR Phone Trees with a Badge

Learn how to respond to automated systems responses using your badge.
An IVR (Interactive Voice Response) tree is an automated system that gathers information and routes incoming telephone calls without human interaction. These systems typically require you to use a combination of voice and keypad touch-tones to answer questions about the reason you are calling.

For example, many airlines require you to use an IVR tree if you call them for flight arrival and departure information. Such a tree may tell you to “Press 1 for arrivals or 2 for departures”, then tell you to enter a flight number using the telephone keypad.

You can use the badge to navigate an IVR tree and enter touch-tone responses, even though it doesn’t have a keypad. Any time you are using the badge in a call, clicking the Hold/DND button twice in rapid succession (double-clicking) places the badge in a special “touch-tone” mode, where you can speak the digits.

**Note:** The Vocera smartphone has a keypad that you can use to enter IVR responses.

You may say up to ten digits, letters, or special characters, as described in **Possible Touch-Tone Responses**. Say all responses one-at-a-time. For example, say “One Zero Zero”, not “One Hundred”.

### To use a badge to interact with an IVR tree

1. When the IVR system prompts you to enter a number, double-click the Hold/DND button. The badge beeps to indicate that it is ready for you to respond.
2. Speak the number at a steady pace, one digit at a time. The Vocera Genie responds by asking you to confirm the number, and then beeping to indicate that it is ready for you to respond.
3. Say “Yes” to confirm or “No” to try again. You can also use the Call button for “Yes” or the Hold/DND button for “No”, as in other Genie interactions. When you confirm, the badge sends a touch tone for each spoken digit to the IVR system, and the IVR system continues asking you questions.
4. If the IVR tree asks for a spoken response at any time, just speak to it as you would during any badge call, without double-clicking. The IVR system hears your response and acts accordingly.

### Possible Touch-Tone Responses

IVR systems often require you to press the pound (#) or star (*) key during an interaction. In addition, telephones in some countries have a few alphabetical keys without numbers that you may have to use. The following table lists the digits, letters and special characters you can speak in touch tone mode.

<table>
<thead>
<tr>
<th>Supported Characters</th>
<th>How to Speak Them</th>
</tr>
</thead>
<tbody>
<tr>
<td>The digits 0 through 9.</td>
<td>Say “Zero”, not “Oh” or “Naught”. Speak only single digits; do not use “Double” or “Treble”.</td>
</tr>
<tr>
<td>The letters A through D.</td>
<td>Speak “Ay”, “Bee”, “See”, or “Dee”.</td>
</tr>
<tr>
<td>#</td>
<td>Do either of the following:</td>
</tr>
<tr>
<td></td>
<td>• In the US or Canada, say “Pound” or “Sharp”.</td>
</tr>
<tr>
<td></td>
<td>• In the UK, Australia, or New Zealand, say “Pound”, “Sharp”, or “Hash”.</td>
</tr>
<tr>
<td>*</td>
<td>Say “Star”, not “Asterisk”.</td>
</tr>
</tbody>
</table>

### Placing a Three-Way Conference Call

Learn about placing a three-way conference call using the badge.

You can use your badge or phone to set up a three-way conference call with two other Vocera users (three parties total, including yourself).
To begin a three-way conference call, you use the **Conference** voice command, and then say the names of the other Vocera users whom you want to participate in the call. For example, "Conference James Madison and Mary Lamb."

You can also change any two-party call into a three-way conference call by adding another party. You can do this in either an unsupervised or supervised way. The following sections describe each method.

### Unsupervised Conferencing

You can add another party to an existing call without speaking to him or her first.

#### To add a third person to a call

1. While on a two-party call, press the Hold/DND button.
2. Wait for the Genie to confirm that your current call is on hold, and then press the Call button.
3. Say **Invite** New Person’s First and Last Names. (For example: "Invite George Washington.") If the person you want to add answers, all parties are then connected in a three-way conference call automatically.

### Supervised Conferencing

You can speak to a new person before adding him or her to a three-way conference call or, as an alternative, you can switch between the new person and a call in progress.

The following table summarizes your conference call options.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiate a conference call</td>
<td>Conference James Madison and Mary Lamb.</td>
</tr>
<tr>
<td>Add another party to a call (unsupervised method)</td>
<td>1. Press the Hold/DND button to put your call on hold.</td>
</tr>
<tr>
<td></td>
<td>2. Press the Call button to summon the Genie and say: Invite Robin Hood.</td>
</tr>
<tr>
<td>Add another party to a call (supervised method)</td>
<td>1. Press the Hold/DND button to put your call on hold.</td>
</tr>
<tr>
<td></td>
<td>2. Press the Call button to summon the Genie and say: Call Robin Hood.</td>
</tr>
<tr>
<td></td>
<td>3. After speaking with the new party, press the Hold/DND button.</td>
</tr>
<tr>
<td></td>
<td>When the Genie asks if you want to conference the parties, do either of the following:</td>
</tr>
<tr>
<td></td>
<td>• Answer &quot;Yes&quot; to create a three-way conference call between you and the other two parties.</td>
</tr>
<tr>
<td></td>
<td>• Answer &quot;No&quot; to place the new party on hold while you speak with the original caller.</td>
</tr>
<tr>
<td>Switch between an active call and a call on hold</td>
<td>Press the Hold/DND button.</td>
</tr>
<tr>
<td>End a conversation and return to the other party</td>
<td>Press the Call button while talking to the person you want to disconnect.</td>
</tr>
</tbody>
</table>

#### To talk with a third person

1. While on a two-party call, press the Hold/DND button.
2. Wait for the Genie to confirm that your first call is on hold, and then press the Call button.
3. Say **Call** New Party’s First and Last Names.
4. When you finish speaking to the new party, press the Hold/DND button.
5. The Genie asks if you want to conference the parties.
6. Answer in either of the following ways:
   - Say "Yes" to create a three-way conference call between you and the other two parties.
   - Say "No" to place the new party on hold while you speak with the original caller.
7. If you placed one call on hold, you can optionally press the Hold/DND button at any time to switch between the original caller and the new party.
Each time, the Genie asks if you want that party to join your existing call.

7. To end a call, press the Call button.

Either of the following situations occurs:

- If the calls are conferenced together, your device hangs up and the other two parties may continue to talk or hang up also.
- If one call is on hold, the party you were speaking with is disconnected and your device returns to the other call.

## Recording Voice Reminders

Learn how to record a voice reminder.

When you create a voice reminder, you can instruct the Genie to create a reminder for other users and for yourself.

You can set the frequency and duration of a reminders 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".

After you initiate the first command, the Genie walks you through the various prompts and confirms your selections. To make the reminder urgent, see Issuing Urgent Commands on page 61 for more information.

The following table summarizes the commands for recording a reminder:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create a voice reminder for yourself</td>
<td>Record a voice reminder</td>
<td>Schedule a voice reminder&lt;br&gt;Set up a voice reminder&lt;br&gt;Send a voice reminder</td>
</tr>
<tr>
<td>Create a voice reminder for a single user or multiple users</td>
<td>Record a voice reminder for Keisha Hernandez</td>
<td>Schedule a voice reminder for Keisha Hernandez and George Ngu&lt;br&gt;Set up a voice reminder for Keisha Hernandez and George Ngu&lt;br&gt;Send a voice reminder to Keisha Hernandez, George Ngu, and Sally Wassermann</td>
</tr>
<tr>
<td></td>
<td>Record a voice reminder for Keisha Hernandez, George Ngu, and Sally Wassermann</td>
<td></td>
</tr>
</tbody>
</table>

## Voice Reminder Limitations and Interval Usage

Learn the limitations and proper usage for recording a voice reminder.

The record a reminder command is designed for creating short-term reminders only. Adhere to the following when creating a voice reminder:

- specify reminders intervals in minutes and hours
- create reminders for up to 3 user only
- For recurring reminders, set the minimum duration to 5 minutes and the maximum to 24 hours

**Note:** Creating reminders for Vocera groups is not currently supported.
The table below shows the minimum and maximum frequency / duration you can set for recurring reminders.

**Note:** If you do not set a duration on a recurring reminder, it will default to 24 hours.

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Duration</th>
<th>Example</th>
</tr>
</thead>
</table>
| Every hour | 1 to 24 hours | You can specify:  
- "... every 60 minutes"  
- "... every 5 minutes for the next 8 hours"  
- "... every 8 hours for the next 24 hours" |
| Every x minutes, where x is from 5 to 90 minutes | 1 to 24 hours | You cannot specify:  
- "... every 100 minutes"  
- "... every 2 minutes for the next 48 hours"  
- "... every 100 minutes for the next 2 days"  
- "... every 88 minutes for the next 2 weeks" |
| Every y hours, where y is from 1 to 23 | 1 to 24 hours |  
| Every x minutes and y hours, where x is from 1 to 59, and y is from 1 to 23 | 1 to 24 hours |  

**Voice Reminder Scenario**

Review a short example of how the recipient receives the reminder.

Once the reminder is set, here’s what happens:

1. The recipient of the reminder hears a “klunk” tone at the specified time and sees the name of the sender flash briefly on the screen of their Vocera badge.
2. The next time the recipient presses the Call button, they hear, "You had a message from Sender Name."

If you set a reminder for yourself, your name will appear on the screen of your device and is also announced as the sender when you press the Call button.

Urgent reminders behave similarly to urgent messages and announce, "Urgent reminder from <sender’s names>" and display the sender on the recipients badge screen. See **Issuing Urgent Commands** on page 61 for more information.

**Deleting Voice Reminders**

Learn how to delete a voice reminder.

Deleting Voice reminders is similar to the steps the Genie walks you through for deleting voice messages. In fact, after a Voice reminder has been sent, it is treated by Vocera as a voice message.

Therefore, the only reminders that you can delete using these commands are scheduled voice reminders that have not been sent. This is true for all types of reminders including specific, relative, or recurring.

After you initiate the first command, the Genie walks you through the various prompts and confirms your selections.

The following table summarizes the commands for deleting reminders.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Genie Response</th>
<th>User Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete all pending voice reminders</td>
<td>Delete all voice reminders</td>
<td>Begins prompts as usual</td>
<td>Follow the Genie prompts</td>
</tr>
<tr>
<td>Delete one or more pending voice reminder</td>
<td>Delete voice reminders</td>
<td>Begins listing individual pending reminders</td>
<td>Press the Call button when you hear the reminder that you want to delete and say “delete”. Continue to follow the Genie prompts</td>
</tr>
</tbody>
</table>
Redialing Phone Numbers

Learn about redialing a phone number using the device.

Your Vocera device can redial the last phone number it called as a result of any of the following actions:

- Calling an extension or outside phone number
- Transferring a call from a Vocera device to an extension
- Sending a numeric page

Use the following voice command to redial a phone number:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redial the last phone number you called</td>
<td>Redial number.</td>
<td></td>
</tr>
</tbody>
</table>

Redialing can save you time when you have to call the same number successively. For example, the first time you call a long distance number you must issue the command "Dial an outside number," then state the full telephone number that you want to call. If you want to call that same number again, and you have not made other phone calls since then, you can simply issue the command, "Redial number."

Sending and Receiving Numeric Pages

Learn how to send and receive pages using names or directly to phone or pagers number.

If the Vocera Telephony Solution Software is installed on your system, you can use a voice command to send a numeric page. Vocera sends the recipient’s pager a call-back number that allows that person to return a call directly to your Vocera device.

You can send a page to anyone in the Vocera system by using his or her name. For example, if Dr. Randolph is a Vocera user, personal contact (or buddy), or person in the address book, you can speak the command "Page Dr. Randolph" to send a numeric page.

Additional voice commands let you use a Vocera device to send a numeric page to any arbitrary number. If you dial full 7- or 10-digit numbers to send a page in your environment, issue the command, “Page an outside number.” When the Genie prompts you for the number of the pager, say the area code and the phone number, even when calling a local number. If the area code matches your local area code or a toll-free area code set up by your system administrator, the call will be considered local.

Some environments provide a paging service that allows employees to send internal pages using only a few digits, similar to the way they call internal extensions. Vocera lets you send pages to these numbers directly. For example, to send a page to the internal number 3964, you speak the command “Page number 3964.”

The Genie understands common variations of numbers. For example, "four one zero zero," "four one oh oh," and "forty one hundred" are all recognized as acceptable variations of 4100. The Genie does not recognize commands to dial letters (for example, 1 – 800 – VOC – ERA1).

The following table summarizes the voice commands you use to send a numeric page:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send a page to a Vocera user, buddy, or address book entry</td>
<td>Page Tom Mailer.</td>
<td></td>
</tr>
<tr>
<td>Send a page to a Vocera group</td>
<td>Page Tech Support.</td>
<td>Vocera 4.1 GA or later</td>
</tr>
<tr>
<td>Send a page to an outside number</td>
<td>Page an outside number.</td>
<td></td>
</tr>
<tr>
<td>Send a page to an internal number</td>
<td>Page number 3964.</td>
<td></td>
</tr>
</tbody>
</table>
When you send someone a page, Vocera dials the pager number, pauses briefly, and then passes the pager the telephone number of the Vocera system as well as your extension. The pager displays the Vocera system number and the extension.

**Note:**
By default, the extension is your Vocera extension, a virtual extension that the Vocera administrator assigns to you to enable the callback feature. You do not have to learn the Vocera extension; it is for internal purposes only. If you have not been assigned a Vocera extension, your desk extension is used instead.

The person who is paged returns the call by dialing the Vocera system number, and then entering your extension at the system’s Genie prompt. Vocera then automatically connects the return call directly to your Vocera device, not to your extension.

Vocera requires you to have separate permissions to call toll and toll-free phone numbers. You need one or both of these permissions to send a page to names in your buddy list. You do not need any special permissions to page a Vocera user or a person in the system address book.

You also need permission to have a pager number. If you have a pager number, use the following voice commands to specify whether you want Vocera users to be able to send you pages:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allow Vocera users to send you numeric pages</td>
<td>Enable pages.</td>
<td></td>
</tr>
<tr>
<td>Stop receiving numeric pages from Vocera users</td>
<td>Disable pages.</td>
<td></td>
</tr>
</tbody>
</table>

In addition to using the voice commands to send pages, the Genie may ask if you want to send a page to someone who is unavailable. For example, when you call a user who is not on the system, and that person has a pager number, the Genie asks you if you want to send that person a page. If you say no, the Genie then asks if you want to leave a message.

### Using Instant Conferences

Learn how initiate and join conference calls using voice commands on your device.

In some situations, even the short amount of time required to place a call with a Vocera device is too long to wait. For example, employees in a retail store may have a goal of just a few seconds to respond to a customer’s query. Similarly, some hospital employees may have an ongoing need for extremely urgent communication.

Using the conference feature gives your badge the push-to-talk quickness and convenience of a walkie-talkie, while retaining all the flexibility and power of the Vocera system. In Vocera, a conference is not a place for idle conversation—it is a special device state that lets you speak with other users instantly.

#### Joining and Leaving a Conference

The **Join** command places you in a conference. Once you are there, you simply press and hold the Call button to speak to everyone else in the conference—you don’t have to wait for call setup, speech recognition, or Genie interactions. Everyone in a conference can hear you, anyone in a conference can reply as soon as you release the Call button, and everyone hears the reply immediately.

Every group has a conference associated with it. For example, if your site has set up groups called Managers and Cashiers, you automatically have access to conferences with those names. You do not need to be a group member to use its conference; however, your system administrator does need to grant you the **Conference** permission.

To join or leave a conference, use the **Join** or **Leave** commands with the name of the conference; for example:
“Join the conference for Managers”

“Leave the conference for Cashiers”

The Genie speaks a confirmation when you join or leave a conference. In addition, the Genie announces how many other users are in the conference when you join.

You cannot be in more than one conference at the same time. If you use the Join command when you are already in a conference, Vocera automatically takes you out of the first conference and places you in the second one.

Using the Vocera Badge or Phone in a Conference

While you are in a conference with a Vocera badge or phone, you still have access to every other Vocera function. That is, you can place and receive calls, send and listen to messages, and perform every other task you are accustomed to using the badge or phone for.

If you are in a conference, you can press the Call button to hear the Genie prompt, then issue a command like you usually do. If you press and hold the Call button, however, you initiate a conversation with everyone in the conference.

Summoning the Genie takes precedence over a conversation in a conference. That is, you can interrupt an active conversation in a conference by pressing the Call button to issue a command. Similarly, any incoming calls are also routed to your Vocera device, interrupting an active conference.

The Do Not Disturb state is also effective in a conference. If your Vocera device is in Do Not Disturb mode, you are not interrupted when someone begins a conversation in a conference. However, you cannot use the Hold/DND button to cancel an active conference. Only pressing the Call button to summon the Genie can cancel an active conference.

Call blocking is not effective in a conference. If you are blocking calls from someone who is in a conference with you, you will still hear that person during a conference, although your Vocera device continues to block that person’s direct calls.

Because waiting in a conference does not consume additional power—and you have access to all other Vocera commands—you can stay in a conference as long as you want. In many situations, you may want to be in a conference the entire time you are using your badge or phone.

Summary of Conference Commands

The table below lists the commands needed to initiate, join or communicate during a conference.
## Advanced Commands

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Join a conference *</td>
<td>Join conference for Intensive Care</td>
</tr>
<tr>
<td>Leave a conference *</td>
<td>Leave conference for Intensive Care</td>
</tr>
</tbody>
</table>
| Start conferencing or reply (when you are in a conference) | 1. Press and hold the Call button.  
   - If it is OK to talk, you hear a beep. Other users also hear a beep to indicate that an instant conference is starting.  
   - If somebody else in the conference has already started to speak, you hear a chirp.  
   2. Begin speaking.  
   Everyone in the conference hears you immediately.  
   3. When finished, release the Call button.  
   Everyone in the conference hears a chirp, letting them know they can now reply. |
| Find out what conference you are in        | What conference am I in?                                       |
| Find out who is in your conference         | Who is in my conference?                                       |
| Find out who is in any conference          | Who is in the conference for Intensive Care?                   |
Commands used with Integrated Services and Products

Learn Vocera commands that can be used with other clinical integrations.

This section describes the optional voice commands that can be used on your Vocera badge or device when you integrate other Vocera products and functionality in your environment.

Providing Status of Environmental Services Staff

Learn the commands needed for EVS shift worker to begin and end breaks, and stop a shift.

The Vocera Environmental Services (EVS) solution is fully integrated with the EPIC EVS module and improves the response time of the environmental services staff members and work flow of the EVS requests for your entire organization. EVS staff members are sent cleaning requests and automated reminders; staff members respond with voice commands that update the request status in the Epic EVS module to ensure that cleaning requests are sent to the right staff member who is available to respond to the immediate need.

For more information on Vocera Environmental Services, see the EVS Integration Deployment Guide.

When Environmental Services integration is enabled for your Vocera system, the following additional voice commands are supported on Vocera devices.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin a break</td>
<td>Start break</td>
</tr>
<tr>
<td>Stop a break</td>
<td>End break</td>
</tr>
<tr>
<td>Stop a shift</td>
<td>End shift</td>
</tr>
</tbody>
</table>
Special Features

Learn about the advanced features you can use to setup and enhance your environment.

- Communicating with Multiple Sites on page 74
- Commands for Group Managers on page 77
- Sending Text Messages to Vocera Devices on page 79
- Using Vocera Access Anywhere on page 81
- The User Console on page 86
- Maintaining Your Badge on page 88
- Notification Prompts on page 94
Communicating with Multiple Sites

Learn about using Vocera badges at multiple sites.

In Vocera, a site is a specific physical location where users can communicate with each other. If your organization has multiple sites connected to the same Vocera server, you can use your Vocera devices to communicate with users at any site in your organization.

**Note:** This chapter is relevant only if your installation supports multiple sites. See your Vocera administrator to find out if your installation supports multiple sites.

About Sites

Learn about sites and multiple sites.

If your installation supports multiple sites, you can communicate with other users, groups, and address book entries at your local site as well as at any other site. When you roam from site to site, the Vocera server knows which site you are visiting and can direct calls to your device there.

Groups, locations, and address book entries at different sites can have the same name. For example, each site can have its own “Code Blue” group, its own “Cafeteria” location, and its own “The Local Pharmacy” address book entry.

Each site in your organization has a unique name. For example, you may have site names such as New York, Philadelphia, and Washington, or even site names such as Third Street or North Wing.

Types of Sites

Learn about site types.

Vocera distinguishes among different sites based on where you typically work and where you are visiting:

- **Your home site** is the physical site where you typically work.
  
  Other users, groups, and address book entries also have a home site.

- **Your current site** is the physical site you are currently visiting.
  
  Because you and other users can roam among sites, you also have a current site. In most situations, your current site and home site are identical. Your current site changes only when you are on the network at another physical site.

In some situations, your organization may have a “global” site that does not represent any physical location. Your administrator can assign users, groups, and address book entries to the global site if they are not associated with a specific physical site.

Using Sites in Voice Commands

Learn the Vocera Voice command used to contact users at different sites.
If your deployment has multiple sites, your usual procedures allow you to place your most common calls. That is, to call a user who is at your current site, or to call a user whose home site is the same as your current site, simply use normal voice commands—Vocera will find the person for you.

For example, if you want to call Tech Support at your current site, simply say “Call Tech Support.”

If you are visiting Chicago, and you want to call Remington Peters, whose home site is Chicago, just say “Call Remington Peters.” Vocera will find Remington even if he is visiting another site.

You can also use normal voice commands to call a user, group, or address book entry at the global site, if your installation has one. However, if the party you’re calling happens to have the same name as a user, group, or address book entry at your local site, Vocera automatically calls the local party. In this situation, you need to connect to the proper site before you issue the command.

To call users, groups, or address book entries at any arbitrary site, you must first explicitly connect to the proper site, and then issue the normal voice command. Explicitly connecting to a site always works, no matter where you or the party you are calling happen to be located, assuming you have permission to call users at remote sites.

Here are some examples of using sites in the “Call” voice command:

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calling a user at your current site</td>
<td>Call April Buckley.</td>
</tr>
<tr>
<td>Calling a user whose home site is the same as your current site</td>
<td>Call April Buckley.</td>
</tr>
</tbody>
</table>
| Calling a user at a remote site or any arbitrary site* | 1. Connect to Santa Cruz.  
2. Wait for the next Genie prompt, then say:  
   Call April Buckley. |

You can use any voice command after you connect to a site. The connection exists for the current call only. When you end the call, the connection is closed.

**Logging In at a Site you are Visiting**

If you don’t log out when you leave a site, and you bring your logged-in device to a new site, you won’t need to log in again. Vocera identifies you as soon as you connect to the local network.

If you log out or get a new device at a site you are visiting, you need to log in when you are on the local network. In this situation, you must connect to your home site and then log in as you usually do.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands (Italics indicate an example)</th>
</tr>
</thead>
</table>
| Logging in at a site you are visiting | 1. Press the Call button, then wait to hear the log-in prompt.  
2. Connect to your home site as follows:  
   Connect to Santa Cruz.  
3. Wait for the next log-in prompt, then say or spell your name as usual:  
   April Buckley. |

When you log in at your home site, you don’t need to connect to it. You only need to connect when logging in at a remote site.

**Placing a Three-Way Conference Call Between Different Sites**

You can use your device to set up a three-way conference call with two other Vocera users at different remote sites. The conference commands that you use are the same that you would use for a normal three-way conference call in which all three users are located at the same site. However, to invite a user at a remote site to a conference, you must connect to the site first.
## Communicating with Multiple Sites

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands (Italics indicate an example)</th>
</tr>
</thead>
</table>
| Placing a three-way conference call between different sites | 1. Connect to a remote site.  
2. Wait for the next Genie prompt, then say:  
Conference April BuckVcy.  
3. After April is connected, press the Hold/DND button to put the call on hold.  
4. Connect to another remote site:  
Connect to Scotts Valley.  
5. Invite another user to the conference call:  
Invite John Smith. |
Commands for Group Managers

Learn about contacting users based on their group affiliation rather than their name.

Groups provide a way for internal or external callers to communicate with Vocera users based on their roles within an organization.

For example, groups let you call someone who fits a specific role (“Call a sales person”), belongs to a certain department (“Call Accounts Receivable”), or has some other skill or authority that the caller requires (“Call a manager”).

Groups also provide a way to broadcast to a specific set of users at the same time (“All cashiers to the front, please”) or to leave messages for many users at once (“Send a message to Nurses Assistants”).

Some groups have management capabilities for other groups. For example, the members of the Charge Nurse group may manage the Code Blue group in a hospital, or members of the Head Cashier group may manage the Cashier group in a retail store.

Group Manager Capabilities

Learn the group management tasks you can perform with manager privileges.

If you are a member of a group with management capabilities, you can:
- Add members to the managed group
- Remove members from the managed group
- Change the scheduling options of the managed group
- Change the forwarding options of the managed group
- Specify a group whose members can add themselves to the managed group

If you have group management capabilities, you can use voice commands to add users to the managed group, remove users from the managed group, and record name prompts for the group. The rest of this chapter discusses these voice commands.

You use the User Console to perform all other management tasks. See the Vocera User Console Guide for more information.

Members of a group with management capabilities do not have administration permission. Only a system administrator can create a group, delete it, or assign permissions to it.

Adding and Removing Group Members

Learn the responsibilities of a group manager.

As a group manager, you are responsible for maintaining the membership in the group. You can add members to the group and remove them from the group with voice commands.

If the Vocera administrator allows it, Vocera users can also add themselves to a group. See Joining or Leaving a Group.
The following table shows the commands for adding and removing group members:

<table>
<thead>
<tr>
<th>Description</th>
<th>Recommended Voice Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add another user to a group</td>
<td>Add May Hu to Technical Support.</td>
</tr>
<tr>
<td>Add yourself to a group</td>
<td>Add me to Technical Support.</td>
</tr>
<tr>
<td>Remove a user from a group</td>
<td>Remove May Hu from Technical Support.</td>
</tr>
<tr>
<td>Remove yourself from a group</td>
<td>Remove me from Technical Support.</td>
</tr>
</tbody>
</table>

### Recording Names and Greetings for a Group

Learn the available group commands.

The Genie speaks the name of a group or one of its alternate names in the following situations:

- To prompt users who call, send messages, or broadcast to a group.
- To confirm calls, messages, or broadcasts to a group.

To ensure more natural sounding speech, you should record names for the Genie to use. If you do not record names, the Genie attempts to pronounce them by converting the spelling of the group names to spoken words.

To record group names, press the Call button, wait for the Genie to answer, and say “Record names for group name.” The Genie walks you through the steps for recording the group name and its alternates.

Similarly, the Genie speaks a greeting when someone calls the group and no members can accept the call. This greeting can let callers know that they have reached the proper group or give them further information. If a greeting is available, the Genie plays it before automatically asking callers if they want to leave a message. Vocera sends messages left for a group to every member in the group.

For example, a retail store could record a greeting that says, “Thank you for calling Hardware Supplies. Our team members are busy assisting customers right now, but if you leave a message, one of us will call you back as soon as possible.”

Greetings can help all callers, but they are especially useful when people who are not Vocera users call into the system with a telephone. These callers may not be familiar with Vocera, and a greeting helps to “break the ice.”

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands (Italics indicate an example)</th>
<th>Alternative Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record name prompts for a group</td>
<td>Record names for Technical Support.</td>
<td>Record name prompts for Technical Support.</td>
</tr>
<tr>
<td>Record a greeting for a group</td>
<td>Record greeting for Technical Support.</td>
<td></td>
</tr>
</tbody>
</table>
Sending Text Messages to Vocera Devices

Learn about sending text messages from your Vocera smartphone or email account.

You can send text messages from a Vocera smartphone, your email account, or the User Console to a user or a group. When you send a message to a group, all members of the group receive the message. Recipients can read these short messages on their device displays.

The following sections describe how to send text messages to a Vocera device. You cannot send text messages from a Vocera badge, but you can send them from a smartphone. Both Vocera badges and smartphones can receive text messages.

For information about reading or playing text messages, see Reading Text Messages on page 53.

Sending a Text Message from an Email Program

Before you can send email to Vocera devices, you need to get the following information from your system administrator:

- The email address that is dedicated to the Vocera system. All email messages to Vocera users must be addressed to this email account.
- The user ID of the user to whom you want to send the email (this is often the person’s first initial followed by the last name) or the name of the group and its site, if it’s not in the Global site.

You must send the email message as plain text. Make sure the email message is not in HTML or RTF format.

The Vocera server logs in to the Vocera system email account at regular intervals (usually every 30 seconds), downloads all the email in the mailbox, and distributes each message to the user or group whose user ID or group name appears on the subject line of the message.

To send a text message to Vocera devices from an email account

1. In your email program, start a new message.
2. In the To: field, enter the email address of the Vocera system.
3. In the Subject: field, specify the message recipient using one of the following formats:
   - The user ID of a Vocera user. For example: jbatista
   - The name of a group, if the group is in the global site. For example: I C U Nurses
   - The name of a group and its site, if the group is in any other site. Specify the group name in brackets, followed by the site name in braces. For example: [I C U Nurses] {West Wing}
With Vocera 4.3 (or later), you can send an urgent text message via email. To send an urgent message, include the string "urgent" anywhere in the subject, and specify the ID of a Vocera user or a group name in brackets. If the user or group is not in the Global site, also specify the site in braces. For example:

[jbatista] **urgent**

[I C U Nurses] {West Wing} **urgent**

4. In the message area, type your message. Be brief, because the message will be limited to 223 characters on badges or smartphones, and 236 characters on a Cisco Unified Wireless IP Phone (7900 series). Additional characters will not be displayed.

   **Note:** When the recipient views the list of text messages, the entry for an email will show the first thirteen characters of the message.

5. Make sure the email message is formatted as plain text; HTML and RTF formats are not supported.

6. Send the email message in the usual way.

Sending a Text Message from the User Console

The User Console is a Vocera utility that runs in a web browser. See The User Console for a brief summary of the User Console, or see the Vocera User Console Guide for a complete description of its features. Not all organizations allow access to the User Console.

You can send messages from the User Console to a user or to a group. If you send the message to a group, all members of the group receive the message. Recipients can read these short messages on their Vocera device displays.

To send a text message from the User Console

1. Launch the User Console as described in The User Console.
2. Click the Send Text tab on the navigation bar. The Send Text page appears.
3. Click the Select Recipient button. The Select User or Group dialog box appears, letting you specify the recipients of the message.
4. Choose the users and groups to whom you want to send the message, then click Finish.
5. Enter up to 11 characters of text in the Subject field.
6. Enter up to 115 characters of text in the Message field.
7. Click Send.
Using Vocera Access Anywhere

Learn how to use your smartphone to access the Genie.

Version: Vocera 4.1 GA or later

If the Vocera SIP Telephony Gateway is installed with your system, you can use a standard phone to call the Vocera hunt number to direct the call to any Vocera user, group, or Address Book entry. This chapter describes how to access the Genie from a standard phone and use many of the same voice commands available from a Vocera badge or a smartphone.

Types of Access to the Genie

Learn the details related access types.

When you use a phone to call the Vocera hunt number for a site, there are two types of access:

<table>
<thead>
<tr>
<th>Access Type</th>
<th>Call this Hunt Group Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest Access</td>
<td>Guest Access number</td>
<td>Callers can interact with the Genie to place a call. They are not identified to the called person and cannot issue voice commands. This type of access requires no additional configuration or user licenses, and it is the same type of access that existed prior to Vocera 4.1.</td>
</tr>
<tr>
<td>Direct Access</td>
<td>Direct Access number (SIP or ISDN PRI only) or Guest Access number. Once connected, press the star (*) key to switch to direct access mode.</td>
<td>Once callers are authenticated, either by Caller ID or by name and password, they have full permission to access the Genie to issue Vocera commands. This type of access requires additional configuration and a Vocera Access Anywhere user license.</td>
</tr>
</tbody>
</table>

Software and Configuration Requirements

Learn the requirements needed in order to use your cell phone with the Vocera badge.

To access the Genie from a phone, your Vocera system must meet these software and configuration requirements:

- The Vocera Telephony Solution Software must be installed on your system.
- The Vocera system must have a license key that allows users to access the Genie from a phone.
- To use Caller ID to authenticate users, users must be members of groups that have been granted the following permission:
  - Access Vocera Anywhere Using Caller ID
Note: Caller ID is supported only when your Vocera system has a digital or IP connection to the PBX, you have selected an ISDN or SIP signaling protocol, and Calling and Called Party Information is enabled on the PBX.

- User profiles must be enabled for Vocera Access Anywhere and must be properly configured with phone numbers or a phone password to allow authentication.

Only a system administrator can enable your user profile for Vocera Access Anywhere. However, you can use the User Console to set your phone numbers and phone password. For more information, see The User Console.

Starting a Genie Session from a Phone

Learn the specific steps to open a Genie connection using your smartphone.

If your user profile is properly enabled and you have the appropriate permission, you can access the Genie from a phone and use many of the same voice commands that you use from a badge.

When you access the Genie from a phone, you are not logged into the Vocera system. You are simply establishing an authenticated Genie session. You can access the Genie from a phone even when you are currently logged in from a badge.

If Caller ID is not supported on your Vocera system, you can start a Genie session from a phone by calling the Guest Access number of your home site and then pressing star (*).

Note: If you try to start a Genie session from a phone when you do not have permission, the Genie says, "I'm sorry. You need permission to access the Genie from a phone. See your administrator."

To start a Genie session from a phone using Caller ID

1. Using either your desk phone or cell phone, call the Direct Access number for your home site.
2. You should be automatically authenticated based on your Caller ID. The Genie says, "Good morning. [FirstName] Vocera."
   
   Note: Depending on your Vocera permissions and the phone you used to make the call, the Genie may prompt for your first and last name, and then prompt for your phone access password.
3. Say any of the supported commands.
   
   If the Genie asks you a question that requires a yes or no response, you can press the 1 key to answer "yes" or the 2 key to answer "no." See Vocera Access Anywhere Special Keys.

To start a Genie session from a phone using your name and password

1. Using any phone, call the Guest Access number for your home site.
   
   The Genie says, "Good morning. Say the full name of the person or group you want to reach or enter an extension."
2. Press the star (*) key. This causes the Genie to switch to direct access mode.
   
   The Genie prompts you to say or spell your first and last name.
3. Say or spell your first and last name.
   
   The Genie prompts you to enter your phone password followed by the pound sign (#).
4. Enter your phone password followed by the pound sign (#).
   
   You must enter the password using the keypad; you cannot say it. The phone password must be between five and 15 characters, and it may contain letters or numbers. If your password contains letters, type the corresponding numeric keys on your phone's keypad. Do not enter your regular Vocera password that you use to log into the User Console.
5. After you enter your phone password, you are prompted by the Genie. Say any of the supported commands.
If the Genie asks you a question that requires a yes or no response, you can press the 1 key to answer "yes" or the 2 key to answer "no." See Vocera Access Anywhere Special Keys.

**Starting a Genie Session at Another Site**

Learn the steps to access the Genie from your smartphone to another site.

If your Vocera system is a multi-site deployment, you can access the Genie from a phone by calling the Guest Access number of any site. If you are prompted to say your first and last name, use the "Connect to" command to connect to your home site to authenticate yourself. Once the Genie session is established, you can use the "Connect to" command to connect to other sites and make calls, if you have permission. For more information about calling sites, see Using Sites in Voice Commands.

To access the Genie by calling the Guest Access number at another site

1. Using any phone, call the Guest Access number at another site.
   - The Genie says, "Good morning. Say the full name of the person or group you want to reach or enter an extension."
2. Press the star (*) key. This causes the Genie to switch to direct access mode.
3. If the Genie prompts you to say or spell your first and last name, connect to your home site by saying this command:
   - Connect to Site.
   - **Note:** Replace Site with the actual name of your home site.
4. Say or spell your first and last name.
5. The Genie prompts you to enter your phone password followed by the pound sign (#).
6. Enter your phone password followed by the pound sign (#).
   - You must enter the password using the keypad; you cannot say it. The phone password must be between five and 15 characters, and it may contain letters or numbers. If your password contains letters, type the corresponding numeric keys on your phone’s keypad. Do not enter your regular Vocera password that you use to log into the User Console.
7. After you enter your phone password, you are prompted by the Genie. Say any of the supported commands.
   - **Note:** When you access the Genie from a phone, Vocera is not aware of your location. If you want to call people at other sites, you must first connect to that site.

**Vocera Access Anywhere Special Keys**

Learn about using the smartphone keypad to connect to Vocera badges.

If the Genie requires a yes or no response, you can press 1 for "Yes" or 2 for "No."

You can also press 2 to cancel a command. For example, if you are calling someone and you change your mind, press 2 to cancel the action.
Important: Because Vocera uses the 1 and 2 keys for its functionality, it does not fully support calling Interactive Voice Response (IVR) phone numbers while you are accessing the Genie from a phone.

Announcements for Calls from a Phone

Learn about receiving a call from a user with guest access.

Assuming call announcements have been enabled on the Vocera system (they are enabled by default), the user authentication required to access the Genie from a phone allows the Vocera Server to provide helpful information to the user you are calling.

When you call a user by dialing the Guest Access number, the Genie asks the recipient, “Can you take a call?”. However, when you initiate a Genie session from a phone and call a user, the Genie announces your name to the recipient.

Commands Not Supported From a Phone

Learn the Vocera command and other functions that you cannot use from your smartphone.

This section describes the Vocera voice commands that are not supported while you are accessing the Genie from a phone. If you try to use an unsupported command, the Genie will respond, “I’m sorry. The command is available only from a badge.”

<table>
<thead>
<tr>
<th>Category</th>
<th>Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log in and out</td>
<td>Log me in as John Smith</td>
</tr>
<tr>
<td></td>
<td>Log me out</td>
</tr>
<tr>
<td>Locate Users and Groups</td>
<td>Where am I?</td>
</tr>
<tr>
<td></td>
<td>Where is the nearest member of Tech Support?</td>
</tr>
<tr>
<td></td>
<td>Where is the closest member of Tech Support?</td>
</tr>
<tr>
<td></td>
<td>Locate nearest member of Tech Support?</td>
</tr>
<tr>
<td></td>
<td>Locate closest member of Tech Support?</td>
</tr>
<tr>
<td>Assign Access Points to Locations</td>
<td>Begin tour</td>
</tr>
<tr>
<td></td>
<td>End tour</td>
</tr>
<tr>
<td></td>
<td>Assign location</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>Turn Auto Answer on</td>
</tr>
<tr>
<td></td>
<td>Turn Auto Answer off</td>
</tr>
<tr>
<td></td>
<td>Turn Announce Through Speaker on</td>
</tr>
<tr>
<td></td>
<td>Turn Announce Through Speaker off</td>
</tr>
</tbody>
</table>

Other Functionality Not Supported on a Phone

In addition to voice commands that are not supported from a phone, there are other limitations to Vocera functionality when you access the Genie from a phone:
• To receive a call on your phone that would normally be received on your badge, you must have forwarding enabled in your Vocera user profile.
• When you receive a call on your phone you cannot access the Genie to perform Vocera commands, such as transferring the call to another user.
• You cannot receive calls made to a group you belong to even if forwarding is enabled for the group.
• Although you can use a phone to access the Genie to initiate a broadcast, you cannot receive a broadcast on a phone.
• You cannot participate in push-to-talk conference groups. However, you can use voice commands to join or leave a conference, find out what conference you are in, and find out who is in your conference or any conference.
• You cannot initiate an emergency broadcast by pressing the 1 key twice.
• You cannot put your phone in Do Not Disturb mode.
• You can press keys on your phone to send DTMF tones to navigate IVR trees, but the 1 and 2 keys cannot be used for touch tone responses because they are used as Yes and No buttons. You cannot put the phone in touch tone mode to say touch tone responses.

Training the Genie from a Phone

Learn how to train the Genie using the Vocera smartphone.

When you access the Genie from a phone, you can train the Genie to recognize the way you say names and commands. For more information about commands you can use to train the Genie from a badge or a phone, see Training the Genie.

Tip: If you use a badge more often than a phone to access the Genie, you should use only a badge to train the Genie.
The User Console

Learn about features in the User Console.

The User Console is a browser-based application that you can use to customize your personal information and some of the settings for your badge.

Not all organizations allow access to the User Console. If yours does, the system administrator will give you the URL (Web address) of the User Console, and will either give you login information or will tell you to use the Register button to create your own login information.

User Console Features

The first time you log in to the User Console, you will see the Personal Information page:

Other links allow you to:

- Customize announcement settings for your badge.
- Specify call blocking or call forwarding options (which you can also do with voice commands; see Blocking and Accepting Calls and Forwarding Your Calls).
- Create Buddies. A buddy is person or group that you can call by a nickname when you give a command to the Genie. In addition to the nickname, which is required to designate someone as a buddy, you can assign a special ring tone and give the buddy VIP status (which allows your buddies to contact you even when you block calls or put the badge in Do Not Disturb mode).
You can have buddies who are badge users, and you can have Outside Buddies whom you can call from your badge. You can also send voice email to outside buddies from your badge.

- Send text messages to other badge users on your Vocera system. The text message screen looks like this:
- Create, modify, and delete groups. This requires additional permission from the system administrator beyond access to the User Console.

The User Console has online help for each screen, which you can view by clicking the button. Instructions in Adobe Acrobat (.PDF) format are also available from the Documentation tab on the navigation bar.
Maintaining Your Badge

Learn the simple maintenance tasks for each Vocera badge version.

The Vocera badge requires very little maintenance: just recharge the battery when the power gets low, and clean the badge when necessary. The following sections describe how to charge the battery and how to clean the badge.

Knowing When to Charge the Battery

Learn how to recognize when a battery recharge is needed on your badge.

You must charge a new battery before you can use it. After that, you must recharge the battery as needed for the badge to operate properly.

There are several easy ways to check whether you need to recharge the battery:

1. On a B2000 badge, the green indicator light on the top of the badge turns red and blinks rapidly. B3000n and B3000 badges do not have a red indicator light.
2. The battery-level indicator on the badge display shows empty.
3. An alert signal plays at regular intervals.

Note: This signal may be disabled by the system administrator on request.

Preparing the Charger

Learn instructions and information related to different Vocera badge versions.

Important: Before you use a charger, read Important Safety Instructions.

To prepare the charger for use, insert the single-pronged plug into the outlet in the charger, and plug the two-pronged power plug into a 110V or 220V AC outlet depending on the Vocera-supplied power adapter for your country.
Preparing the B3000n and B3000 Chargers

There are two indicator lights on the front of the B3000n and B3000 chargers. The capacity indicator is a blue light, and the charge status indicator is a red or green light. The following table describes the meaning of the indicator lights.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Light</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capacity (Blue)</td>
<td>Light off - or - Blue light for one second, then off</td>
<td>There is no battery in the charger, or the battery is not seated properly, or the battery exceeds 80% capacity.</td>
</tr>
<tr>
<td></td>
<td>Blinking blue</td>
<td>Capacity is between 80% and 60%. Prepare to replace the battery soon.</td>
</tr>
<tr>
<td></td>
<td>Steady blue</td>
<td>Capacity is less than 60% or the battery is beyond its useful life. If this happens, replace the battery.</td>
</tr>
<tr>
<td>Charge Status (Red/ Green)</td>
<td>Light off</td>
<td>There is no battery in the charger, or the battery is not seated properly.</td>
</tr>
<tr>
<td></td>
<td>Blinking green</td>
<td>The battery is charging.</td>
</tr>
<tr>
<td></td>
<td>Steady green</td>
<td>The battery is fully charged.</td>
</tr>
<tr>
<td></td>
<td>Blinking red</td>
<td>The battery failed to charge after 4 hours.</td>
</tr>
<tr>
<td></td>
<td>Steady red</td>
<td>The battery is unable to charge, or there is a problem with the charger. If the charger works when you try to charge a different battery, dispose of the original battery and charge a new one.</td>
</tr>
</tbody>
</table>

Preparing the B2000 Charger

The indicator light on the top of the charger for B2000 batteries shows one of the following conditions:
## Charging the Battery

Learn the how to change the battery for each badge version.

### Charging B3000n and B3000 Batteries

B3000n and B3000 batteries can only be charged after they have been removed from the badge. They cannot be charged while they are attached to the badge. When you remove the battery, you do not need to remove an attached lanyard or clip from the badge.

#### To charge the B3000n or B3000 battery

1. Use your thumb to press the battery latch and lift it up, and then remove the battery.

2. Insert the battery into the charger, and press down on the battery until you see the blue indicator light turn on.

   ![Battery Insertion](image.png)

   If battery capacity exceeds 80%, the blue indicator light will turn off after a second.

   The green indicator light on the front of the charger will begin to blink when the battery is positioned correctly, and it will continue to blink while the battery is charging. When the indicator glows steadily, the battery is fully charged. Charging normally takes only a few hours.

3. Remove the battery from the charger.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Light off</td>
<td>There is no battery or badge in the charger, or the battery is not seated properly.</td>
</tr>
<tr>
<td>Blinking green</td>
<td>The battery is charging.</td>
</tr>
<tr>
<td>Steady green</td>
<td>The battery is fully charged.</td>
</tr>
<tr>
<td>Red</td>
<td>The battery is unable to charge, or there is a problem with the charger. If the charger works when you try to charge a different battery, dispose of the original battery and charge a new one.</td>
</tr>
</tbody>
</table>
4. Slide the pegs at the top of the battery into the two holes in the badge’s battery compartment.

![Battery Compartment](image)

5. Press down gently to seat the battery in the badge.

**Charging the B2000 Battery**

The B2000 battery can be charged with or without the badge.

**To charge a B2000 battery without the badge**

1. Slide the battery latch toward the bottom of the badge and remove the battery with your other hand.

![Battery Latch](image)

2. Insert the battery into the charger, making sure the battery label points toward the middle of the charger slot.

![Battery Inserted](image)

The green indicator light on the top of the charger will begin to blink when the battery is positioned correctly, and it will continue to blink while the battery is charging. When the indicator glows steadily, the battery is fully charged. Charging normally takes only a few hours.

3. Remove the battery from the charger.

4. Slide the holes in the top of the battery over the small pegs in the badge’s battery compartment.
5. Press down gently to seat the battery in the badge.

**Charging a B2000 Battery With the Badge**

You can also insert the entire B2000 badge into the charger, enabling you to charge the battery without removing it. If you have a single-bay charger, this method also allows you to use the badge while the battery is charging:

**Note:** If you want to use the badge while it is charging, but you find that you are logged out when you put the badge in the charger, contact the system administrator for help.

**Cleaning the Badge and Accessories**

Learn how to clean Vocera badges using the correct products and procedures.

To clean the outside surfaces of Vocera badges and accessories, wipe them down with a damp cloth using Acceptable Cleaning Agents on page 92 or Acceptable Commercial Cleaning Products on page 93. Always clean the badge with the battery attached. Apply the cleaning solution using a slightly damp wipe or applicator. Do not pour liquids directly on the badge, and do not immerse the badge.

**Note:** Opening the badge voids all warranties. Do not open the badge for any reason.

**Important:** This section provides guidelines for cleaning the Vocera badge and accessories. These guidelines do not address disinfection of the badge.

**Acceptable Cleaning Agents**

Following is the list of acceptable badge and accessory cleaning agents:

- Water (do not immerse)
- Mild dish soap
- Hydrogen peroxide
You can clean the Vocera lanyard with a conventional commercial washing machine and let it air dry. If you have concerns regarding contamination of the lanyard, Vocera suggests disposing of it following your usual biohazard guidelines.

Acceptable Commercial Cleaning Products

The following cleaning products are commercially available and acceptable for cleaning the Vocera badge and accessories:

- PDI Super Sani-Cloth Germicidal Wipes
- Metrex CavWipes

Unacceptable Cleaning Agents

Following is a list of unacceptable badge and accessory cleaning agents:

- Ammonia
- Acetones
- Ketones
- Ethers
- Toluene

Unacceptable Commercial Cleaning Products

The following commercially available cleaning products are not acceptable for cleaning the Vocera badge and accessories:

- PDI Super Sani-Cloth AF3
- Aromatic hydrocarbons
- Low molecular weight aliphatic solvents
- Chlorinated and brominated solvents
- Ozone
- Ammonia
- Concentrated bases
- Inorganic hypochlorites - including bleach
- Hydrofluoric acid
- Hydrochloric acid
- Sulfuric acid

Using cleaning agents such as these may reduce the structural integrity of the material in the badge enclosure, leading to cracks in the badge and eventual failure of the badge enclosure.

As cleaning agents evolve, Vocera will continue to evaluate materials for safe use with the badge.

If you have any doubt about whether a particular cleaning agent could cause damage to a Vocera badge, contact your Vocera representative for guidance.

Note: There is no cleaning process for badges dropped in any liquids or body fluids. There is a “no return” policy for any badge considered to be a bio-hazard; disposal is the only option in this scenario.
Notification Prompts

Learn the tasks the Genie asks you to perform when you log in to the badge.

When you first log into the Vocera Server with your badge, there are several messages that the Genie may provide. The table below lists the type of available prompts, the Genie’s notification, the condition under which the prompt is played, and the user action.

For more information, see Logging in and Out.
## Notification Prompts

<table>
<thead>
<tr>
<th>Type of Prompt</th>
<th>Genie Says...</th>
<th>Condition</th>
<th>User Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Forwarding Reminder</td>
<td>You are forwarding all calls to &lt;entity name&gt;</td>
<td>Played after login if a user is forwarding all calls to an outside phone number/extension or to a Vocera user/group.</td>
<td>Determine if you still want your calls forwarded and take the appropriate action. For more information, see <strong>Forwarding Your Calls</strong>.</td>
</tr>
<tr>
<td>New Features List</td>
<td>Vocera has changed the way you receive incoming calls. First you’ll hear the name of the person calling you. Wait until the Genie asks you to accept the call before you say yes or no. You can also use the call button to respond yes or the do-not-disturb button to respond no at any time.</td>
<td>Played for existing users after an upgrade from 4.3 to a later version of Vocera Server. New users created after the upgrade and in future releases will not hear the new features prompt.</td>
<td>None needed.</td>
</tr>
<tr>
<td>Record a Name Reminder</td>
<td>First login: You haven’t recorded your name yet. Can we record your name now? Second login: I see you still haven’t recorded your name. Can we record your name now? Third login: I still don’t have your name recorded. Recording your name can help others learn how to pronounce it correctly. Can we record your name now?</td>
<td>This reminder is played after an upgrade from 4.3 to a later version of Vocera Server. If the user fails to record a name, the genie prompts increase intensity with each subsequent login.</td>
<td>Record your name to stop the Genie prompts.</td>
</tr>
<tr>
<td>[Optional] Add a User to a Group Reminder</td>
<td>Would you like to add yourself to multiple groups? (Yes). Okay, great! Say a group name each time you hear the tone. Press the call button once you are done.</td>
<td>This prompt is played only when your administrator enables this in the Vocera properties file. By default, this prompt is turned off.</td>
<td>Provide the name of the group or groups for which you want to be added as instructed by the Genie.</td>
</tr>
<tr>
<td>Who Called (For Missed Calls or Messages)</td>
<td>You had a call /message from &lt;caller name&gt;</td>
<td>Played for users that received a missed call or message. If you have a combination of missed calls and messages, the Genie will refer to these as &quot;messages&quot;.</td>
<td>None</td>
</tr>
</tbody>
</table>
Reference

Learn important information you need to know to safely and efficiently use the Vocera badge.

This section contains important regulatory and safety instructions, frequently asked questions, and the commands that require special permission or integration with your Vocera phone system.

- Frequently Asked Questions on page 97
- Agreements, Specifications, and Notices on page 100
- Important Safety Instructions on page 120
- Command Reference on page 126
Frequently Asked Questions

Questions about using your Vocera device? This section answers some common inquiries.

Why does the Genie have trouble understanding me?

If the Genie does not understand you, it may be due to one of the following reasons:

- Is the device close enough to your mouth? For optimal voice recognition, a Vocera badge should be approximately 6 inches (15 cm) from your chin.
- Did you wait for the Genie to answer before giving a command?
  
  If you press the Call button and begin speaking immediately, your command may not be recognized. You must wait for the Genie to greet you before you give a command. (The Genie will say “Vocera” or will play a tone, or both, depending on your device settings.)
- Did you say a valid command? If so, was the command in the proper format?
  
  The Genie recognizes specific commands, and these must be in the format verb-noun. If you get into the habit of saying the command first, and then giving the details, you will find it very easy to communicate through your Vocera device. Here are a few examples:
  
  "Call Jim Olsen."
  "Record a greeting."
  "Block all calls"
  "Play old messages."
- Is the problem that the Genie doesn’t understand “yes” or “no”?
  
  Sometimes, when the Genie gives a prompt that requires a “yes” or “no” answer (for example, “Should I save that message?”), the Genie will not “hear” you if you answer too quickly. Try waiting a moment before answering.
  
  You can also press the Call button to answer “yes,” or press the Hold / DND button to answer “no.”
- Does the Genie have trouble recognizing a name?
  
  The Genie will not recognize a name if the person has not been added to the system as a user. Have you ever seen this person use a Vocera device?
  
  If you are sure you are saying the name of a valid user, make sure you say both the first and last names.
  
  If you think the Genie doesn’t recognize a name because of the way you pronounce it, you can train the Genie to understand you. See Training the Genie for instructions.
  
  When you train the Genie, you are prompted to spell the person’s name. If the Genie does not recognize the name after you spell it, it may mean that the individual has not been added to the Vocera system. Contact the system administrator for help.
**Why is my device chirping or beeping?**

The system administrator can program your Vocera device to issue alerts when the device goes out of the range of the wireless network, when the battery is low, when you receive a text message, or when you receive a voice message. To find out why you heard a particular alert tone, check the device display or, if you have a badge, the indicator light on the top of the badge:

- If the B2000 indicator light is flashing red slowly and the badge display shows a low signal strength (see the illustration that follows), it means that your badge is out of the signal range of the wireless network. You will also see the “Searching for Access Points” message on the display.

  ![Signal Strength](image)

  **Strong Signal** — **Weak Signal** — **No Signal**

  If the alert tone starts and stops as you move slightly, it means that you are at a location where the wireless network coverage begins.

- If the B2000 indicator light is flashing red rapidly, and the badge display shows a low battery level, it is time to recharge the battery.

  ![Battery Level](image)

  **Fully Charged** — **Partially Used** — **Empty**

  - If the B2000 indicator light is blinking green rapidly, you have unread text messages or unplayed voice messages. Icons on the badge display will show whether the messages are voice or text, or both.

  B3000n and B3000 badges do not have red indicator lights, or lights that blink at different speeds. Instead, the indicator light either blinks green to indicate power is on or amber to indicate Do Not Disturb mode is on.

  The system administrator can disable or enable any of the badge’s alert tones, and can choose a setting to turn off alerts when you put the badge in Do Not Disturb mode.

**Why does my device beep when I’m talking to someone?**

You may be hearing the Call Waiting tone. Check the name that is flashing on the display. If it is not the name of the person to whom you are speaking, it means that someone else is trying to call you. The display is flashing the name of that caller.

- To take the call, press the Call button. Your first call is put on hold, and the second call is connected. To end the second call and return to the original call, press the Call button again.

  - To refuse the call, press the Hold / DND (Do Not Disturb) button. The caller will be prompted to leave a message or will be forwarded to someone else, depending on how your forwarding options are set.

If there is not another call waiting, see **Why is my device chirping or beeping?** to determine why your device is beeping.
**Why does my device display say "Searching for Server"?**
First, ask other Vocera users if they are having the same problem. If they are, it means the Vocera server needs to be reset. Contact the system administrator.

If other people are able to use their Vocera devices, try taking the battery out, and then putting it back in. If the device still cannot find the server, contact your system administrator for help.

**Why does the Genie ask me to wait when I press Call?**
All communications with the Genie go through speech-recognition ports. If the Genie asks you to wait, it means that all of those ports are in use. If you wait a short time, the Genie will prompt you to speak.

**Why can’t I receive calls or messages?**
You may be logged in as a different user. Check the badge display while the badge is idle to see who is actually logged in on that badge. If your name is displayed and you are still unable to receive calls or messages, contact the system administrator for assistance.

**Why do some text messages begin with strange characters?**
The message was sent in HTML format. Ask the sender to re-send the message in plain text format.

**Why does my badge beep and then restart?**
If you ignore low-battery signals and alerts long enough, the battery level will get so low that the badge resets. Recharge your battery.

**What can I do if badge buttons are not working?**
If the badge display is blank and the indicator lights are off, it means you need to recharge the battery.

Occasionally, the badge may need to be reset. If you have an image on the badge display, but none of the buttons respond when you press them, remove the battery and then put it back in again. The badge should work normally after it resets.

**How can I stop getting logged out when I charge my badge?**
This automatic log off is the result of the settings for your badge on the Vocera server. If you want to use your badge while it is in a single-bay charger, contact the system administrator.

Eight-bay chargers do not have cutouts for the badge speaker, so you cannot use the badge while it is charging in that kind of charger.
Agreements, Specifications, and Notices

Learn information about third-party software agreements, system specifications, and regulatory notices for each Vocera badge version.

Third-Party Software Agreements
Certain portions of Vocera products are derived from software licensed to Vocera by the third parties identified at http://www.vocera.com/legal under the heading “Communications”. All portions of Vocera products are subject to the notices and restrictions specified at http://www.vocera.com/legal.

System Specifications
This section describes the system specifications for each type of Vocera badge.

System Specifications for B3000n
B3000n badge specifications:

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimensions</td>
<td>3.9 x 1.4 x 0.7 in. (9.8 x 3.6 x 1.8 cm)</td>
</tr>
<tr>
<td>Weight</td>
<td>1.9 oz. (53.5 g), with standard battery</td>
</tr>
<tr>
<td>LED Indicators</td>
<td>Bi-color LED, illuminated halo</td>
</tr>
<tr>
<td>Display screen</td>
<td>80 x 82 DLED bi-mapped display</td>
</tr>
<tr>
<td></td>
<td>Supports 5 lines of text, 9-16 characters per line, up to 150 characters per message (font dependent)</td>
</tr>
<tr>
<td>Controls</td>
<td>Call button</td>
</tr>
<tr>
<td></td>
<td>Hold/Do Not Disturb (DND) button</td>
</tr>
<tr>
<td></td>
<td>Volume and Menu Selection buttons</td>
</tr>
<tr>
<td>Headset Support *</td>
<td>2.5 mm TRS headset jack</td>
</tr>
<tr>
<td></td>
<td>* For headset guidelines, go to <a href="http://www.vocera.com">www.vocera.com</a> and log into the Vocera customer portal</td>
</tr>
</tbody>
</table>

B3000n network specifications:

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Standard</td>
<td>IEEE 802.11a, 802.11b, 802.11g, and 802.11n</td>
</tr>
<tr>
<td></td>
<td>IEEE 802.11w</td>
</tr>
<tr>
<td>Frequency Band</td>
<td>2400–2483.5 MHz, 5180–5805 MHz</td>
</tr>
<tr>
<td>Data Rates Supported</td>
<td>1, 2, 5.5, 11, 6, 9, 12, 18, 24, 36, 48, 54 Mbps, MCS0-MCS7</td>
</tr>
<tr>
<td>----------------------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td>Wireless Medium</td>
<td>Direct Sequence Spread Spectrum (DSSS)</td>
</tr>
<tr>
<td></td>
<td>Orthogonal Frequency Division Multiplexing (OFDM)</td>
</tr>
<tr>
<td></td>
<td>Single Input Single Output (SISO)</td>
</tr>
<tr>
<td></td>
<td>HT40 support, at 5GHz only</td>
</tr>
<tr>
<td>Media Access Protocol</td>
<td>Carrier sense multiple access with collision avoidance (CSMA/CA)</td>
</tr>
<tr>
<td>Modulation 2.4GHz</td>
<td>DBPSK at 1 Mbps</td>
</tr>
<tr>
<td></td>
<td>DQPSK at 2 Mbps</td>
</tr>
<tr>
<td></td>
<td>CCK at 5.5 and 11 Mbps</td>
</tr>
<tr>
<td></td>
<td>BPSK at 6 and 9 Mbps</td>
</tr>
<tr>
<td></td>
<td>QPSK at 12 and 18 Mbps</td>
</tr>
<tr>
<td></td>
<td>16-QAM at 24 and 36 Mbps</td>
</tr>
<tr>
<td></td>
<td>64-QAM at 48 and 54 Mbps</td>
</tr>
<tr>
<td>Modulation 5GHz (HT20)</td>
<td>BPSK at 6.5 and 7.2 Mbps</td>
</tr>
<tr>
<td></td>
<td>QPSK at 13, 14.4, 19.5, and 21.7 Mbps</td>
</tr>
<tr>
<td></td>
<td>16-QAM at 26, 28.9, 39, and 43.3 Mbps</td>
</tr>
<tr>
<td></td>
<td>64-QAM at 52, 57.8, 58.5, 65, and 72.2 Mbps</td>
</tr>
<tr>
<td>Modulation 5GHz (HT40 Only at 5GHz)</td>
<td>MCS0-MCS1, 13.5, 15, 27, 30, 40.5, 45, 54, 60, 81, 90, 108, 120, 121.5, 135, and 150 Mbps</td>
</tr>
<tr>
<td>Operating Channels (2.4GHz)</td>
<td>11 channels (FCC)</td>
</tr>
<tr>
<td></td>
<td>13 channels (ETSI)</td>
</tr>
<tr>
<td>Operating Channels (5 GHz)</td>
<td>20 channels HT20 (FCC)</td>
</tr>
<tr>
<td></td>
<td>9 channels HT40 (FCC)</td>
</tr>
<tr>
<td></td>
<td>56 channels ETSI (Varies by country)</td>
</tr>
<tr>
<td>Roaming</td>
<td>IEEE 802.11a compliant</td>
</tr>
<tr>
<td></td>
<td>IEEE 802.11b compliant</td>
</tr>
<tr>
<td></td>
<td>IEEE 802.11g compliant</td>
</tr>
<tr>
<td></td>
<td>IEEE 802.11n compliant</td>
</tr>
<tr>
<td>Authentication</td>
<td>Open</td>
</tr>
<tr>
<td>----------------</td>
<td>------</td>
</tr>
<tr>
<td>Encryption</td>
<td>64-bit WEP</td>
</tr>
</tbody>
</table>

**B3000n electrical specifications:**

<table>
<thead>
<tr>
<th>RF Output Power (2.4GHz) *</th>
<th>+16 dBm maximum at 802.11b</th>
<th>+18 dBm maximum at 802.11g</th>
</tr>
</thead>
<tbody>
<tr>
<td>RF Output Power (5GHz) *</td>
<td>+16 dBm maximum at 802.11a</td>
<td>+18 dBm maximum at 802.11n</td>
</tr>
</tbody>
</table>

* Results based on a controlled test environment. See the Vocera Infrastructure Planning Guide for network design guidelines.

<table>
<thead>
<tr>
<th>RF Receive Sensitivity (2.4GHz) *</th>
<th>–85 dBm at 11 Mbps</th>
<th>–71 dBm at 54 Mbps</th>
<th>–69 dBm at HT20 MCS7</th>
</tr>
</thead>
<tbody>
<tr>
<td>RF Receive Sensitivity (5GHz) *</td>
<td>–90 dBm at 6 Mbps</td>
<td>–73 dBm at 54 Mbps</td>
<td>–70 dBm at HT20 MCS7</td>
</tr>
</tbody>
</table>

* Results based on a controlled test environment. See the Vocera Infrastructure Planning Guide for network design guidelines.

<table>
<thead>
<tr>
<th>Microphone Frequency Range</th>
<th>350 Hz to 3.75 KHz</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microphone Directionality</td>
<td>Quad MEMS Microphone array</td>
</tr>
</tbody>
</table>

<102 |
### Speaker Frequency Range
500 Hz to 3.75 KHz

### Peak Speaker Loudness
85 dBSPL at 10 cm

### Batteries

<table>
<thead>
<tr>
<th>Battery Type</th>
<th>Lithium-ion Polymer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Battery Life</strong></td>
<td></td>
</tr>
<tr>
<td>Standard:</td>
<td>3 hours talk time (U-APSD enabled); 45 hours of standby time.</td>
</tr>
<tr>
<td>Extended:</td>
<td>5 hours of talk time (U-APSD enabled); 60 hours of standby time.</td>
</tr>
</tbody>
</table>

### B3000n environmental specifications:

#### Operating Specifications

<table>
<thead>
<tr>
<th>Temperature Range</th>
<th>32° to 104° F (0° to 40° C)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Humidity Range</td>
<td>5% to 95% relative humidity, non-condensing</td>
</tr>
</tbody>
</table>

#### Storage Specifications

<table>
<thead>
<tr>
<th>Temperature Range</th>
<th>–4° to 104° F (-20° to 40° C)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Humidity Range</td>
<td>5% to 95% relative humidity, non-condensing</td>
</tr>
</tbody>
</table>

#### Drop Specification
1.5 meters onto concrete

### System Specifications for B3000

#### B3000 badge specifications:

<table>
<thead>
<tr>
<th>Dimensions</th>
<th>3.9 x 1.4 x 0.7 in. (9.8, 3.6, 1.8 cm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>1.9 oz. (53.5 g), with battery</td>
</tr>
<tr>
<td>LED Indicators</td>
<td>Two indicators: green, amber</td>
</tr>
<tr>
<td>Display screen</td>
<td>80 x 82 OLED bit-mapped display</td>
</tr>
<tr>
<td></td>
<td>Supports 5 lines of text, 9-16 characters per line, up to 150 characters per message (font dependent)</td>
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<td></td>
<td>Volume and Menu Selection buttons</td>
</tr>
<tr>
<td>Headset Support *</td>
<td>2.5 mm headset jack</td>
</tr>
<tr>
<td></td>
<td>* For headset guidelines, go to <a href="http://www.vocera.com">www.vocera.com</a> and log into the Vocera customer portal.</td>
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</tbody>
</table>

#### B3000 network specifications:

<table>
<thead>
<tr>
<th>Network Standard</th>
<th>IEEE 802.11b</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>IEEE 802.11g</td>
</tr>
<tr>
<td>Frequency Band</td>
<td>2400-2483.5 MHz</td>
</tr>
</tbody>
</table>
## Data Rates Supported

1, 2, 5.5, 11, 6, 9, 12, 18, 24, 36, 48, 54 Mbps

## Wireless Medium

- Direct Sequence Spread Spectrum (DSSS)
- Orthogonal Frequency Division Multiplexing (OFDM)

## Media Access Protocol

- Carrier sense multiple access with collision avoidance (CSMA/CA)

## Modulation

<table>
<thead>
<tr>
<th>Data Rate</th>
<th>Modulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Mbps</td>
<td>DBPSK</td>
</tr>
<tr>
<td>2 Mbps</td>
<td>DGFSK</td>
</tr>
<tr>
<td>5.5 Mbps</td>
<td>CCK</td>
</tr>
<tr>
<td>11 Mbps</td>
<td>BPSK</td>
</tr>
<tr>
<td>6 Mbps</td>
<td>QPSK</td>
</tr>
<tr>
<td>9 Mbps</td>
<td>16-QAM</td>
</tr>
<tr>
<td>12 Mbps</td>
<td>64-QAM</td>
</tr>
<tr>
<td>18 Mbps</td>
<td>64-QAM</td>
</tr>
<tr>
<td>24 Mbps</td>
<td>64-QAM</td>
</tr>
<tr>
<td>36 Mbps</td>
<td>64-QAM</td>
</tr>
<tr>
<td>48 Mbps</td>
<td>64-QAM</td>
</tr>
<tr>
<td>54 Mbps</td>
<td>64-QAM</td>
</tr>
</tbody>
</table>

## Operating Channels

- 11 channels (FCC)
- 13 channels (ETSI)

## Roaming

- IEEE 802.11b compliant
- IEEE 802.11g compliant

## Authentication

- PSK
- PEAP
- EAP-FAST
- EAP-TLS
- LEAP

## Encryption

- 64-bit WEP
- 128-bit WEP
- TKIP-WPA
- AES-CCMP

### B3000 electrical specifications:

<table>
<thead>
<tr>
<th>Specification</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>RF Output Power *</td>
<td>+16 dBm maximum</td>
</tr>
<tr>
<td>RF Receive Sensitivity *</td>
<td>–82 dBm at 11 Mbps</td>
</tr>
<tr>
<td>-</td>
<td>–65 dBm at 54 Mbps</td>
</tr>
</tbody>
</table>

* Results based on a controlled test environment. See the Vocera Infrastructure Planning Guide for network design guidelines.

## Microphone Frequency Range

350 Hz to 3.75 KHz
### Microphone Directionality
Quad MEMS Microphone array

### Speaker Frequency Range
500 Hz to 3.75 kHz

### Peak Speaker Loudness
85 dBSPL at 25 cm

## Batteries

<table>
<thead>
<tr>
<th>Battery Type</th>
<th>Lithium-ion Polymer</th>
</tr>
</thead>
</table>

### Battery Life
- Standard: 3 hours talk time (U-APSD enabled); 45 hours of standby time.
- Extended: 5 hours of talk time (U-APSD enabled); 60 hours of standby time.

### B3000 environmental specifications:

#### Operating Specifications

<table>
<thead>
<tr>
<th>Temperature Range</th>
<th>32° to 104° F (0° to 40° C)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Humidity Range</td>
<td>5% to 95% relative humidity, non-condensing</td>
</tr>
</tbody>
</table>

#### Storage Specifications

<table>
<thead>
<tr>
<th>Temperature Range</th>
<th>-4° to 104° F (-20° to 40° C)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Humidity Range</td>
<td>5% to 95% relative humidity, non-condensing</td>
</tr>
</tbody>
</table>

### Drop Specification
1.5 meters onto concrete

## System Specifications for B2000

### B2000 badge specifications:

<table>
<thead>
<tr>
<th>Dimensions</th>
<th>4.2 x 1.4 x .6 in. (10.6 x 3.5 x 1.5 cm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>1.9 oz. (53.9 g) with standard battery pack</td>
</tr>
</tbody>
</table>

### LED Indicators
Two indicators: one- and two-color

### Display screen
Supports 4 lines of text, 15 characters per line

### Controls
- Call button
- Hold/Do Not Disturb (DND) button
- Volume and Menu Selection buttons

### Headset Support *
2.5 mm headset jack

* For headset guidelines, go to [www.vocera.com](http://www.vocera.com) and log into the Vocera customer portal.

## B2000 network specifications:

<table>
<thead>
<tr>
<th>Network Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>IEEE 802.11b</td>
</tr>
<tr>
<td>IEEE 802.11g</td>
</tr>
<tr>
<td>Feature</td>
</tr>
<tr>
<td>----------------------------------------</td>
</tr>
<tr>
<td>Frequency Band</td>
</tr>
<tr>
<td>Data Rates Supported</td>
</tr>
<tr>
<td>Wireless Medium</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Media Access Protocol</td>
</tr>
<tr>
<td>Modulation</td>
</tr>
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<td></td>
</tr>
<tr>
<td>Operating Channels</td>
</tr>
<tr>
<td>Roaming</td>
</tr>
<tr>
<td>Authentication</td>
</tr>
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<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td>Encryption</td>
</tr>
<tr>
<td></td>
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<td></td>
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<tr>
<td></td>
</tr>
</tbody>
</table>

**B2000 electrical specifications:**

- **RF Output Power**: +16 dBm maximum
  - *Results based on a controlled test environment. See the Vocera Infrastructure Planning Guide for network design guidelines.*

- **RF Receive Sensitivity**: –62 dBm at 11 Mbps
  - –65 dBm at 54 Mbps
  - *Results based on a controlled test environment. See the Vocera Infrastructure Planning Guide for network design guidelines.*

- **Microphone Frequency Range**: 350 Hz to 3.75 kHz
Microphone Directionality
Unidirectional cardioid response

Speaker Frequency Range
950 Hz to 3.75 KHz

Peak Speaker Loudness
75 dB SPL at 25 cm

Batteries

Battery Type
Lithium Ion

B2000 environmental specifications:

Operating Specifications

Temperature Range
32° to 104° F (0° to 40° C)

Humidity Range
5% to 95% relative humidity

Storage Specifications

Temperature Range
–4° to 104° F (-20° to 40° C)

Humidity Range
5% to 95% relative humidity

Regulatory Notices

This section provides details regarding the regulatory compliance of the Vocera Communications Badge.

B3000n Regulatory Notices

FCC Compliance for United States Users

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Caution: Changes or modifications not expressly approved by Vocera could void the FCC compliance and negate your authority to operate the product.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

French Translation
Conformité aux normes FCC Ce dispositif a été testé et trouvé conforme aux limites pour un dispositif numérique de classe B, conformément à la Partie 15 des règlements de la FCC. Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles dans une installation résidentielle. Cet équipement génère, utilise et peut émettre des fréquences radio et, s’il n’est pas installé et utilisé conformément aux instructions du fabricant, peut causer des interférences nuisibles aux communications radio. Rien ne garantit cependant que l’interférence ne se produira pas dans une installation particulière. Si cet équipement provoque des interférences nuisibles à la réception radio ou de télévision, qui peut être déterminé en comparant et en l’éteignant, l’utilisateur est encouragé à essayer de corriger les interférences par une ou plusieurs des mesures suivantes:

1. Réorienter ou déplacer l’antenne de réception
2. Augmenter la distance entre l’équipement et le récepteur
3. Brancher l’appareil dans une prise sur un circuit différent de celui auquel le récepteur est connecté
4. Consultez votre revendeur ou un technicien radio / TV pour assistance

Précaution : Les changements ou modifications à cet appareil sans expressément approuvées par la partie responsable de conformité pourraient annuler l’autorité de l’utilisateur de faire fonctionner cet équipement.

Son fonctionnement est soumis aux deux conditions suivantes:

1. Ce dispositif ne peut causer des interférences, et
2. Ce dispositif doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif.

Specific Absorption Rate (SAR) Exposure Guidelines

THIS BADGE MEETS THE FCC REQUIREMENTS FOR EXPOSURE TO RADIO FREQUENCY ENERGY (SAR).

Your wireless badge is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of a set of comprehensive guidelines that establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless communications devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR are conducted using standard operating positions, as applicable to this device, specified by the FCC. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurement. Before a badge is available for sale to the public, sample units must be tested by a certified regulatory lab to verify that they do not exceed the limit established by the government-adopted requirement for safe exposure.

USE ONLY APPROVED ACCESSORIES

RF exposure (SAR) tests have been performed on the Vocera badge when it is being worn correctly and used with the approved accessories. The SAR test results show that the badge complies with all FCC exposure requirements. When a properly-oriented badge is operated with the appropriate accessories, as directed in the Vocera Badge User Guide, the level of RF exposure is well below the FCC limit of 1.6W/Kg.

Therefore, to ensure compliance with FCC RF exposure guidelines when wearing the Vocera badge, the user should only use Vocera approved accessories (e.g., lanyard or universal clip). Accessories that have not been tested for RF exposure compliance with this product may not comply with the FCC RF exposure safety guidelines and should not be used.
To ensure RF exposure compliance of the badge when using the lanyard, position and maintain the call button, the speaker, and the antenna facing away from the body, as illustrated in Getting Started with a Badge. The badge and lanyard attachment have been designed specifically to maintain proper orientation during normal usage. Additionally, the lanyard clip can be secured to clothing to provide additional stability. Wearing the Vocera badge with the antenna facing the body may result in non-compliance with FCC RF exposure guidelines and must be avoided.

Use only the internal antenna which is part of this product. Any use of unauthorized antennas, any modifications to the supplied antenna, or any use of unauthorized attachments could damage the badge, violate FCC regulations, and void the user’s authority to operate the product.

European Union Declaration of Conformity (DoC)

Standards:

- B3000n Version
- EN 300-328
- EN 301-489-1
- EN 301-489-17
- EN 60950-1
- EN 50383
- 2011/65/EU

Responsible Party:

Responsible Party contact information is available at www.vocera.com/legal/regulatory.aspx.

CE Mark Restrictions:

- United Kingdom: System provider for third-party traffic may require a Wireless Telegraphy and/or Telecommunications Act License.
- France: French regulations require that you do not use this device outdoors.

English

Hereby, Vocera, Inc. declares that all CE Marked Vocera products incorporating Radio and Telecoms Terminal Equipment functionality are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Français

Par la présente, Vocera, Inc. déclare que tous les produits Vocera incorporant la fonctionnalité d’Équipement terminal Radio et télécommunications et marqués du symbole CE sont conformes aux exigences essentielles et autres dispositions pertinentes de la Directive 1999/5/EC.

Dansk

Vocera, Inc. erklærer hermed, at alle CE-mærkede Vocera-produkter, som har indbygget tilslutningsfunktionalitet til radio- og telekommunikation, overholder de obligatoriske krav og andre relevante forudsætninger i Direktiv 1999/5/EC.

Notice to Canada Users

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n’émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.
Cet équipement est conforme à l’exposition aux rayonnements IC RSS-102 des limites définies pour un environnement non contrôlé.

Notice: The Industry Canada regulations provide that changes or modifications not expressly approved by Vocera, Inc. could void your authority to operate this equipment.

Avis: Dans le cadre des réglementations d’Industry Canada, vos droits d’utilisation de cet équipement peuvent être annulés si des changements ou modifications non expressément approuvés par Dell Inc. y sont apportés.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.


THIS DEVICE MEETS HEALTH CANADA SAFETY CODE 6 GUIDELINES FOR EXPOSURE TO RADIO WAVES.

CET APPAREIL EST CONFORME AUX DIRECTIVES DU CODE 6 DE SÉCURITÉ DE LA SANTÉ CANADA POUR L’EXPOSITION AUX ONDES RADIO.

Your B3000n device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by Health Canada and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

Votre appareil B3000n est un émetteur-récepteur radio. Il est conçu pour ne pas dépasser les limites d’exposition aux ondes radio (champs électromagnétiques de fréquence radio) recommandées par les directives internationales. Les lignes directrices ont été élaborées par Santé Canada et incluent une marge de sécurité importante destinée à assurer la sécurité de toutes les personnes, indépendamment de l’âge et de la santé.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for radio devices is 1.6W/kg.

Les lignes directrices pour l’exposition aux ondes radio utilisent une unité de mesure appelée Débit d’Absorption Spécifique, ou DAS. La limite DAS pour les appareils radio est 1,6W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands.

Les tests de DAS sont effectués en utilisant des positions standards de fonctionnement quand l’appareil fonctionne à son niveau de puissance maximum certifié dans toutes les bandes de fréquences testées.

During use, the actual SAR value for this device may be well below the value stated above. In general, the lower the power output by the device, the lower its SAR value.

En cours d’utilisation, la valeur de DAS réel de ce dispositif peut être bien inférieure à la valeur indiquée ci-dessus. En général, plus la puissance de sortie par le dispositif, plus sa valeur DAS.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They recommend that if you are interested in further reducing your exposure then you can easily do so by limiting your usage or simply using a handsfree kit to keep the device away from the head and body.

L’Organisation mondiale de la Santé (OMS) a déclaré que l’information scientifique actuelle n’indique pas la nécessité de prendre des précautions particulières pour l’utilisation de dispositifs radio. Ils recommandent que si vous êtes intéressé à réduire encore davantage votre exposition, vous pouvez facilement le faire en limitant votre consommation ou tout simplement en utilisant un kit mains-libres pour maintenir le dispositif éloigné de la tête et du corps.

IC RSS-Gen, Sec. 7.1.3
This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L’exploitation est autorisée aux deux conditions suivantes : (1) l’appareil ne doit pas produire de brouillage, et (2) l’utilisateur de l’appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d’en compromettre le fonctionnement.

**IC statement: From RSS-GEN 7.1.2**

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser gain) approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than necessary for successful communication.

Conformément à la réglementation d’Industrie Canada, le présent émetteur peut fonctionner seulement avec une antenne d’un type et d’un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d’antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d’une communication satisfaisante.

**IC statement: From RSS-210, Annex 9 (6)**

Operation in the 5150-5250MHz band is for indoor use only to reduce potential for harmful interference to co-channel mobile satellite systems.

Les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

**IC statement: From RSS-210, Annex 9 (7)**

Users should also be advised that high-power radars are allocated as primary users (i.e., priority users) of the bands 5250-5350MHz and 5650-5850MHz and that these radars could cause interference and/or damage to LE-LAN devices.

De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu’ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs de réseaux locaux exempts de licence (LE-LAN).

**Notice to Australia and New Zealand Users**

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to the Australian/New Zealand standard AS/NZS CISPR22: 2009 (Class B) set out by the Australian Communications and Media Authority and Radio Spectrum Management Agency.

New Zealand telecommunication statement (for products fitted with Telepermit approved modems):

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom’s network services.

This equipment shall not be set up to make automatic calls to the Telecom ‘111’ Emergency Service.
Important: Under power failure conditions, this telephone may not operate. Make sure that a separate telephone, not dependent on local power, is available for emergency use.

Some parameters required for compliance with Telecom’s Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom’s specifications:

1. There shall be no more than 10 calls to the same number within any 30-minute period for any single manual call initiation, and
2. The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.

The equipment shall be set to make sure that automatic calls to different numbers are spaced such that there is no less than 5 seconds between the end of one call attempt and the beginning of another.

The equipment shall be set to make sure that calls are answered between 3 and 30 seconds of receipt of ringing.

Notice to Singapore Users

Complies with IDA Standards DA101094

Notice to Brazil Users

Complies with ANATEL Standards 29561688

B3000 Regulatory Notices

FCC Compliance for United States Users

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna
• Increase the separation between the equipment and receiver
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
• Consult the dealer or an experienced radio/TV technician for help

Caution: Changes or modifications not expressly approved by Vocera could void the FCC compliance and negate your authority to operate the product.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

112

VOCERA BADGE USER GUIDE
1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

French Translation
Conformité aux normes FCC Cet équipement a été testé et trouvé conforme aux limites pour un dispositif numérique de classe B, conformément à la Partie 15 des règlements de la FCC. Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles dans une installation résidentielle. Cet équipement génère, utilise et peut émettre des fréquences radio et, s’il n’est pas installé et utilisé conformément aux instructions du fabricant, peut causer des interférences nuisibles aux communications radio. Rien ne garantit cependant que l’interférence ne se produira pas dans une installation particulière. Si cet équipement provoque des interférences nuisibles à la réception radio ou de télévision, qui peut être déterminé en comparant et en l’éteignant, l’utilisateur est encouragé à essayer de corriger les interférence par une ou plusieurs des mesures suivantes:

1. Réorienter ou déplacer l’antenne de réception
2. Augmenter la distance entre l’équipement et le récepteur
3. Branchez l’appareil dans une prise sur un circuit différent de celui auquel le récepteur est connecté
4. Consultez votre revendeur ou un technicien radio / TV pour assistance

Précaution : Les changements ou modifications à cet appareil sans expressément approuvée par la partie responsable de conformité pourraient annuler l’autorité de l’utilisateur de faire fonctionner cet équipement.

Son fonctionnement est soumis aux deux conditions suivantes:
1. Ce dispositif ne peut causer des interférences, et
2. Ce dispositif doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif.

Specific Absorption Rate (SAR) Exposure Guidelines
THIS BADGE MEETS THE FCC REQUIREMENTS FOR EXPOSURE TO RADIO FREQUENCY ENERGY (SAR).

Your wireless badge is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of a set of comprehensive guidelines that establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless communications devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR are conducted using standard operating positions, as applicable to this device, specified by the FCC. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurement. Before a badge is available for sale to the public, sample units must be tested by a certified regulatory lab to verify that they do not exceed the limit established by the government-adopted requirement for safe exposure.

USE ONLY APPROVED ACCESSORIES
RF exposure (SAR) tests have been performed on the Vocera badge when it is being worn correctly and used with the approved accessories. The SAR test results show that the badge complies with all FCC exposure requirements. When a properly-oriented badge is operated with the appropriate accessories, as directed in the Vocera Badge User Guide, the level of RF exposure is well below the FCC limit of 1.6W/Kg.

Therefore, to ensure compliance with FCC RF exposure guidelines when wearing the Vocera badge, the user should only use Vocera approved accessories (e.g., lanyard or universal clip). Accessories that have not been tested for RF exposure compliance with this product may not comply with the FCC RF exposure safety guidelines and should not be used.

To ensure RF exposure compliance of the badge when using the lanyard, position and maintain the call button, the speaker, and the antenna facing away from the body, as illustrated in Getting Started with a Badge. The badge and lanyard attachment have been designed specifically to maintain proper orientation during normal usage. Additionally, the lanyard clip can be secured to clothing to provide additional stability. Wearing the Vocera badge with the antenna facing the body may result in non-compliance with FCC RF exposure guidelines and must be avoided.

Use only the internal antenna which is part of this product. Any use of unauthorized antennas, any modifications to the supplied antenna, or any use of unauthorized attachments could damage the badge, violate FCC regulations, and void the user’s authority to operate the product.

**European Union Declaration of Conformity (DoC)**

**Standards:**

<table>
<thead>
<tr>
<th>EN 300-328</th>
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<tbody>
<tr>
<td>EN 301-489-1</td>
</tr>
<tr>
<td>EN 301-489-17</td>
</tr>
<tr>
<td>EN 60950-1</td>
</tr>
<tr>
<td>EN 50383</td>
</tr>
<tr>
<td>2011/65/EU</td>
</tr>
</tbody>
</table>

**Responsible Party:**

Responsible Party contact information is available at www.vocera.com/legal/regulatory.aspx.

**CE Mark Restrictions:**

- United Kingdom: System provider for third-party traffic may require a Wireless Telegraphy and/or Telecommunications Act License.
- France: French regulations require that you do not use this device outdoors.

**English**

Hereby, Vocera, Inc. declares that all CE Marked Vocera products incorporating Radio and Telecoms Terminal Equipment functionality are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

**Français**

Par la présente, Vocera, Inc. déclare que tous les produits Vocera incorporant la fonctionnalité d’Équipement terminal Radio et télécommunications et marqués du symbole CE sont conformes aux exigences essentielles et autres dispositions pertinentes de la Directive 1999/5/EC.

**Dansk**

Vocera, Inc. erklærer hermed, at alle CE-mærkede Vocera-produkter, som har indbygget tilslutningsfunktionalitet til radio- og telekommunikation, overholder de obligatoriske krav og andre relevante forudsætninger i Direktiv 1999/5/EU.
Notice to Canada Users

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n’émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme à l’exposition aux rayonnements IC RSS-102 des limites définies pour un environnement non contrôlé.

Notice: The Industry Canada regulations provide that changes or modifications not expressly approved by Vocera, Inc. could void your authority to operate this equipment.

Avis: Dans le cadre des réglementations d’Industry Canada, vos droits d'utilisation de cet équipement peuvent être annulés si des changements ou modifications non expressément approuvés par Dell Inc. y sont apportés.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.


THIS DEVICE MEETS HEALTH CANADA SAFETY CODE 6 GUIDELINES FOR EXPOSURE TO RADIO WAVES.

CET APPAREIL EST CONFORME AUX DIRECTIVES DU CODE 6 DE SÉCURITÉ DE LA SANTÉ CANADA POUR L’EXPOSITION AUX ONDES RADIO.

Your B3000 device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by Health Canada and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

Votre appareil B3000 est un émetteur-récepteur radio. Il est conçu pour ne pas dépasser les limites d’exposition aux ondes radio (champs électromagnétiques de fréquence radio) recommandées par les directives internationales. Les lignes directrices ont été élaborées par Santé Canada et comprennent une marge de sécurité importante destinée à assurer la sécurité de toutes les personnes, indépendamment de l’âge et de la santé.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for radio devices is 1.6W/kg.

Les lignes directrices pour l’exposition aux ondes radio utilisent une unité de mesure appelée Débit d’Absorption Spécifique, ou DAS. La limite DAS pour les appareils radio est 1,6W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands.

Les tests de DAS sont effectués en utilisant des positions standards de fonctionnement quand l’appareil fonctionne à son niveau de puissance maximum certifié dans toutes les bandes de fréquences testées.

During use, the actual SAR value for this device may be well below the value stated above. In general, the lower the power output by the device, the lower its SAR value.

En cours d’utilisation, la valeur de DAS réel de ce dispositif peut être bien inférieure à la valeur indiquée cidessus. En général, plus la puissance de sortie par le dispositif, plus sa valeur DAS.
The World Health Organization has stated that present scientific information does not indicate
the need for any special precautions for the use of mobile devices. They recommend that if you are
interested in further reducing your exposure then you can easily do so by limiting your usage or
simply using a handsfree kit to keep the device away from the head and body.

L’Organisation mondiale de la Santé (OMS) a déclaré que l’information scientifique actuelle
n’indique pas la nécessité de prendre des précautions particulières pour l’utilisation de dispositifs
radio. Ils recommandent que si vous êtes intéressé à réduire encore davantage votre exposition,
vous pouvez facilement le faire en limitant votre consommation ou tout simplement en utilisant un
kit mains-libres pour maintenir le dispositif éloigné de la tête et du corps.

IC RSS-Gen, Sec. 7.1.3

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject
to the following two conditions: (1) This device may not cause harmful interference, and (2) this
device must accept any interference received, including interference that may cause undesired
operation.

Le présent appareil est conforme aux CNR d’Industrie Canada applicables aux appareils radio
exempts de licence. L’exploitation est autorisée aux deux conditions suivantes : (1) l’appareil
ne doit pas produire de brouillage, et (2) l’utilisateur de l’appareil doit accepter tout brouillage
radioélectrique subi, même si le brouillage est susceptible d’en compromettre le fonctionnement.

Notice to Australia and New Zealand Users

This device has been tested and found to comply with the limits for a Class B digital device,
pursuant to the Australian/New Zealand standard AS/NZS CISPR22: 2009 (Class B) set out by
the Australian Communications and Media Authority and Radio Spectrum Management Agency.
New Zealand telecommunication statement (for products fitted with Telepermit approved
modems):

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has
accepted that the item complies with minimum conditions for connection to its network. It
indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty.
Above all, it provides no assurance that any item will work correctly in all respects with another
item of Telepermitted equipment of a different make or model, nor does it imply that any product
is compatible with all of Telecom’s network services.

This equipment shall not be set up to make automatic calls to the Telecom ‘111’ Emergency
Service.

Important: Under power failure conditions, this telephone may not operate. Make sure that a
separate telephone, not dependent on local power, is available for emergency use.

Some parameters required for compliance with Telecom’s Telepermit requirements are
dependent on the equipment (PC) associated with this device. The associated equipment shall be
set to operate within the following limits for compliance with Telecom’s specifications:
1. There shall be no more than 10 calls to the same number within any 30-minute period for any
   single manual call initiation, and
2. The equipment shall go on-hook for a period of not less than 30 seconds between the end of
   one attempt and the beginning of the next attempt.

The equipment shall be set to make sure that automatic calls to different numbers are spaced
such that there is no less than 5 seconds between the end of one call attempt and the beginning
of another.

The equipment shall be set to make sure that calls are answered between 3 and 30 seconds of
receipt of ringing.

Notice to Singapore Users
Notice to Brazil Users

B2000 Regulatory Notices

FCC Compliance for United States Users

FCC Part 15.247

FCC Part 15, Class B Device

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause unwanted operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference in a commercial or residential installation. There is no guarantee, however, that interference will not occur in any particular installation. If this equipment does cause interference with radio or television reception, the user should try to correct the interference by employing one or more of the following:

- Reorient or relocate the receiving antenna on the affected equipment.
- Increase the separation between the affected equipment and the badge.
- Consult the dealer or an experienced technician for help.

Any changes or modifications to this device not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

Specific Absorption Rate (SAR) Exposure Guidelines

THIS BADGE MEETS THE FCC REQUIREMENTS FOR EXPOSURE TO RADIO FREQUENCY ENERGY (SAR).

Your wireless badge is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of a set of comprehensive guidelines that establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless communications devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR are conducted using standard operating positions, as applicable to this device, specified by the FCC. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurement. Before a badge is available for sale to the public, sample units must be tested by a certified regulatory lab to verify that they do not exceed the limit established by the government-adopted requirement for safe exposure.
USE ONLY APPROVED ACCESSORIES

RF exposure (SAR) tests have been performed on the Vocera badge when it is being worn correctly and used with the approved accessories. The SAR test results show that the badge complies with all FCC exposure requirements. When a properly-oriented badge is operated with the appropriate accessories, as directed in the Vocera Badge User Guide, the level of RF exposure is well below the FCC limit of 1.6W/Kg.

Therefore, to ensure compliance with FCC RF exposure guidelines when wearing the Vocera badge, the user should only use Vocera approved accessories (e.g., lanyard, pocket clip, etc.). Accessories that have not been tested for RF exposure compliance with this product may not comply with the FCC RF exposure safety guidelines and should not be used.

To ensure RF exposure compliance of the badge when using the lanyard, position and maintain the call button, the speaker, and the antenna facing away from the body, as illustrated in Getting Started with a Badge. The badge and lanyard attachment have been designed specifically to maintain proper orientation during normal usage. Additionally, the lanyard clip can be secured to clothing to provide additional stability. Wearing the Vocera badge with the antenna facing the body may result in non-compliance with FCC RF exposure guidelines and must be avoided.

Use only the internal antenna which is part of this product. Any use of unauthorized antennas, any modifications to the supplied antenna, or any use of unauthorized attachments could damage the badge, violate FCC regulations, and void the user’s authority to operate the product.

European Union Declaration of Conformity (DoC)

Vocera Communications, Inc., hereby declares that this Wideband Transmission System Radio (Communications Badge B2000), is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive 1999/5/EC.

Standards:

<table>
<thead>
<tr>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>EN 300-328</td>
</tr>
<tr>
<td>EN 301-489-1</td>
</tr>
<tr>
<td>EN 301-489-17</td>
</tr>
<tr>
<td>IEC 60950</td>
</tr>
<tr>
<td>EN 50363</td>
</tr>
<tr>
<td>2011/65/EU</td>
</tr>
</tbody>
</table>

Responsible Party:

Responsible Party contact information is available at www.vocera.com/legal/regulatory.aspx.

CE Mark Restrictions:

- United Kingdom: System provider for third-party traffic may require a Wireless Telegraphy and/or Telecommunications Act License.
- France: French regulations require that you do not use this device outdoors.

Notice to Australian and New Zealand Users


Notices to New Zealand Users
The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom’s network services.

Customers that experience difficulty understanding, or being understood by, the person they are talking to via these Vocera B2000 Communications Badges should report the problem to IBM New Zealand Ltd., the equipment supplier. Do not complain about this product’s service quality to the Telecom Fault Service (120). Any work undertaken by Telecom as a result of such a complaint will be charged to the customer owning this Vocera B2000 Communications Badge product.
Important Safety Instructions

Learn critical safety instruction related to your Vocera badge.

The Vocera badge (including its battery component) and the Vocera battery charger are electronic devices. Care appropriate to the use of any electronic device must be taken in using the badge and the battery charger in order to minimize the possibility of injury (e.g., from shock) and damage (e.g., from fire).

In addition, the Vocera badge is a wireless communication device that works by generating radio frequency (RF) signals. These signals, although generally lower in strength than a typical cellular telephone, can interfere with other electronic devices that are not appropriately shielded against RF signals. If the Vocera badge will be used in proximity to sensitive electronic devices for which interference could result in serious consequences, you must consult with the manufacturer of any such device in order to determine whether the Vocera badge can be safely operated in proximity to such device.

In order to ensure comfortable use of the badge and to avoid possible damage to hearing, do not bring the speaker within close proximity of the ear while the badge is powered on.

References below to the “badge” refer to the Vocera badge, including its battery component, while references to the “product” refer to the badge and the Vocera battery charger.

In addition to other basic safety precautions appropriate to the use of wireless electronic devices, follow the safety and use instructions set forth below.

Warning Definition

**Warning:** This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.

**Waarschuwing:** Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico’s en dient u op de hoogte te zijn van standaard maatregelen om ongelukken te voorkomen.

**Varoitus:** Tämä varoitussymboli merkitsee vaaraa. Olet tilanteessa, joka voi johtaa ruumiinvammaan. Ennen kuin työskentelet minkään laitteiston parissa, ota selvää säädökysymyksiin liittyvistä varoista ja tavanomaista onnettomuikseen ehkäisynä.
Attention: Ce symbole d’avertissement indique un danger. Vous vous trouvez dans une situation pouvant causer des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers posés par les circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents.


Avvertenza: Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infurto alle persone. Prima di lavorare su qualsiasi apparecchiatura, occorre conoscere i pericoli relativi ai circuiti elettrici ed essere al corrente delle pratiche standard per la prevenzione di incidenti.

Advarsel: Dette varselsymbolet betyr fare. Du befinner deg i en situasjon som kan føre til personskade. For du utfører arbeid på utstyret, må du være oppmerksom på de faremomentene som elektriske kretser innebærer, samt gjøre deg kjent med vanlig praksis når det gjelder å unngå ulykker.

Aviso: Este símbolo de aviso indica perigo. Encontra-se numa situação que lhe poderá causar danos físicos. Antes de começar a trabalhar com qualquer equipamento, familiarize-se com os perigos relacionados com circuitos eléctricos, e com quaisquer práticas comuns que possam prevenir possíveis acidentes.

¡Advertencia! Este símbolo de aviso significa peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considerar los riesgos que entraña la corriente eléctrica y familiarizarse con los procedimientos estándar de prevención de accidentes.


**Badge and Battery Charger Safety**

1. MAKE SURE YOU READ, UNDERSTAND, AND FOLLOW ALL WARNINGS AND INSTRUCTIONS IN THE PRODUCT DOCUMENTATION AND ON THE PRODUCT ITSELF.
2. A damaged battery may pose a risk of personal injury. Damage may include impact or shock that dents or punctures the battery, exposure to a flame, or other deformation. Do not disassemble the battery. Handle a damaged or leaking battery pack with extreme care. If the battery is damaged, electrolyte may leak from the cells or fire may result which may cause personal injury.

Une batterie endommagée peut présenter un risque de blessures corporelles. Les dégâts peuvent résulter d’impacts ou de chocs provoquant des bosses ou des perforations de la batterie, de l’exposition au feu ou d’autres déformations. Ne démontez pas la batterie. Manipulez les batteries endommagées ou percées avec d’extrêmes précautions. Si une batterie est endommagée, l’électrolyte peut s’échapper des cellules ou la batterie peut prendre feu, ce qui risque de provoquer des blessures corporelles.

3. Keep the battery away from children.

Conservez la batterie hors de portée des enfants.

4. Do not expose (store or place) your badge or battery pack to a heat source such as a radiator, fireplace, stove, electric heater, or other heat-generating appliance or otherwise expose it to temperatures in excess of 65°C (149°F). When heated to excessive temperatures, battery cells could vent or explode, posing risk of fire.
IMPORTANT SAFETY INSTRUCTIONS

N'exposez pas (ni ne rangez ou laissez) votre ordinateur ou batterie près d'une source de chaleur, telle qu'un radiateur, une cheminée, un poêle, un chauffage électrique ou tout autre appareil générateur de chaleur et ne l'exposez pas à des températures supérieures à 65 °C (149 °F). Lorsque les batteries atteignent une température excessive, les cellules de la batterie peuvent imploser ou exploser, représentant alors un risque d'incendie.

5. Do not carry a battery pack in your pocket, purse, or other container where metal objects (such as keys) could short-circuit the battery terminals. The resulting excessive current flow can lead to extremely high temperatures and may cause damage to the battery pack or surrounding materials, or personal injury, such as burns.

Ne transportez pas de batterie dans votre poche, sac à main ou autre conteneur où des objets métalliques (comme des clés) pourraient court-circuiter les bornes de la batterie. L'excès de courant qui en résulterait pourrait entraîner des températures extrêmement élevées et endommager la batterie, ou les matériaux à proximité, ou provoquer des blessures comme des brûlures.

6. Do not put anything other than a Vocera badge or Vocera battery into a Vocera charger slot, as other objects may touch dangerous voltage points or may short out parts, both of which conditions could result in fire or electric shock.

Important: The B3000n and B3000 badges cannot be placed into the charger.

7. Do not place the product on an unstable surface, as the product may fall and suffer serious damage.

8. Do not operate the charger in a cabinet or other enclosure unless proper ventilation is provided.

9. Do not position the badge or battery charger near any source of water such as a sink, wash bowl, or toilet. Do not spill liquid of any kind on the product, as doing so may short out parts, causing damage to the product and creating the risk of fire or electric shock.

10. Take the badge or charger to a qualified service provider in these circumstances:
    • If liquid has been spilled onto the badge or charger, or if rain or water has touched the badge or charger.
    • If the badge or charger does not operate normally after you follow the operating instructions.
    • If the badge or charger has been dropped or damaged.
    • If the badge or charger exhibits a distinct degradation in performance.
    • If the power cord or plug on the charger is damaged or frayed.

11. Unplug the charger from the wall outlet before cleaning. To clean or disinfect the badge and charger, wipe with a cloth dampened with germicidal solution or isopropyl alcohol. Use of any other cleaners may damage the badge and void your warranty.

12. Use the battery charger indoors only.

13. Do not allow anything to rest on the charger’s power cord. Do not locate the charger where the cord may be damaged or where the cord may cause someone to trip. Keep the power cord away from operating machinery.

14. Do not overload outlets or extension cords, because this may cause a fire or electrical shock.

15. Operate the charger only with a Vocera-approved power adapter.

Utilisez le chargeur seulement avec un adaptateur de puissance approuvé par Vocera.

16. Use only the batteries supplied with the product or Vocera-approved replacements.

17. Do not use the battery to power any device other than the Vocera badge it is designed for.

18. Charge the battery only in its Vocera charger and according to the instructions in the Vocera Badge User Guide. These instructions are also included with the charger.

19. In limited circumstances, the badge may power off without any prior low battery warning or indication.
20. Do not charge the battery in a place where static electricity is generated or let the battery touch any object that is statically charged.

21. The battery can be stored at temperatures between –4°F and 104°F (between –20°C and 40°C), and can be charged or operated at temperatures between 32°F and 104°F (between 0°C and 40°C).

22. Do not put the battery into a microwave oven, conventional oven, dryer, or high-pressure container, or dispose of the battery in a fire. If you do so, the battery might explode.

23. Do not open or puncture the battery or subject the battery to strong physical shock.

24. Stop using the battery if it exhibits abnormal heat, odor, color, deformation, or is in an abnormal condition.

25. If you detect leakage or a foul odor, it is especially important to keep the battery away from fire. If battery liquid leaks onto your skin or clothes, immediately wash well with clean water. If liquid leaking from the battery gets into your eyes, do not rub your eyes. Instead, immediately rinse your eyes well with clean water, and consult a doctor.

26. If the contact points on a B3000n or B3000 battery or badge are damaged, the badge screen may display the following error: "Battery Communication Error." If this happens, do the following to determine whether the battery or badge is damaged:
   - Try using the battery in question on other badges that are working properly. If the "Battery Communication Error" message always appears on other badges, the battery is damaged and must be replaced.
   - Try using the badge in question with other batteries that are working properly. If the "Battery Communication Error" message always appears, the badge is damaged and must be replaced.

27. Handle batteries with care to avoid shorting the battery with conducting materials, such as rings, bracelets, and keys. If the battery shorts, it may overheat and burn you.

28. Battery Disposal: Dispose of used batteries properly. After Vocera batteries have reached the end of their useful life, we recommend recycling them at a recycling center in your community or by sending them to Vocera (or a designated Vocera partner for your locale) for an earth-friendly disposal. For Vocera recycling policy and instructions, search for "recycling" in Vocera Technical Support Portal Content. If you choose to dispose of batteries yourself, consult the regulations that are in force in your locale.

29. When recycling or discarding the battery, make it non-conductive by applying vinyl tape to the terminals. On B2000 batteries, apply tape to the edges of the battery, at the sides. On B3000n and B3000 batteries, apply tape to the top edge.

**Failure to follow the foregoing instructions could result in (A) damage to equipment, voiding your warranty and/or (B) property damage and/or serious personal injury, including death.**

**Attention:** Si les instructions ci-dessous ne sont pas suivies, vous vous exposez aux risques suivants: A) dommage à l’équipement, annulant votre garantie, B) dommages à la propriété et/ou risques de blessures sérieuses, incluant perte de vie.

**Important Information About Use in Certain Areas**

1. Turn your badge OFF in facilities when any posted notices instruct you to turn off all devices that emit a radio frequency. To turn the badge OFF, depress the Hold/DND button for 5 seconds or remove the battery. If the rules of your facility limit use of RF-emitting devices in certain areas, you must familiarize yourself with these rules and follow them strictly.
2. If you have any reason to suspect that the badge is interfering with sensitive equipment, turn the badge OFF immediately.

3. Turn your badge OFF and do not use the charger when you are in any area with potentially explosive materials in the atmosphere. Sparks in such areas could cause an explosion or fire, resulting in bodily injury or death. Areas with potentially explosive atmospheres include: fueling areas; transfer or storage facilities for fuel or chemicals; facilities with equipment using liquefied petroleum gas, such as propane or butane; and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

**Failure to follow the foregoing instructions could result in (A) damage to equipment, voiding your warranty and/or (B) property damage and/or serious personal injury, including death.**

**Attention:** Si les instructions ci-dessous ne sont pas suivies, vous vous exposez aux risques suivants: A) dommage à l'équipement, annulant votre garantie; B) dommages à la propriété et/ou risques de blessures sérieuses, incluant perte de vie.

**Additional Instructions for B3000n and B3000 Battery Safety**

**Caution:** Using an incompatible battery may increase the risk of fire or explosion. Replace the battery only with a compatible battery purchased from Vocera that is designed to work with your B3000n or B3000. Do not use a battery from other devices with your B3000n or B3000. Dispose of used batteries properly. See Battery Disposal in this document.

**Précaution:** L'utilisation d'une batterie non compatible peut accroître le risque d'incendie ou d'explosion. Remplacez la batterie uniquement par une batterie compatible achetée auprès de Vocera, conçue pour fonctionner avec votre Vocera B3000n/B3000. N'utilisez pas de batterie provenant d'un autre périphérique. Évacuez les batteries usagées conformément à la réglementation. Reportez-vous à la section Mise au rebut de la batterie de ce document.

**Product Disposal Warning**

**Warning:** Ultimate disposal of this product should be handled according to all national laws and regulations.

**Waarschuwing:** Dit produkt dient volgens alle landelijke wetten en voorschriften te worden afgedankt.

**Varoitus:** Tämän tuotteen lopullinen hävittämisestä tulee huolehtia kaikkia valtakunnallisia lakeja ja säännöksiä noudattaen.

**Attention:** La mise au rebut définitive de ce produit doit être effectuée conformément à toutes les lois et réglementations en vigueur.

**Warnung:** Dieses Produkt muß den geltenden Gesetzen und Vorschriften entsprechend entsorgt werden.
IMPORTANT SAFETY INSTRUCTIONS

Avvertenza: L'eliminazione finale di questo prodotto deve essere eseguita osservando le normative italiane vigenti in materia.

Advarsel: Endelig disponering av dette produktet må skje i henhold til nasjonale lover og forskrifter.

Aviso: A descartagem final deste produto deverá ser efectuada de acordo com os regulamentos e a legislação nacional.

Advertencia: El desecho final de este producto debe realizarse según todas las leyes y regulaciones nacionales.

Warning: Slutlig kassering av denna produkt bör skötas i enlighet med landets alla lagar och föreskrifter.

National Safety Statement of Compliance – CE Marking
EN 60950 Statement:

This is to certify that the Vocera B3000n/B3000 chassis and components installed within the chassis are in compliance with the requirements of EN 60950 in accordance with the Low Voltage Directive. Additional national differences for all European Union countries have been evaluated for compliance. Some components installed within the Vocera B3000n/B3000 chassis may use a nickel-metal hydride (NiMH) and/or lithium-ion battery. The NiMH and lithium-ion batteries are long-life batteries, and it is very possible that you will never need to replace them. However, should you need to replace them, refer to the individual component manual for directions on replacement and disposal of the battery.
Command Reference

Learn all the commands you can use on your Vocera badge or VCS app.

In the following list, commands marked with an asterisk (*) either require a permission from your system administrator or require that Vocera is integrated with your phone system.

### Block and Accept Calls

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
</table>
| Block calls | Block all calls. *  
Block all calls from John Smith. *  
Block all calls except from John Smith. *  
Block all calls except from Tech Support. * |
| Accept calls | Accept all calls. *  
Accept all calls from John Smith. *  
Accept all calls except from John Smith. *  
Accept all calls except from Tech Support. * |

Find out who is currently blocked from calling your badge: Who is blocked?

* = requires permission or telephony integration

### Broadcast to a Group

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiate a broadcast to a group</td>
<td>Broadcast to Tech Support.</td>
</tr>
<tr>
<td>Initiate an urgent broadcast to a group</td>
<td>Urgently broadcast to Tech Support. *</td>
</tr>
<tr>
<td>Initiate an urgent broadcast to the emergency broadcast group</td>
<td>Double-click the Call button.</td>
</tr>
</tbody>
</table>

Cancel a broadcast: Press the Call button while listening to the broadcast.

Reply to everyone:

1. Press and hold the Call button before the broadcast ends.
   - When it is OK to talk, the device plays a chime.
   - If somebody else has already started to reply, you hear a warning sound.
2. Begin speaking.
   - Everyone in the broadcast group hears you immediately.
3. When finished, release the Call button.
   - Everyone in the broadcast group hears a chime, letting them know they can now reply.

* = requires permission or telephony integration
### Call a User or Group Member

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call another user</td>
<td>Call John Smith.</td>
</tr>
<tr>
<td>Call a group member</td>
<td>Call Tech Support.</td>
</tr>
<tr>
<td>Place an urgent call</td>
<td>Urgently call John Smith. *</td>
</tr>
<tr>
<td>Call a user with a department name</td>
<td>Call John Smith in Hardware.</td>
</tr>
<tr>
<td>Call a user with a first name and department</td>
<td>Call Sue in Hardware.</td>
</tr>
</tbody>
</table>

* = requires permission or telephony integration

### Dial a Telephone Number

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dial an extension</td>
<td>Dial extension 3145. *</td>
</tr>
<tr>
<td>Dial an outside phone number</td>
<td>Dial an outside number. *</td>
</tr>
<tr>
<td>Redial the last phone number you called</td>
<td>Redial number. *</td>
</tr>
</tbody>
</table>

* = requires permission or telephony integration

### Environmental Services

Environmental Services staff members use the following commands to report their status and readiness to receive requests for cleaning and other services.

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin a break</td>
<td>Start break</td>
</tr>
<tr>
<td>Stop a break</td>
<td>End break</td>
</tr>
<tr>
<td>Stop a shift</td>
<td>End shift</td>
</tr>
</tbody>
</table>

### Forward a Call

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forward your calls</td>
<td>Forward my calls to my desk phone. *</td>
</tr>
<tr>
<td></td>
<td>Forward my calls to my cell phone. *</td>
</tr>
<tr>
<td></td>
<td>Forward my calls to my home phone. *</td>
</tr>
<tr>
<td></td>
<td>Forward my calls to voice mail. *</td>
</tr>
<tr>
<td></td>
<td>Forward my calls to extension 3245. *</td>
</tr>
<tr>
<td></td>
<td>Forward my calls to an outside number. *</td>
</tr>
<tr>
<td></td>
<td>Forward my calls to another number. *</td>
</tr>
<tr>
<td></td>
<td>Forward my calls to Tech Support.</td>
</tr>
<tr>
<td></td>
<td>Forward my calls to John Smith.</td>
</tr>
<tr>
<td></td>
<td>Stop forwarding.</td>
</tr>
</tbody>
</table>

When asked which calls to forward, answer:
- All
- Unanswered
- Offline

* = requires permission or telephony integration
### Getting Help

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get help</td>
<td>Help.</td>
<td>Vocera 4.1 GA or later</td>
</tr>
</tbody>
</table>

**Note:** If your system does not have a custom Help prompt, when a Vocera user says the "Help" command the system uses the standard Help prompt: "No help is currently available."

### Locate Users and Groups

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find out what location you are closest to</td>
<td>Where am I? *</td>
</tr>
<tr>
<td>Locate another user</td>
<td>Where is John Smith? *</td>
</tr>
<tr>
<td>Locate the nearest member of a group</td>
<td>Where is the nearest member of Tech Support? *</td>
</tr>
<tr>
<td></td>
<td>Where is the closest member of Tech Support? *</td>
</tr>
<tr>
<td></td>
<td>Locate nearest member of Tech Support? *</td>
</tr>
<tr>
<td></td>
<td>Locate closest member of Tech Support? *</td>
</tr>
<tr>
<td>Find a member of a group close to a given location</td>
<td>Locate members of Tech Support close to The First Floor. *</td>
</tr>
</tbody>
</table>

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### Log In and Log Out

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log in</td>
<td>Press the Call button and then say your first and last name when prompted.</td>
</tr>
<tr>
<td>Log out</td>
<td>Log me out.</td>
</tr>
<tr>
<td>Find out who is logged in to your device</td>
<td>Who am I?</td>
</tr>
<tr>
<td>Listen to the welcome tutorial</td>
<td>Play Welcome Tutorial.</td>
</tr>
</tbody>
</table>
| Log in at a site you are visiting                | 1. Press the Call button and then wait to hear the log-in prompt.  
|                                                 | 2. Connect to your home site as follows:  
|                                                 | Connect to Santa Cruz.  
|                                                 | 3. Wait for the next log-in prompt, then say or spell your name as usual:  
|                                                 | April Buckley. |

### Manage Groups

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add a member to a group</td>
<td>Add Lynn Faulkner to Code Blue. *</td>
</tr>
<tr>
<td>Remove a member from a group</td>
<td>Remove Lynn Faulkner from Code Blue. *</td>
</tr>
<tr>
<td>Record a name prompt for a group</td>
<td>Record name for Code Blue. *</td>
</tr>
<tr>
<td>Record a greeting for a group</td>
<td>Record greeting for Technical Support. *</td>
</tr>
</tbody>
</table>

* = requires permission or telephony integration
### Miscellaneous

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find out the time and date</td>
<td>What time is it?</td>
</tr>
<tr>
<td>Train the Genie to recognize the way you say a name</td>
<td>Learn a name. Learn a group name. Learn an address book name. Learn a location name.</td>
</tr>
<tr>
<td>Unlearn the training</td>
<td>Unlearn a name. Unlearn a group name. Unlearn an address book name. Unlearn a location name.</td>
</tr>
<tr>
<td>Train the Genie to recognize the way you say common commands</td>
<td>Learn commands.</td>
</tr>
<tr>
<td>Train the Genie to recognize the way you say other commands</td>
<td>Learn more commands.</td>
</tr>
<tr>
<td>Delete all your learned commands</td>
<td>Unlearn commands.</td>
</tr>
<tr>
<td>Connect incoming calls immediately</td>
<td>Turn Auto Answer on.</td>
</tr>
<tr>
<td>Ask before connecting incoming calls</td>
<td>Turn Auto Answer off.</td>
</tr>
<tr>
<td>Play announcements through badge speaker when headset plugged in</td>
<td>Turn announce through speaker on.</td>
</tr>
<tr>
<td>Play announcements through headset when headset plugged in</td>
<td>Turn announce through speaker off.</td>
</tr>
</tbody>
</table>

### Place a Three-Way Conference Call

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiate a three-way conference call</td>
<td>Conference James Madison and Mary Lamb.</td>
</tr>
<tr>
<td>Add another party to a call (unsupervised method)</td>
<td>1. Press the Hold/DND button to put your call on hold. 2. Press the Call button to summon the Genie and say: Invite Robin Hood.</td>
</tr>
<tr>
<td>Add another party to a call (supervised method)</td>
<td>1. Press the Hold/DND button to put your call on hold. 2. Press the Call button to summon the Genie and say: Call Robin Hood. Your badge connects to the new party. 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 or the following: Answer &quot;Yes&quot; to create a three-way conference call between you and the other two parties. Answer &quot;No&quot; to place the new party on hold while you speak with the original caller.</td>
</tr>
<tr>
<td>Switch between an active call and a call on hold</td>
<td>Press the Hold/DND button.</td>
</tr>
<tr>
<td>End a conversation and return to the other party</td>
<td>Press the Call button while talking to the person you want to disconnect.</td>
</tr>
<tr>
<td>Initiate an urgent three-way conference call</td>
<td>Urgently conference John Smith and Mary Jones. *</td>
</tr>
<tr>
<td>Urgently add another party to an ongoing call</td>
<td>Press the Hold/DND button to put your call on hold. Press the Call button to summon the Genie and say either of the following: Urgently Invite Robin Hood. * Urgently call Robin Hood. *</td>
</tr>
<tr>
<td>Action</td>
<td>Recommended Commands</td>
</tr>
<tr>
<td>--------</td>
<td>----------------------</td>
</tr>
</tbody>
</table>
| Placing a three-way conference call between different sites | 1. Connect to a remote site:  
   Connect to Santa Cruz.  
2. Wait for the next Genie prompt, then say:  
   Conference April Buckley.  
3. After April is connected, press the Hold/DND button to put the call on hold.  
4. Connect to another remote site:  
   Connect to Scotts Valley.  
5. Invite another user to the conference call:  
   Invite John Smith. |
| * = requires permission or telephony integration |

### Play Messages

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play new voice messages</td>
<td>Play messages.</td>
</tr>
<tr>
<td></td>
<td>Play messages from John Smith.</td>
</tr>
<tr>
<td></td>
<td>Play messages from Marketing.</td>
</tr>
<tr>
<td>Play new text messages</td>
<td>Play text messages.</td>
</tr>
<tr>
<td>Play old (previously played) voice messages</td>
<td>Play old messages.</td>
</tr>
<tr>
<td></td>
<td>Play old messages from John Smith.</td>
</tr>
<tr>
<td></td>
<td>Play old messages from Marketing.</td>
</tr>
<tr>
<td>Play old (previously played) text messages</td>
<td>Play old text messages.</td>
</tr>
<tr>
<td>Delete voice messages, played or not</td>
<td>Delete all messages.</td>
</tr>
<tr>
<td></td>
<td>Delete messages from John Smith.</td>
</tr>
<tr>
<td>Delete text messages, played or not</td>
<td>Delete all text messages.</td>
</tr>
<tr>
<td></td>
<td>Delete all text messages from John Smith.</td>
</tr>
<tr>
<td>Find out who called or left a message while you were unavailable if you have Missed Call Notification turned off</td>
<td>Who called?</td>
</tr>
</tbody>
</table>
| Issue commands while playing a message. (Press the Call button before saying the command.) | Delete.  
Save.  
Next.  
Repeat.  
Time.  
Date.  
Cancel. |

### Record Reminders

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Voice Commands</th>
<th>Alternative Forms</th>
</tr>
</thead>
</table>
| Create a voice reminder for yourself        | Record a voice reminder    | Schedule a voice reminder  
Set up a voice reminder  
Send a voice reminder |
### Record Your Name and Greeting

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
<th>Genie Response</th>
<th>User Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record your name</td>
<td>Record my name.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Record your greeting</td>
<td>Record my greeting.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Play your greeting</td>
<td>Play my greeting.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Erase your greeting</td>
<td>Erase my greeting.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Send and Receive Numeric Pages

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send a numeric page to a Vocera user, buddy, or address book entry</td>
<td>Send a page to Tom Mailer. *</td>
<td>Vocera 4.0 GA or earlier</td>
</tr>
<tr>
<td></td>
<td>Send a page to Tech Support. *</td>
<td></td>
</tr>
<tr>
<td>Send a numeric page to any arbitrary pager number</td>
<td>Send a page to Tech Support. *</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dial a pager number. *</td>
<td></td>
</tr>
<tr>
<td>Allow badge users to send you numeric pages</td>
<td>Enable pages. *</td>
<td></td>
</tr>
<tr>
<td>Stop receiving numeric pages from badge users</td>
<td>Disable pages. *</td>
<td></td>
</tr>
</tbody>
</table>

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### Send Messages

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send a message</td>
<td>Record a message for John Smith.</td>
</tr>
<tr>
<td></td>
<td>Record an urgent message for Tech Support.</td>
</tr>
<tr>
<td>Action</td>
<td>Recommended Commands</td>
</tr>
<tr>
<td>--------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>Send an e-mail with a voice attachment</td>
<td>Record an e-mail for John Smith. Record an e-mail for Tech Support.</td>
</tr>
</tbody>
</table>

### Summon and Dismiss the Genie

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summon the Genie</td>
<td>Press the Call button. Wait for the Genie to answer.</td>
</tr>
<tr>
<td>Dismiss the Genie</td>
<td>Cancel (or press the Hold/DND button).</td>
</tr>
</tbody>
</table>

### Transfer a Call

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer a call to a badge</td>
<td>Transfer to Mary Smith. Transfer to Tech Support.</td>
</tr>
<tr>
<td>Transfer a call to a desk extension</td>
<td>Transfer to extension 2457. *</td>
</tr>
</tbody>
</table>

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### Use Instant Conferences

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Join a conference</td>
<td>Join the conference for Managers. *</td>
</tr>
<tr>
<td>Leave a conference</td>
<td>Leave the conference for Cashiers. *</td>
</tr>
</tbody>
</table>
| Start conferencing or reply (when you are in a conference) | 1. Press and hold the Call button.  
   - When it is OK to talk, the badge plays a chime.  
   - If somebody else in the conference has already started to speak, you hear a warning sound.  
   2. Begin speaking.  
   - Everyone in the conference hears you immediately.  
   3. When finished, release the Call button.  
   - Everyone in the conference hears a chime, letting them know they can now reply. |
| Find out what conference you are in | What conference am I in? |
| Find out who is in your conference | Who is in my conference? |
| Find out who is in any conference | Who is in the conference for Intensive Care? |

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### Work With Your Groups

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find out what groups you belong to</td>
<td>What groups am I in?</td>
<td></td>
</tr>
<tr>
<td>Find out who belongs to a group</td>
<td>Who is a member of Code Blue?</td>
<td></td>
</tr>
<tr>
<td>Add yourself to a group</td>
<td>Add me to Code Blue. *</td>
<td></td>
</tr>
<tr>
<td>Add yourself to multiple groups</td>
<td>Add me to multiple groups. Each time you hear a tone, say the name of a group to which you want to be added. When you are finished, press the Call button.</td>
<td></td>
</tr>
</tbody>
</table>

Vocera 4.1 GA or later
<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remove yourself from a group</td>
<td>Remove me from Code Blue. *</td>
<td>133</td>
</tr>
<tr>
<td>Remove yourself from multiple groups **</td>
<td>Remove me from multiple groups. Each time you hear a tone, say the name of a group from which you want to be removed. When you are finished, press the Call button.</td>
<td>Vocera 4.1 GA or later</td>
</tr>
</tbody>
</table>

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### Work with Sites

<table>
<thead>
<tr>
<th>Action</th>
<th>Recommended Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call a user at your current site</td>
<td>Call April Buckley.</td>
</tr>
<tr>
<td>Call a user whose home site is the same as your current site</td>
<td>Call April Buckley.</td>
</tr>
<tr>
<td>Call a user at a remote site or any arbitrary site</td>
<td>1. Connect to Santa Cruz. 2. Wait for the next Genie prompt, then say: Call April Buckley.</td>
</tr>
</tbody>
</table>