



**amstelco**

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## Setting up the IS OnCall and Status Integrations

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Amstelco's Amstelco Secure Messages (ASM) application can integrate with IS Web and miTeamWeb. Each of these platforms have different programming steps within the ASM application. The purpose of this document is to outline the process of setting up each integration.

### Requirements for the Integrations

The following items are required for both the IS Web and miTeamWeb integrations:

- Amstelco Secure Messages (ASM) 6.8 or later
- Intelligent Series (IS) 5.3 or later
- IS Web with an externally available URL. The IS Web URL may look something like this:  
<https://www.yourwebsitehere.com/isweb/mobile/default.aspx>.

OR

- miTeamWeb with an externally available URL. The miTeamWeb URL may look like this:  
<https://www.yourwebsitehere.com/miteamweb>.

### Additional Notes on IS URLs

The IS Web and miTeamWeb URLs need to be externally available for the ASM application to access it. The links also need to be secured with a SHA-256 bit encryption certificate to work with Apple devices. (This is a requirement from Apple.) The links will need to start with https: (not http:) or the ASM application will not be able to load the correct website. For the IS Web URL, the "/mobile/default.aspx" needs to be added to the end when configuring this access type.

### IS Web OnCall and Status

The IS URL, whether it is for the IS Web or miTeamWeb, needs to be configured in the ASM Admin Web prior to being displayed in the mobile applications or the ASM Contact Web.

### Configuring the IS Web URL in the ASM Admin Web

**Log into the ASM Admin Web and then click "Groups" on the navigation menu.**

**Click the Edit button next to the desired Group.**

The Group Settings are displayed. Access to the IS OnCall and IS Status is configured per Group.

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The screenshot shows the configuration page for a group. The 'General' tab is selected. The 'IS Web URL' field is highlighted with a red box and a red arrow pointing to it. The URL is 'https://www.yourwebsitehere.com/isweb/mobile/default.as'. Other fields include Group (203), Name (Jessy's 7.0 Group), Allocated Licenses (10), Account ID (12.123.1234), Shared Device License (12.123.1234a), Default Circle (Global Contacts), Personal Circle (Favorites), Registration Type (Self Registration), Authentication Mode (ASM), and various notification and escalation settings. A 'Protected Dialing' section is also visible at the bottom right.

## IS Web URL

The IS Web URL setting is used to specify the website for the mobile version of IS OnCall and IS Status that is displayed in the app when a user selects OnCall or Status in the app menu.

**Under the General tab for the desired Group, click the text box next to “IS Web URL.”**

The IS Web URL textbox is highlighted.

**Enter the IS Web OnCall URL and add “/mobile/default.aspx” to the end, for example, <https://www.yourwebsitehere.com/isweb/mobile/default.aspx>.**

**Click the Save button to keep the changes.**

## miTeamWeb OnCall and Status

miTeamWeb access is configured per Group through a Device Menu link.

## Configuring the miTeamWeb URL in the ASM Admin Web

Log into the ASM Admin Web and then click “Groups” on the navigation menu.

Click the Edit button next to the desired Group.

The Group Settings are displayed.

The screenshot shows the 'Group Settings' page for Group 203. The page has a navigation bar with tabs: General, Password/Passcode, Contacts, Device Menu, Permissions, Phrases, Roles, Email Messages, and an Exit button. The 'General' tab is active. The settings are organized into two columns. The left column includes: Group (203), Name (Jessy's 7.0 Group), Allocated Licenses (10), Account ID (12.123.1234), Shared Device License (12.123.1234a), Default Circle (Global Contacts), Personal Circle (Favorites), Registration Type (Self Registration), Authentication Mode (ASM), and a list of features with checkboxes: Enable Copying Email Addresses, Enable Copying Phone Numbers, Enable Copying Web Addresses, Enable Device to Device Messaging, Enable Dial Function, Enable Roles, Use System Away Messages, and Use System Phrases. The right column includes: Notification Attempts (10), Notification Interval Limit (0 Hours), Notification Interval (5 Minutes), Escalation Message (empty), Escalation Delay (15 Seconds), Attachment Size (20 MB), Maximum Contacts per Thread (500, 0 = unlimited), Maximum Away Message Time (0 Hours, 0 = unlimited), IS Web URL (https://www.yourwebsitehere.com/isweb/mobile/default.as), and Contact Web (https://www.amtelco.com/msmclient/Home/default?id=12.123.1234). At the bottom right, there is a 'Protected Dialing' section with: Dialing Mode (Option), DISA (18003566719), and Access Code (2219#,9). At the bottom left, there are 'Save' and 'Exit' buttons.

Click the Device Menu tab.

The Device Menu page is displayed.

### Device Menu URL

The settings under the Device Menu tab are used to add hyperlinks for internal or external websites to the app menu for this group. The hyperlinks are displayed in the app menu under “Links.”

General Password/Passcode Contacts <b>Device Menu</b> Permissions Phrases Roles Email Messages <span style="float: right;">Exit</span>		
<div style="display: flex; justify-content: space-between; align-items: center;"> <span>+ New</span> <span>Edit</span> <span>Delete</span> <span>↑ Move Up</span> <span>↓ Move Down</span> </div>		
Name	URL	Include IS Credentials
Amtelco	https://www.amtelco.com	No

Click the New button located in the Device Menu toolbar to create a new device menu link.

The Device Menu Link Editor is displayed.

### Device Menu Link Editor ✕

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**Name**

**URL**

**Include IS Credentials**

#### Name

The Name setting determines the text that will be displayed in the app menu for this hyperlink.

**Type the display name for the hyperlink.**

#### URL

**Enter the URL of miTeamWeb, for example, <https://www.yourwebsitehere.com/miteamweb>.**

**Include IS Credentials**

The “Include IS Credentials” check box is used to send a device user’s IS Username and Password to the URL.

- **Select this check box if you want the device to open this webpage to send the device user’s IS Username and Password to the URL.**
- **Clear this check box if you don’t want to send the device user’s IS Username and Password to the URL.**

**Click the Save button.**

The new hyperlink is displayed in the table.

## Setting up the IS Agent Login

Each ASM user needs a corresponding IS Web or miTeamWeb login with appropriate permissions to access IS OnCall schedules and IS Status. This can be set up in the IS Supervisor or Web Supervisor application under Agent Setup.

Once the IS Agent login has been created, it needs to be configured for the corresponding ASM Contact.

More information about configuring IS Agent logins with IS OnCall and IS Status permissions can be found in the “Agent Setup” section of the *Intelligent Series Supervisor Reference Guide*.

**In the ASM Admin Web, click “Contacts” on the navigation menu.**

**Click the Edit button next to the desired contact.**

The Contact Settings are displayed. Access to the IS OnCall and IS Status is configured per contact.

The screenshot displays the 'Contact Settings' page for a user named Amy Thompson. The page is divided into several sections:


- User Information:** Includes fields for Display Name (Amy Thompson), Username (athompson), Phone Number (7115557854), and Email (athompson@mmcnet.org). There are also buttons for 'Reset Password', 'Reset Passcode', and 'Lockout User'.
- Notification Settings:** A section with a green header containing options for 'Notification Alert (On/Off)' (checked), 'Notification Interval' (5 minutes), 'Notification Attempts' (10), 'Notification Sound' (Ringin), 'High Priority Sound' (Ringin), and an 'Away Message' field with a 'Set Message' button.
- Groups:** A table with columns 'Name' and 'Account ID'. It lists 'Real Estate Company' with Account ID '12.123.1234'. An 'Edit' button is highlighted with a red arrow, and there is also a 'Remove' button and an 'Add Group' button.
- API Access:** A section with a green header and a table with columns 'Description', 'AppID', and 'Created'. It includes an 'Add API Access' button.
- Devices:** A table with columns 'Type', 'Model', 'OS', 'Secure Messages Version', 'Phone', and 'Last Accessed'. It shows a 'WebApp' device with 'Last Accessed' on '05/20/2024 12:03 PM' and a 'Delete' button.

At the top right and bottom left of the page are buttons for 'Save', 'Save and Exit', and 'Exit'.

Click the **Edit** hyperlink next to the Group configured for IS OnCall and IS Status.

The Contact Group Settings are displayed.

Contact Group Settings - Real Estate Company

 Amy Thompson  
[Email Temporary Password](#)

Group Options 19.29.c423

Active

Visible

IS Agent Login

Username

[Change Password](#)

Favorites

[Add Contact](#)

[Save](#) [Exit](#)

Click the Username textbox and enter the username of the IS Agent.

Once the username has been entered, click the Change Password button.

The Password fields are displayed.

IS Agent Login

Username

Password

Confirm Password

Enter the password for this IS Agent in the Password and Confirm Password fields.

Click the Save button to keep the changes.

The screen returns to the Contact Settings screen.

Click the “Save and Exit” button at the top of the page.

The ASM user will now have access to their IS OnCall Schedules and IS Status in the mobile applications and the Contact Web.

## Troubleshooting

If issues are encountered while configuring or using the IS Web or miTeamWeb links, please refer to the section below. If you're encountering any issues not listed below, or you've encountered a new issue, Amtelco recommends contacting Field Engineering for additional support.

### **App users cannot access the IS Web Application**

Common causes for this are issues with the SHA-256 certificate for IS Web or the URL. Make sure the certificate is active and bound correctly to the IS Web URL. If issues persist, make sure the URL entered into ASM Admin Web is using "https" and not "http."

### **No users can access the OnCall offsite/at home/on their cell network**

This indicates that the IS Web URL is not publicly available. You will need to work with your IT networking team to set up the externally available URL including the SHA-256 certificate.

**Note:** Amtelco Field Engineering technicians cannot configure or make changes to your Firewall. This needs to be done by someone in your organization.

### **In the ASM app, the IS Web login page appears, but has a login error.**

This means the IS Web OnCall URL is set up properly, but there is an issue with the IS Agent login credentials, either within IS or the ASM Contact Settings. These credentials must match in order for the automatic login to occur.

### **In the ASM app, there are no errors, but I don't see any schedules, see the wrong schedules, or do not have the ability to change my status.**

This means the IS Agent permissions do not allow this user web access to these items. Review this Agent's permissions in IS Supervisor.