

Genie Voice Command Tips

The Genie button may look different depending on if you are connected to the hospital Wi-Fi vs. being connected through your cellular plan outside of the hospital. Both buttons will call the Genie if tapped.



When you tap the Call button, Vocera Genie immediately says “Vocera?”

- Provide your command when she finishes speaking. If you talk over her, she may not process what you said.
- Speak at a normal speed and volume. If you pause or speak too slowly, Genie may misinterpret that you are finished speaking.

Genie Command Language

“Record my name” – At the prompt for First and Last Name, say your first name, role and department. At the prompt for first name, say your first name. To protect employee’s privacy, patient care unit staff (nurses, patient care techs and unit secretaries) should record their name, role and department in Vocera so that only their first name is spoken by the Genie. This should be done at your initial set up. An example would be “Jen, Nurse, LFH E3”.

Staff Assignments

- To verify the groups you are in say **“What groups am I in?”**
- To add yourself to a group say **“Add me to** (group name exactly as your Call Flows were built),” like “Add me to First Floor Tech” (IP Rehab) or “Add me to Covering Chaplain” (Spiritual Care), for example.
- To add yourself to more than one group say **“Add me to multiple groups.”** The Genie prompts you to state the group names and press the Call button when done.
- To remove yourself from a group say **“Remove me from** (group name),” like “Remove me from M O C,” for example.
- To remove yourself from more than one group say **“Remove me from multiple groups”.**

Log Out – Say **“Log me out”**.

Guest Access Numbers

If you need speak with a Vocera user or role, you can use the Guest Access Number to have the Vocera Genie (voice recognition application) connect their call.

Location	Guest Access Number
Central DuPage Hospital	630.933.1770
Delnor Hospital	630.938.2009

Kishwaukee Hospital	779.334.6500
Lake Forest Hospital	224.271.3003
Marianjoy Rehabilitation Hospital	630.909.6130
Northwestern Memorial Hospital	312.472.5598
NMH McGaw Pavilion	312.694.0307
NMH Prentice Women's Hospital	312.472.0709
Test Server NMH	312.472.0335
Valley West Hospital	779.334.6400

Record, Play, and Delete Messages

When calling individual users that are not available, the Genie will ask you if you would like to leave a message. Follow the Genie prompts to record and send your message.

You can also summon the Genie by tapping the call icon and follow the options listed below:

- Record a message to a user: **“Record a message for _____”** (first and last name or first name IN department);
- Record a message for a group: **“Record a message for _____”** (group name)
- Play new/old voice messages: **“Play messages”, “Play new messages from _____”, “Play old messages from _____”**
- Delete Messages: **“Delete messages”, “Delete all messages”, “Delete messages from _____”, “Delete old messages from”, “Delete old messages”.**

NOTE: Voice messages are also accessible from the “Call Log” and are kept on the Vocera server for 14 days unless you delete them sooner.

- If you wish others to hear your name recorded in your personal voice, you can issue the command: **“Record my Name”** and follow the Genie’s prompts.

Tips for talking to the Vocera Genie

- When you hit the Call button, the Vocera Genie immediately begins speaking and saying “Vocera?”, and you should immediately put your phone to your ear and provide your command when she finishes speaking.
- Speak at a normal speed. Pauses created when speaking too slowly may be misinterpreted by the Genie that you are finished speaking.
- Allow the Genie to finish speaking before answering. When the Genie is speaking, she is not able to listen and will likely miss what you are saying.
- Use the correct language of the commands as noted below.

Voice Commands for Vocera Collaboration Suite

Voice Reminders (You can create reminders when connected to onsite Wi-Fi. They’ll be delivered as scheduled regardless if you’re on the network or not.)

Instruct the Genie to create a reminder for other users and yourself:

- For yourself: **“Record a Reminder”** **“Record a voice reminder”** or **“Schedule a reminder”**.
- For others: **“Record a voice reminder for _____”** or **“Schedule a reminder for _____”** (first and last name, limited to 3).
- For a group: **“Record a reminder for _____”** or **“Schedule a reminder for _____”** (group name).

Set the **frequency and duration** of a reminder:

- The Genie understand time spoken as follows: **“At 4 PM today”**, **“15 minutes from now”**, **“Every 30 minutes for the next 2 hours”** (Set the minimum duration to 5 minutes and the maximum to 24 hours).

Create a **recurring** voice reminder:

- For yourself: **“Record a recurring reminder for myself”** or **“Schedule a recurring reminder for myself”**.
- For another user: **“Record a recurring reminder for _____”** or **“Record a recurring reminder for _____”** (first and last name).
- For a group: **“Record a recurring reminder for _____”** or **“Schedule a recurring reminder for _____”** (group name).

Record an urgent voice reminder using the commands below:

- **“Record an urgent reminder”** or **“Record an urgent voice reminder”**
- **“Record an urgent voice reminder for _____”**

NOTE: Caution - Urgent reminders will break through an on-network user in DND and automatically play.

Delete reminders with the command, **“Delete a Reminder”**, **“Delete all Scheduled Reminders”** or **“Delete a Recurring Reminder”** and follow the Genie prompts.

Calling other users:

- Call a user: **“Call _____”** (first and last name). *
- Call a user with a department name: **“Call _____ (first and last name) in _____ (department name)”**. *
- Call an extension: **“Dial extension _____”**. *
- Transfer a call to an extension: **“Transfer to extension _____”**. *
- Transfer a call to a badge: **“Transfer to _____ (first and last name)”**. *
- Transfer a call to a desk extension: **“Transfer to extension _____”**. *

Forward your call:

- **“Forward my calls to my desk phone.”** *
- **“Forward my calls to my cell phone.”** *
- **“Forward my calls to my home phone.”** *
- **“Forward my calls to voice mail.”** *
- **“Forward my calls to extension _____.”** *
- **“Forward my calls to an outside number.”** *
- **“Forward my calls to another number.”** *
- **“Forward my calls to Tech Support.”**

- **“Forward my calls to _____.”***
- **“Stop forwarding.”**

When asked **which** calls to forward, answer:

- **“All”**.
- **“Unanswered”**
- **“Offline”**

* = requires permission or telephony integration

Communicate with Multiple Sites

You can use voice commands to help you work with sites. Press the Call button, wait for the Genie to answer, and then say, recommended commands.

Call a user at a remote site or any arbitrary site:

1. **“Connect to _____ (Site Name).”**
2. Wait for the next log-in prompt, then say or spell _____ “(your name)”.

Log In at a Site you are Visiting

If you do not log out when you leave a site, and you bring your logged-in device to a new site, you will not 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.

Press the Call button, wait for the Genie to answer, and then say, recommended commands.

Log in at a site you are visiting:

1. **“Connect to _____ (Site Name).”** For example: Santa Cruz.
2. Wait for the next log-in prompt, then say or spell _____ “(your name)”.

Easter Eggs

The following shows the commands and Genie response:

- Call Captain Kirk: “Captain Kirk is busy in another Galaxy at the moment!”
- Make it so: “OK, I made it but you will have to unmake it! ”
- Beam me up!: “Sorry the transporter feature is still under development.”
- Beam me down!: “I don't think I can do that!”
- Good bye: “Live long and prosper!”
- I'm having a bad day: “Take a deep breath and know that you are helping to save a life today.”
- My Vocera is broken: “Are you sure it's not your wireless or the way you are holding your badge.”
- Genie, I have a wish: “Your wish is my command.”
- Genie, obey my commands: “First you must follow my rules!”
- Santa Claus: “Ho Ho Ho, Santa hopes you feel better.”
- Mrs. Claus: “Santa is watching you, be brave.”
- Easter Bunny: “Hopping you feel better.”

- I need a hug: “Warm fuzzies coming your way.”
- Houston, we have a problem: “Keep calm, and call a super hero.”

Mindfulness Commands

You can use the following mindfulness commands from your Vocera badge.

- Play mindfulness for 30 seconds: “Play mindfulness”, “Mindfulness” or “Practice mindfulness”.
- Play mindfulness for a minute: “Play 1 minute mindfulness”, “1 minute mindfulness”, “Practice 1 minute mindfulness” or “Practice or Play mindfulness for a minute”.
- Play mindfulness for 5 minutes: “Play 5 minutes mindfulness” “5 minute mindfulness”, “Practice 5 minute mindfulness” or “Practice or Play mindfulness for 5 minutes”.