

# Vocera System Float Pool Staff Update



*Audience: System Float Pool Nurses and Staff*

The following instructions are related to Vocera changes following a September 2022 system update.

## Vocera Extensions for Float Staff

- System Float Pool staff are available through the **Global** Vocera homesite.
- To call **Global** Vocera users by name or extension, **dial ##7**, followed by the name or Vocera extension from any desk phone across the system.
- This change:
  - Eliminates the need to connect to homesite before login.
  - Allows UAAs, telemetry techs and other departments/units to call users' Vocera extension, regardless of the site/unit they are working.
  - Allows all sites to find users' extensions in Vocera Web Console under a single homesite.

## Unit Broadcasts and Urgent Broadcasts

- Vocera urgent and non-urgent broadcasts go out to members of a group.
- To become a member of a group that receives important unit based or emergency response broadcasts, use the command "Add me to \_\_\_\_ (group/role/unit/department)."
- To stop receiving unwanted broadcasts as a group member, use the command "What groups am I in?" to hear the exact group name/phrase.
- Then press the call button again and use the command "Remove me from \_\_\_\_ (said group/role/unit/department)."

## Reminder: IT Support Contact Information and References

- For Houston Methodist Vocera Badge information, visit <https://it.houstonmethodist.org/vocera>
- For commonly used Vocera commands and phrases, review the [Vocera Command Poster](#).
- For Vocera support, including if a user found without an extension, or not found at any home site, contact the IT Service Desk at:
  - IT Service Desk: 832.667.5600
  - [itsupport@houstonmethodist.org](mailto:itsupport@houstonmethodist.org)
  - [it.houstonmethodist.org/help/](https://it.houstonmethodist.org/help/)
- To change your Genie Voice Persona preference (the device voice tone), use the command "Change Genie." This will switch between "Jennifer" and "Dan" personas.