Download and Install Vocera Collaboration Suite from App Store

Use the QR code to quickly open Vocera in the App Store.

1. Go to App Store and download Vocera Collaboration Suite application using your Apple ID and password.
2. To install, tap the VCS icon and accept all prompts.

3. **Set location services to Always** instead of Never or While Using the App to optimize performance. Vocera relies on the user location to properly route calls and messages.

To set location services:

a. Settings, select **Privacy**.

b. Privacy, select **Location Services.**

c. Location Services, Select **Vocera**.

d. Vocera, ensure Location Services is set to **Always** and exit settings To apply the changes, **please log- out of Vocera** and **restart your phone**.
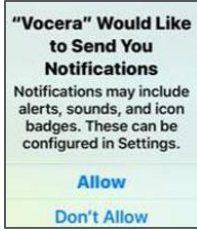
NOTE: **Background Location Use prompt:** At times, your device may prompt you to confirm background Location use. Select **"Always Allow."**
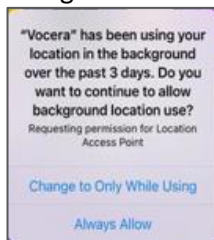
4. Select OK to Access the Microphone.
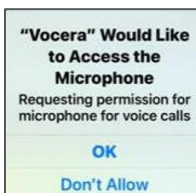
5. Select **Allow** to Send Notifications.

> **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.
2. Forget other networks, such as NM GUEST.
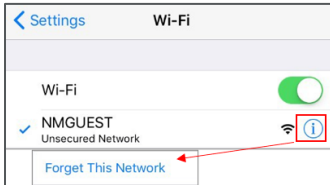
3. Use your NM username and password to log-in.
4. Trust the Certificate.
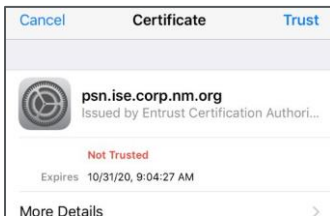
MAC Randomization

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.

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

Log into Vocera

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

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

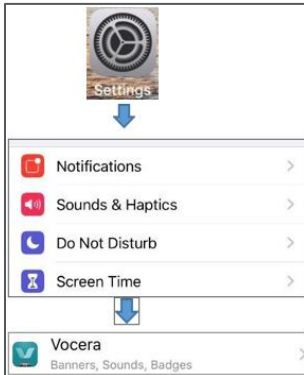3. Add the following settings:

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

4. Tap **Register**.
5. Create a 4-digit PIN to be used after three or more hours of inactivity.
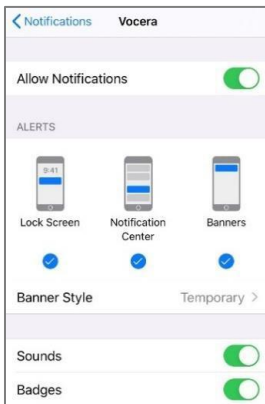
Set Notifications

1. Go to Settings > Notifications > Vocera.

2. Select Lock Screen, Notification Center and Banners
3. Turn on Sounds and Badges

Message Notification Types

- When "Banners" is selected as a notification, a banner 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 the alert style you selected.

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.

Notes:

- **Turn off call forwarding before logging out** of Vocera to avoid unwanted calls when you are not on-shift.
- If you set **Do Not Disturb for Calls**, call forwarding is suspended.
- **Do not forward calls to voicemail**.

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.
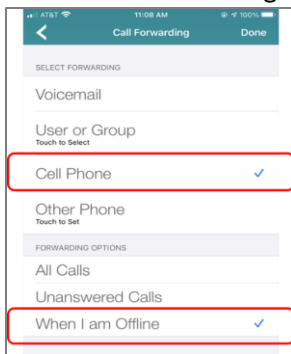
Reminders

- 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.