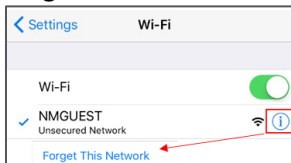


Connect to NMMOBILE Wi-Fi

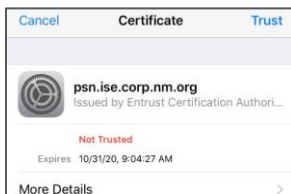
For Vocera to work properly, you must be connected to the NMMOBILE Wi-Fi network and “forget” other networks. You may be shown as offline in Vocera and miss communications if you are not connected to NMMOBILE.

Connect to the NMMOBILE Wi-Fi Network from an Apple Device

1. Go to settings > Wi-Fi and select **NMMOBILE** from network list.
2. Forget other NM networks, such as NMGUEST.



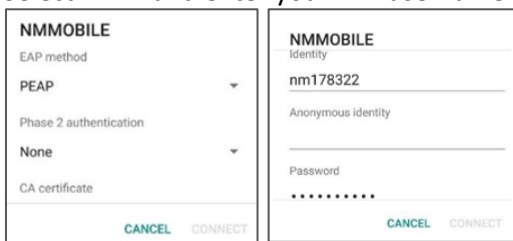
3. Use your NM username and password to log-in.
4. Trust the Certificate.



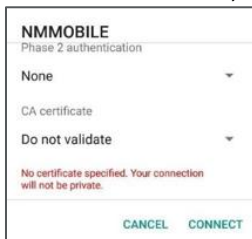
Connect to the NMMOBILE Wi-Fi Network from an Android Device

NOTE: See the next page for instructions to connect to NMMOBILE for individuals who have Android 12 devices.

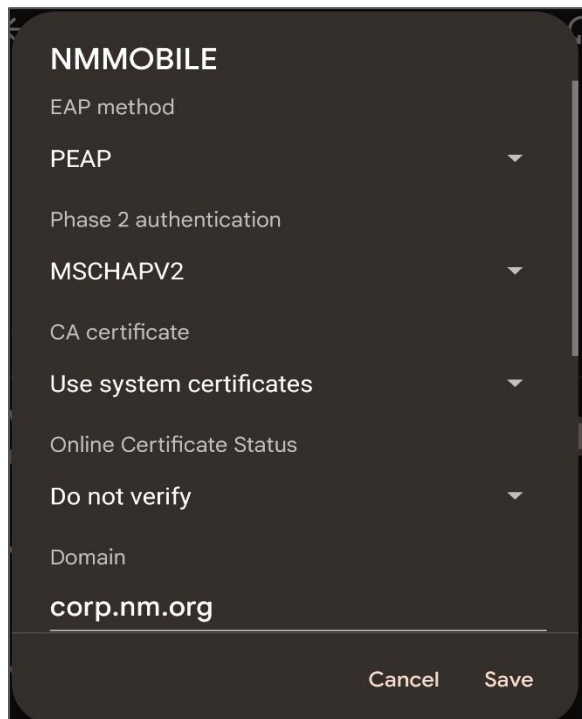
1. Go to settings > Wi-Fi and select **NMMOBILE** from the available network list.
2. Forget other NM networks, such as NMGUEST.
3. Select **PEAP** and enter your NM username and password to log-in.



4. For CA certification, select, **Do not validate**. Click **Connect**.



Steps for Android 12 Users Only



1. Go to settings > Wi-Fi and select **NMMOBILE** network.
2. Forget other NM networks, such as NMGUEST.
3. EAP Method: Select **PEAP**.
4. Phase 2 authentication: select **MSCHAPV2**.
5. CA Certificate: select **Use System certificates**.
6. Online Security Status: Select **Do not Verify**.
7. Domain: Type **corp.nm.org**.
8. Identity: type you **NM username**.
9. Password: Type your **NM password**.
10. Click **Save**.

MAC Randomization

MAC Randomization, also called "Private Wi-Fi Address", must be disabled on iPhones and Androids. Below are troubleshooting steps to take if you are unable to connect to NM Mobile.

iOS/Apple: Disable MAC Randomization on iOS Devices:

1. Connect to NM Mobile (even though it will not work).
2. Open the iOS Settings application on the iPhone.
3. Locate and click on the Wi-Fi icon that is connected to NM Mobile.
4. NM Mobile should have a blue checkbox next to it.
5. Click on the blue "Information" Icon link associated with NM Mobile.

6. Uncheck the PRIVATE WI-FI ADDRESS icon.
7. REBOOT THE MOBILE DEVICE.
8. Reconnect to NM Mobile.

Android: Disable MAC Randomization on Android Devices:

1. Open the Android Settings on the Android Device.
2. Click on About Phone.
3. Click on Status Information.
4. Phone Wi-Fi MAC address.
5. The Wi-Fi Mac address should be added to the Service Now ticket.

If you are still unable to connect after taking these steps, contact the MyNM Service Center at **312.926.4357**.