

## How to Use the Vocera® Badge and Smartbadge With Air Purifying Respirators

When wearing the Vocera Badge or Smartbadge under Personal Protective Equipment (PPE), the following guidance has proven helpful to care team members wearing air purifying respirators (APRs).

### Speech Recognition

Vocera has conducted research and interviewed customers to create a list of tips for using Vocera devices while wearing APR masks. Among the various mask types, APR masks pose the greatest challenge to communication, regardless of the communication solution. Vocal quality and volume is greatly reduced with APR masks, making it difficult for anyone to be understood – even those not using the Vocera Badge or Smartbadge.



Left Image: APR Half Mask, Right Images: APR Full Mask

**Tips:** If you experience challenges with speech recognition, please try the following tips.

- **Train the Vocera Genie to recognize your voice while wearing PPE.** Say Learn a Name, Learn a Group Name, Learn an Address Book Name, or Learn a Command while wearing PPE to train the Genie to recognize your voice. Please refer to the [Improve Speech Recognition While Wearing Personal Protective Equipment Guide](#) for more information on training the Genie.  
*Note:* This is most effective when you go through the exercise using the same type of PPE you use frequently.  
*Note:* If you log in using a generic profile instead of your name, you will have to train the Genie each time you log in as others using the same generic profile will overwrite how you trained the Genie. If you login using your name, you will only have to train the Genie once.
- **Use instant conference as a backup.** In situations where speech recognition is difficult or impossible, the Instant Conference feature can be used. Instant Conference bypasses the interaction with the Genie entirely. Push and hold the Call button to open a one-way conference to all available members of the same conference group. Please refer to the [Tips and Tricks Instant Conference and Broadcasting](#) handout for more information.
- **Speak louder.** Some users of Vocera technology naturally have soft voices. Adding a mask may further reduce their vocal output, making it difficult for the Genie to hear everything being said. Simply raise the volume of your voice when wearing a mask to improve speech recognition.

### Hearing Audio

Audio output from Vocera devices is not impacted for the care team member wearing APR. However, the ability of the person receiving the call to hear and understand the audio from a caller using a APR can be difficult for some due to this mask's effect on sound transferr. Unfortunately, people wearing APR masks cannot be heard well even by people standing right next to them, with or without Vocera use. Additionally, due to the hectic nature of many environments that require the use of PPE, it may be noisier and therefore more difficult to hear audio.

**Tips:** If you find it challenging to hear the Badge or Smartbadge, please try the following tips. Share these tips with colleagues who may struggle to make out what you are saying.

- **Turn up the volume.**
  - **Smartbadge:** If the device display is turned off, press the volume button once to turn on the display. Press the Up Volume button to increase the volume and the Down Volume button to decrease the volume. For more information, please refer to the [Using the Volume Button](#) section of the [Vocera V-Series Smartbadge User Guide](#).

- **B3000n Badge:** While on a call, press the Up Volume button to increase the volume and the Down Volume button to decrease the volume. You can also adjust the volume when not on a call. Please refer to the [Adjusting Volume](#) section of the [Vocera B-Series Badge User Guide](#) to learn more.
- **Use a headset.** In addition to using a headset to amplify your voice, a headset also directs audio from the Badge or Smartbadge into your ear and reduces ambient noise. For more information on using the Badge and Smartbadge with a headset, please visit [Vocera Devices Headset Information](#).

### Additional Reference Materials

[Vocera Devices and Accessories Cleaning Guide](#)