

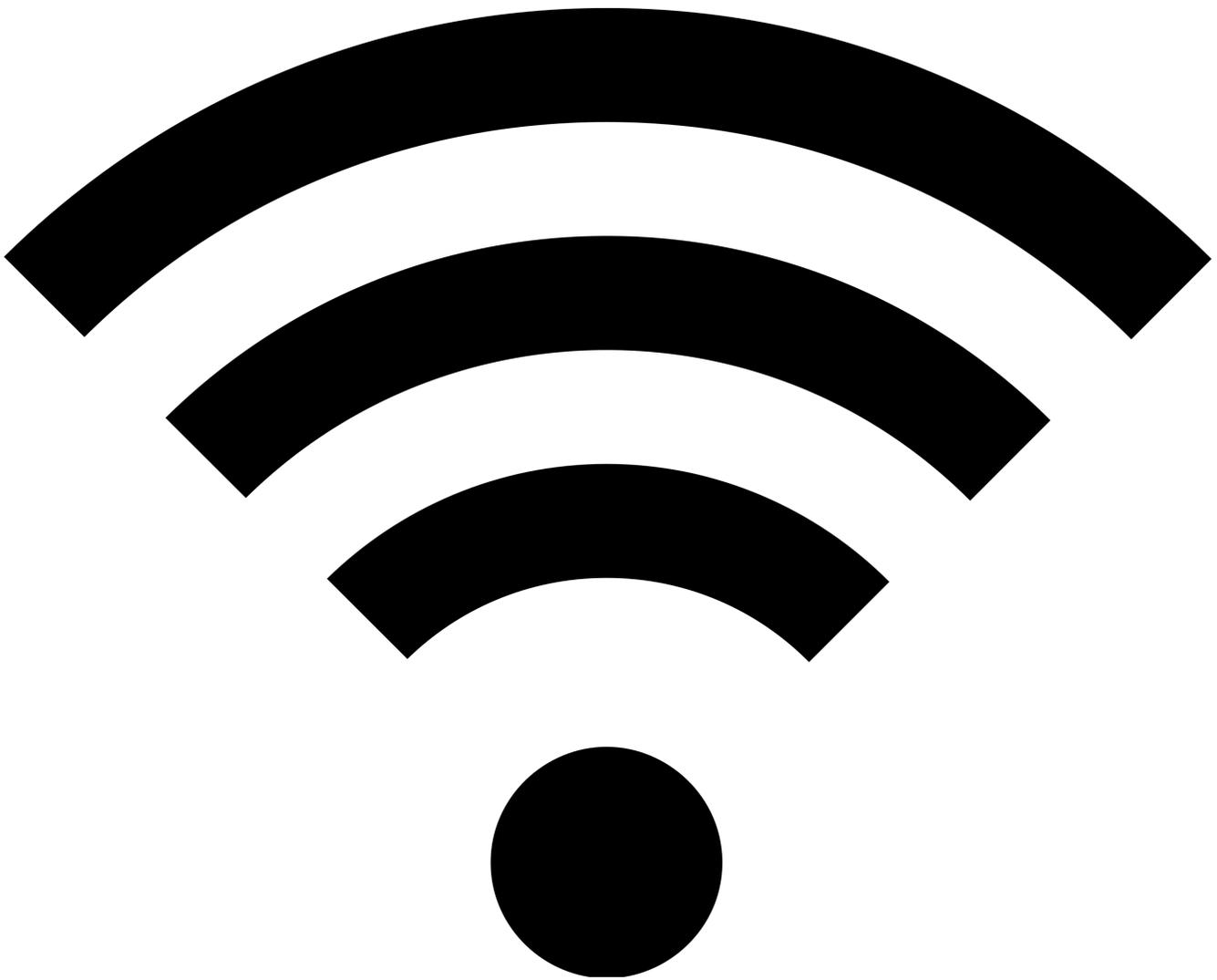
# VCS Installation & Setup

*Revised January 2024*



To install and use the Vocera Collaboration Suite (VCS) mobile app, your phone must be enrolled in Intune, UAB Medicine's Mobile Device Management software. If it hasn't already been enrolled, please follow the instructions in the Intune tutorial for your device type (iPhone or Android) before installing VCS.

*Please note that while you can install VCS without Intune, it won't function.*



Your phone must be connected to the internet through a cellular data or Wi-Fi network for Vocera to work. Although there are several Wi-Fi networks in our facilities, you should almost always be on the uabhs\_mobile network. Go to your device's Settings app to see which network it's attached to.

If your phone habitually connects to our public Wi-Fi, which shouldn't be used for Vocera, you can use the Settings app to "forget" that network. If you still can't access uabhs\_mobile inside a UAB Medicine building, please call the Help Desk at (205) 934-8888.

If you work at the VA or Children's of Alabama, your phone should connect to a suitable Wi-Fi network automatically.

[← Search](#)

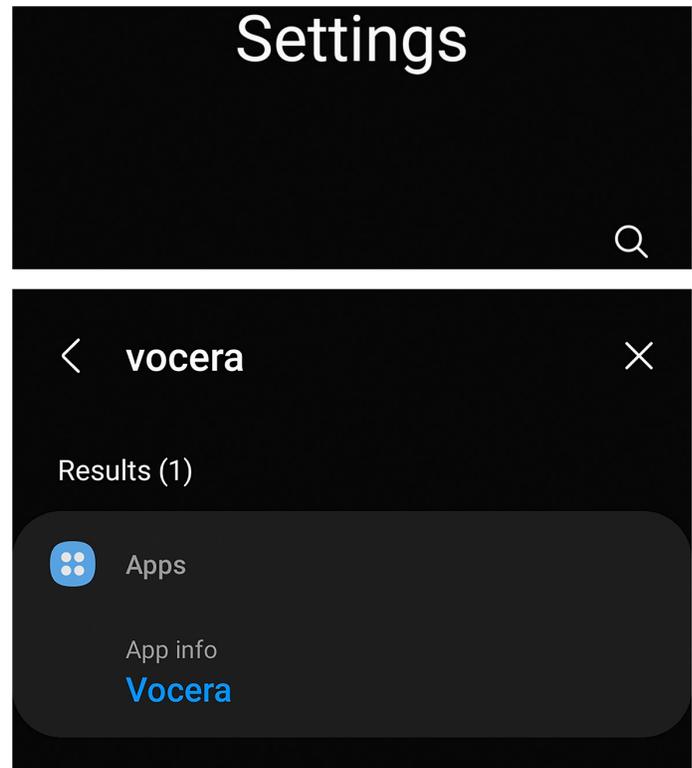
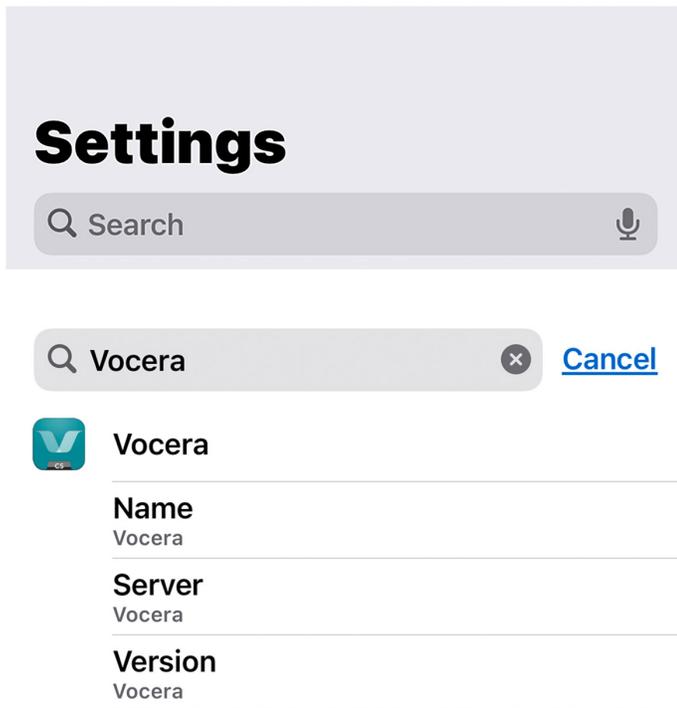


# Vocera Collaboration Suite

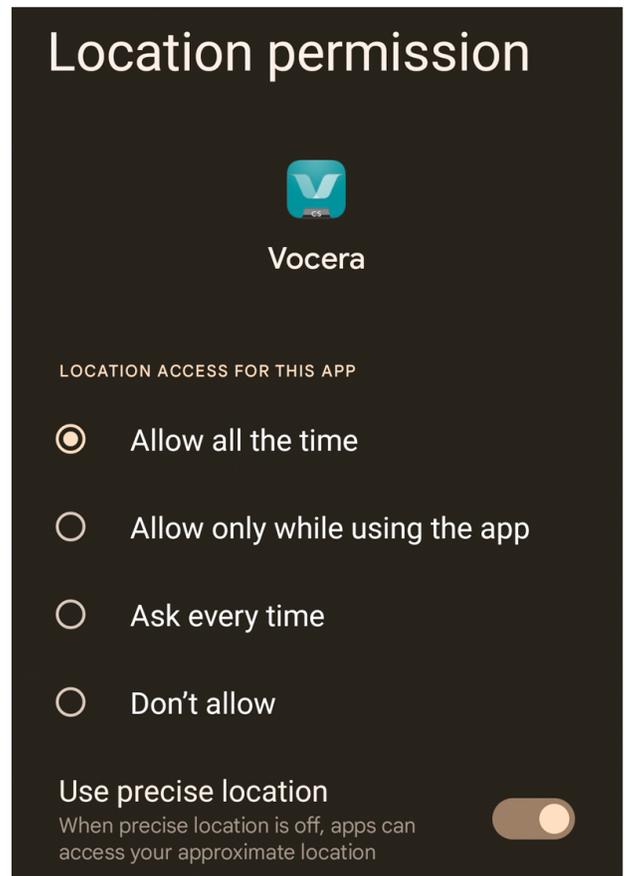
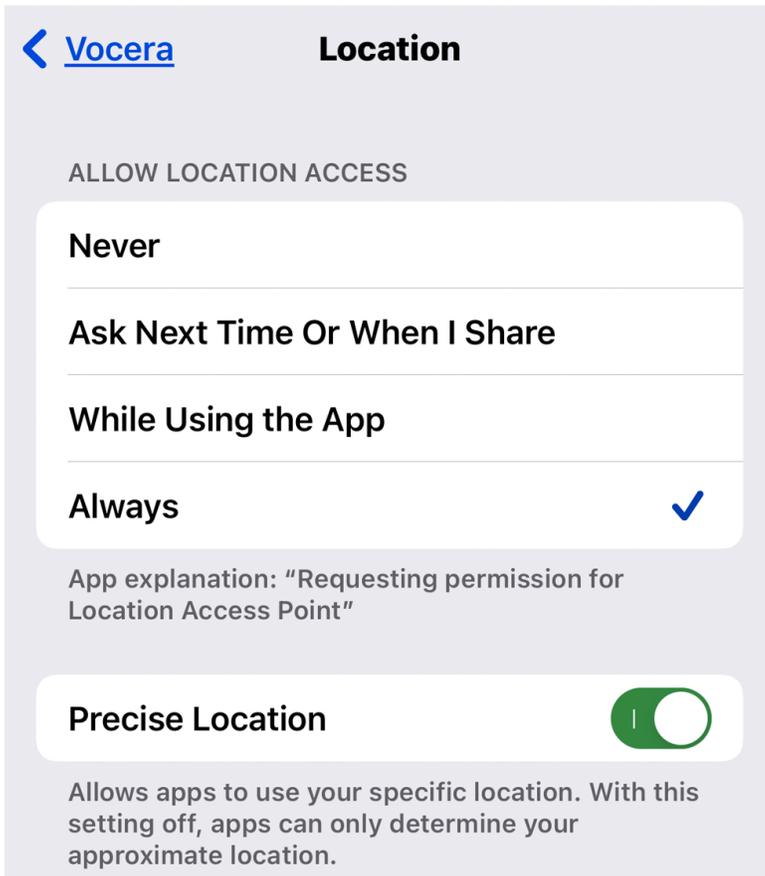
Business



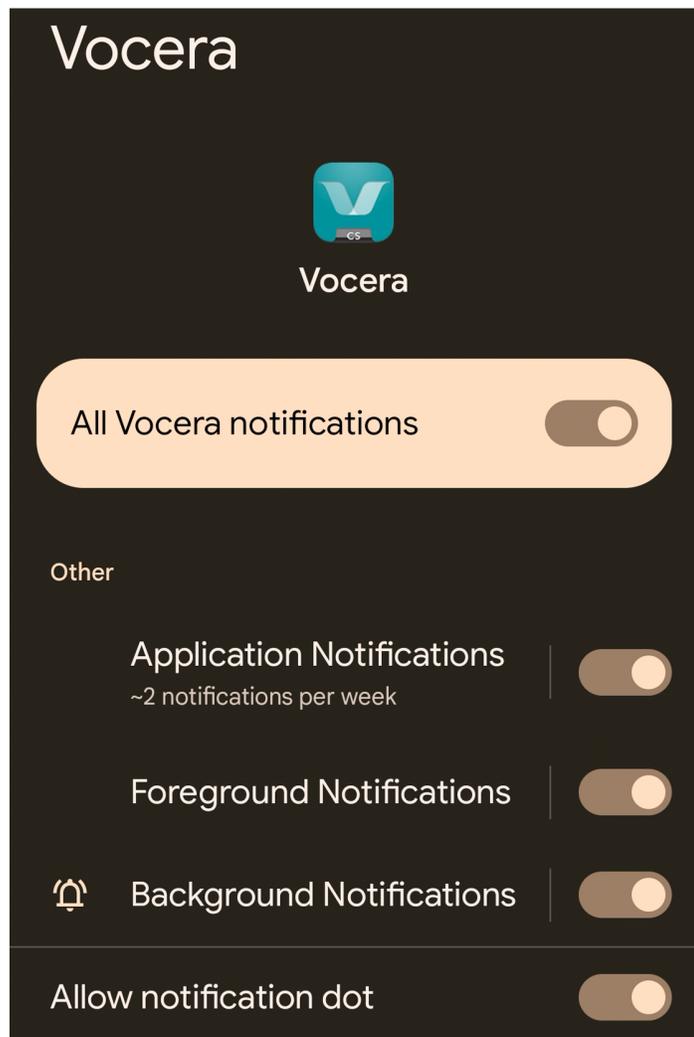
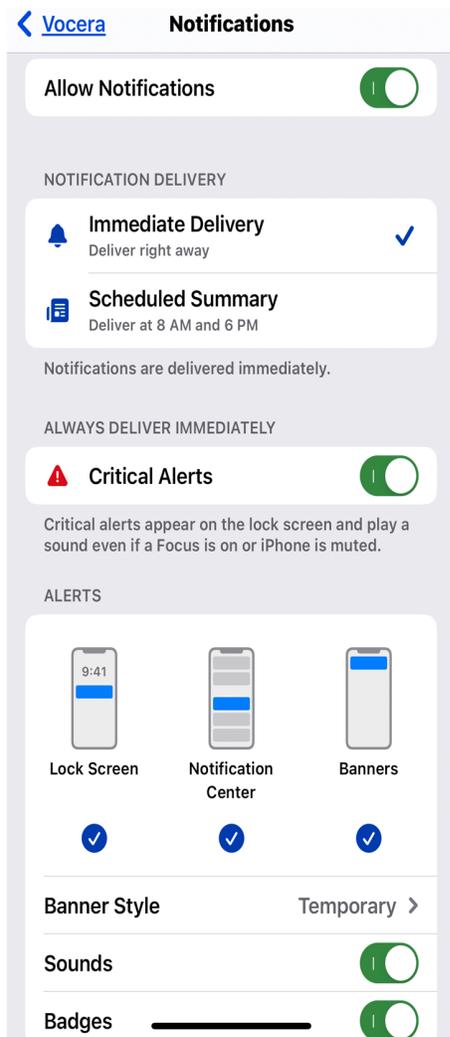
To get Vocera, go to your phone's app store and search for Vocera Collaboration Suite, then install it following the same procedure you use for other mobile apps.



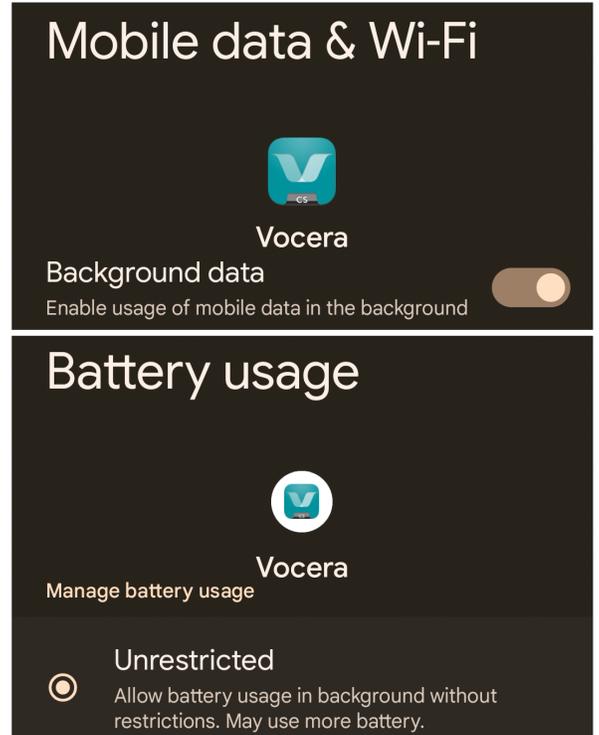
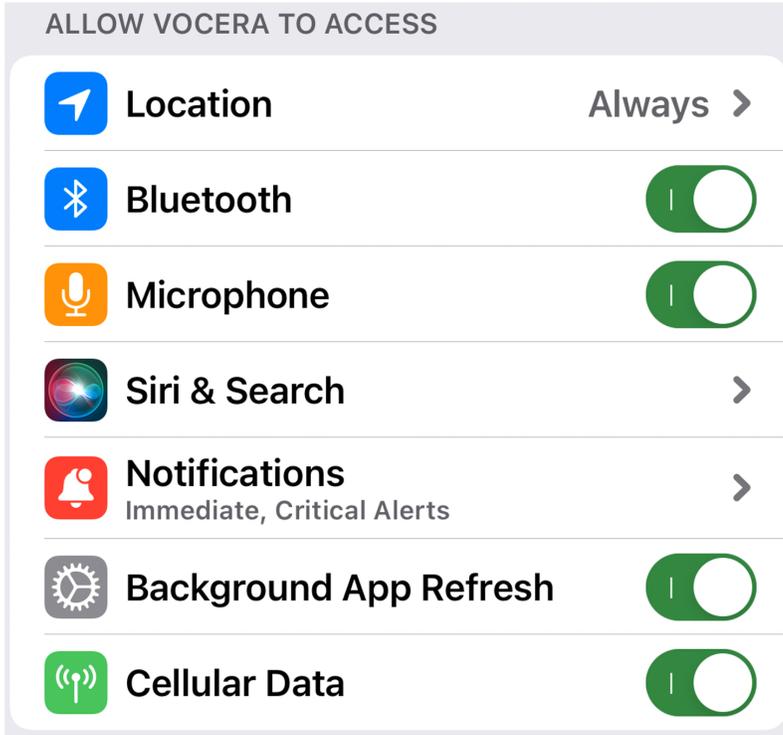
Before running VCS, make sure your phone's settings are correct. (You may also be asked about some of these settings when you run VCS for the first time.) Open the Settings app on your iOS or Android device, search for "vocera," and tap Vocera when it appears.



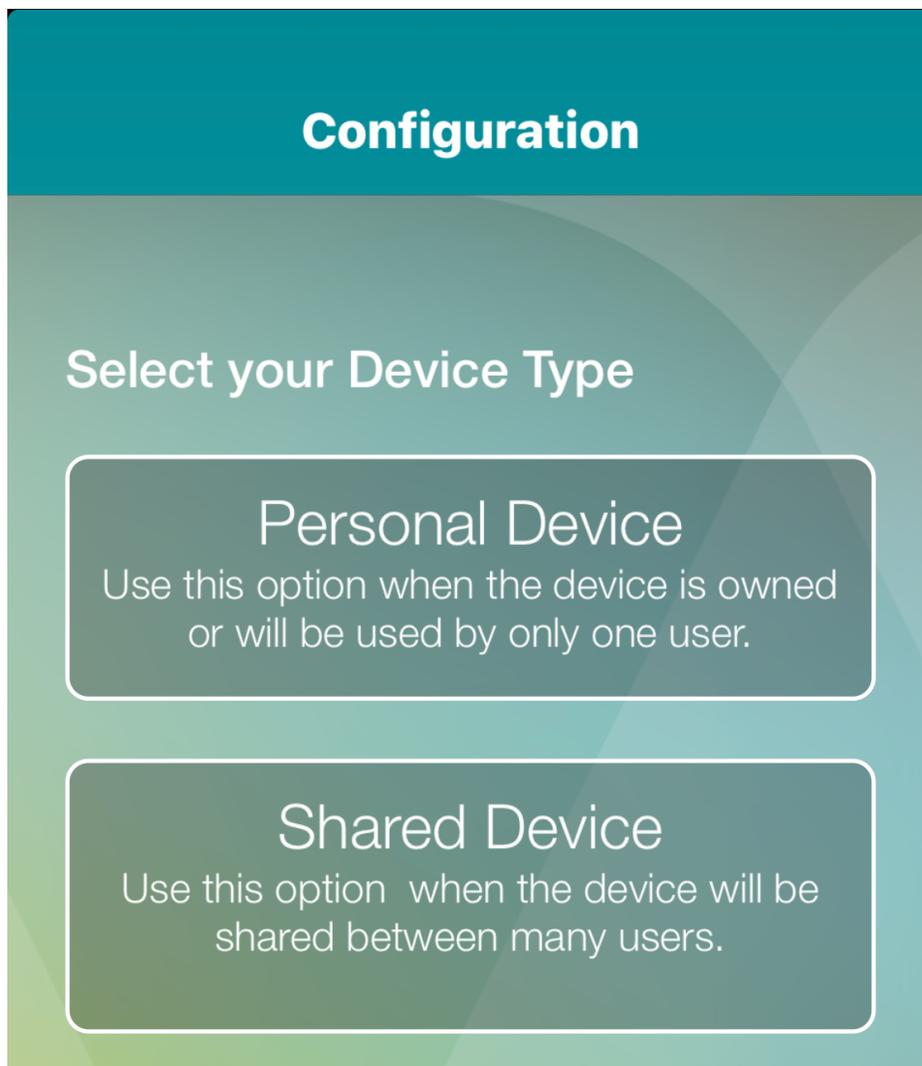
Here are the Location settings screens for iPhone on the left and Android on the right. The Vocera app should be set to always access location with precision. This doesn't let other people know where you are located, but it helps ensure message delivery.



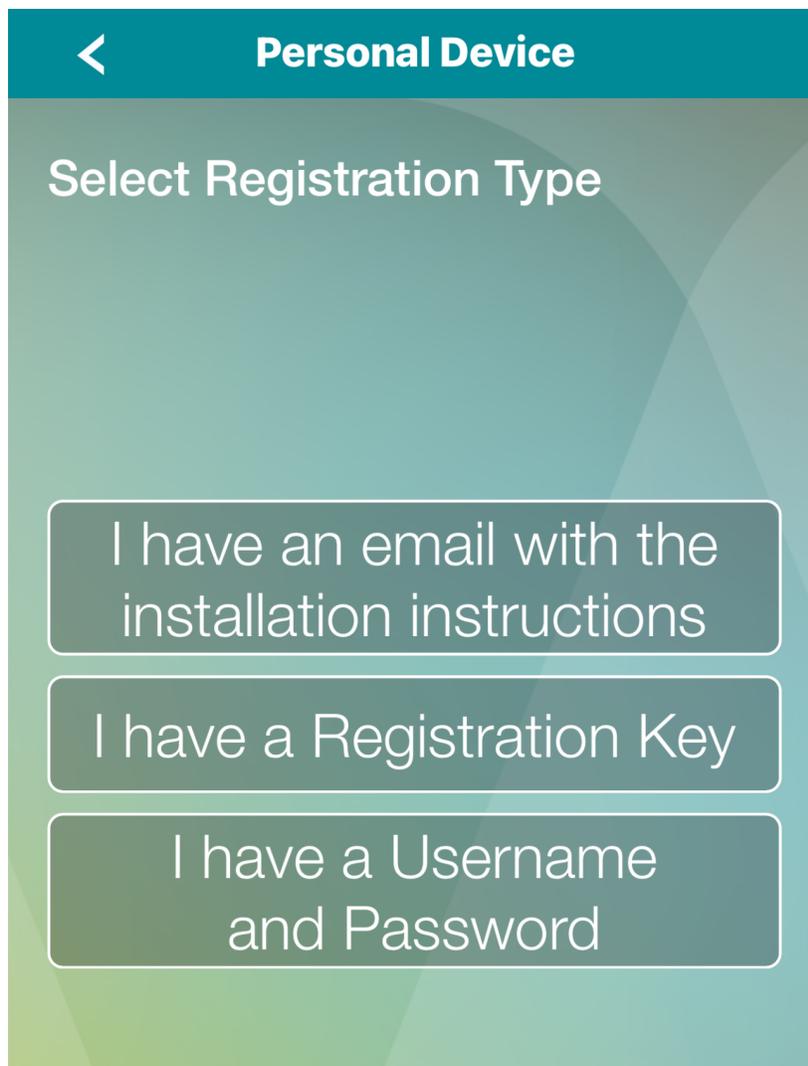
These are the Notifications settings screens for iPhone and Android. The key settings for iPhones include immediate delivery for notifications and critical alerts, as well as sounds. On Android, follow the settings shown here.



These are some other recommended settings for iPhone and Android. Enabling background app refresh and battery usage is essential, as is allowing mobile data usage for when you are offsite. Vocera's usage of power and data is small during normal operation.



You'll see this screen the first time you run the VCS app. For most users, Personal Device is the correct choice.



Select the last option (username and password).

**Configuration**

**Settings**

messaging.hs.uab.edu

ftessler

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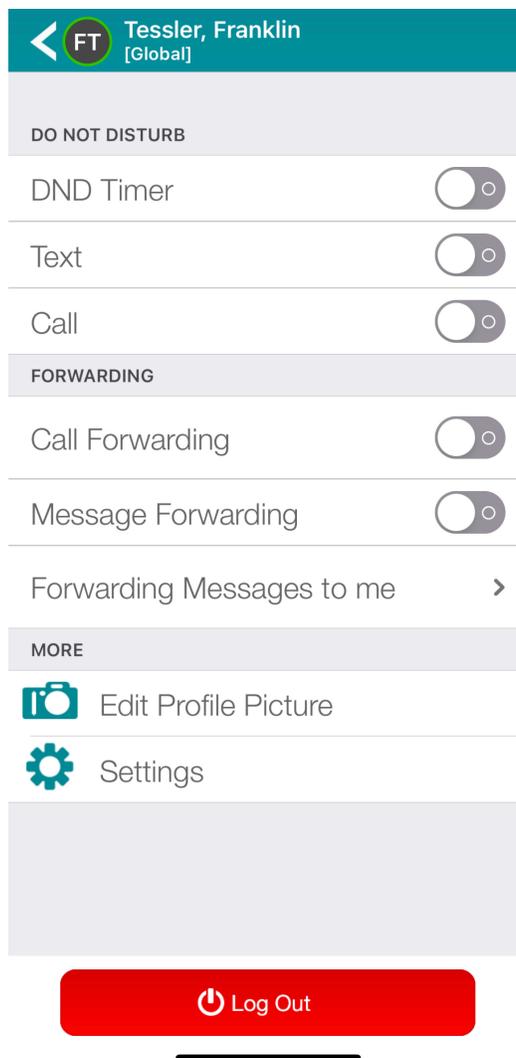
Register

Next, enter your UABMC username and password — they're the same ones you use for your UAB Medicine email and to log on to applications like IMPACT. It will take a few seconds to connect to the Vocera server.

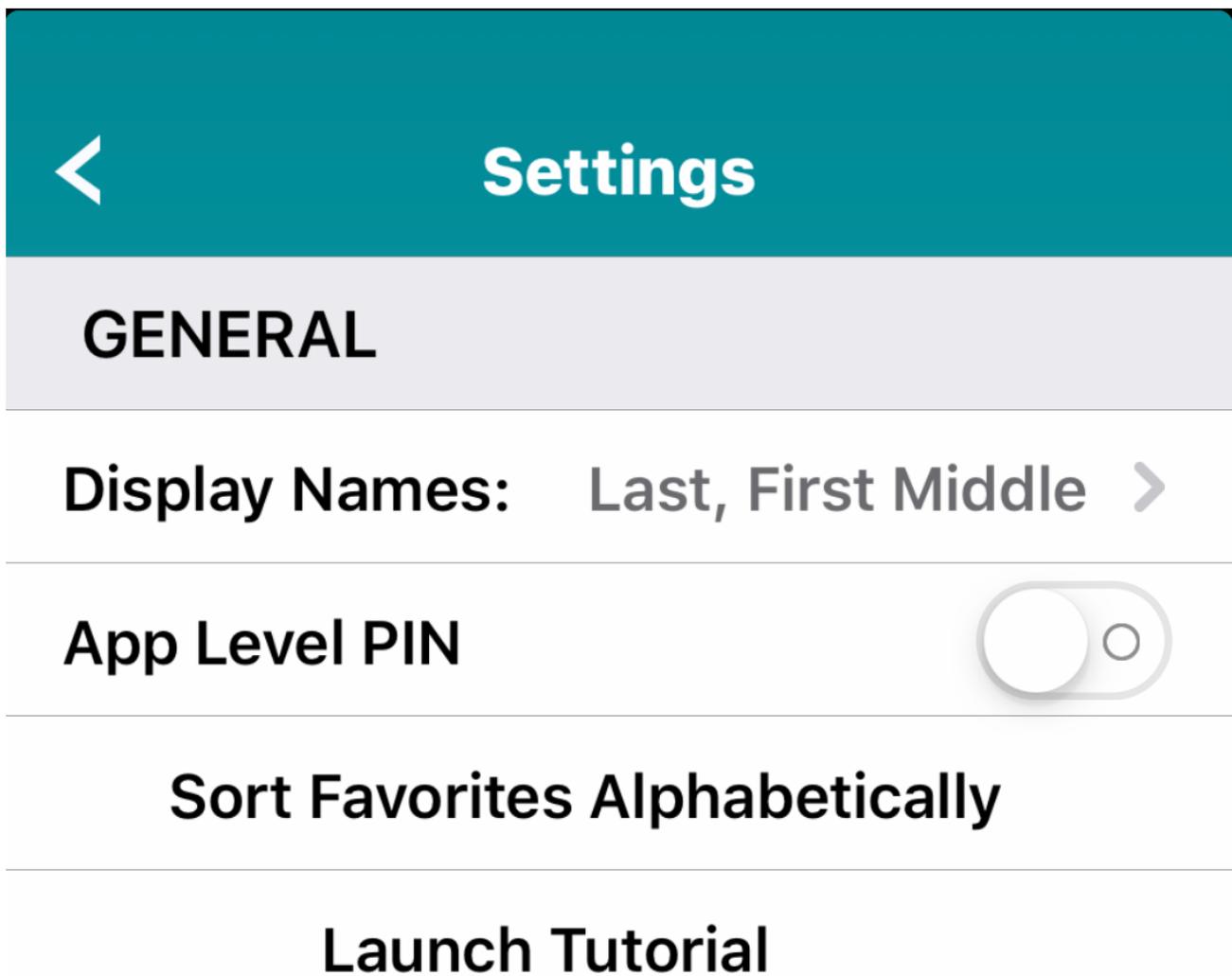
During and after set-up, VCS will request permission to access your phone's microphone, Bluetooth, location services, notifications, and alerts. Say yes to all these requests. Later, you may also be asked to confirm use of location services.



Look for your initials at the top left. They'll be surrounded by a green ring to show that you're connected. Tap your initials to bring up the primary settings screen.



This is the primary settings screen. I'll cover the options shown here in other material. For now, tap Settings near the bottom to bring up secondary settings.



Display Names under General lets you set how to display contact names in VCS.



## Display Names

**First Middle Last**

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**Last, First Middle**

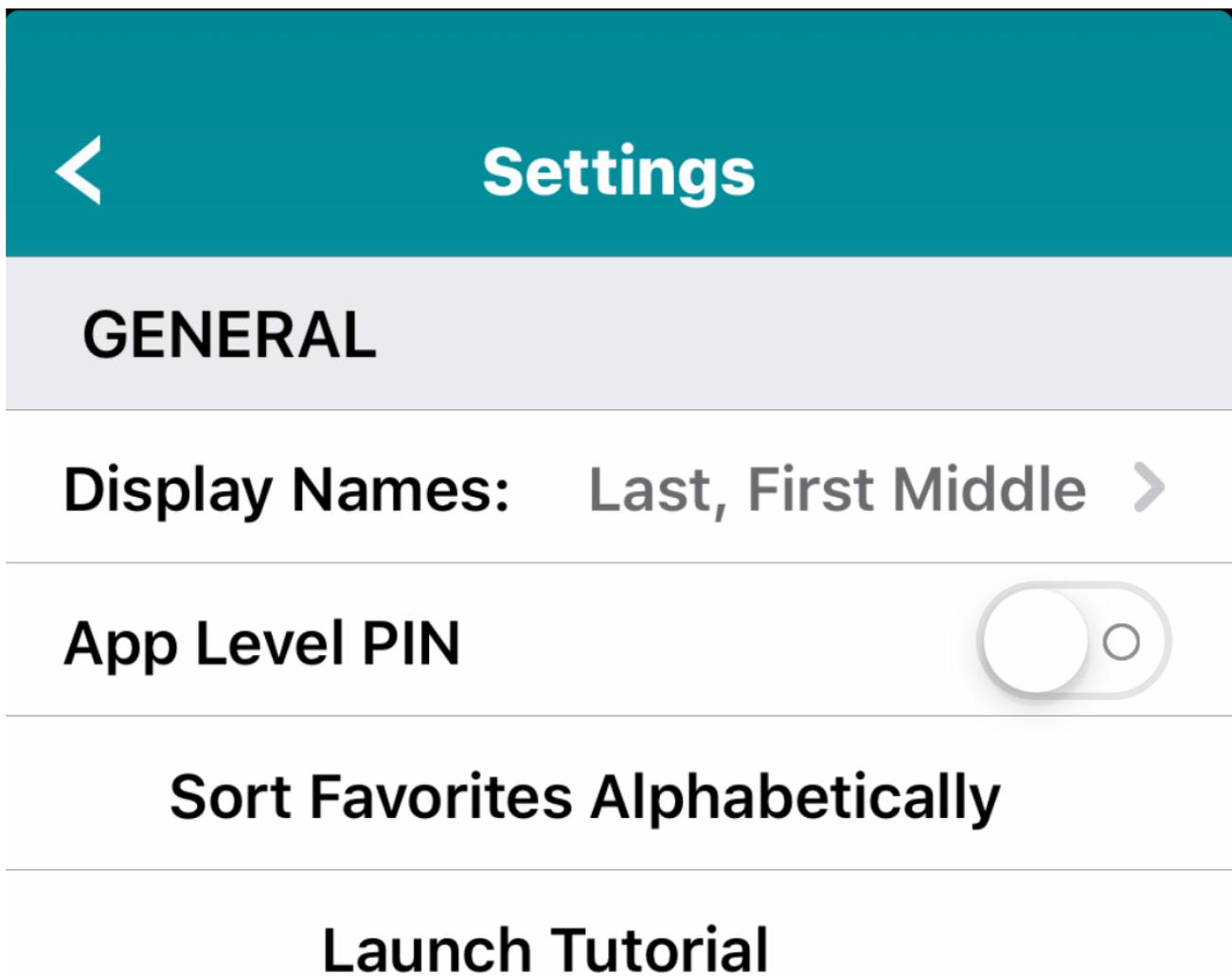


**First Last**

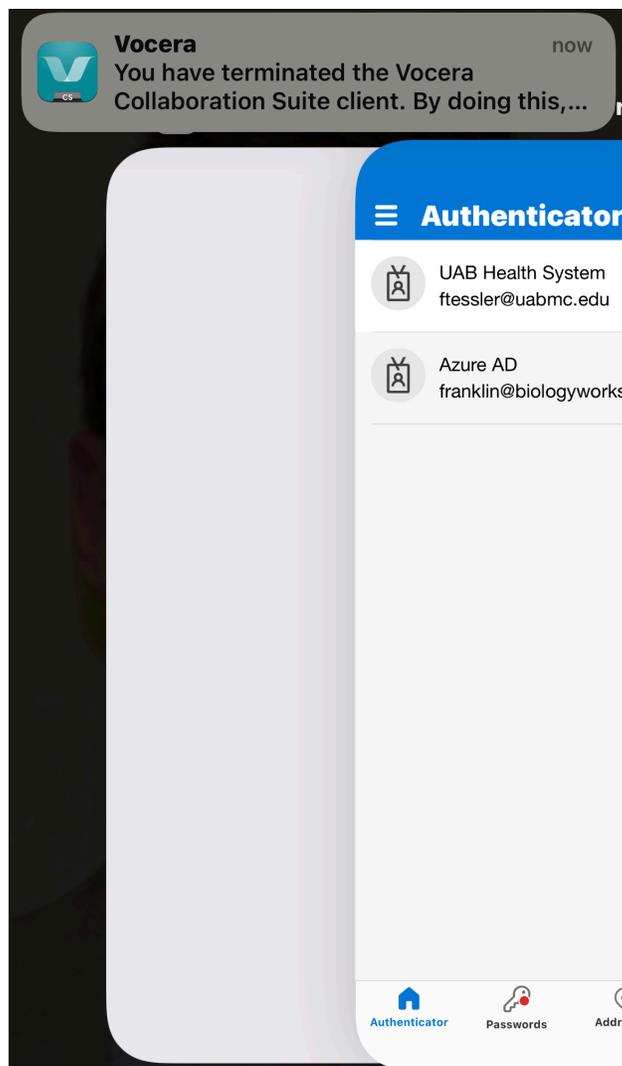
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**Last, First**

You have four self-explanatory options for displaying contacts. Tap the one you want. A check mark appears next to your choice.



You can also create an App Level PIN to use VCS for added security, but it isn't required.



Please note that although you can terminate the VCS app by swiping up from the bottom of the screen, doing so will delay message reception. VCS may display a warning like the one shown here. If you terminate the app inadvertently, just open it again.

<https://connect.hs.uab.edu>

### Employee Search

<input type="text" value="Tessler"/> <input type="button" value="Q"/>			
<b>Name</b>	<b>Last Name</b>	<b>First Name</b>	<b>Title</b>
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>
Franklin N. Tessler	Tessler	Franklin	Sr. Medical Officer-Enterprise

One more step to test if other people can reach you via Vocera. Open a browser on any computer and navigate to Connect. If you're offsite, you'll have to authenticate with your UABMC username and password.

Enter your name in the search field and click the magnifying glass icon. Your record should appear below after a short delay.

## Compose Message



**Name :** Franklin N. Tessler  
**Phone :** (205) 975-7744  
**Office Location :** GENERAL SERVICES BUILDING  
**Email :** [ftessler@uabmc.edu](mailto:ftessler@uabmc.edu)

**Title :** Sr. Medical Officer-Enterprise  
**Department :** HEALTH SYSTEM INFORMATION SERVICES  
**Manager :** Joan Hicks  
**Messaging Options :** Vocera

✓ Vocera

Normal ✓ High Urgent

*If you require a callback, please include your name and telephone number in your message.*

This is a test Vocera message.

30 / 1024

✗ Clear

Close

Send Message

Click on your record to open the Compose Message dialog box. If you see Vocera as an option, as shown here, you're good to go. You can try sending yourself a message to verify that Vocera is working as expected. Please see the instructional material about Connect for more information on how to use it.

## Compose Message



**Name :** Franklin N. Tessler

**Phone :** (205) 975-7744

**Office Location :** GENERAL SERVICES BUILDING

**Email :** [ftessler@uabmc.edu](mailto:ftessler@uabmc.edu)

**Title :** Sr. Medical Officer-Enterprise

**Department :** HEALTH SYSTEM INFORMATION SERVICES

**Manager :** Joan Hicks

**Messaging Options :** -

No messaging option available for this person.

Close

If you see “No messaging option available for this person” call the HSIS Help Desk at (205) 934-8888.

**THE END**