

Download and Install Vocera Collaboration Suite from [Google Play](#)



Use the QR code to quickly open Vocera in the Google Play Store.

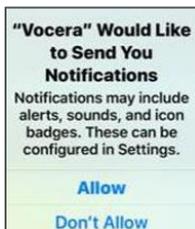
1. Go to [Google Play](#) and download Vocera Collaboration Suite application using your Google name and password.
2. To install, tap the VCS icon and accept all prompts.



3. Select OK to Access the Microphone.



4. Select **Allow** to Send Notifications.



NOTE: If you do not accept the Microphone and/or Notifications option during setup, please visit the settings options to make the necessary changes: Settings > Apps & Notifications > Vocera > Permissions.

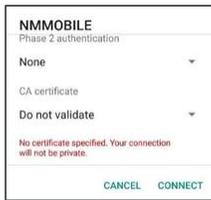
Vocera works on both Wi-Fi and cellular networks. Some public Wi-Fi networks (like Starbucks) require you to accept their terms and condition before you connect. You can also disable Wi-Fi and use cellular data. If you are still experiencing issues, please reboot your phone.

Connect to the NM Mobile Wireless Network

1. Go to settings > Wi-Fi and select NMMOBILE, Connecting to NMMOBILE is necessary to make Vocera work properly. Forget other networks, such as NM GUEST.
2. Select **PEAP** and enter your NM username and password to log-in.



- For CA certification, select, Do not validate. Then click Connect.



Android 12 users will need to take additional steps that are outlined below.

Steps for Android 12 users only

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

Android: Disable MAC Randomization on Android Devices:

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

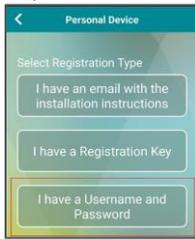
If you are still unable to connect after taking these steps, contact the MyNM Service Center at **312.926.4357**.

Log into Vocera

- Launch the Vocera app and select the option **Personal Device**.



2. Tap **I have a Username and Password.**



3. Add the following settings:

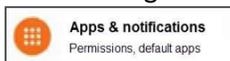


- Server Name: **vcs.nm.org**
- Username: **NM username**
- Password: **NM password**

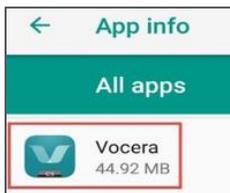
4. Tap **Register.**

Set Notifications

1. Go to Settings and select Apps & Notifications.



2. Select Vocera.



3. Select App Notifications.



4. Select "On".

- Application Notifications 
- Foreground Notifications 
- Background Notifications 

Message Notification Types

- When you are in Vocera and not in Secure Messages, a notification appears at the top of your screen.
- On a locked screen, an alert will show with no content to avoid showing sensitive information.

- While working in another app, a tone and vibration indicating the message’s priority will play, and you may see a notification at the top of your screen, depending on your operating system.

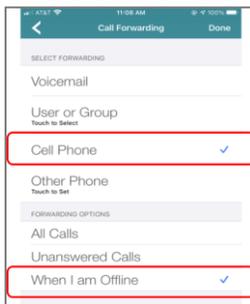
Set Call Forwarding

Forwarding calls to your cell phone is important to reduce missed calls when you are on- or off-campus, or have lost connection to NMMOBILE Wi-Fi. Cell phone numbers are automatically carried over to Vocera from your medical staff profile. If your cell phone number is not in your profile, please reach out to the Medical Staff Office to add your number.

1. Click on your profile picture to access call forwarding settings. Then toggle call forwarding on.



2. On the Call Forwarding screen, select Cell phone and When I am Offline.



NOTE: Remember to uncheck call forwarding and log out of Vocera when you are not working to avoid getting calls through Vocera.

Reminders

- Use a normal font size. Some items in the app may not show if the font is too large.
- If you need help, contact MyNM Service Center at **312.926.4357**.



BATTERY PRESERVATION TIPS: Connect to NMMOBILE and “forget” other networks. If you are off- campus for several days or are on vacation, log-out of Vocera. If you swipe up to close the app, it will continue to run.