

miSecureMessages Apple App User Guide

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Product Overview

The miSecureMessages Apple App provides secure messaging and paging services for iPhone, iPad, and iPod Touch devices using Amtelco's miSecureMessages service. The miSecureMessages Apple App receives notification of secure messages sent from the miSecureMessages Web Service via the Apple Push Notification Service. The user can view and respond to messages and can initiate messages to other miSecureMessages users.

When you receive a notification, you must acknowledge the notification and then can view the message in its entirety through the miSecureMessages App using Secure Socket Layer (SSL) encryption. Viewing the message results in a read receipt being returned to the web service. You can select from a list of pre-defined reply messages or can enter a custom reply. Replies are sent securely back to the web service. You can also initiate a secure message to other registered miSecureMessages users within your company or organization.

Requirements

- Apple iOS 6.0 or later with a Business Use data plan
- miSecureMessages Apple App
- A license key from your miSecureMessages provider

Obtaining a Valid License

Install the miSecureMessages Apple App by downloading it from the Apple iTunes store. To eliminate middle steps, which potentially could cause technical errors, please download the app from the App Store that is built into your mobile device (rather than downloading the app from your person computer's iTunes program and then syncing to the mobile device).

If an error should occur while attempting to open the miSecureMessages app for the first time, please delete the app from both your device as well as your iTunes account. Then, re-download the app (directly from your mobile device's App Store again if possible).

After you download the miSecureMessages App, your miSecureMessages license key must be entered into the miSecureMessages App and the app must be registered. Contact the company or organization that is hosting your miSecureMessages Web Service to obtain your license key.

License Registration

When the miSecureMessages App is opened for the first time, the License Registration Screen is displayed.

Enter License

Enter your miSecureMessages license key. The license key is case-sensitive, so make sure to use the same upper and lower case letters specified by your miSecureMessages provider.

- If the miSecureMessages license key was entered successfully, the miSecureMessages Welcome Screen is displayed.
- If the license key was not entered successfully, an "Incorrect license" message is displayed.

A screenshot of the miSecureMessages app's license registration screen. It features a green header with the text 'miSecureMessages'. Below the header, the text 'miSecureMessages' is displayed in a large font, followed by 'Enter license:' in a smaller font. A white text input field is positioned below the text.

If the “Incorrect license” message appears, tap **Okay** to return to the License Registration Screen. Try reentering your miSecureMessages license key.

If the message is displayed again, contact your miSecureMessages provider to verify that you have the correct license key.

Note: You can register additional licenses through the Accounts settings on the Settings Screen.

Welcome Screen

The miSecureMessages Welcome Screen is displayed after a license key is successfully entered. There are two buttons at the bottom of the Welcome Screen.

- If you already have a miSecureMessages Username and Password, tap **Login**. The Login Screen is displayed.
- If the company or organization that is hosting your miSecureMessages Web Service did not provide a Username and Password, tap **Create Account**. The User Registration Screen is displayed.

Login

The Login Screen is used to log into the miSecureMessages web service to begin receiving secure messages.

Username

If the company or organization that is hosting your miSecureMessages Web Service has provided a miSecureMessages username, enter it here.

Password

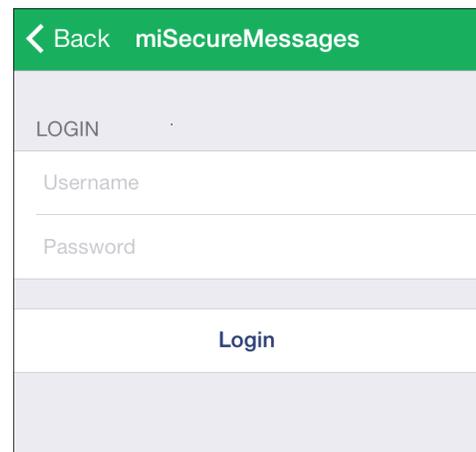
If the company or organization that is hosting your miSecureMessages Web Service has provided a miSecureMessages password, enter it here.

Keep your password a secret so that no one else can connect to the miSecureMessages Web Service in your name.

Tap **Login**.

- If the Username and Password were found, the Messages Screen or the Device Registration Screen is displayed.
- If the Username or Password was not found, a “Login Failed” message is displayed.

If the “Login Failed” message appears, tap **Okay** to return to the Login Screen. Check your username and password and try entering them again. If you are still unable to log in, contact your miSecureMessages provider to verify that your Username and Password have been registered.



User Registration

The User Registration Screen is used to establish a unique identity that distinguishes you from other miSecureMessages users.

Display Name

Type your name as you wish it to appear in the miSecureMessages Contacts directory and on all of your secure messages. First name and last name are recommended (for example, “John Smith”).

Username

Choose a username to identify you when connecting to the miSecureMessages Web Service (for example, “jsmith”). Your username can be up to 50 characters long and must be unique.

Password

Choose a password to identify you when connecting to the miSecureMessages Web Service. For information on password restrictions, tap the Information icon.  Tap **Okay** to return to the User Registration Screen.

Keep your password a secret so that no one else can connect to the miSecureMessages Web Service in your name.

Tap **Next** or **Register User**.

The Device Registration Screen is displayed.

Device Registration

The Device Registration Screen is used to enter device information required to register the miSecureMessages App for the first time.

Device Name

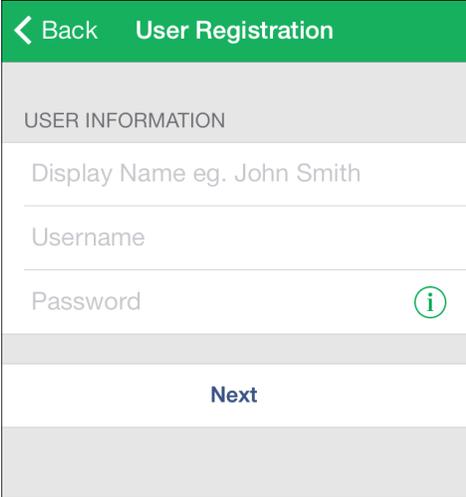
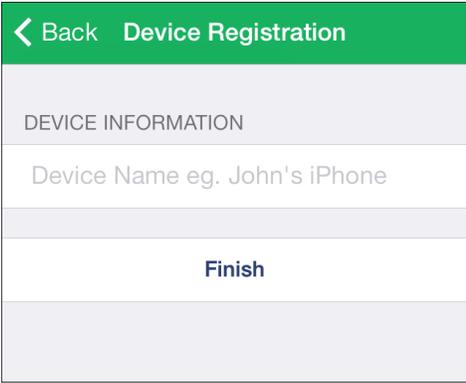
Type a descriptive name for your device to distinguish it from any other devices you might use to access your messages (for example, “John’s iPhone” or “John’s iPad”).

Tap **Finish** or **Submit**.

If there was a problem registering your user and device information, a Register User Failure message is displayed. If the Register User Failure message is displayed, contact your miSecureMessages provider.

After the user and device information has been registered successfully, the miSecureMessages app is ready to receive messages.

Note: If you should ever need to change your device information, tap the Settings icon  to access the Settings Screen.

Passcode Complexity

The passcode is a security feature that requires a code to be entered each time the miSecureMessages App is opened on your device. If the license key that you specified is configured to require a passcode, a “Passcode Complexity” message is displayed.

If the “Passcode Complexity” message appears, tap **Okay** to display the “Enter a passcode” prompt.

Enter a passcode

Type a passcode that you will remember.

Tap **Next**.

Re-enter your passcode

Type the passcode a second time.

Tap **Done**.

- If the passcodes do not match, the message “Passcodes did not match. Try again.” is displayed on the Set Passcode Screen. Reenter your passcode to try again.
- If the passcodes do match, the Messages Screen is displayed.

You will be required enter the passcode each time you open the miSecureMessages app.

Entering Your Passcode

If you set a passcode, the Enter Passcode Screen is displayed each time you open the miSecureMessages App.

Type your passcode.

Tap **Done**.

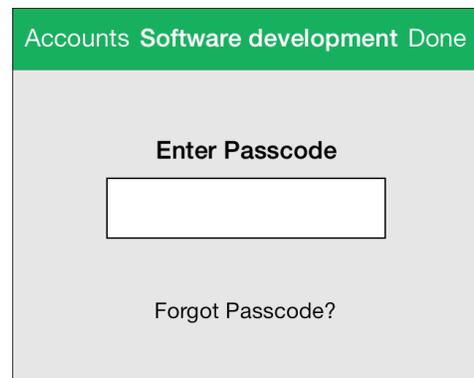
If you entered your passcode incorrectly, the message “Your passcode was incorrect” is displayed.

If you entered your passcode correctly, the Messages Screen or the last screen that was open in the miSecureMessages App is displayed.

Note: If you should ever need to change your passcode, tap the Settings icon  to access the Settings Screen. If you forget your passcode, contact your miSecureMessages administrator to reset your passcode.

If you have registered for more than one license, an **Accounts** link is displayed in the upper left corner of the Enter Passcode screen. To switch to a different miSecureMessages account, tap **Accounts**. The Manage Accounts Screen is displayed.

More information about the Manage Accounts screen is provided in this document under the topic “Accounts.”



Messages

The Messages Screen displays secure messages sent by you and secure messages sent to you.

To view the Messages Screen, tap the Messages icon. 

- If the miSecureMessages App is running on an iPad, the Messages Screen is divided into a Threads View on the left and a Messages View on the right.
- If the miSecureMessages App is running on an iPhone or an iPod Touch, you can switch between the Threads View and the Messages View.

Threads View

The Threads View groups replies to a message with the original message. Each message and its replies are called a message thread. Messages that do not have replies are listed individually in the Threads View.

For each message thread, the Threads View displays the names of all of the senders and recipients of the messages in that thread. Below the names, the subject of the message thread is displayed. Below the subject, the first characters of the most recent message in the thread are displayed.

The time or date that the most recent message in the thread was sent is displayed on the right side of the Threads View.

- Threads containing unread messages are marked with a blue dot. 
- High priority message are marked with an exclamation mark in a red circle. 

Flick the Threads View to scroll up or down.

New messages are pushed to the device and update the Threads View automatically, but you can also manually refresh the Threads View. To refresh the Threads View, drag down until the “Release to refresh...” message is displayed above the list of threads, then release.

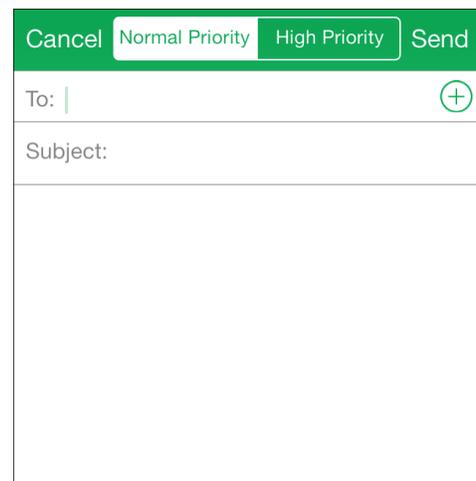
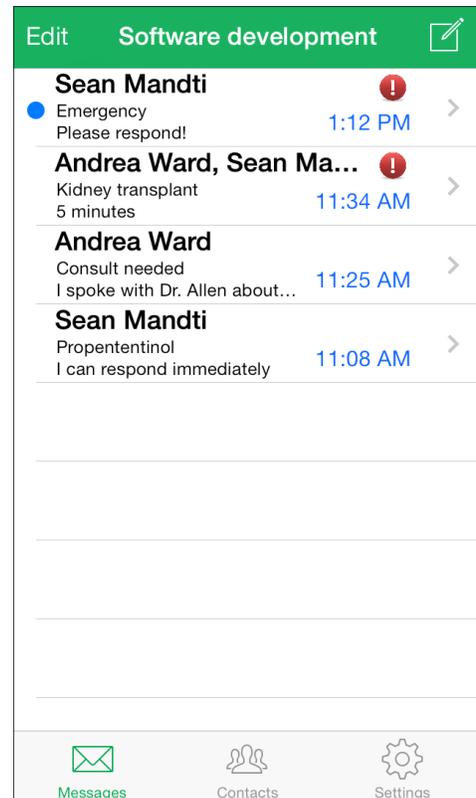
To display the messages in a thread, tap a thread in the Threads View. The messages contained in the thread are displayed in the Messages View.

Composing a Message

To compose a new secure message, tap the Compose icon  in the Threads View.

A message form is displayed.

By default, the message is set to Normal Priority. To change the priority to high, tap **High Priority**. To change a High Priority message back to Normal Priority, tap **Normal Priority**.



To:

Begin typing the name of a contact. A menu of contact names that begin with the text you typed is displayed. Tap a name in the list to add that name to the To field.

or

Tap the Add icon  to select names or Circles from the Contacts Screen.

To remove a name from the To field, select the name and then tap the Backspace key.

Subject:

Type a subject for the message.

Type the body of your secure message in the text area below the Subject field.

When you have finished composing your message, tap **Send** to transmit the message.

or

To discard your message, tap **Cancel**.

Deleting Threads

To delete message threads, tap **Edit** at the top of the Threads View.

Option buttons are displayed to the left of each thread.

Tap the option button next to each thread that you want to delete.

A check mark in a green circle  is displayed next to each thread that you select.

When there is a check mark next to each thread that you want to delete, tap **Delete** at the top of the Threads View.

A Delete Thread dialog box is displayed.

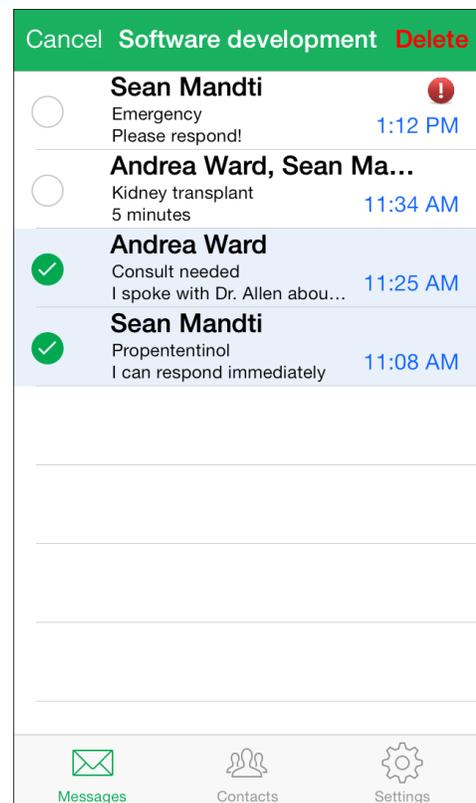
To cancel the delete request, tap **Cancel**.

or

If you are certain you want to delete the selected message threads, tap **Confirm**.

The selected threads are removed from your Messages Screen.

Note: Message threads deleted from your Messages Screen may still be stored on the server from which the message thread originated and on other users' devices.



Messages View

The Messages View displays the messages contained in the thread that was selected in the Threads View.

To view the Messages View, select a message thread in the Threads View.

- If the miSecureMessages App is running on an iPad, the Threads View and the Messages View are displayed side by side.
- To return to the Threads View on an iPhone or iPod Touch, tap **Back**.

The Messages View displays the message subject, the original message, and all replies to that message. The messages are organized by date and time, from oldest to newest. Each message is labeled with the name of the sender. The contents of each message are displayed in a word balloon. The time or date and time that the message was sent is displayed below the word balloon.

Completed messages are marked with a green check mark. ✓

To reply to the message thread, type a message in the Send Message field located at the bottom of the Messages View, then tap **Send**.

or

Tap the Action icon  to display the Canned Responses menu. The Canned Responses menu contains a list of quick responses. The responses available are chosen by the company or organization that is hosting your miSecureMessages web service. Tap the response that you want to send and then tap **Send**.

Your reply is sent to the miSecureMessages Web Service.

If your reply was transmitted successfully, your reply is displayed in a word bubble at the bottom of the Messages View.

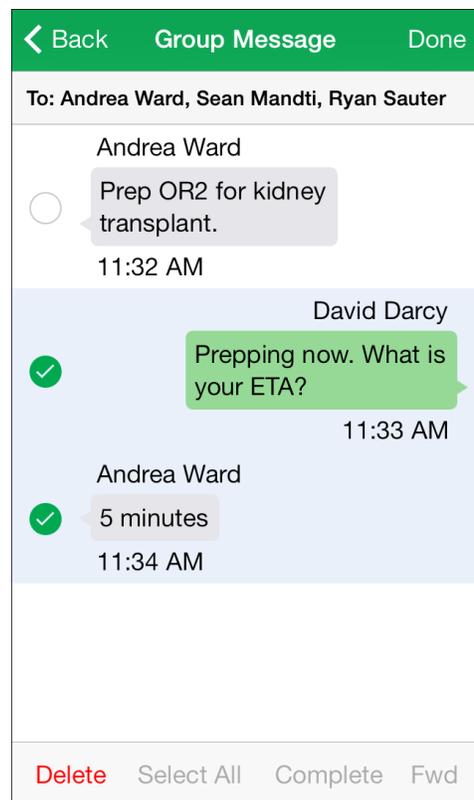
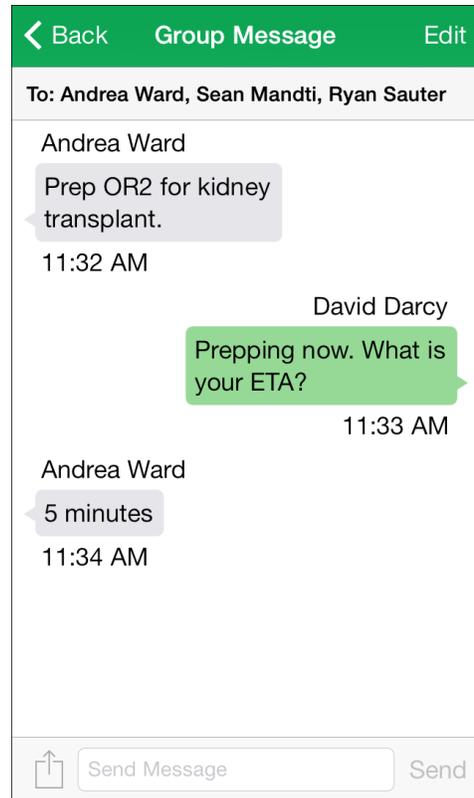
If the miSecureMessages App is running on an iPad, you can tap **Close Thread** at the top of the Messages pane to clear the Messages pane. This deselects the thread so that no messages are displayed on the Messages View.

Completing Messages

The Messages View enables you to mark messages as “Complete” to indicate that no more actions need to be performed in regards to that message.

To mark a message “Complete,” tap **Edit** on the Messages View.

Option buttons are displayed to the left of each message.



Tap the option button next to each message that you want to mark.

or

To select all messages, tap **Select All**.

A check mark in a green circle  is displayed next to each message that you select.

When there is a check mark next to each message that you want to mark, tap **Complete**.

A green check mark  is displayed below each completed message.

Deleting Messages

To delete messages, tap **Edit** on the Messages View.

Option buttons are displayed to the left of each message.

Tap the option button next to each message that you want to delete.

or

To select all messages, tap **Select All**.

A check mark in a green circle  is displayed next to each message that you select.

When there is a check mark next to each message that you want to delete, tap **Delete**.

A Delete Message dialog box is displayed.

To cancel the delete request, tap **Cancel**.

or

If you are certain you want to delete the selected messages, tap **Delete**.

The selected messages are removed from your Messages Screen.

Note: Messages deleted from your Messages Screen may still be stored on the server from which the message originated and on other users' devices.

Forwarding Messages

The Messages View enables you to forward messages to other miSecureMessages users.

To forward a message, tap **Edit** on the Messages View.

Option buttons are displayed to the left of each message.

Tap the option button next to each message that you want to forward.

or

To select all messages, tap **Select All**.

A checkmark in a green circle  is displayed next to each message that you select.

When there is a check mark next to each message that you want to forward, tap **Forward** or **Fwd**.

A message form is displayed. The message body contains the text "FWD:" followed by the sender's name and the contents of the selected messages.

By default, the message is set to Normal Priority. To change the priority to high, tap **High Priority**. To change a High Priority message back to Normal Priority, tap **Normal Priority**.

Cancel	Normal Priority	High Priority	Send
To: Alan Caspar			
Subject: FWD: Consult needed			
FWD: David Darcy: I need your opinion regarding a change in medication for patient John Smith. I spoke with Dr. Michael Allen and he recommends cutting back on the dosage.			
Andrea Ward: I spoke with Dr. Allen about the patient. He has the information he needs to proceed.			

To:

Begin typing the name of a contact. A menu of contact names that begin with the text you type is displayed. Tap a name in the list to add that name to the To field.

or

Tap the Add icon  to select names or Circles from the Contacts Screen.

To remove a name from the To field, select the name and then tap the Backspace key.

Subject:

Type a subject for the forwarded message.

Make any desired changes to the body of the message. Then tap **Send** to transmit the message.

or

To cancel forwarding the message, tap **Cancel**.

Contacts

The Contacts Screen provides another way to send secure messages to registered miSecureMessages users.

To view the Contacts Screen, tap the Contacts icon. 

The Contacts Screen displays a list of the available Contact Circles. Beneath the name of each Circle, an alphabetical list of the names of all of the miSecureMessages users assigned to that Contact Circle is displayed. All names are displayed below the heading “Global Contacts.”

If a red dot  is displayed to the left of a person’s name, that user’s miSecureMessages app is set to “Off,” preventing that user from receiving message notifications. If a green dot  is displayed to the left of a person’s name, that user’s miSecureMessages app is set to “On.”

- Flick the screen to scroll up or down.
- To search by name, tap the **Search** field.

Type the name that you want to find.

The Contacts list is filtered to show the names that match your search.

- To send a secure message to one or more people, tap the names of the people you want to contact.

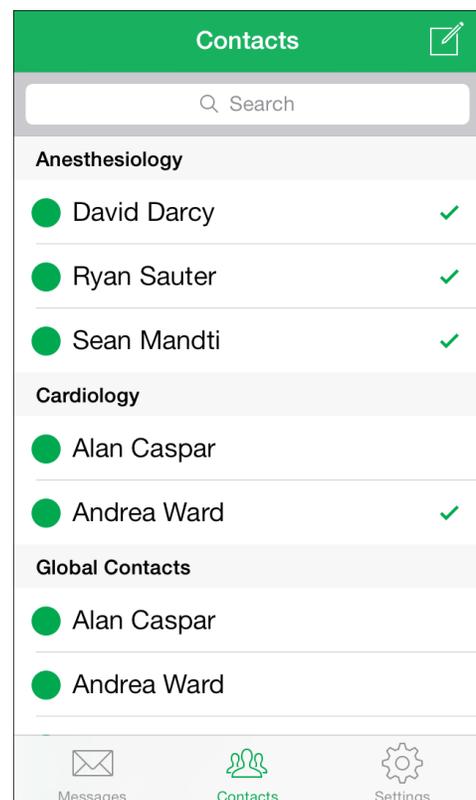
A green check mark is displayed next to each name that you tap.

To select all people in a Contact Circle, tap the Circle name.

A green check mark is displayed next to each name in the Circle.

When you have finished selecting contacts, tap the Compose icon. 

A message form is displayed.



By default, the message is set to Normal Priority. To change the priority to high, tap **High Priority**. To change a High Priority message back to Normal Priority, tap **Normal Priority**.

To:

The To field displays the names of the contacts and Contact Circles that you selected.

- To add additional names, begin typing the name of a contact. A menu of contact names that begin with the text you type is displayed. Tap a name in the list to add that name to the To field.

or

Tap the Add icon  to select names or Circles from the Contacts Screen.

- To remove a name from the To field, select the name and then tap the Backspace key.

Subject:

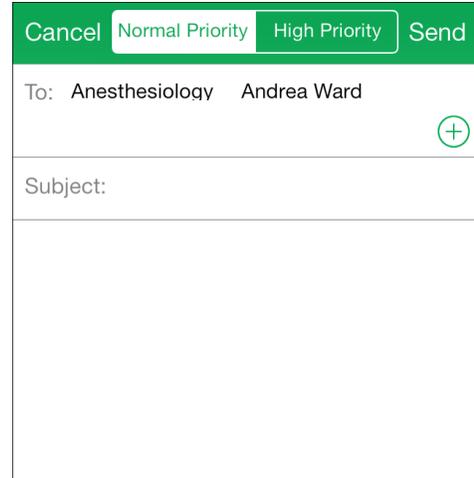
Type a subject for the message.

Type the body of your secure message in the text area below the Subject field.

When you have finished composing your message, then tap **Send** to transmit the message.

or

To discard your message, tap **Cancel**.



Settings

The Settings Screen is used to make changes to your account settings and device settings, change accounts, and turn miSecureMessages notifications off and on. The Settings Screen also provides access to the online version of this user guide.

To view the Settings Screen, tap the Settings icon. 

The Settings Screen is displayed.

The upper left corner of the Settings Screen displays the state miSecureMessages notifications.

- If notifications are turned on, the word “On” is displayed and the title bar is green. By default, notifications are set to “On.”
- If notifications are turned off, the word “Off” is displayed and the title bar is red. When notifications are turned off, you will not receive any notification of new messages, and any users who attempt to send a message to you will be notified that your app is set to “Off.”

To disable miSecureMessages notifications on your device, tap **On**.

A “Set to Off” message is displayed to confirm that you want to turn miSecureMessages off so that you will not receive miSecureMessages notifications.



To cancel the delete request, tap **Cancel**.

or

If you are certain you want to remove the account from this device, tap **Confirm**.

The account is removed from the device. Message notifications for the deleted account will no longer be sent to this device.

- To return to the Settings Screen, tap **Back**.

Settings

The Settings section of the Settings Screen is used to make changes to your device settings.

Display Name

To change how your name is displayed in the Contacts directory, tap **Display Name**.

The Display Name Screen is displayed.

Change Display Name

Type your name as you wish it to appear in the miSecureMessages Contacts directory and on all of your secure messages. First name and last name are recommended (for example, “John Smith”).

Tap **Update**.

Password

The password is used to verify your user registration with the miSecureMessages Web Service.

To change your password, tap **Password**.

The Change Password Screen is displayed.

Old Password

Type your current password.

New Password

Type a new password. For information on password restrictions, tap the Information icon.  Tap **Okay** to return to the Change Password Screen.

Confirm Password

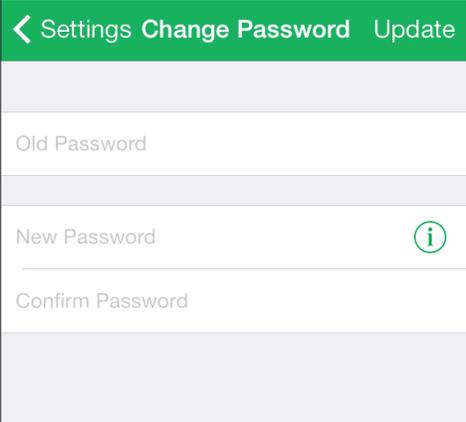
Type your new password a second time.

Keep your password a secret so that no one else can connect to the miSecureMessages Web Service in your name.

Tap **Update**.

If your password was changed successfully, a “Success” message is displayed.

Tap **Okay** to return to the Settings Screen.



Notifications

If the miSecureMessages Persistent Alerts feature is enabled by your miSecureMessages provider, miSecureMessages sends repeat notifications of messages until the message is opened on your device or a the maximum number of notifications attempts have been made.

To change amount of time to wait between Persistent Alert notifications, tap **Notifications**.

Time Between Notifications

To change the interval between Persistent Alert notifications, tap the Time Between Notifications field.

Use the number wheels to select the number of minutes and seconds to wait between notifications.

Tap **Update**.

Tap **Settings** to return to the Settings Screen.

Sounds

The miSecureMessages App features several ring tones that can be selected for miSecureMessages notifications.

To change your miSecureMessages ring tone, tap **Sounds**.

The Sounds Screen is displayed. A check mark is displayed to the right of the current ring tone.

Tap the name of the ring tone that you want to use for secure message notifications.

When you tap a ring tone, a sample of the ring tone is played.

When you have finished selecting a ring tone, tap **Settings** to return to the Settings Screen.

Note: To turn off notification sounds for the miSecureMessages app, visit your device's Settings app. More information about the Settings app is provided in this user guide under the topic "Notification Center."

Passcode

The passcode is a security feature that requires a code to be entered each time the miSecureMessages App is opened on your device.

- To add a passcode, tap **Set New Passcode**.
- To change your passcode, tap **Change Existing Passcode**.
- To remove a passcode, tap **Remove Existing Passcode**.

Set Passcode

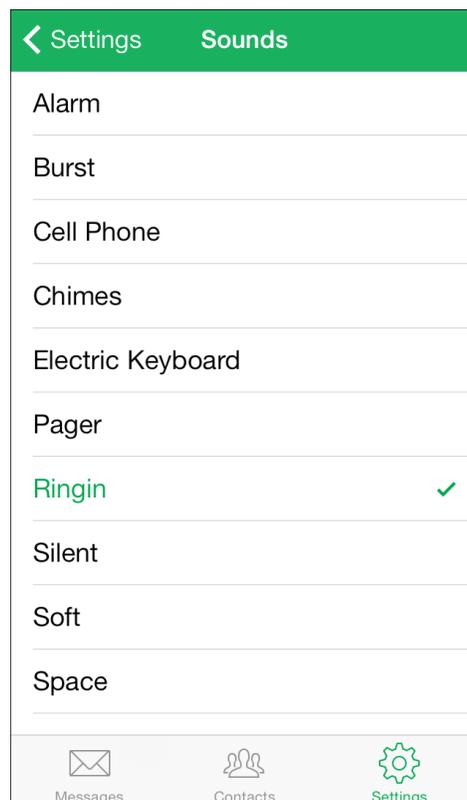
If you are adding a new passcode, the Set Passcode Screen is displayed.

Type a passcode that you will remember.

Tap **Next**.

Type the passcode a second time.

Tap **Done**.



- If the passcodes do not match, the message “Passcodes did not match.” is displayed on the Set Passcode Screen. Reenter your password to try again.
- If the passcodes do match, the Device Settings Screen is displayed.

You will be required to enter the passcode each time you open the miSecureMessages app.

Change Passcode

If you are changing your passcode, the Enter Old Passcode Screen is displayed.

Type your old passcode.

Note: If you forgot your passcode, contact your miSecureMessages administrator to reset your passcode.

Tap **Next**.

Type your desired passcode.

Tap **Next**.

Type the new passcode a second time.

Tap **Done**.

- If the Passcodes do not match, the message “Passcodes did not match.” is displayed on the Enter Old Passcode Screen. Reenter your password to try again.
- If the Passcodes do match, a “success” message is displayed. Tap **Continue** to return to the Passcode Settings Screen.

Remove Passcode

If you are removing your passcode, the Enter Passcode to Remove Screen is displayed.

Type your passcode.

Note: If you forgot your passcode, contact your miSecureMessages administrator to reset your passcode.

Tap **Done**.

The passcode is removed from your device.

License Settings

This field is used to remove the license and user settings for the device. Do not use this field unless instructed to do so by your miSecureMessages provider.

Help

Your current miSecureMessages version number is displayed.

Tap **Help Page** to display the online version of this user guide.

Notification Center

Notification settings for the miSecureMessages app are located in your device's Settings app.

To change the miSecureMessages notification settings, open the Settings app on your iPhone, iPad, or iPod Touch.

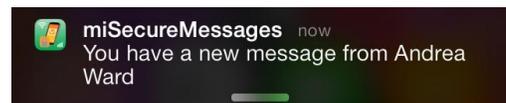
Tap **Notification Center**.

Tap **miSecureMessages**.

The miSecureMessages Notification settings are displayed.

Depending on the operating system version that is running on your device, the miSecureMessages Notification settings may allow you to configure the following:

- How many notifications are shown in your device's Notification Center
- Whether new message notifications are displayed as Banners
- Whether new message notifications are displayed as Alerts
- Whether the number of new message notifications is displayed as a Badge on the miSecureMessages icon
- Whether a notification sound is played when a new message is received
- Whether new message notifications are displayed when the device is locked



For more information on configuring Notification settings, refer to your device's user manual or Apple's support website.

Optional Features

The miSecureMessages App has two optional features that may be available depending on your provider's services.

- The Status feature is used to change your status, which tells agents and operators how to contact you.
- The OnCall feature is used to access on-call schedules through the miSecureMessages App and to send messages by selecting a person from an on-call schedule.

Status

The Status Screen is used with the optional Infinity Intelligent Series (IS) Contacts feature. The Status Screen enables you to make changes to your status. Your status can be accessed by agents and operators using IS applications to determine how you should be contacted at various dates and times.

Contact the company or organization that is hosting your miSecureMessages Web Service for more information about Status.

To change your status, tap the **Status** icon. 

The Status Screen is displayed.

Note: If a login screen is displayed instead of the Status Screen, a match was not found for your username and password. Enter the IS Apps Login and IS Apps Password provided by the company or organization that is hosting your miSecureMessages Web Service and then tap the **Login**. If the status feature is enabled for the Login and Password that you enter, the Status Screen is displayed.

The Status Screen shows your current status and the date and time that your status most recently changed.

Tap **Change Status**.

The Select Status Screen is displayed.

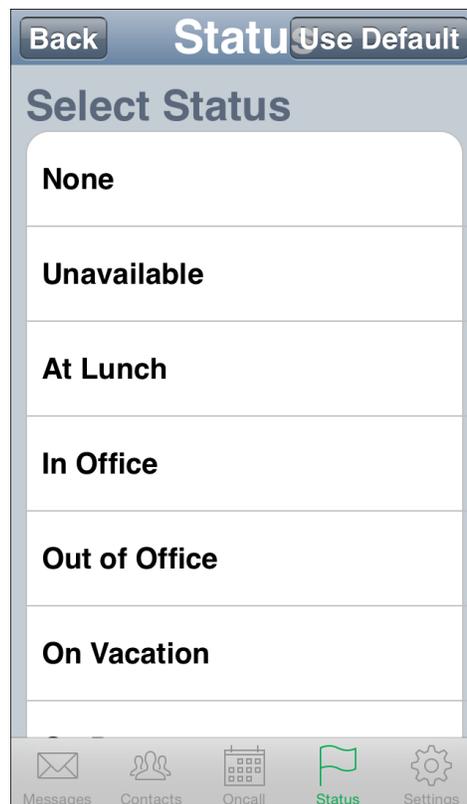
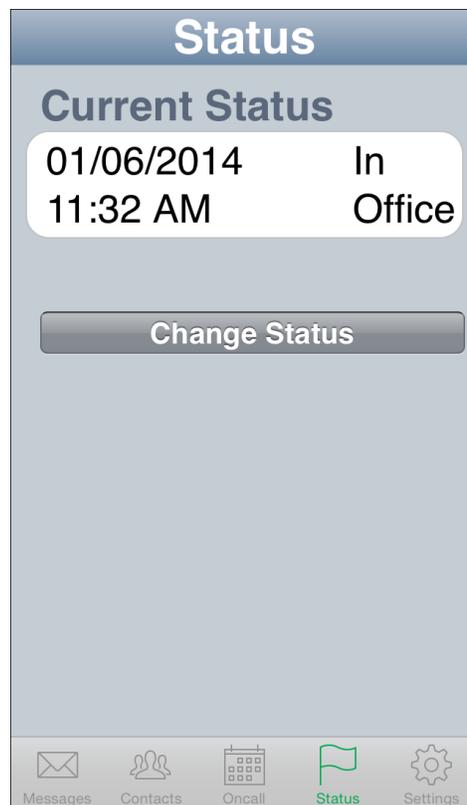
Select Status Screen

The Select Status Screen displays a list of possible statuses. The statuses that are available are determined by your miSecureMessages provider.

To set your status, tap a status in the list.

- To revert to your default status, tap **Use Default**.
- To indicate another person is covering for you, tap **Covered By**. A directory is displayed. Tap a letter to display a list of people whose names start with that letter. Tap the name of the person who is covering for you.
- To enter a new phone number, tap **Phone**. Enter the phone number at which you want to be contacted. Tap **Save**.

Your new status is displayed.



OnCall

The OnCall Screen is used with the optional Infinity Intelligent Series (IS) Directory OnCall feature to contact people who are assigned to on-call schedules.

To view on-call schedules, tap the **OnCall** icon. 

The OnCall Screen is displayed.

Note: If a login screen is displayed instead of the OnCall Screen, a match was not found for your username and password. Enter the IS Apps Login and IS Apps Password provided by the company or organization that is hosting your miSecureMessages Web Service and then tap the **Login**. If the OnCall feature is enabled for the Login and Password that you enter, the OnCall Screen is displayed.

My Assignments

All of your on-call assignments for the day are displayed in the My Assignments pane.

Schedules

The Schedules pane contains a list of the names of all of the on-call schedules that you have permission to view.

Tap the name of the schedule that you want to view.

The Schedule Screen is displayed.

Schedule Screen

The current shifts for the selected schedule are displayed on the Schedule Screen. For each shift, the shift name, start and end time, description of the resource assigned, and role are displayed.

Flick the screen to scroll up or down.

Tap the person that you want to contact.

If the selected person is registered for miSecureMessages, a message form is displayed.

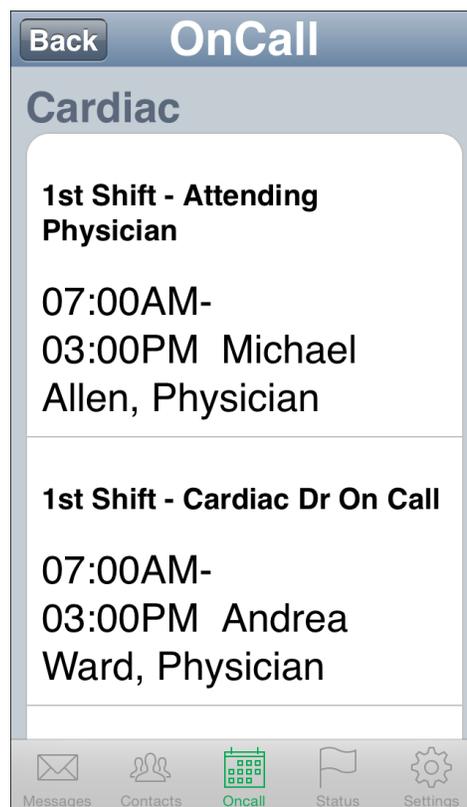
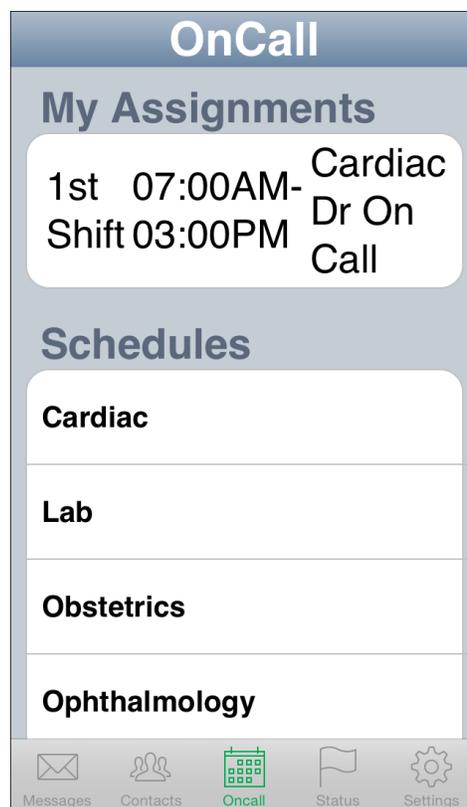
By default, the message is set to Normal Priority. To change the priority to high, tap **High Priority**. To change a High Priority message back to Normal Priority, tap **Normal Priority**.

To:

Begin typing the name of a contact. A menu of contact names that begin with the text you type is displayed. Tap a name in the list to add that name to the To field.

or

Tap the Add icon  to select names or Circles from the Contacts Screen.



To remove a name from the To field, select the name and then tap the Backspace key.

Subject:

Type a subject for the message.

Type the body of your secure message in the text area below the Subject field.

When you have finished composing your message, then tap **Send** to transmit the message.

or

To discard your message, tap **Cancel**.

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