



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 3.2.0 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.

Entering the License Key

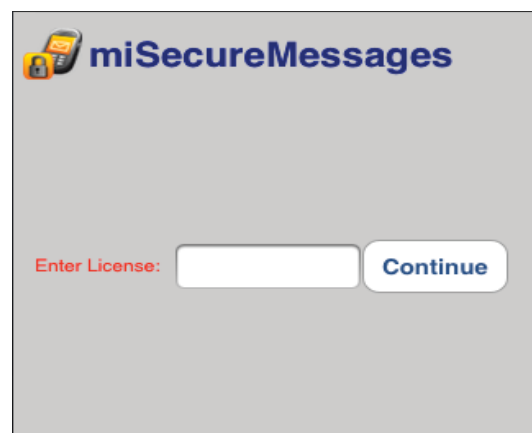
When the miSecureMessages App is opened for the first time, an Enter License prompt is displayed.

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.

Tap **Continue**.

If the miSecureMessages license key was entered successfully, the miSecureMessages Settings Screen is displayed.



If the license key was not entered successfully, a dialog box is displayed.



If the dialog box appears, click **Okay** to close the dialog box and return to the Enter License prompt. Try reentering your miSecureMessages license key and then tap **Continue**.

If the dialog box is displayed again, contact the company or organization that is hosting your miSecureMessages Web Service to verify that you have the correct license key.

If you have not purchased miSecureMessages and are looking for information about in a purchasing a cloud-based subscription, tap **Learn More** to navigate to the miSecureMessages web site.

Configuring the miSecureMessages Settings

The miSecureMessages Settings Screen is displayed after a license key is successfully entered. The miSecureMessages Settings screen is used to register the miSecureMessages App.

License

Your miSecureMessages license key should be displayed. If your license key is not displayed, close the miSecureMessages App and follow the steps for entering the license key.

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

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

If not, 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

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

If not, choose a password to identify you when connecting to the miSecureMessages Web Service. Your password can be up to 50 characters long.

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



Phone # (iPhones only)

The Phone # field is displayed if the device is an iPhone. The Phone # field is not displayed if the device is an iPad or an iPod Touch.

If the Phone # field is displayed, enter your phone number. Do not include dashes, parenthesis, or other punctuation.

Passcode (4 digits)

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

Enter a four-digit number that you will remember.

You will have to enter the same 4-digit passcode each time you open the miSecureMessages app.

When all required fields are filled, tap **Save**.

Note: The miSecureMessages App only needs to be registered once, but if you should ever need to change your setup information, tap the **Setup** tab on the bottom of the screen or the **Status** icon on the Home Screen to return to the miSecureMessages Settings Screen. Make the appropriate changes to the settings and then tap **Save**.

Interval

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 . The Interval setting determines the amount of time to wait between Persistent Alert notifications.

To change the Interval, enter the number of minutes and seconds to wait between notification attempts.

Notification Settings

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 **Notifications**.

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 displayed 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.

Entering Your Passcode

Each time you open the miSecureMessages App, the Enter Passcode screen is displayed.

Enter your four-digit passcode.

If you enter your passcode correctly, the Enter Passcode screen closes and the miSecureMessages Home screen or the last screen that you had open in the miSecureMessages App is displayed.

If you enter the incorrect passcode, the screen turns red momentarily and the message “Try again” is displayed.

If you forget your passcode, tap **Forgot** on the Enter Passcode screen. An alternate Enter Passcode screen is displayed with Username and Password prompts. Enter your username and password as they were entered on the Settings page, then tap **Done**.

Using miSecureMessages

After the miSecureMessages App is registered, the app is ready to receive messages.

The appearance of the app icon changes when notification of a new message is received. An asterisk in a red circle 📞 is displayed on the miSecureMessages icon to indicate that there is a message that has not been read. An alert sound is played if sound is enabled on your device.

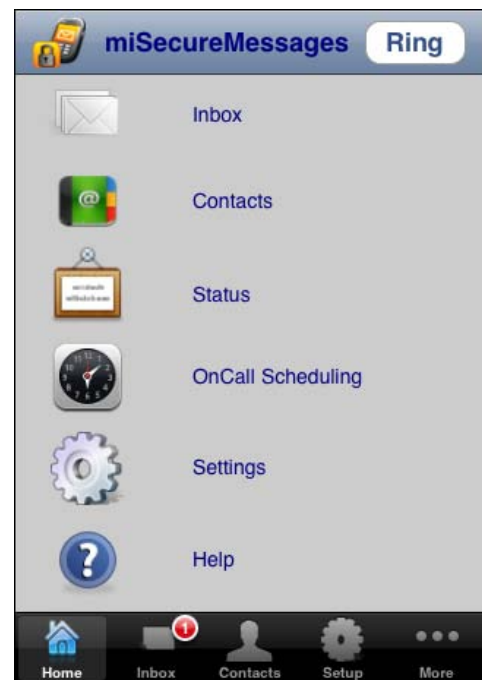
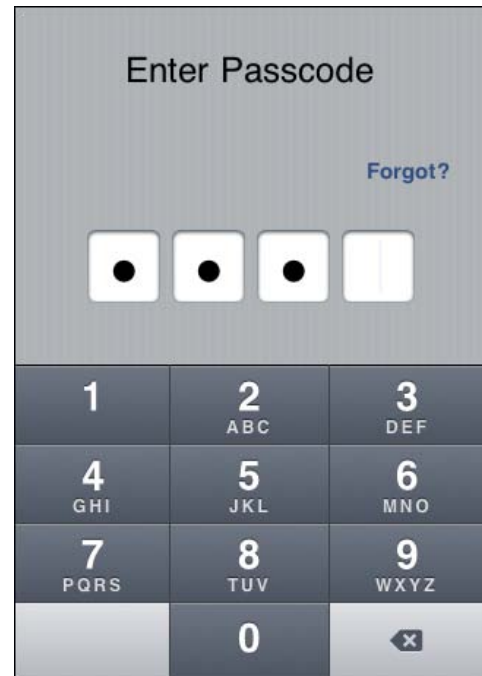
Tap the miSecureMessages icon to open the miSecureMessages App.

The Home Screen is displayed.

Home

The Home Screen displays icons for each of the other miSecureMessages screens.


- ∞ To view messages, tap the **Inbox** icon.
- ∞ To send a secure message to another miSecureMessages user, tap the **Contacts** icon.
- ∞ Status is an optional feature. To make changes to your status, tap the **Status** icon.
- ∞ OnCall Scheduling is an optional feature. To send secure messages to people assigned to an on-call schedule, tap the **OnCall Scheduling** icon.
- ∞ To make changes to your miSecureMessages Settings, tap the **Settings** icon.
- ∞ To view the *miSecureMessages Apple App User Guide*, tap the **Help** icon.




Inbox

The Inbox Screen is divided into two areas: Unread Messages and Read Messages.

For each message received, the Inbox displays the name of the person that is message is from, the message subject, the first line of the message, and the time that the message was sent.

High priority message are marked with an exclamation mark in a red circle. 

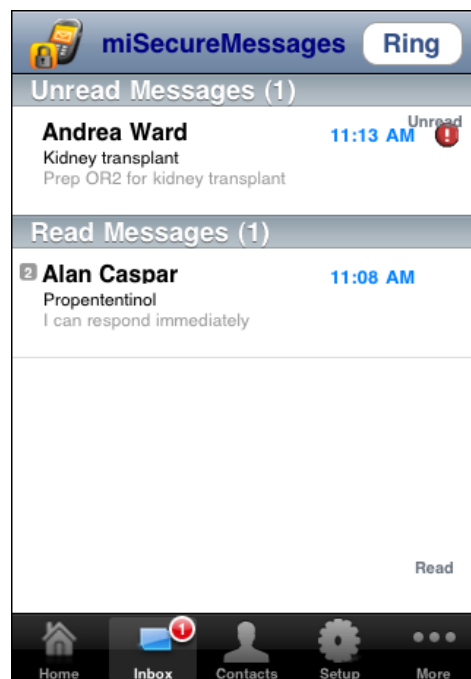
Completed items are marked with a green check mark. 




Flick the screen to scroll up or down.

New messages are pushed to the device and update the Inbox automatically, but you can also manually refresh the Inbox. To refresh the Inbox Screen, drag down until the refresh instructions are displayed at the top of the Inbox Screen and then release.


If there have been replies to a message, the replies are grouped with the original message in a message thread. A number displayed on the left indicates the number of messages in the thread. The first line of the most recent reply in the thread is displayed.

Swipe the subject of the message or thread to display the message toolbar.



- ∞ Tap the Reply icon  to reply to the message or message thread.
- ∞ Tap the Forward icon  to forward the message or message thread.
- ∞ Tap the Trash icon  to delete the message or message thread from your Inbox.

Note: Messages and message threads deleted from your Inbox may still be stored on the server from which the message originated.

- ∞ Tap the Check Mark icon  to mark the message or message thread “Complete” to indicate no more actions needs to be performed in regards to that message.

To view the contents of a message or message thread, tap the message subject.

- ∞ Tap a single message to display the Message Details Screen.
- ∞ Tap a message thread to display the Message Thread Screen.

Message Thread Screen

The Message Thread Screen displays the message subject, the original message, and all replies to that message.

The messages are organized by date and time, from newest to oldest. Each message is labeled with the date and time that it was sent, the name of the sender, and the name of the recipients. The contents of each message are displayed in a word balloon.

Completed messages are marked with a green check mark. ✓

- ∞ To return to the Inbox without replying, tap **Close** or tap the red X icon. ✗
- ∞ To reply to the message thread, tap the Reply icon.



The Message Details Screen is displayed.

Message Details Screen

The Message Details Screen displays the message subject, the name of the person that the message is from, the name of the person the message is to, the date and time that the message was sent, and the contents of the message.

Replying to a Message

The Message Reply menu contains a list of quick responses. The responses available are chosen by the company or organization that is hosting your miSecureMessages web service.

To reply to the message, tap a response in the menu or tap **Custom response** to type a different reply using the onscreen keyboard.

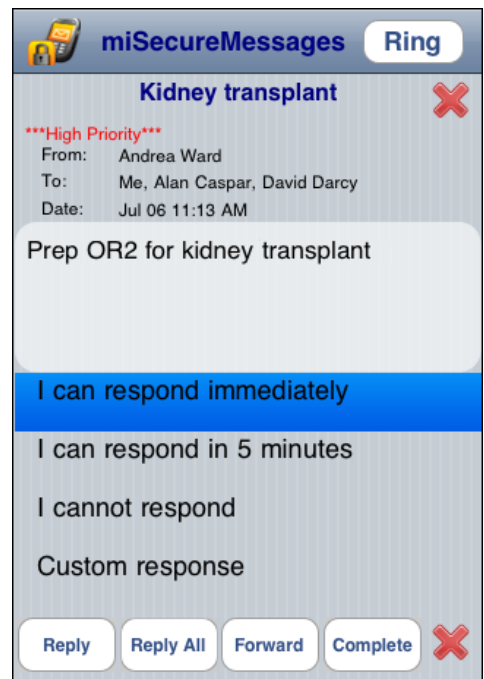
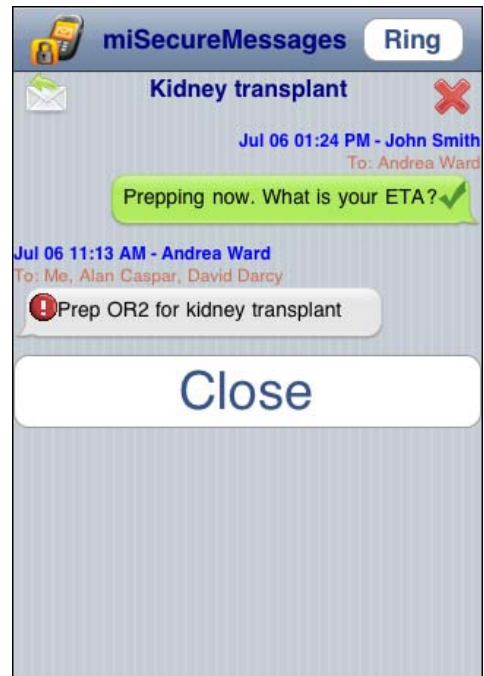
If you tap **Custom response**, the Custom Response screen is displayed. Type your response into the text field that is displayed on the Custom Response screen.

When you have finished selecting a response or typing a response, tap **Reply** or **Reply to All**.

Your reply is sent to the miSecureMessages Web Service.

If your reply was transmitted successfully, a “Reply delivered” message is displayed.

Tap **Okay** to close the window and return to the Inbox.



Completing a Message

When you have finished any tasks related to a message, you can mark the message “Complete” to indicate that no more actions need to be performed in regards to that message.

To mark a message “Complete,” tap **Complete** on the Message Details Screen.

A Confirm message is displayed.

Tap **Yes** to mark the message “Complete” and return to the Message Details Screen.



The miSecureMessages Web Service is notified that the message has been marked “Complete.”

Completed items are marked with a green check mark in the Inbox. ✓

Closing the Message Details Screen

To close the Message Details Screen and return to the Inbox, tap **Close** or tap the red X icon. ✕

Deleting a Message or Message Thread

To delete a message or message thread, swipe the message or thread on the Inbox Screen.

The message toolbar is displayed.

Tap the Trash icon. 

A dialog box is displayed, asking if you are sure you want to delete the message or thread.

If you are certain you want to delete the message or thread, tap **OK**.

Note: Messages and message threads deleted from your Inbox may still be stored on the server from which the message originated.

The message or thread is removed from your InBox.

Forwarding a Message

To forward a message, select a message on the Inbox Screen or the Message Thread Screen and tap **Forward**.

The Contacts Screen is displayed.

Contacts

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

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.

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

The onscreen keyboard is displayed.

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.

The names that you tap are highlighted.

To select all people in a Contact Circle, tap the Envelope icon  to the left of the Circle name.

Tap **Compose**.

The Send Secure Message Screen is displayed.

Send Secure Message Screen


The Send Secure Message Screen is used to compose a message.

From

Your name is displayed in the From field.

To

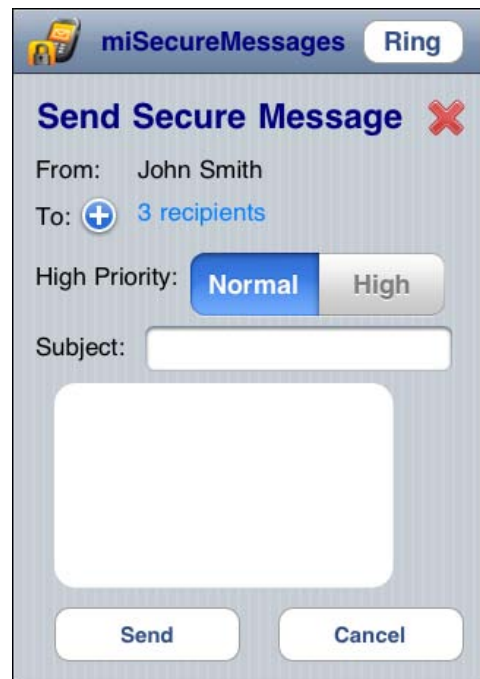
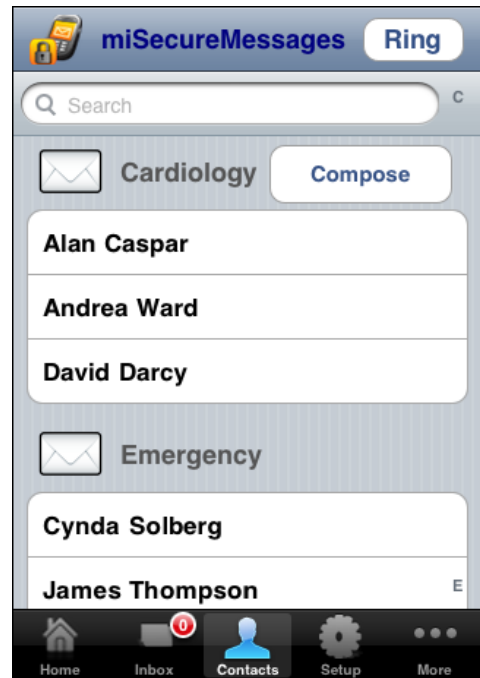
If one or two recipients have been selected, the recipients' names are displayed. If three or more recipients have been selected, the number of recipients is displayed. Tap the number of recipients to display the names of the recipients. Tap **OK** to return to the Send Secure Messages Screen.

To add or remove recipients, click the Plus icon.  The Contacts Screen is displayed. Tap the names that you want to add or remove, and then tap **Compose** to return to the Send Secure Message screen.

High Priority

Tap **High** to set the message's priority level to "High."

Tap **Normal** to set the message's priority level to "Normal."



Subject

Type the subject of your message in the Subject field. Keep the subject short so that it is easy to read in the recipient's Inbox. If you are forwarding a message, the subject of the message is already displayed.

Type the body of your secure message in the large field. If you are forwarding a message, the contents of the message are already displayed.

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

or

Tap **Cancel** or tap the red X icon  to discard your message.

Sound Options

The miSecureMessages App features several ring tones that can be selected for miSecureMessages notifications. The name of your selected ring tone is displayed as a button on the miSecureMessages title bar.

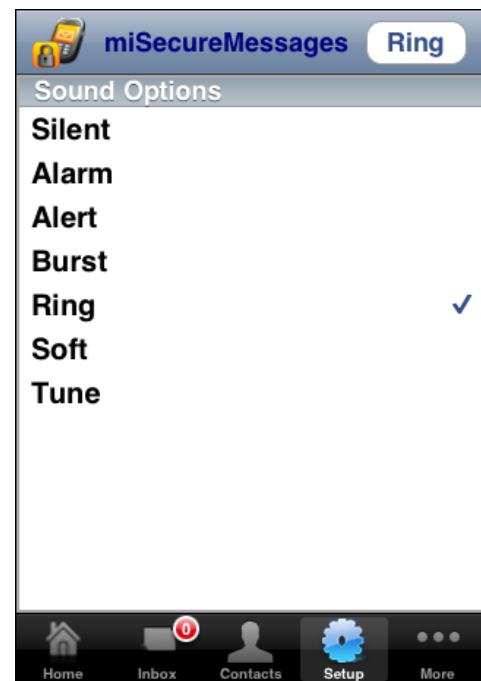
To change your miSecureMessages ring tone, tap the name of the ring tone displayed on the miSecureMessages title bar.

The Sound Options Screen is displayed.

Tap the name of the ring tone that you want to use for secure message notifications. To turn off notification sounds for the miSecureMessages App, tap **Silent**.

A check mark is displayed to the right of the selected ring tone, and the name of the selected ring tone is displayed as a button on the miSecureMessages title bar.

To navigate away from the Sound Settings page, tap any of the tabs at the bottom of the screen.



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

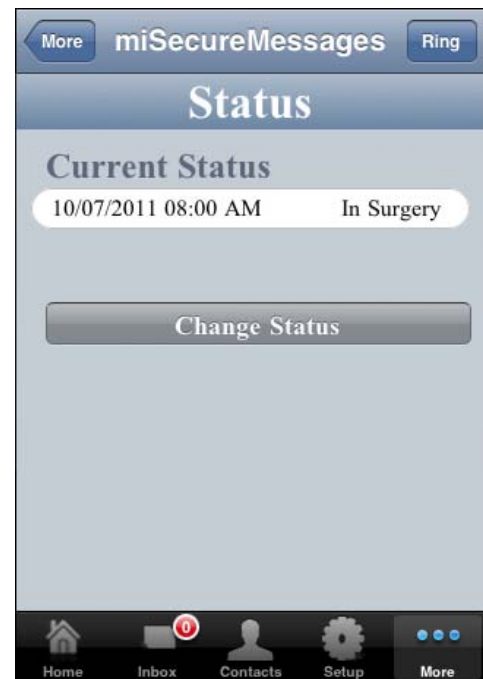
The Status Screen is used with the optional Infinity Intelligent Series (IS) Contacts feature. The Status screen enables you to make changes to your status. Your status can be accessed by agents and operators using IS applications to determine how you should be contacted at various dates and times.

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

To change your status on an iPhone or iPod, tap the **Status** icon on the Home Screen, or tap the **More** tab and then tap the **Status** tab. To change your status on an iPad, tap the **Status** icon on the Home Screen, or tap the **Status** tab.

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 Username and IS Apps Password provided by the company or organization that is hosting your miSecureMessages Web Service. If the status feature is enabled for the Username 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

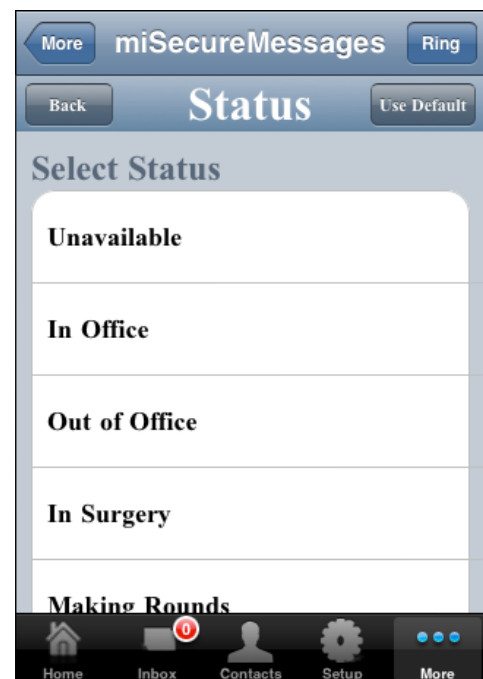
The Select Status Screen displays a list of possible statuses. The statuses that are available are determined by your miSecureMessages provider.

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.

To return to the Home Screen, tap the **Home** tab.



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 on an iPhone or iPod, tap the **OnCall Scheduling** icon on the Home Screen, or tap the **More** tab and then tap the **OnCall** tab. To view on-call schedules on an iPad, tap the **OnCall Scheduling** icon on the Home Screen, or tap the **OnCall** tab.

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 Username and IS Apps Password provided by the company or organization that is hosting your miSecureMessages Web Service. If the OnCall feature is enabled for the Username 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.

Select the person that you want to contact.

If the selected person is registered for miSecureMessages, the Send Message button is displayed.

Tap **Send Message**.

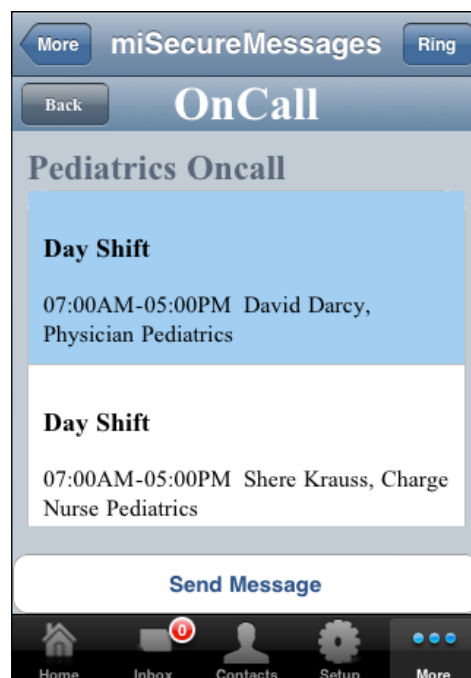
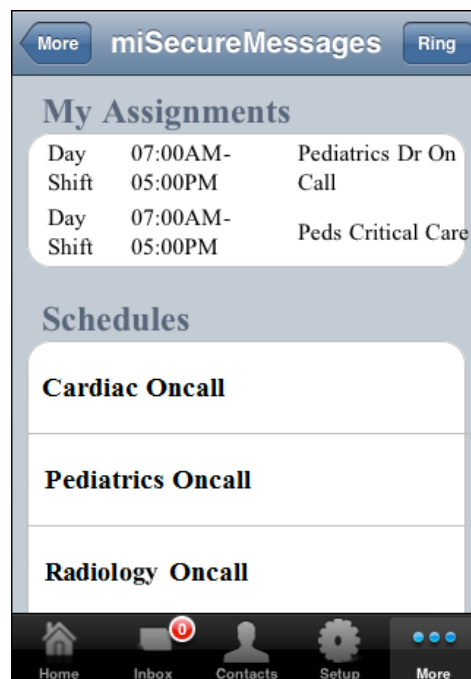
The Send Secure Message Screen is displayed.

Send Secure Message Screen

The Send Secure Message Screen displays your name in the From field and the name of the selected contact in the To field.

High Priority

Tap **High** to set the message's priority level to "High."



Tap **Normal** to set the message's priority level to "Normal."

Subject

Type the subject of your message in the Subject field. Keep the subject short so that it is easy to read in the recipient's Inbox.

Type the body of your secure message in the large field.

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

or

Tap **Cancel** or tap the red X icon  to discard your message.

To return to the Home Screen, tap the **Home** tab.

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