



Amtelco Secure Messages

Android App User Guide

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amtelco

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Product Overview

The Amtelco Secure Messages Android app provides secure messaging and paging services for Android devices using Amtelco's Secure Messaging service. The Amtelco Secure Messages Android app receives notification of secure messages sent from the Amtelco Secure Messages Web Service via the Google Firebase Cloud Messaging Service. You can view and respond to messages and can initiate messages to other Amtelco Secure Messages users within your company or organization.

When you receive a notification, you can touch the notification to display the message in the Amtelco Secure Messages app using Secure Socket Layer (SSL) encryption. Displaying the message sends a read receipt to the web service. You can select from a list of pre-defined reply messages or can enter a custom reply. This version of the app includes an option to attach images, videos, sound recordings, and PDF files. Replies are sent securely back to the web service.

Requirements

- Android OS 12 or later
- A Google account
- Google Play
- An Account ID or e-mail invitation from your Amtelco Secure Messages provider

Do Not Disturb Override

When launching the Amtelco Secure Messages Android app for the first time, the Do Not Disturb Override dialog box is displayed.

The Do Not Disturb Override dialog box asks if you would like miSecureMessages to override the phone's Do Not Disturb setting when receiving high priority messages. Overriding the Do Not Disturb setting allows miSecureMessages to play sounds when Do Not Disturb is enabled.

- To allow miSecureMessages to override your phone's Do Not Disturb setting for high priority message notifications, touch **Go To Settings**.

Your phone's settings are displayed.

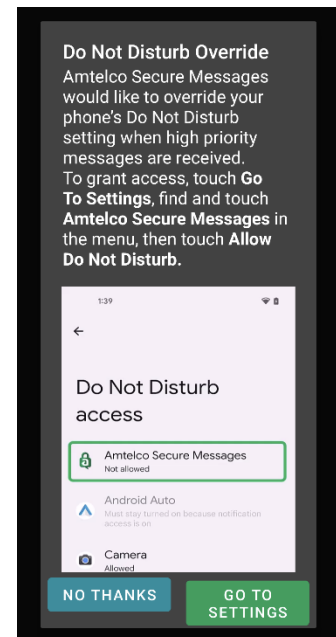
Select **Amtelco Secure Messages** in the menu.

The Amtelco Secure Messages settings are displayed.

Touch **Allow Do Not Disturb**.

Close your phone's settings and return to the Amtelco Secure Messages app.

- To prevent the Amtelco Secure Messages app from overriding your phone's Do Not Disturb setting, touch **No Thanks**.



E-mail Registration

Depending on how your Amtelco Secure Messages account is configured, you may be required to use E-mail Registration, Self Registration, or Admin Registration.

If you received an e-mail invitation to register for the Amtelco Secure Messages app, follow these steps for E-Mail Registration.

Open the e-mail invitation on the Android OS device that you will use to access your secure messages.

Touch the registration link in the e-mail invitation to begin the registration process.

- If the Amtelco Secure Messages app is not installed on the device, the link launches a web page with registration instructions and on-screen buttons for downloading the iOS app and the Android app.

Touch the **Get the App** button under the Android category to navigate to the Amtelco Secure Messages app in the Play Store.

Download the Amtelco Secure Messages app.

After the app is downloaded, return to the e-mail invitation. Touch the link in the e-mail invitation again.

- If the Amtelco Secure Messages app is installed on the device, the Amtelco Secure Messages app opens to the Initial Device Screen. If the prompt “Open with” is displayed, touch **Amtelco Secure Messages**.

Initial Device

The Initial Device Screen is used to configure a password and passcode for your Amtelco Secure Messages account.

Username

Your Amtelco Secure Messages username is displayed.

New Password

Choose a password to identify you when connecting to the Amtelco Secure Messages Web Service.

The complexity requirements are listed above the text field. Requirements that have been met are displayed in strikethrough text.

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

Retype New Password

Type the new password again to verify that no characters were mistyped or omitted.

Passcode

The passcode is a security feature that requires a code to be entered each time the Amtelco Secure Messages app is opened on your device.

The complexity requirements are listed above the text field. Requirements that have been met are displayed in strikethrough text.



The screenshot shows the 'Initial Device' registration screen. It features a blue header with the text 'Initial Device'. Below the header are five input fields: 'Username' (containing 'ddarcy'), 'New Password', 'Retype New Password', 'Passcode (required)', and 'Retype New Passcode'. Each of the last four fields has a small icon to its right. At the bottom of the form is a 'Register' button.





Type the passcode that you want to use to unlock the Amtelco Secure Messages app each time it is opened on your device. If no complexity requirements are displayed, you may leave the Passcode field blank.

Retype New Passcode

Type the new passcode again to verify that no characters were mistyped or omitted.

Show or Hide Typing

The Visible  and Not Visible  icons are used to show or hide typing in the New Password, Retype New Password, Passcode, and Retype New Passcode fields.

- To show the password and passcode text in the New Password, Retype New Password, Passcode, or Retype New Passcode field, make sure no one can observe your screen and then touch the Not Visible icon  inside the field. The text is displayed, and the icon is replaced by the Visible icon. 
- To hide the password text in the New Password, Retype New Password, Passcode, or Retype New Passcode field, touch the Visible icon  inside the field. The text is hidden, and the icon is replaced by the Not Visible icon. 

Touch **Register**.

If there was a problem registering your user information, an error message is displayed. Contact your Amtelco Secure Messages provider for assistance.

After the user information has been registered successfully, the Amtelco Secure Messages app is ready to receive messages.

Self Registration

If you received an Account ID for Amtelco Secure Messages, follow these steps for Self Registration.

Open the Play Store app on the Android OS device that you will use to access your secure messages. Search for “Amtelco Secure Messages.”

Download the Amtelco Secure Messages app.

After the Amtelco Secure Messages app has finished downloading, open the app.

The Amtelco Secure Messages app opens to the Add New Account Screen.

Add New Account

When the Amtelco Secure Messages app is opened for the first time, the Add New Account Screen is displayed. The Add New Account Screen is used to register the Amtelco Secure Messages app.

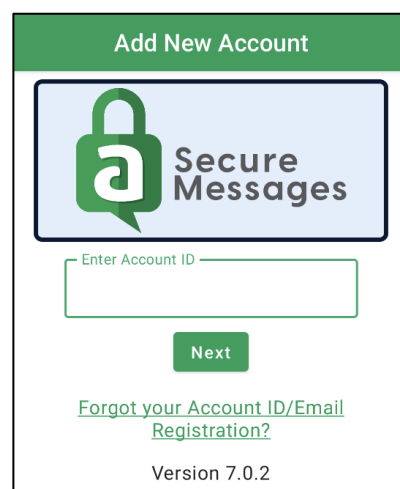
The Amtelco Secure Messages app must be registered in order to be used. Contact the company or organization that is hosting your Amtelco Secure Messages Web Service to obtain your Account ID.

Enter Account ID

Enter your Amtelco Secure Messages Account ID as specified by your Amtelco Secure Messages provider.

Touch **Next**.

- If the Account ID was entered successfully, the Sign In Screen is displayed.



- If the Account ID was not entered successfully, an “Invalid license” error is displayed.

If the “Invalid license” error appears, touch **OK** to return to the Add New Account Screen. Try reentering your Amtelco Secure Messages Account ID.

If the error is displayed again, contact your Amtelco Secure Messages provider to verify that you have the correct Account ID.

Note: You can register additional Account IDs through the Accounts Screen.

Login

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

Note: If the company or organization that is hosting your Amtelco Secure Messages Web Service did not provide a username and password, touch **Register New User** to navigate to the Register New User Screen.

Username



If the company or organization that is hosting your Amtelco Secure Messages Web Service has provided an Amtelco Secure Messages username, enter it here.





Password

If the company or organization that is hosting your Amtelco Secure Messages Web Service has provided an Amtelco Secure Messages password, enter it here.

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

Show or Hide Typing

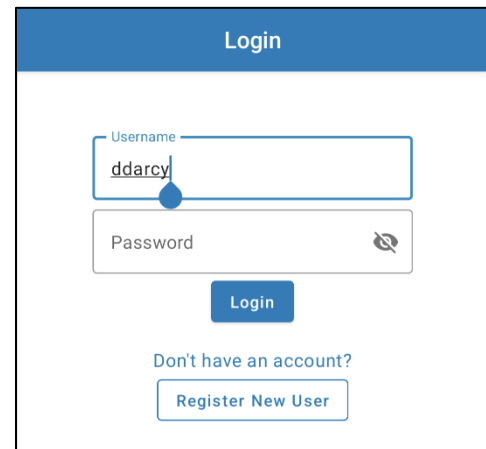
The Visible  and Not Visible  icons are used to show or hide typing in the Password field.

- To show the password text in the Password field, make sure no one can observe your screen and then touch the Not Visible icon  inside the field. The text is displayed, and the icon is replaced by the Visible icon. 
- To hide the password text in the Password field, touch the Visible icon  inside the field. The text is hidden, and the icon is replaced by the Not Visible icon. 

Touch **Login**.

If the username and password were found, the Inbox Screen or Passcode Screen is displayed.

Note: If the “Login Failed” error appears, touch **OK** 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 Amtelco Secure Messages provider to verify that your username and password have been registered.



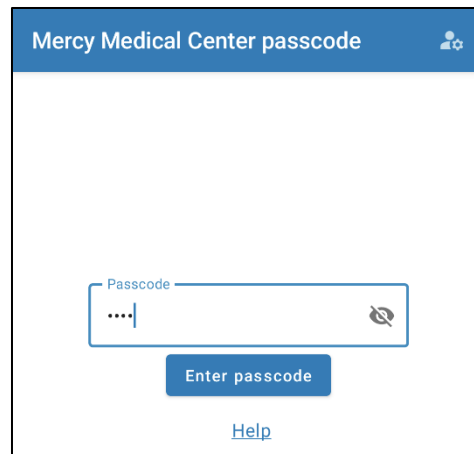
Passcode



If you set a passcode, the Passcode Screen is displayed each time you open the Amtelco Secure Messages app or change accounts.

Passcode



Type your passcode and then touch **Enter passcode**.





- If you enter the incorrect passcode, the “Passcode is incorrect” error is displayed. Touch **Ok** to return to the Passcode Screen and try again.
- If you enter your passcode correctly, the Inbox Screen or the last screen that was open in the Amtelco Secure Messages app is displayed.



Note: To switch to a different account from the Passcode Screen, touch the Account Settings icon  on the title bar. The Accounts Screen is displayed. Touch the name of the desired account and then touch the Check Mark icon. 

Show or Hide Typing

The Visible  and Not Visible  icons are used to show or hide typing in the Passcode field.

- To show the passcode text in the Passcode field, make sure no one can observe your screen and then touch the Not Visible icon  inside the field. The text is displayed, and the icon is replaced by the Visible icon. 
- To hide the passcode text in the Passcode field, touch the Visible icon  inside the field. The text is hidden, and the icon is replaced by the Not Visible icon. 

Update Passcode

The Update Passcode Screen is displayed when the passcode complexity requirements for your Amtelco Secure Messages account are changed and your current passcode does not meet the new requirements.

Current Passcode

Type your current passcode. If you do not have a passcode, leave this field blank.

New Passcode



Type a new passcode that you will remember.

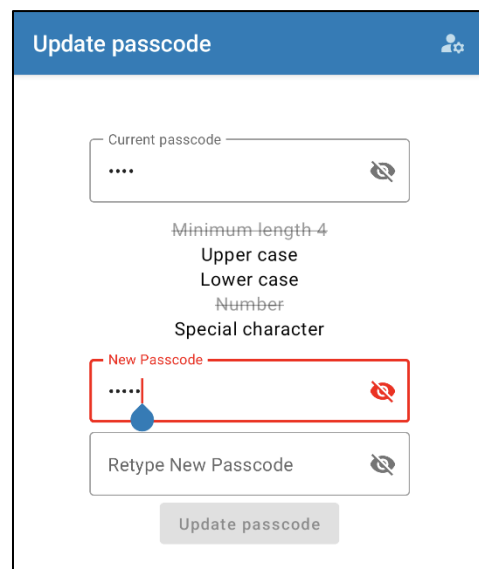
The complexity requirements are listed above the text field. Requirements that have been met are displayed in strikethrough text.





Retype New Passcode

Type the new passcode again to verify that no characters were mistyped or omitted.

Show or Hide Typing

The Visible  and Not Visible  icons are used to show or hide typing in the New Passcode and Retype New Passcode fields.





- To show the passcode text in the Current Passcode, New Passcode, or Retype New Passcode field, make sure no one can observe your screen and then touch the Not Visible icon  inside the field. The text is displayed, and the icon is replaced by the Visible icon. 
- To hide the passcode text in the Current Passcode, New Passcode, or Retype New Passcode field, touch the Visible icon  inside the field. The text is hidden, and the icon is replaced by the Not Visible icon. 

Touch **Update passcode**.

- If you enter the incorrect passcode, an error is displayed. Touch **Ok** to return to the Update Passcode Screen and try again.
- If your passcode was changed successfully, the Inbox Screen or the last screen you were using is displayed.

You will be required to enter your new passcode each time you open the Amtelco Secure Messages app or change accounts.

Note: To switch to a different account from the Update Passcode Screen, touch the Account Settings icon  on the title bar. The Accounts Screen is displayed. Touch the name of the desired account and then touch the Check Mark icon. 

Change Password

The Change Password Screen is displayed when the password complexity requirements for your Amtelco Secure Messages account are changed and your old password does not meet the new requirements.

Old Password

Type your current password.

New Password



Type a new password that you will remember.





The complexity requirements are listed above the text field. Requirements that have been met are displayed in strikethrough text.

Retype New Password

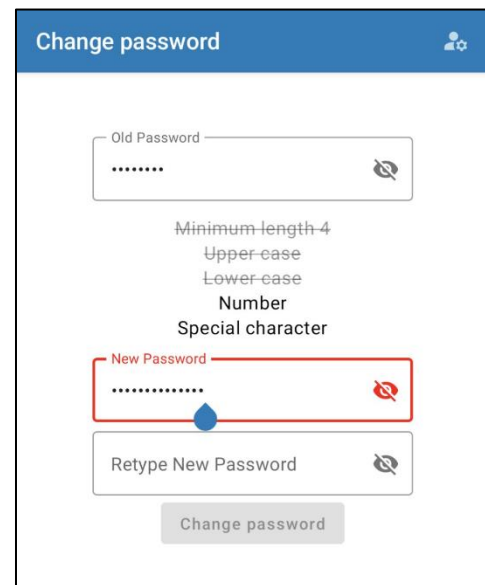
Type the new passcode again to verify that no characters were mistyped or omitted.

Show or Hide Typing



The Visible  and Not Visible  icons are used to show or hide typing in the Old Password, New Password and Retype New Password fields.

- To show the password text in the Old Password, New Password, or Retype New Password field, make sure no one can observe your screen and then touch the Not Visible icon  inside the field. The text is displayed, and the icon is replaced by the Visible icon. 
- To hide the passcode text in the Old Password, New Password, or Retype New Password field, touch the Visible icon  inside the field. The text is hidden, and the icon is replaced by the Not Visible icon. 

Touch **Change Password**.



- If you enter the incorrect password, an error is displayed. Touch **Ok** to return to the Change Password Screen and try again.
- If your password was changed successfully, the Inbox Screen or the last screen you were using is displayed.

Note: To switch to a different account from the Change Password Screen, touch the Account Settings icon  on the title bar. The Accounts Screen is displayed. Touch the name of the desired account and then touch the Check Mark icon. 

Register New User

The Register New User Screen is used to establish a unique identity that distinguishes you from other Amtelco Secure Messages users.

Note: If you already have an Amtelco Secure Messages username and password, touch **Login** to navigate to the Login Screen.

Display Name

Type your name as you wish it to appear in the Amtelco Secure Messages 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 Amtelco Secure Messages Web Service (for example, “jsmith”). Your username can be up to 50 characters long and must be unique. The use of spaces in a username is not recommended.

Create Password

Choose a password to identify you when connecting to the Amtelco Secure Messages Web Service.

The complexity requirements are listed above the text field. Requirements that have been met are displayed in strikethrough text.

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

Retype Password

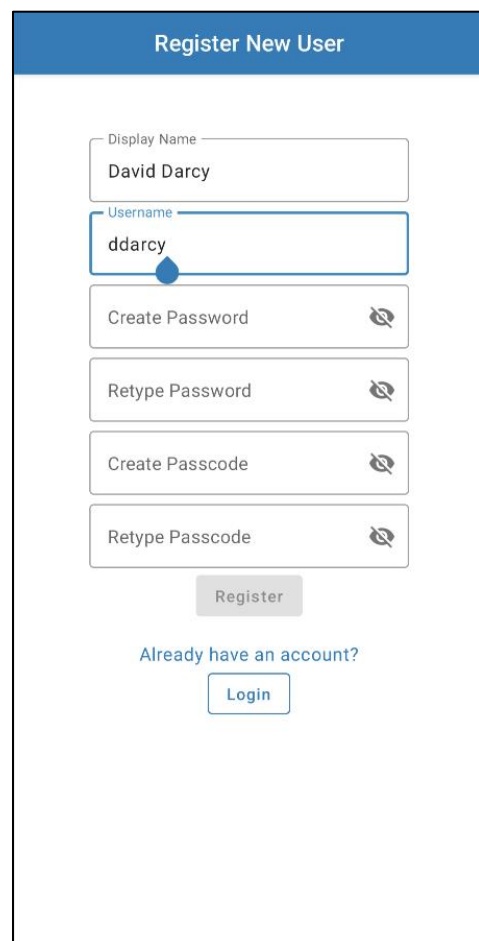
Type the new password again to verify that no characters were mistyped or omitted.

Create Passcode

If the Passcode field is displayed, a passcode is required. The passcode is a security feature that requires a code to be entered each time the Amtelco Secure Messages app is opened on your device.

If the Passcode field is displayed, type the passcode that you want to use to unlock the Amtelco Secure Messages app each time it is opened on your device.



The complexity requirements are listed above the text field. Requirements that have been met are displayed in strikethrough text.







Retype Passcode

Type the new passcode again to verify that no characters were mistyped or omitted.

Show or Hide Typing

The Visible  and Not Visible  icons are used to show or hide typing in the Create Password, Retype Password, Create Passcode, and Retype Passcode fields.

- To show the password or passcode text in the Create Password, Retype Password, Create Passcode, or Retype Passcode field, make sure no one can observe your screen and then touch the Not Visible icon  inside the field. The text is displayed, and the icon is replaced by the Visible icon. 
- To hide the password or passcode text in the Create Password, Retype Password, Create Passcode, or Retype Passcode field, touch the Visible icon  inside the field. The text is hidden, and the icon is replaced by the Not Visible icon. 

Registration Password




If the Registration Password field is displayed, the account's Registrations Password is required to register for Amtelco Secure Messages. Contact your Amtelco Secure Messages administrator to arrange for your device to be registered.

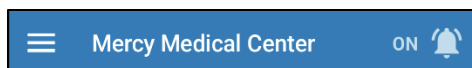
After your device has been registered successfully, the Amtelco Secure Messages app is ready to receive messages.

Admin Registration

If you did not receive an e-mail invitation to register for the Amtelco Secure Messages app and did not receive an Amtelco Secure Messages Account ID, contact your Amtelco Secure Messages administrator to arrange for your device to be registered.


Amtelco Secure Messages Toolbar

The Amtelco Secure Messages Toolbar is displayed at the top of the Inbox Screen, Contacts Screen, OnCall Screen, and Status Screen. The Amtelco Secure Messages Toolbar contains the Menu icon , the account name, and the Notifications On icon  or Notifications Off icon .





The Menu icon  is used to navigate the Amtelco Secure Messages app using the Menu Drawer.

Touch the Menu icon  to access the Menu Drawer.

The account name is displayed to the right of the Menu icon. 

The Notifications On icon  indicates that your Amtelco Secure Messages notifications are turned on. The Notifications Off icon  indicates that your Amtelco Secure Messages notifications are turned off.



To change your Amtelco Secure Messages Notification Settings, touch the Notifications On icon  or the Notifications Off icon. 

Menu Drawer

The Menu Drawer is used to view your profile information, to navigate the various pages of the Amtelco Secure Messages app, and to access other accounts.

Touch the Menu icon  to access the Menu Drawer.








Your photo and away status are displayed on the left side of the header. Your display name, username, current account, and the roles you are currently filling are displayed on the right side of the header.

If your Amtelco Secure Messages notifications are on, the Green Circle icon  and the word “AVAILABLE” are displayed under your photo. If your Amtelco Secure Messages notifications are off, the Red Circle icon  and your away message are displayed.

The Pages menu and Groups menu are located under the header.



Pages

The Pages menu contains icons and the names of various screens within the Amtelco Secure Messages app.

- To display the Inbox Screen, touch **Inbox.** 
- To display the Contacts Screen, touch **Contacts.** 
- To display the Phone Dialer Screen, touch **Phone Dialer.** 
- To display the Roles Screen, touch **Roles.** 
- To display the OnCall Screen, touch **OnCall.** 
- To display the Status Screen, touch **Status.** 
- To display links to Web pages and Web-based applications, touch **Links.** 

Links


The Links drop-down menu contains links to Web pages and Web-based applications.

To display the Links drop-down menu, touch the Menu icon  to access the Menu Drawer and then touch **Links.** 

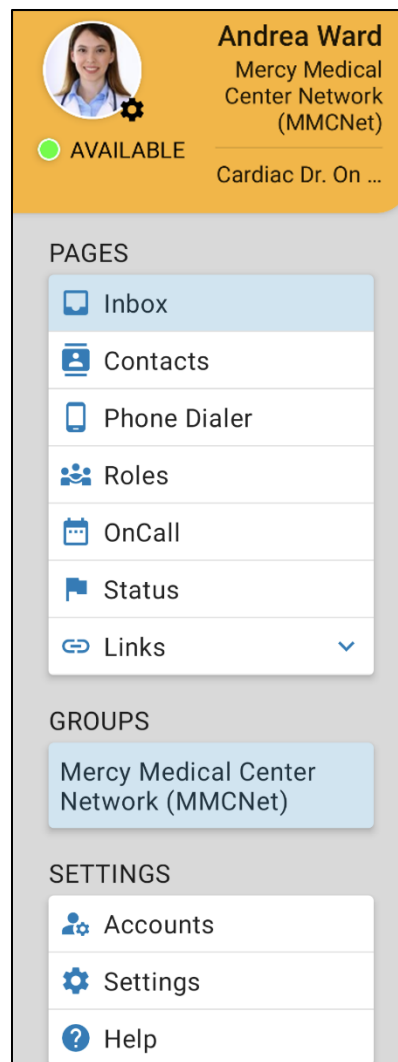
To open a Web page or Web-based application, touch the corresponding link in the Links drop-down menu.

The link will either open in a Web browser window or in the Link Screen of the Amtelco Secure Messages app.

If the Web Link opens in a Web browser, press the **Back** button when you are ready to return to the Amtelco Secure Messages app.

If the Web Link opens in the Link Screen within the Amtelco Secure Messages app, touch the Menu icon  when you are ready to return to the Menu Drawer.

Note: The links that are displayed in the Links drop-down menu may vary depending on your configuration.



Groups




The Groups menu lists the name of all of the Amtelco Secure Messages accounts that you are registered to use. The account that is currently selected is highlighted.

To switch between Amtelco Secure Messages accounts, tap the name of an account.

If the account requires a passcode, the Passcode Screen is displayed.



Settings

The Settings menu lists icons and the names of screens used to access accounts, to configure settings, and to view this user guide within the Amtelco Secure Messages app.

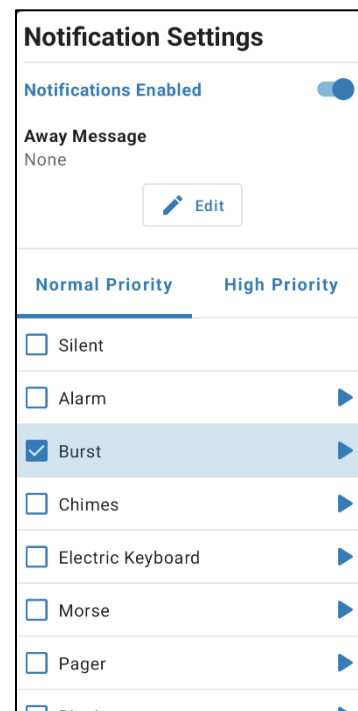
- To display the Accounts Screen, touch **Accounts**. 
- To display the Settings Screen, touch **Settings**. 
- To display the online version of this user guide, touch **Help**. 



Notification Settings

The Amtelco Secure Messages app features the ability to turn notifications off and on, customizable away messages, and ring tones that can be selected for regular Amtelco Secure Messages notifications and high priority notifications.

- If notifications are turned on, the Notifications On icon  is displayed on the title bar and the word “ON” is displayed to the left of the icon. By default, notifications are turned on.
- If notifications are turned off, the Notifications Off icon  is displayed on the title bar and the word “OFF” is displayed to the left of the icon. 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 you are unavailable.

Note: The Notification Settings apply to all of your accounts on a single Amtelco Secure Messages server. If you have an account on multiple Amtelco Secure Messages servers, your Notification Settings will not apply to the accounts on other servers. Switch to the account that you want to edit before making changes to your Notification Settings.





To change your Amtelco Secure Messages Notification Settings, touch the Notifications On icon  or the Notifications Off icon  on the title bar, or touch the away status displayed under your photo in the Menu Drawer.

The Notification Settings screen is displayed.

Notifications Enabled/Notifications Disabled


The Notifications Enabled/Notifications Disabled setting determines whether you will receive notification of new messages.

- If your notifications are turned off, “Notifications Disabled” is displayed and your away message is displayed in the Away Message field. To turn on notifications, touch the **Notifications** slider or touch **Remove**. 
- If your notifications are turned on, “Notifications Enabled” is displayed. Notifications are turned on by default. To turn off notifications, touch the **Notifications** slider or touch **Edit**. 

The Away Message screen is displayed.

Away Message

If your notifications are turned off, the Away Message field displays your away message. Your away message is the message that will be displayed under your name on the Contacts screen and will be sent as an auto reply to Amtelco Secure Messages users that try to send you a secure message.

To set or change your away message, touch **Edit**. 

The Away Message screen is displayed.

Away Message

The Away Message screen is displayed when turning off message notifications and when setting or changing an away message.

Start Date

The Start Date setting displays the time and date at which the away message will be activated. By default, Start Date is set to the current time and date.

To change the Start Date time, touch the button displaying the start time.

A scroll wheel is displayed with the current time or the time selected when the away message was last saved. Scroll up or down on each field to select the hour, minute, and **AM** or **PM**.

When you have finished setting the Start Date time, touch **Done** to save your changes.

OR

To discard your changes, touch **Cancel**.

To change the Start Date month, day, and year, touch the button displaying the start date.

A scroll wheel is displayed with the current date or the date selected when the away message was last saved.

Scroll up or down on each field to select the month, day, and year.

When you have finished setting the Start Date month, day, and year, touch **Done** to save your changes.

OR

To discard your changes, touch **Cancel**.

End Date

The End Date setting displays the date and time at which the away message will expire and notifications will resume. By default, End Date is set to “Indefinite” indicating the away message will remain in effect until a new away message is selected or until notifications are turned on.

Time

To change the End Date time, touch the button displaying the end time.

A scroll wheel is displayed with the current time or the time selected when the away message was last saved. Scroll up or down on each field to select the hour, minute, and **AM** or **PM**.

When you have finished setting the Start Date time, touch **Done** to save your changes.

OR

To discard your changes, touch **Cancel**.

Date

To change the End Date month, day, and year, touch the button displaying the end date.

A scroll wheel is displayed with the current date or the date selected when the away message was last saved. Scroll up or down on each field to select the month, day, and year.

When you have finished setting the End Date month, day, and year, touch **Done** to save your changes.

OR

To discard your changes, touch **Cancel**.

Select Message

The Select Message setting determines the away message that will appear when notifications are turned off.

Previously saved personal, group, and system away messages are displayed in the list below the text field.

Enter a new custom away message in the text field.

OR

Touch one of the messages in the list below the text field.

When you have finished configuring the Away Message settings, touch **Update** to return to the Notification Settings.

OR

To discard your changes, touch **Cancel**.

Normal Priority

The Normal Priority setting determines the sound that is played when notifications are on and a normal priority secure message is received.

To change your normal priority sounds, touch **Normal Priority**.

The Sound Menu is displayed.

- Touch the name of the ring tone that you want to use for normal priority secure message notifications.
- To play a sample of the ring tone, touch the Play icon ▶ to the right of the ring tone you would like to sample.
- To disable notification sounds for normal priority secure messages, touch **Silent**.

High Priority

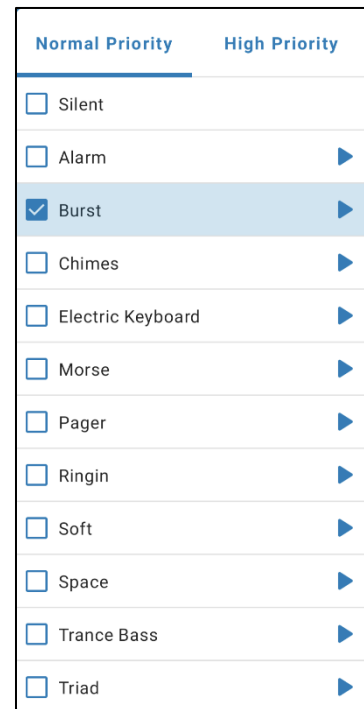
The High Priority setting determines the sound that is played when notifications are on and a high priority secure message is received.

To change your high priority sounds, touch **High Priority**.


The Sound Menu is displayed.

- Touch the name of the ring tone that you want to use for high priority secure message notifications.
- To play a sample of the ring tone, touch the Play icon ▶ to the right of the ring tone you would like to sample. To stop playing the sample ring tone, touch the Pause icon ||.
- To disable notification sounds for high priority secure messages, touch **Silent**.

To return to the previous screen, touch the Back button.



New Message

To compose a new secure message, touch the Compose icon  on the Inbox Screen, Contacts Screen, or OnCall Screen.


Find Contacts


The Find Contacts field is used to search for contacts and roles.

To search for a contact or role by name, start typing the name in the Find Contacts field.

The names that match the text that you type are displayed in a menu.

Touch the name of the person or role you want to contact.

Note: If a user has a small Red Circle icon  in the bottom right corner of their photo, that user's Amtelco Secure Messages notifications are turned off, preventing that user from receiving message notifications. You can still send a message to that user, but the user will not be notified of the message and will have to check the Inbox Screen in order to see the message.

Touch **Remove All**  to remove all of the selected contacts and roles at the top of the screen.


Subject

Type the subject of your message in the Subject field.


If you are forwarding a message or messages from a thread, the Subject field contains "Forward:" followed by the subject of the message thread.

Select From Contacts

The Select From Contacts Screen is used to select more contacts and roles to add as recipients.

Touch **Select From Contacts**  to open the Select From Contacts screen.


Select contacts from the Contact Circles menus or use the Find Contacts field to search for contacts and roles by name.

When you have finished selecting additional contacts and roles, click the Close icon  in the top-right corner of the Select From Contacts Screen or swipe down to add the selected contacts and roles as recipients.

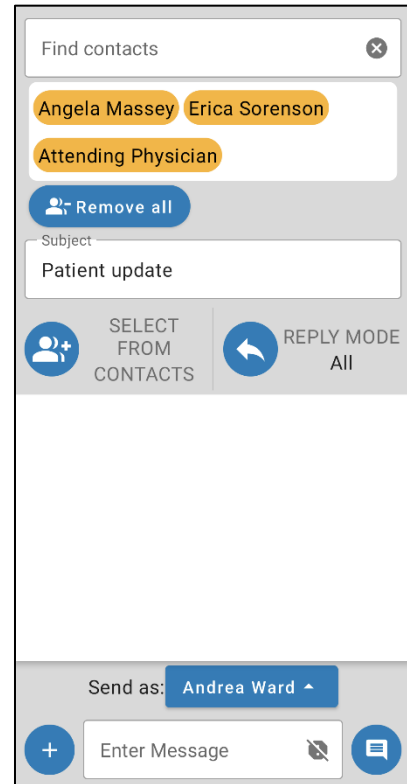
The New Message Screen is displayed and the contacts and roles that have been added are displayed at the top of the screen.

Reply Mode

The Reply Mode menu is used to select the type of replies to allow recipients of the message to send.

Touch **Reply Mode**  to open the Reply Mode menu.

- Touch **All** to set the reply mode to "All". Recipients will be able to choose whether to reply to everyone in the thread or to reply to just to the sender of the message by tapping on their photo next to the message within the thread.
- Touch **Sender** to set the reply mode to "Sender". Replies to the message will only be sent to the sender of the message.



- Touch **None** to set the reply mode to “None”. Recipients will not be able to reply to the message.


Send As

Select a role to send the message as a role you are currently filling and tie it to that role, or select your name to send the message in your name and tie it to your username.


Enter Message





Type your message in the Enter Message field.

If you are forwarding a message or messages, “FW:” is displayed followed by the name of the sender, date and time, and content of the message or messages that are being forwarded.

When you have finished composing your response, touch the Send icon. 

High Priority

High Priority messages are displayed in red word balloons and play a unique sound when the receiver has notifications turned on. The sound can be configured in the Notification Settings. By default, your message is set to Normal Priority, which is indicated by a Normal Priority icon  on the right side of the Enter Message field.




- Touch the Normal Priority icon  to change the priority to High Priority. The Normal Priority icon turns into a red High Priority icon  to indicate that your message will be sent as a High Priority message.
- Touch the red High Priority icon  to change a High Priority message back to Normal Priority, indicated by a gray Normal Priority icon. 

Message Options


Touch the Plus icon  in the lower left corner of the screen to access additional options.

The Message Options Toolbar is displayed.


If the optional Attachments feature is enabled, the following attachment options are available:

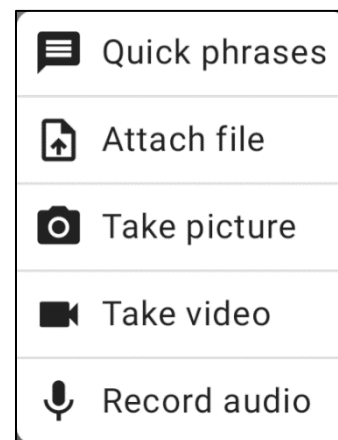
- Touch **Quick Phrases**  to display a list of common phrases that can be added to your messages.
- To attach a file from your device, touch **Attach File.** 
- To take a new photo to attach to your message, touch **Take Picture.** 

Note: Photos taken from the Amtelco Secure Messages app will not be stored in your device’s Photo Gallery.

- To record a new video to attach to your message, touch **Take Video.** 

Note: Videos recorded from the Amtelco Secure Messages app will not be stored in your device’s Photo Gallery.

- To record audio to attach to your message, touch **Record Audio.** 




Follow the on-screen prompts to create or select the attachment.

Quick Phrases

Touch **Quick Phrases**  to display a list of common phrases that can be added to your messages.

Touch the phrase that you want to use.



The phrase is displayed in the Enter Message field.

To send the phrase, touch the Send icon. 

Note: Personal Quick Phrases can be added, edited, and deleted from the Settings Screen.








Inbox

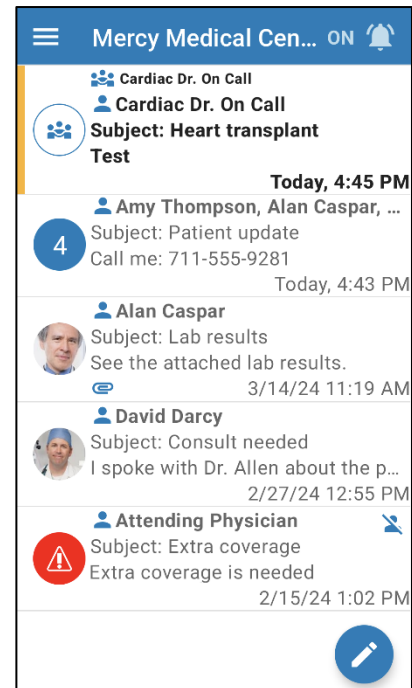
The Inbox Screen displays secure messages sent by you or by a role you are currently filling and secure messages sent to you or to a role you are currently filling.

To display the Inbox Screen, touch the Menu icon  to access the Menu Drawer and then touch **Inbox**. 

The Inbox Screen 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.

For each message thread, the Inbox Screen displays the names of the senders and recipients of the messages in that thread. Below the names of the senders and recipients, 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 and time that the most recent message in the thread was sent is displayed on the right side of the Inbox Screen.

- Threads containing unread messages are bolded and marked with a bar on the left.
- High priority message threads are marked with a red High Priority icon. 
- Threads for a role you are filling are marked with the Roles icon  to the left of the role name.
- Threads that only allow replies to the sender are marked with the Reply to Sender icon  to the right of the sender.
- Threads that do not allow replies are marked with the No Replies icon  to the right of the sender.
- Threads containing an attachment are marked with the Paper Clip icon. 
- If a message is sent both to a role you are currently filling and to your contact username, the Roles icon  along with the name of the role you are currently filling is displayed above the senders and recipients.
- To display the messages in a thread, touch the thread subject on the Inbox Screen.
The messages contained in the thread are displayed on the Thread Screen.
- To compose a new secure message, touch the Compose icon  on the Inbox Screen.
The New Message Screen is displayed.
- To display the Inbox Action Toolbar, touch and hold a message thread.






The Inbox Action Toolbar is displayed at the top of the Inbox Screen.

Inbox Action Toolbar

To display the Inbox Action Toolbar, touch and hold a message thread.

The Inbox Action Toolbar is displayed at the bottom right corner of the Inbox Screen and the selected message thread is highlighted.

To toggle the selection of message threads, touch the threads you would like selected or deselected.

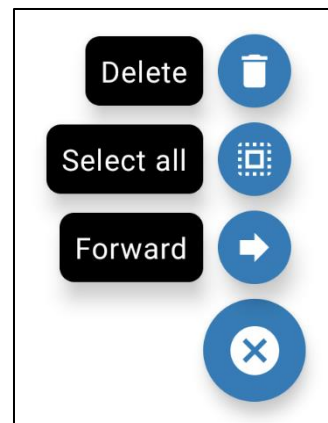
- To select all threads, touch the Select All icon. 
 - To forward the selected thread, touch the Forward icon. 
- Note:** The Forward icon  is not available when more than one thread is selected.

- To delete the selected threads, touch the Delete icon. 

You can also delete a thread by swiping to the left.

Note: Message threads deleted from your Inbox Screen may still be stored on the server from which the messages originated and accessed by other users who were included in the thread.


- To close the Inbox Action Toolbar, touch the Close icon. 






Thread

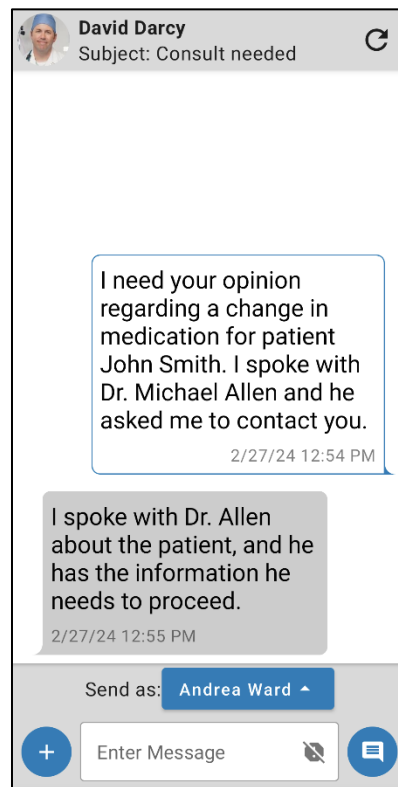
The Thread Screen displays the messages contained in the thread that was selected on the Inbox Screen.


To display the messages in a thread, touch the thread subject on the Inbox Screen.

The names of the senders and recipients of the messages in the thread and the subject of the thread are displayed at the top of the screen. If the message is for or from a role you are filling, the Roles icon  and the name of the role are displayed above the names of the senders and recipients.

- If the thread is high priority, a red High Priority icon  is displayed to the left of the names.
- If the thread only allows replies to the sender, a Reply to Sender icon  is displayed to the left of the names.
- If the thread does not allow replies, a No Replies icon  is displayed to the left of the names.

The original message and any reply messages are displayed in word balloons. High priority messages are labeled “High Priority” at the top of the word balloons. The messages are organized by date and time, from oldest to newest. The date and time that the message was sent is displayed below each message. If there is more than one possible sender, the photo and name of the sender is displayed to the left of the date and time.





To refresh the Thread Screen to show replies that have been received since the screen was displayed, touch the Refresh icon  in the top right corner of the screen.

Message Details


To display a detailed history of a message, touch the message.

The Message Details pane is displayed.

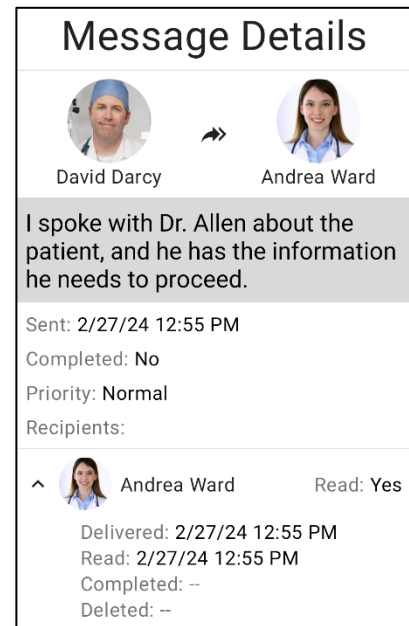
The Message Details pane lists the sender of the message, the intended recipients of the message, the date and time that the message was sent, whether the message was completed, the message priority, and whether each recipient read the message.

To display additional recipient details, touch the Down icon  to the left of the recipient name listed under “Recipients.” The recipient details are displayed, and the icon is replaced by the Up icon. 

The dates and times the message was delivered, read, completed, and deleted by the recipient are displayed. If the message was not delivered, read, completed, or deleted by the recipient, “--” is displayed.

Touch the Up icon  to hide recipient details.

Touch the Back button to return to the thread.





Message Thread Action Toolbar

To display the Message Thread Action Toolbar, touch and hold a message.



The Message Thread Action Toolbar is displayed at the top of the Thread Screen and check boxes are displayed to the left of each message.




Touch the check box to the left of a message to select the message. A check mark is displayed.

- To select all messages in the thread, touch **Select All.** 
- To mark the selected messages “Completed,” touch **Complete.** 

The word “Completed” is displayed below completed messages to indicate that no more actions need to be performed for the message.

- To forward the selected messages, touch **Forward.** 
- To delete the selected messages, touch **Delete.** 

Note: Messages deleted from your Inbox Screen may still be stored on the server from which the messages originated and accessed by other users who were included in the thread.

- To close the Inbox Action Toolbar, touch **Cancel.** 


Send As





Select a role to send the message as a role you are currently filling and tie it to that role, or select your name to send the message in your name and tie it to your username.


Enter Message

To reply to a message, type your response in the Enter Message field.


High Priority

High Priority messages are displayed in red word balloons and play a unique sound when the receiver has notifications turned on. The sound can be configured in the Notification Settings. By default, your message is set to Normal Priority, which is indicated by a Normal Priority icon  on the right side of the Enter Message field.

- Touch the Normal Priority icon  to change the priority to High Priority. The Normal Priority icon turns into a red High Priority icon  to indicate that your reply will be sent as a High Priority message.
- Touch the red High Priority icon  to change a High Priority message back to Normal Priority, indicated by a gray Normal Priority icon. 




When you have finished composing your response, touch the Send icon. 

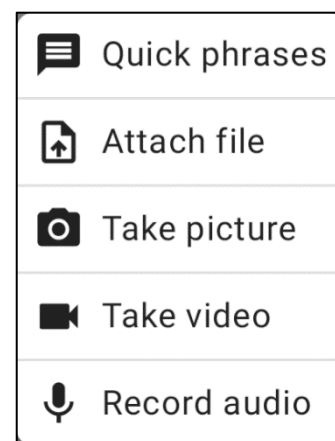
Message Options

Touch the Plus icon  in the lower left corner of the screen to access additional options.


The Message Options Toolbar is displayed.

If the optional Attachments feature is enabled, the following attachment options are available:


- Touch **Quick Phrases**  to display a list of common phrases that can be added to your messages.
- To attach a file from your device, touch **Attach File.** 
- To take a new photo to attach to your message, touch **Take Picture.** 



Note: Photos taken from the Amtelco Secure Messages app will not be stored in your device's Photo Gallery.

- To record a new video to attach to your message, touch **Take Video.** 

Note: Videos recorded from the Amtelco Secure Messages app will not be stored in your device's Photo Gallery.

- To record audio to attach to your message, touch **Record Audio.** 

Follow the on-screen prompts to create or select the attachment.

Quick Phrases

Touch **Quick Phrases**  to display a list of common phrases that can be added to your messages.

Touch the phrase that you want to use.

The phrase is displayed in the Enter Message field.

To send the phrase, touch the Send icon. 

Note: Personal Quick Phrases can be added, edited, and deleted from the Settings Screen.

Reply to

If you are replying to a message that allows replies to multiple recipients, touch the photo of the sender and touch **Reply to** followed by the sender's name to send a reply to only the sender.

The New Message Screen is displayed. The Subject field contains the subject of the message thread and the message contains the reply and the text of the previous messages in the thread. Follow the instructions for the New Message Screen to send the reply and the previous messages in the thread as a new message thread.

Dialing from a Message

If a message contains a phone number, you can touch the number to dial the number. Depending on how your Amtelco Secure Messages service is configured, you may have the option to dial direct or the option to route your call through your call center or organization.

Touch the phone number to dial.

If your administrator has given you the option to choose dialing direct or routing your call, the Make Phone Call menu is displayed.

To dial direct from your device, allowing your device's phone number to be seen, touch **Dial direct**.

OR

To route the call through your call center or organization so that their number is shown on the Caller ID, touch **Mask my phone number**.

Make Phone Call

Dial direct

Mask my phone number

If you have never dialed from the Amtelco Secure Messages app before, a message is displayed asking to allow Amtelco Secure Messages to make and manage phone calls. Touch **Allow** if you want to be able to use the Amtelco Secure Messages app to dial phone numbers.

Copying Phone Numbers and Links

If a message contains a phone number, e-mail address, web address, or Spectrum link, you can touch and hold it to copy it to the clipboard.

711-555-9281

Copy to clipboard

Open

Touch and hold the phone number, e-mail address, web address, or Spectrum link.



If your administrator has given you the option to copy phone number, e-mail address, or web addresses, or Spectrum links, a menu is displayed.


To copy the link to your clipboard, touch **Copy to clipboard**.

Phone Dialer

The Phone Dialer Screen is an optional feature used to dial a phone number.

Note: If the Protected Dialing feature is configured, calls made using the Phone Dialer are routed through your call center or organization so that their number is shown on the Caller ID instead of your device’s phone number. If you do not have the Protected Dialing feature configured, phone calls placed with the Phone Dialer will show your device’s phone number on the Caller ID.

To display the Phone Dialer Screen, touch the Menu icon  to access the Menu Drawer and then touch **Phone Dialer**. 

To dial a phone number, use the keypad to enter the phone number you want to call, then touch the Call icon. 

Note: International numbers can be dialed by tapping and holding the “0” (zero) key to add a plus sign (+) to the display. Then type the country code followed by the phone number. The Phone Dialer adjusts the format of the number to match the country code of the location you are dialing.

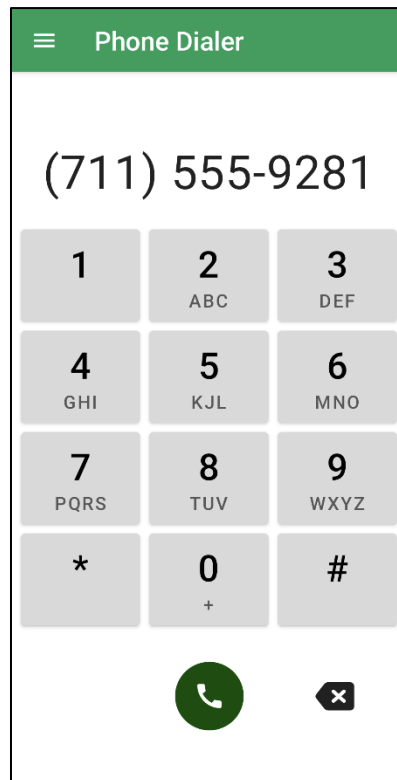
The phone number to be dialed, preceded by the Protected Dialing routing information if Protected Dialing is enabled, is displayed in a dialog box.

Touch **Call** to dial the phone number.

OR



Touch **Cancel** to return to the Phone Dialer Screen without dialing the phone number.

If you have never dialed from the Amtelco Secure Messages app before, a message is displayed asking to allow Amtelco Secure Messages to make and manage phone calls. Touch **Allow** if you want to be able to use the Amtelco Secure Messages app to dial phone numbers.



Contacts

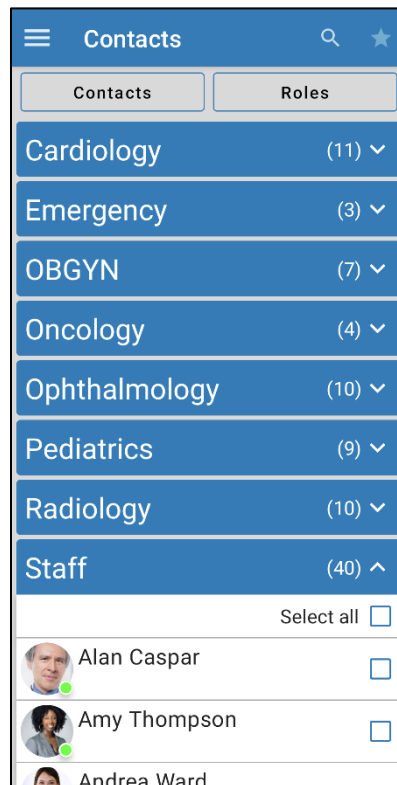
The Contacts Screen is used to select Amtelco Secure Messages users and roles to receive a secure message or to add contacts and roles to a personal circle using the optional Personal Circle feature.

To display the Contacts Screen, touch the Menu icon  to access the Menu Drawer and then touch **Contacts**. 


Contacts/Roles

To display only contacts, touch the button labeled **Contacts**. The button changes color. Only contact names are displayed, and roles are hidden. Touch the button again to display roles.

To display only roles, touch the button labeled **Roles**. The button changes color. Only role names are displayed, and contacts are hidden. Touch the button again to display contacts.



Search

To search for a contact or role by name, touch the Search icon  on the title bar.

Start typing the name in the Search field.

The names that match the text that you typed are displayed in a menu.


Touch the name of the contacts and roles you want to contact.


Contact Circles

The Contacts Screen contains drop-down menus for each Contact Circle.

- To display the contacts and roles that are members of a Contact Circle, touch the name of the Contact Circle.

The photos and names of the contacts and roles assigned to that Contact Circle are displayed.


If a user's Amtelco Secure Messages notifications are on, a small Green Circle icon  is displayed in the bottom right corner of their photo.

If a user's Amtelco Secure Messages notifications are off, a small Red Circle icon  is displayed in the bottom right corner of their photo and the away message is displayed below their name.

- To select contacts and roles, touch the names of the contacts and roles.


A check mark is displayed to the right of the selected contacts and roles.

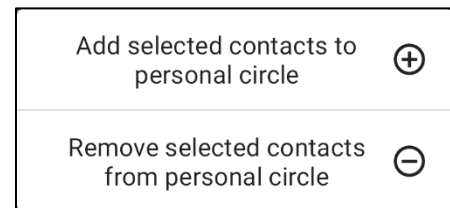
To deselect a contact or role, touch that contact or role's name again to remove the check mark.


Note: If a user has a small Red Circle icon  in the bottom right corner of their photo, that user's Amtelco Secure Messages notifications are turned off, preventing that user from receiving message notifications. You can still send a message to that user, but the user will not be notified of the message and will have to check the Inbox Screen in order to see the message.

- To select all of the contacts and roles in a Contact Circle, touch **Select all**.



Personal Circle

The Personal Circle feature enables you to create your own personal circle of contacts and roles. If the Personal Circle feature is enabled on your account, the Star icon  is displayed on the title bar when the Contacts Screen is displayed.



Touch the Star icon  to add the selected contacts and roles to your Personal Circle.

The Edit Personal Circle dialog box is displayed.


- To add the selected contacts and roles to your Personal Circle, touch the Plus icon. 
- To remove the selected contacts and roles from your Personal Circle, touch the Minus icon. 


The contacts and roles that were added to your Personal Circle are displayed in a circle at the top of the list of Circles on the Contacts Screen if there is at least one contact or role assigned to your Personal Circle.

Contact Information

To view the contact information for an Amtelco Secure Messages user, touch the photo or icon displayed to the left of the contact's name on the Contacts Screen.

The Contact Information Screen for that user is displayed.

If the contact's Amtelco Secure Messages notifications are on, a small Green Circle icon  is displayed in the bottom right corner of their photo.

If the contact's Amtelco Secure Messages notifications are off, a small Red Circle icon  is displayed in the bottom right corner of their photo and the away message is displayed below their name.

Phone Number/Device Phone Number

To dial the user's phone number, touch the phone number displayed under **Phone number** or **Device phone number**.

The Make Phone Call dialog box is displayed.

- Touch **Dial Direct** to make a normal phone call.
- Touch **Mask my phone number** to hide your phone number from the person receiving the call.

If you have never dialed from the Amtelco Secure Messages app before, a message is displayed asking to allow Amtelco Secure Messages to make and manage phone calls.

Touch **Allow** if you want to be able to use the Amtelco Secure Messages app to dial phone numbers.

Personal Circle


If the Personal Circle feature is enabled on your account, the Personal Circle slider is displayed.

If the contact is a member of your Personal Circle, "Added" is displayed. If the contact is not a member of your Personal Circle, "Not Added" is displayed.

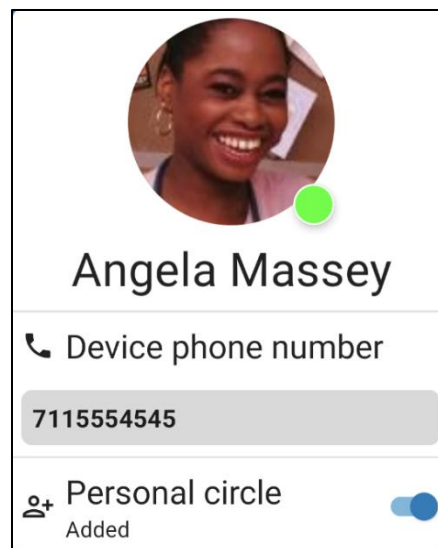
Touch the Personal Circle slider to add the contact to your personal circle or to remove the contact from your personal circle.

To close the Contact Information Screen and return to the Contacts Screen, touch the Back button.

Sending a Secure Message



When you have finished selecting contacts and roles from the Contacts Screen, touch the Compose icon  to proceed to the New Message Screen.

The names of the selected contacts, roles, and the message subject are displayed at the top of the screen.



Roles

The Roles Screen is used with the optional Role-Based Messaging feature to view the roles that you are currently filling and to view and send messages to contacts filling roles.

To display the Roles Screen, touch the Menu icon  to access the Menu Drawer and then touch **Roles**. 

My Roles

To view the roles you are currently filling, touch **My Roles**.


Your roles are displayed in the drop-down menu. If you are not filling any roles, “Currently filling no roles” is displayed.


Roles

The Roles Screen contains drop-down menus for each role.

- To display the contacts that are filling a role, touch the name of the role.

The photos and names of the contacts filling that role are displayed.


If a user’s Amtelco Secure Messages notifications are on, a small Green Circle icon  is displayed in the bottom right corner of their photo.

If a user’s Amtelco Secure Messages notifications are off, a small Red Circle icon  is displayed in the bottom right corner of their photo and the away message is displayed below their name.


- To select contacts, touch the names of the contacts.

A check mark is displayed to the right of the selected contacts.

To deselect a contact, touch that contact’s name again to remove the check mark.

Note: If a user has a small Red Circle icon  in the bottom right corner of their photo, that user’s Amtelco Secure Messages notifications are turned off, preventing that user from receiving message notifications. You can still send a message to that user, but the user will not be notified of the message and will have to check the Inbox Screen in order to see the message.

Search

To search for a role by name, touch the Search icon. 

Start typing the role name in the Search field.

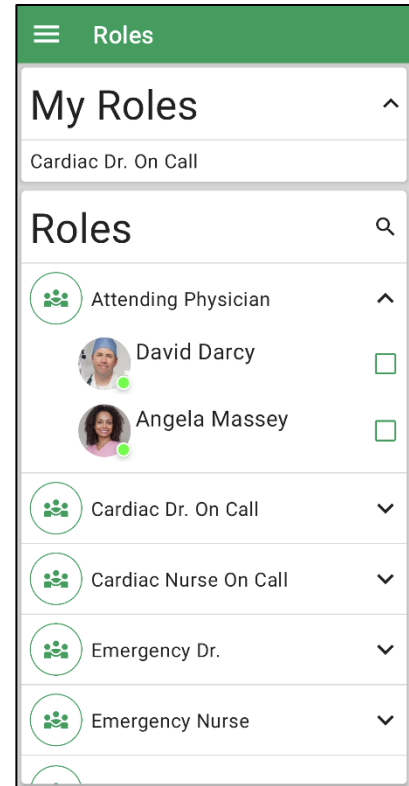
The role names that match the text that you typed are displayed in a menu.

To display the contacts that are members of a role, touch the name of a role.

Sending a Secure Message

When you have finished selecting contacts from the Roles Screen, touch the Compose icon  to proceed to the New Message Screen.

The names of the selected contacts and the message subject are displayed at the top of the screen.



OnCall

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

Contact the company or organization that is hosting your Amtelco Secure Messages Web Service for more information about OnCall.

To display the OnCall Screen, touch the Menu icon  to access the Menu Drawer and then touch **OnCall**. 

If the Login Screen is displayed, a match was not found for your username and password.

Login

Enter the IS Apps Login provided by the company or organization that is hosting your Amtelco Secure Messages Web Service.

Password

Enter the IS Apps Password provided by the company or organization that is hosting your Amtelco Secure Messages Web Service.

Touch **Login**.

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.

Touch the name of the schedule that you want to display.

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, the role name, the start and end time, and the description of the assigned resource are displayed. If the resource person is registered for Amtelco Secure Messages, the Padlock icon  is displayed.


Swipe the screen to scroll up or down.

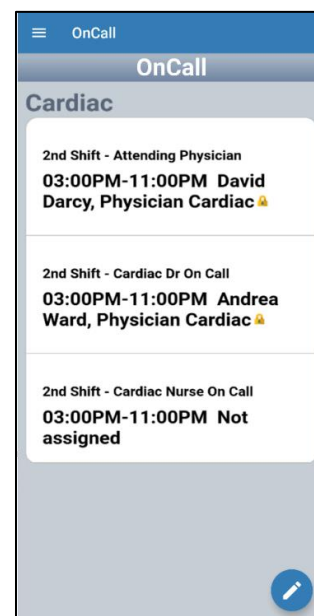
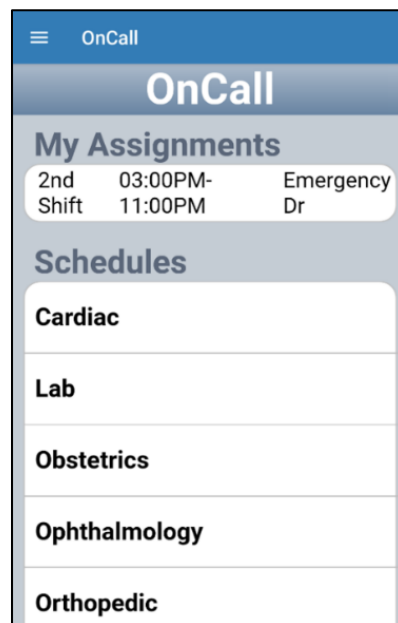
Touch the person that you want to contact.

Touch the Compose icon. 

If the selected person is registered for Amtelco Secure Messages, the New Message Screen is displayed.

Follow the instructions provided in this document under the topic “New Message.”



When you have finished composing your message, touch the Send icon. 



Status

The Status Screen is used with the optional 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 Amtelco Secure Messages Web Service for more information about Status.

To display the Status Screen, touch the Menu icon  to access the Menu Drawer and then touch **Status**. 

If the Login Screen is displayed, a match was not found for your username and password.

Login

Enter the IS Apps Login provided by the company or organization that is hosting your Amtelco Secure Messages Web Service.

Password

Enter the IS Apps Password provided by the company or organization that is hosting your Amtelco Secure Messages Web Service.

Touch **Login**. The Status Screen is displayed.

Current Status

The Status Screen shows your current status and the date and time that your status most recently changed (or the current date and time if the date and time of the status change is unknown).

To change your status, touch **Change Status**. The Select Status Screen is displayed.

Select Status Screen

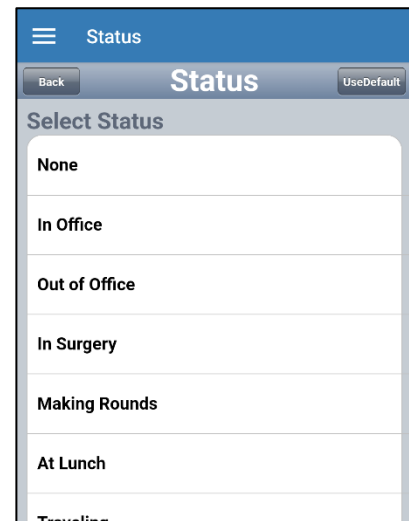
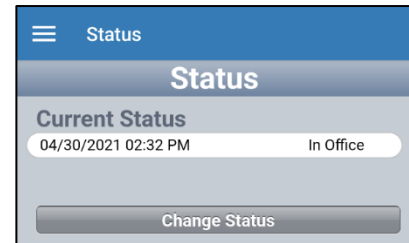
The Select Status Screen displays a list of possible statuses. The statuses that are available are determined by your Amtelco Secure Messages provider.

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

If the Status Options Screen is displayed, you can choose to set your status change to never expire or select a date and time range.


- To set your status change to begin immediately and not expire until your status is manually changed, touch **Immediate – No Expiration**. Then touch **Save**.
- To set your status change to begin and end at specified dates and times, touch **Selected Time Range**. Set the Start Date, Start Time, End Date, and End Time. Then touch **Save**.

Your status is displayed on the Status Screen.



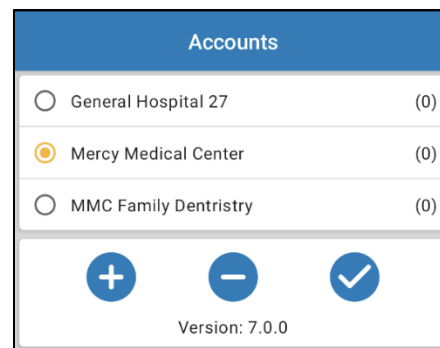
Accounts

The Amtelco Secure Messages app can be registered with more than one Account ID to provide access to multiple Amtelco Secure Messages accounts.

To switch between Amtelco Secure Messages accounts or to add or delete an account, touch the Menu icon  to access the Menu Drawer and then touch **Accounts**. .

The Accounts Screen is displayed.


The Accounts Screen displays option buttons next to the names of each of your Amtelco Secure Messages accounts. The number following the account name indicates the number of unread messages in the account.



- To switch to a different account, touch the name of the account.

Touch the Check Mark icon  to display the Inbox Screen.

Note: When a message notification arrives for one account while another account is selected, you can touch the message notification to switch to the Inbox Screen for that account.

- To add an account to this device, touch the Plus icon. .

The Add New Account Screen is displayed.

Enter Account ID

Enter your Amtelco Secure Messages Account ID as specified by your Amtelco Secure Messages provider.

Touch **NEXT**.

- If the Account ID was entered successfully, the Sign In Screen is displayed.
- If the Account ID was not entered successfully, a “Problem with license” error is displayed.

If the “Problem with license” error appears, touch **OK** to return to the Add New Account Screen. Try reentering your Amtelco Secure Messages Account ID.

If the error is displayed again, contact your Amtelco Secure Messages provider to verify that you have the correct Account ID.

Follow the directions for the Sign In Screen provided at the front of this document.

- To remove an account from this device, touch the Minus icon. .

The Delete Account dialog box is displayed.

Note: Before removing an account, contact your Amtelco Secure Messages administrator. Your administrator needs to remove your username from the account, or you may continue to receive message notifications for the deleted account and will not be able to access the messages.

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



or

If you are certain you want to remove the account from this device, touch **Delete**.

Settings

The Settings Screen is used to make changes to your user settings.

Note: The Settings properties apply to all of your accounts on a single Amtelco Secure Messages server. If you have an account on multiple Amtelco Secure Messages servers, switch to the account that you want to edit before making changes to the Settings.

To display the Settings Screen, touch the Menu icon  to access the Menu Drawer and then touch **Settings**. .

The Settings Screen is displayed.

Note: Depending on your system's configuration, you may or may not have permission to change one or more of your settings. Contact your system administrator if you would like to make a change that your system does not allow.

Contact Photo



You can use the Contact Photo feature to add a photo to your profile.

To add a photo or change your photo, touch the Add Photo icon. .

The Edit Contact Photo dialog box is displayed.

- Touch **From Camera**  to use your device's camera to take a photo.

Note: Photos taken from the Amtelco Secure Messages app will not be stored in your device's Photo Gallery.

- Touch **From Gallery**  to select a photo from your device's photo gallery.
- Touch **Delete Current Photo**  to remove the existing photo from your profile.

Display Name

Display Name determines how your name appears in the Amtelco Secure Messages Contacts directory and on all of your secure messages.

To change your display name, touch **Display Name**. .

The Display Name dialog box is displayed.

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

Touch **Save**.

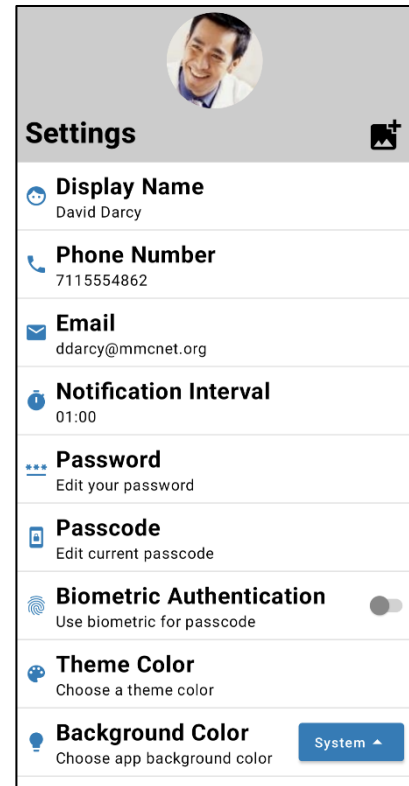
Phone Number

The Amtelco Secure Messages users within your company or organization can use your phone number to call you from the Amtelco Secure Messages app. Your phone number also can be used to receive escalation text messages if you did not respond to a secure message notification.

To change your phone number, touch **Phone Number**. .

The Phone Number dialog box is displayed.


Type the phone number on which you want to receive escalation text messages and which you want Amtelco Secure Messages users to use to call you.



Touch **Save**.

Email

Email is the e-mail address used to send you hyperlinks to reset your Amtelco Secure Messages password and to register for additional Amtelco Secure Messages accounts.

To change your e-mail address, touch **Email**. 


The Email dialog box is displayed.

Type the e-mail address that you want Amtelco Secure Messages to use to send you password reset hyperlinks and account registration hyperlinks.

Touch **Save**.

Notification Interval

If the Amtelco Secure Messages Persistent Alerts feature is enabled by your Amtelco Secure Messages provider, Amtelco Secure Messages sends repeat notifications of messages until the message is opened on your device or the maximum number of notification attempts have been made. Notification interval determines the number of minutes and seconds to wait between Persistent Alert notifications.

To change your Notification interval, touch **Notification Interval**. 

The Notification Interval dialog box is displayed.

Use the scroll wheel to select the number of minutes and seconds to wait between Persistent Alert notifications. The input will not accept values less than 15 seconds.


Note: It is not recommended to set the Notification Interval over 5 minutes because it could cause you to miss important messages.

Touch **Save**.

Password

A password is used to identify you when connecting to the Amtelco Secure Messages Web Service.

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

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

The Edit Password dialog box is displayed.

Old Password

Type your current password.

New Password


Type a new password. Any complexity requirements that must be met are listed on the screen.


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

Retype Password

Type the new password again to verify that no characters were mistyped or omitted.

Show or Hide Typing

- To show the password text in the Old Password, New Password, and Retype Password fields, make sure no one can observe your screen and then touch the Not Visible icon  inside the field.


- To hide the password text in the Old Password, New Password, and Retype Password fields, touch the Visible icon  inside the field.

Touch **Save**.

- If you enter the incorrect password, an error is displayed. Touch **Ok** to return to the Edit Password Screen and try again.
- If your password was changed successfully, the Settings Screen is displayed.

Passcode

The passcode is a security feature that requires a code to be entered each time the Amtelco Secure Messages app is opened on your device.

To add a passcode or to change your passcode, touch **Passcode**. 

The Edit Passcode Screen is displayed.

Old Passcode

Type your current passcode.



New Passcode





Type a new passcode. Any complexity requirements that must be met are listed on the screen.

Retype New Passcode

Type your new passcode again to verify that no characters were mistyped or omitted.

Show or Hide Typing

The Visible  and Not Visible  icons are used to show or hide typing in the New Password, Retype New Password, Passcode, and Retype New Passcode fields.

- To show the passcode text in the Old Passcode, New Passcode, or Retype Passcode field, make sure no one can observe your screen and then touch the Not Visible icon  inside the field. The text is displayed, and the icon is replaced by the Visible icon. 
- To hide the passcode text in the Old Passcode, New Passcode, or Retype Passcode field, touch the Visible icon  inside the field. The text is hidden, and the icon is replaced by the Not Visible icon. 

Touch **SAVE**.

- If you enter the incorrect passcode, an error is displayed. Touch **Ok** to return to the Edit Passcode Screen and try again.
- If your passcode was changed successfully, the Settings Screen is displayed.

Biometric Authentication

The Biometric Authentication feature can be used to enable fingerprints, voice recognition, iris scanning, or face recognition to unlock the Amtelco Secure Messages app in place of entering a passcode.

By default, the Biometric Authentication feature is set to Off.

To turn on the Biometric Authentication feature, touch the **Biometric Authentication** slider.

To use the Biometric Authentication feature, you must enroll in a biometric in your device settings. Additionally, a lock screen, code, or pattern must be assigned in the Lock Screen and Security settings on the device. If this has not been done, a “Biometric not enrolled” error is displayed.

Touch **Settings** to open your device’s Lock Screen and Security settings. Configure a pattern, PIN, or password and enroll in a biometric. The next time you open the app, you will be prompted to use the biometric that you enrolled in to sign in.

Theme Color

The Theme Color feature enables you to customize the colors used in the Amtelco Secure Messages screens. You can select a different color theme for each of your Amtelco Secure Messages accounts.

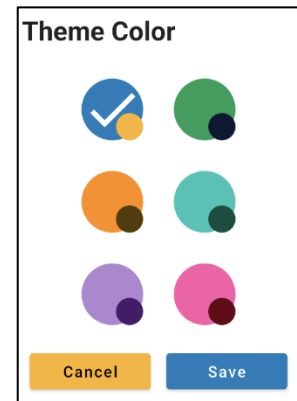
To change the theme color for the selected account, touch **Theme Color**. 🎨

The Theme Color dialog box is displayed.

Touch the desired color combination.

Touch **Save** to save your changes to the Theme Color setting.

The colors used in the screens for the current account are changed to the selected color combinations.



Background Color

The Background Color feature enables you to change the background of the Amtelco Secure Messages screens to either a dark background or a light background.

Note: The dark background will help preserve battery life.

To change the background color for the selected account, touch the button with the arrow to the right of **Background Color**. 📏


The Edit Background Color dialog box is displayed.

- Touch **Light** to use a light background.
- Touch **Dark** to use a dark background.
- Touch **System** to follow your device’s system settings for light or dark backgrounds.

The background color for the current account is changed to match the selection.


Quick Phrases

Quick Phrases are common phrases that can be added to your messages. In addition to the Quick Phrases that have been provided by your administrator, you can add your own personal Quick Phrases.


To add, edit, or delete personal Quick Phrases, touch **Quick Phrases**. 

The Quick Phrases dialog box is displayed.


New Quick Phrase

To add a new personal Quick Phrase, enter the phrase in the New Quick Phrase field and then touch the Plus icon. 

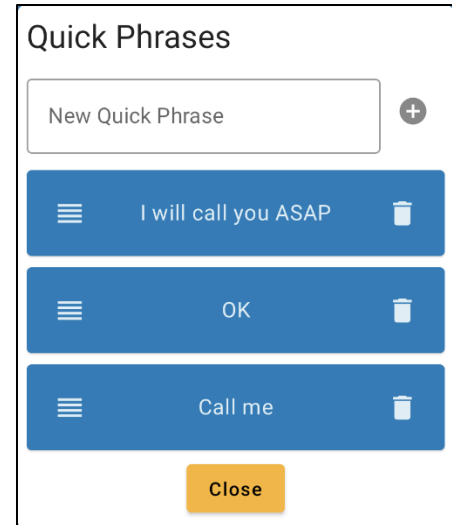
The personal phrases that have been added are displayed beneath the New Quick Phrase field.

To rearrange Quick Phrases, touch and hold the List icon  of the phrase you would like to move and drag it to the desired position in the list.

To edit a Quick Phrase, touch the phrase to select it. Make changes to the phrase, then touch **Save**.

To delete a Quick Phrase, touch the Delete icon. 

When you are finished editing Quick Phrases, touch **Close** to return to the Settings Screen.



Documentation Change Log

Software Version	Document Section	Changes	Published Date
N/A	Requirements	Changed Android OS requirement from 8 to 12.	7/30/2024
N/A	New Message	Changed Reply Mode description to specify that recipients can reply to only the sender by touching the profile picture.	6/24/2024
N/A	Settings	Fixed instructions for changing the Background Color.	11/18/2024
N/A	Phone Dialer	Added note to explain that Protected Dialing is not always enabled.	11/18/2024
7.0.5.0	Menu Drawer	Removed message count from Groups menu.	11/18/2024
7.0.5.0	Phone Dialer, Menu Drawer	Added Phone Dialer section and added Phone Dialer link to the Menu Drawer.	7/30/2024
7.0.2.0	New Message, Inbox, Contacts	Added Send As when sending a message, added the Roles button to the Contacts Screen, and updated screenshots to include roles.	6/24/2024
7.0.2.0	Settings	Updated theme colors screenshot.	6/24/2024
7.0.2.0	All	Updated logos and text for rebranding to Amtelco Secure Messages.	6/24/2024
7.0.2.0	Menu Drawer	Updated screenshot and added Roles.	6/24/2024
7.0.2.0	New Messages	Added Send As setting and added mention of roles throughout section.	6/24/2024
7.0.2.0	Inbox	Added Roles icon and role name and updated screenshot.	6/24/2024
7.0.2.0	Thread	Added Roles icon and role name. Updated Message Details description and screenshot and added Send As setting.	6/24/2024
7.0.2.0	Contacts	Added Contacts/Roles and updated screenshot and added mention of roles throughout section.	6/24/2024
7.0.2.0	Personal Circle	Added mention of roles throughout section.	6/24/2024
7.0.2.0	Roles	Section added.	6/24/2024
7.0.2.0	Thread	Added copying phone numbers and links.	6/24/2024

Software Version	Document Section	Changes	Published Date
7.0.0.11	Do Not Disturb Override	Section added.	5/9/2023
7.0.0.4	Settings	New high contrast theme colors have been added.	5/9/2023
7.0.0.0	All	The app interface has received a comprehensive visual overhaul. Several screens have changed in appearance and functionality.	5/9/2023
7.0.0.0	E-mail Registration, Self Registration, Settings	When creating new passwords and passcodes, the complexity requirements are displayed above the text field and the requirements that have been met are now displayed in strikethrough text.	5/9/2023
7.0.0.0	Menu Drawer	The Menu Drawer now displays user profile information in the header and is divided into two menus: Pages and Groups.	5/9/2023
7.0.0.0	Contacts	Subject, Priority, and Reply Mode have been moved from the Contacts Screen to the New Message Screen. Contacts can then be searched from the Find Contacts field or selected by touching Select From Contacts.	5/9/2023
7.0.0.0	Requirements	Changed Android OS requirement to 8.	5/9/2023

N/A = Not applicable. This change is not related to a specific version of the software.

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