



Amstelco Secure Messages

Apple App User Guide

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amstelco

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Product Overview

The Amtelco Secure Messages Apple app provides secure messaging and paging services for iPhone, iPad, and Apple Watch devices using Amtelco's Secure Messaging service. The Amtelco Secure Messages Apple app receives notification of secure messages sent from the Amtelco Secure Messages Web Service via the Apple Push Notification 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 message notification, you can tap 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, and sound recordings. Replies are sent securely back to the web service.

Requirements

- Apple iOS 15 or later
- Business Use data plan
- An Account ID or e-mail invitation from your Amtelco Secure Messages provider

Optional

- Apple Watch Series 3 or later
- Apple watchOS 8.0 or later

Email Registration

Depending on how your Amtelco Secure Messages account is configured, you may be required to use Email 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 Email Registration.

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

Tap 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.

Tap the **GET THE APP** button under the iOS category to navigate to the Amtelco Secure Messages app in the Apple App Store. If the prompt “Open in ‘App Store’?” is displayed, tap **Open**.

Download the Amtelco Secure Messages app.

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

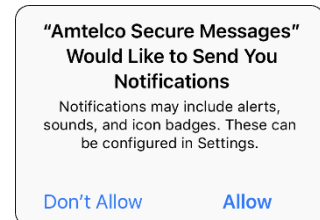
- If the Amtelco Secure Messages app is installed on the device, the Amtelco Secure Messages app opens to the New User Registration page.

Notifications

When the Amtelco Secure Messages app is opened for the first time, a dialog box is displayed requesting permission to display notifications on your device. This permission is required in order to provide visual and audio notification when new secure messages are received.

Tap **Allow**.

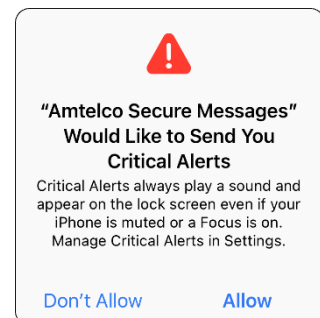
Note: The notification settings for the Amtelco Secure Messages app can be adjusted in your device’s Settings app. More information about notification settings is provided at the end of this document.



Critical Alerts

If you are using Apple iOS 12 or later, when the Amtelco Secure Messages app is opened for the first time a dialog box is displayed requesting permission to send Critical Alerts to your device. Critical Alerts are an optional feature that overrides the Silent and Do Not Disturb settings on your device whenever a high priority secure message is received.

- If you want high priority alerts to override the Silent and Do Not Disturb modes on your device, tap **Allow**.
- If you do not want any alerts to override the Silent and Do Not Disturb modes on your device, tap **Don't Allow**.



Note: The ring tone for Critical Alerts can be configured on the Settings Screen.

Storage Option

When the Amtelco Secure Messages app is opened for the first time, a Storage Option dialog box is displayed.

The Contact Images feature and the optional Attachments feature both use storage space on your device to hold attachments and images while they are in use. You can control the app's maximum cache size by changing the storage options for the app.

- To change to storage options for the Amtelco Secure Messages app, tap **Go to Settings**.
- To use the default cache size of 200 MB, tap **No Thanks**.

If you tap **Go to Settings**, the Amtelco Secure Messages App Settings page is displayed.

Tap **Cache Size**.

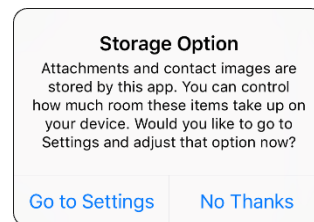
The Cache Size page is displayed.

Tap the maximum cache size that you want to use.

Tap the Back arrow (←) to return to the Amtelco Secure Messages App Settings page.

Press the Home button to return to your desktop.

Tap the Amtelco Secure Messages icon to return to the Amtelco Secure Messages app.



New User Registration

The New User Registration Screen is used to configure a password and passcode for your Amtelco Secure Messages account.

Password

Choose a password to identify you when connecting to the Amtelco Secure Messages Web Service. Any complexity requirements that must be met are listed on the screen. Complexity requirements that have been met are displayed as 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

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 you open the Amtelco Secure Messages app or change accounts.



If the Passcode field is displayed, enter the passcode that you want to use to unlock the Amtelco Secure Messages app each time you open the app or change accounts.



Retype New Passcode...

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

 A screenshot of the "New User Registration" screen. It features a title "New User Registration" at the top. Below the title are several input fields: a "Minimum Length: 4" field, a "Password" field with a lock icon and an eye icon, a "Retype New Password" field with a lock icon and an eye icon, another "Minimum Length: 4" field, a "Passcode" field with a lock icon and an eye icon, and a "Retype New Passcode" field with a lock icon and an eye icon. At the bottom, there are two buttons: a blue "Register" button and a yellow "Accounts" button.

Show or Hide Typing

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

- To show the password text in the Enter Password field, make sure no one can observe your screen and then tap the Not Visible icon  inside the field.
- To hide the password text in the Enter Password field, tap the Visible icon  inside the field.

Tap **Register**.

If there was a problem registering your user information, an error is displayed. Contact your Amtelco Secure Messages provider for assistance if you are unable to resolve the issue.

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 App Store app on the Apple iOS device that you will use to access your secure messages. Search for “Amtelco Secure Messages.”

Download the Amtelco Secure Messages app.

Note: 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.

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

If an error should occur while attempting to open the Amtelco Secure Messages 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).

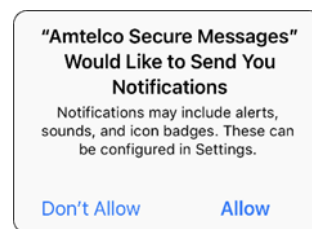
The Amtelco Secure Messages app opens to the Account Registration page.

Notifications

When the Amtelco Secure Messages app is opened for the first time, a dialog box is displayed requesting permission to display notifications on your device. This permission is required in order to provide visual and audio notification when new secure messages are received.

Tap **Allow**.

Note: The notification settings for the Amtelco Secure Messages app can be adjusted in your device’s Settings app. More information about notification settings is provided at the end of this document.

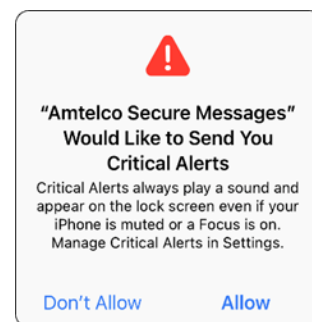


Critical Alerts

If you are using Apple iOS 12 or later, when the Amtelco Secure Messages app is opened for the first time a dialog box is displayed requesting permission to send Critical Alerts to your device. Critical Alerts are an optional feature that overrides the Silent and Do Not Disturb settings on your device whenever a high priority secure message is received.

- If you want high priority alerts to override the Silent and Do Not Disturb modes on your device, tap **Allow**.
- If you do not want any alerts to override the Silent and Do Not Disturb modes on your device, tap **Don't Allow**.

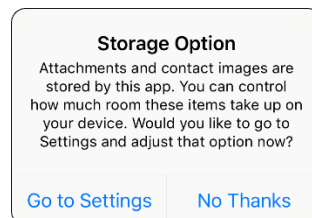
Note: The ring tone for Critical Alerts can be configured on the Settings Screen.



Storage Option

When the Amtelco Secure Messages app is opened for the first time, a Storage Option dialog box is displayed.

The new Contact Images feature and the optional Attachments feature both use storage space on your device to hold attachments and images while they are in use. You can control the app’s maximum cache size by changing the storage options for the app.



- To change to storage options for the Amtelco Secure Messages app, tap **Go to Settings**.
- To use the default cache size of 200 MB, tap **No Thanks**.

If you tap **Go to Settings**, the Amtelco Secure Messages App Settings page is displayed.

Tap **Cache Size**.

The Cache Size page is displayed.

Tap the maximum cache size that you want to use.

Tap the Back arrow (←) to return to the Amtelco Secure Messages App Settings page.

Press the Home button to return to your desktop.

Tap the Amtelco Secure Messages icon to return to the Amtelco Secure Messages app.

Enter Account

The Enter Account Screen is used to register the app using Self Registration.

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.

Account Number

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

Tap **Enter Account**.

- If the Amtelco Secure Messages Account ID was entered successfully, the Login Screen is displayed.
- If the Account ID was not entered successfully, a “License is invalid” error is displayed.

If the “License is invalid” error is displayed, tap **Cancel** to return to the Enter Account Screen. Try reentering your Amtelco Secure Messages Account ID.

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

Note: Additional accounts can be registered through the Accounts screen.

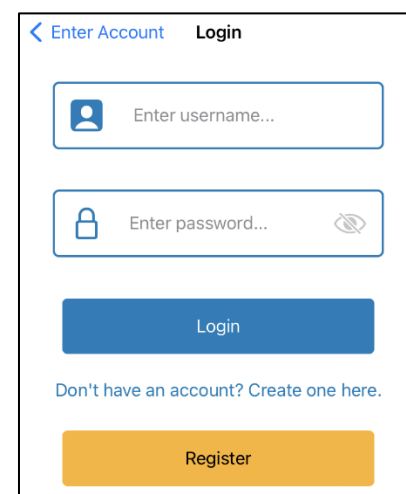
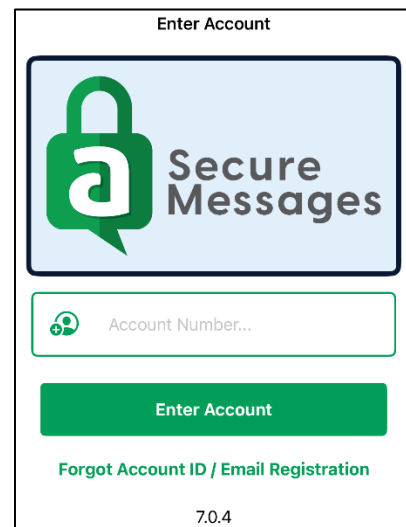
Login

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

If the company or organization that is hosting your Amtelco Secure Messages Web Service did not provide a username and password, tap **Register**. The Register New User Screen is displayed.

Enter 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.







Enter 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 Enter Password field.

- To show the password text in the Enter Password field, make sure no one can observe your screen and then tap the Not Visible icon  inside the field.
- To hide the password text in the Enter Password field, tap the Visible icon  inside the field.

Tap Login.

- If the username and password were found, the Inbox Screen or the Enter Passcode Screen is displayed.
- If the username or password was not found, an “Incorrect username or password” error is displayed.

If the “Incorrect username or password” error is displayed, tap **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.


To change to another account, tap **Accounts** and then tap the desired account.

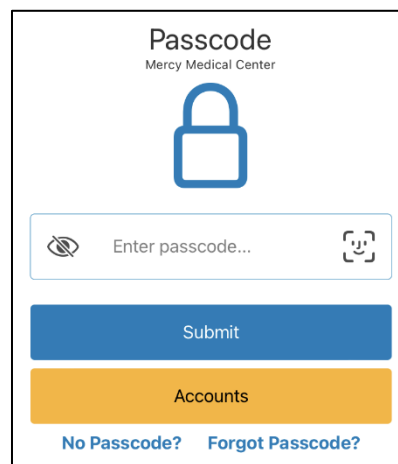
Enter Passcode...

Enter your passcode.

Tap Submit.

- If you entered your passcode incorrectly, the message “Your passcode was incorrect” is displayed.
- If you entered your passcode correctly, the Inbox Screen or the last screen that was open in the Amtelco Secure Messages app is displayed.


Note: If you need to change your passcode, tap the Menu icon  to access the Menu Drawer and then tap **Settings** to display your Settings. Tap **Passcode** and then follow the prompts for changing your passcode. If you forget your passcode, contact your Amtelco Secure Messages administrator to reset your passcode.



Touch/Face ID

The Touch/Face ID feature can be used to enable fingerprints or facial recognition to unlock the Amtelco Secure Messages app in place of entering a passcode.

In order to use the Touch/Face ID feature, a passcode must be set on the device and a fingerprint or a face must be stored on the device.


To enable or disable Touch/Face ID, tap the Face ID icon  on the Passcode screen.

By default, the Touch/Face ID feature is set to Off.

To turn on the Touch/Face ID feature, tap the switch.

If a passcode and a fingerprint or a face are not stored on the device, the FaceID Not Enrolled dialog box is displayed. Tap **Go to Settings** to open your device's Settings app.

- If your device supports Face ID, the Settings app should open at the Amtelco Secure Messages page. Set the **Face ID** slider to the On position. Next, navigate back to the main Settings menu and open the Face ID & Passcode screen. Set up Face ID if it isn't already set up and turn on the passcode feature if it is off. After storing a face and setting a passcode, return to the Amtelco Secure Messages app and tap the Touch/Face ID switch again.
- If your device supports Touch ID, navigate to the Touch ID & Passcode screen found in the main Settings menu. Add a fingerprint if none are stored and turn on the passcode feature if it is off. After storing a fingerprint and setting a passcode, return to the Amtelco Secure Messages app and tap the Touch/Face ID switch again.

Enter your passcode to login. When the passcode screen is displayed next time you attempt to login, tap the Face ID icon  to use Touch/Face ID.

If you are using Face ID, the app uses face scanning to determine if the correct user is accessing the phone.

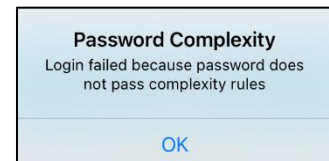
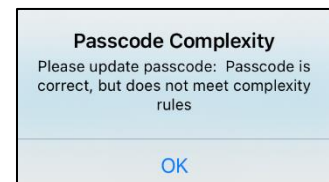
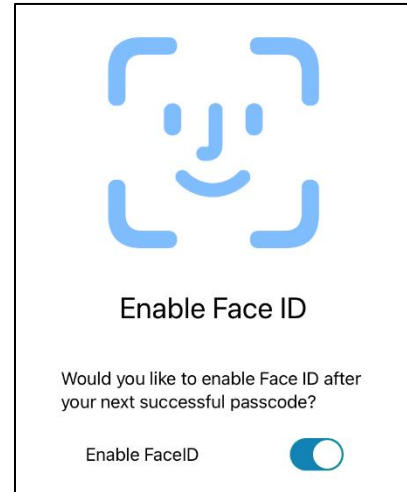
If you are using Touch ID, touch the Home button with a finger that matches one of the stored fingerprints to access the app.

Passcode Complexity/Password Complexity

If the passcode or password requirements for your Amtelco Secure Messages account change in a way that requires you to set or change your passcode or password, an error message is displayed, indicating that your passcode or password does not meet complexity rules.

If the passcode or password complexity error message is displayed, tap **OK**.

The Change Passcode Screen or Update Password Screen is displayed.



Change Passcode

The Change 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...

Enter your current passcode.



New Passcode...



Enter a new passcode. Any complexity requirements that must be met are listed on the screen. Complexity requirements that have been met are displayed as 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 Current Passcode, New Passcode, and Retype New Passcode fields.

- To show the passcode text in the Current Passcode, New Passcode, and Retype Passcode fields, make sure no one can observe your screen and then tap the Not Visible icon  inside the field.
- To hide the passcode text in the Current Passcode, New Passcode, and Retype Passcode fields, tap the Visible icon  inside the field.

Tap **Update** to change your passcode to the new passcode.

If you entered an invalid passcode, an error is displayed. Tap **OK** to return to the Passcode Screen and try again.

If you have forgotten or do not know your current passcode, contact your administrator for assistance.

Update Password

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

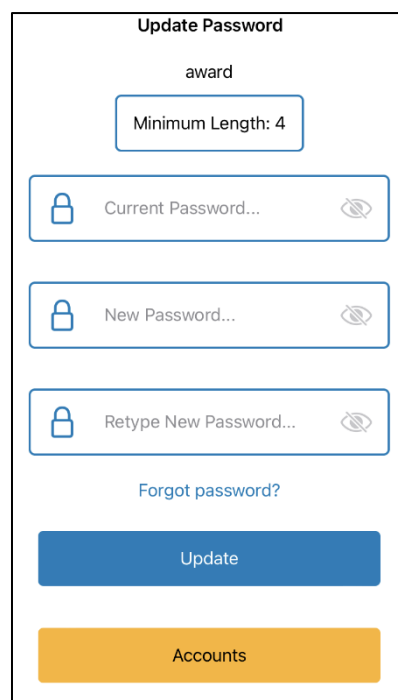
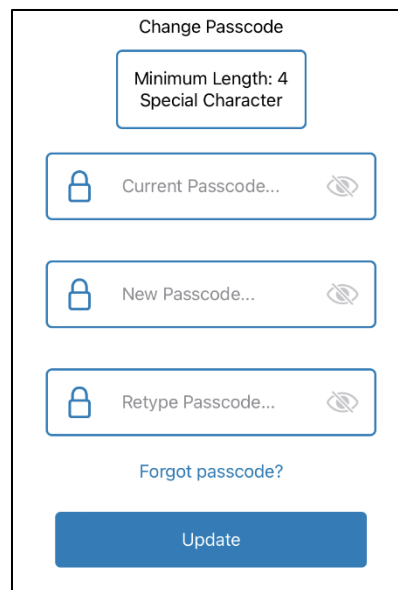
To change to another account, tap **Accounts** and then tap the desired account.

Current Password...

Enter your current password.

New Password...



Enter a new password. Any complexity requirements that must be met are listed on the screen. Complexity requirements that have been met are displayed as strikethrough text.





Retype New Password...

Type the new password 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 Current Password, New Password, and Retype New Password fields.

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

Tap **Update** to change your password to the new password.

If you entered an invalid password, an error is displayed. Tap **OK** to return to the Update Password Screen and try again.

If you have forgotten or do not know your current password, contact your administrator for assistance.

Register New User

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

Display Name...

Enter 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”).

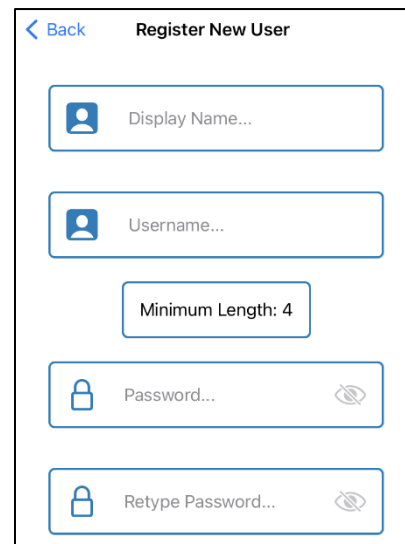
Username...

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.

Password...

Choose a password to identify you when connecting to the Amtelco Secure Messages Web Service. Any complexity requirements that must be met are listed on the screen. Complexity requirements that have been met are displayed as 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.

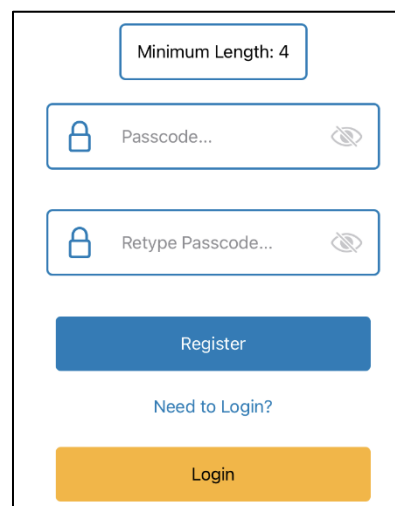
Passcode...

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 you open the Amtelco Secure Messages app or change accounts.

If the Passcode field is displayed, enter the passcode that you want to use to unlock the Amtelco Secure Messages app each time you open the app or change accounts.

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 Password, Retype Password, Passcode, and Retype Passcode fields.

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

Tap **Register**.

If there was a problem registering your user information, an error is displayed. Contact your Amtelco Secure Messages provider for assistance if you are unable to resolve the issue.

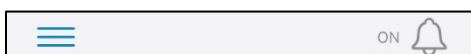
After the user information has been registered successfully, the Amtelco Secure Messages app is ready to receive messages.

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 each page. The Amtelco Secure Messages Toolbar contains the Menu icon 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.

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, tap the Notifications On icon or the Notifications Off icon .

Menu Drawer

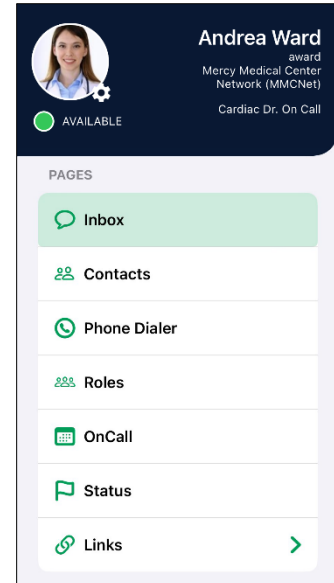
The Menu Drawer is used to change accounts, to navigate to the various pages of the Amtelco Secure Messages app, and to access Settings and other functions.

Tap the Menu icon  on the Amtelco Secure Messages Toolbar 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 lists icons and the names of various screens within the Amtelco Secure Messages app.

- To display the Inbox Screen, tap **Inbox.** 
- To display the Contacts Screen, tap **Contacts.** 
- To display the Phone Dialer Screen, tap **Phone Dialer.** 
- To display the Roles Screen, tap **Roles.** 
- To access on-call schedules, tap **OnCall.** 
- To change your status, tap **Status.** 
- To view a list of hyperlinks, tap **Links.** 

Links


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

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

To open a Web page or Web-based application, tap 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.

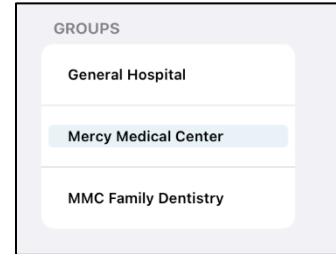
If the hyperlink opens in a Web browser, tap the Back arrow () in the upper right corner of the screen when you are ready to return to the Amtelco Secure Messages app.

If the Web Link opens in the Link Screen within the Amtelco Secure Messages app, tap 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.

Enter Passcode




Enter your passcode and tap **Submit**, or use the Touch ID or Face ID feature.

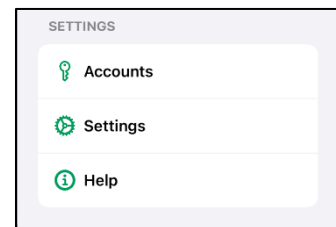
The Inbox Screen for the selected account is displayed.

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

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 add or delete Amtelco Secure Messages accounts, tap **Accounts**. 
- To access or edit your Settings, tap **Settings**. 
- To display the online version of this user guide, tap **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 word “ON” is displayed next to the Notifications On icon  on the Amtelco Secure Messages Toolbar at the top of the page. By default, notifications are turned on.
- If notifications are turned off, the word “OFF” is displayed next to the Notifications Off icon  on the Amtelco Secure Messages Toolbar at the top of the page. 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 accounts on multiple Amtelco Secure Messages servers, you will have to switch to an account on each of those servers and turn notifications off or on.

To change your Amtelco Secure Messages Notification Settings, tap the Notifications On icon  or the Notifications Off icon  on the Amtelco Secure Messages toolbar at the top of the page or tap 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.

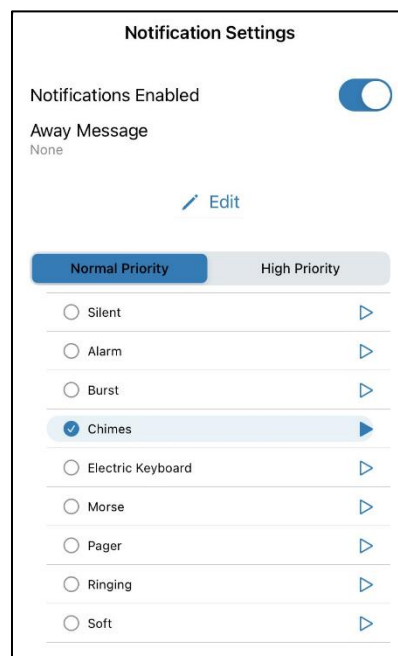
- If your notifications are turned off, “Notifications Disabled” is displayed and your away message is displayed in the Away Message field. To turn on notifications, tap the switch.
- If your notifications are turned on, “Notifications Enabled” is displayed and the away message is set to “None.” Notifications are turned on by default. To turn off notifications, tap the switch. 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, tap **Edit.** 

The Away Message screen is displayed.



Away Message



The Away Message screen is displayed when turning off message notifications. The Away Message screen is used to set an away message and to determine the duration of the away message.

Start Date

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

To change the Start Date month and day, tap or long press the field containing the date.

Depending on your iOS version, tap or long press may be required.

The calendar is displayed. Tap the month or use the left arrow icon  or right arrow icon  to select a month, and then tap a day to select the day.

To change the Start Date time, tap or long press the field containing the time.

Depending on your iOS version, tap or long press may be required.



The time wheel is displayed. Use the wheel to select the hour, minute, and **AM** or **PM**.

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 one hour later than the current time.

To change the End Date month and day, tap or long press the field containing the date.

Depending on your iOS version, tap or long press may be required.

The calendar is displayed. Tap the month or use the left arrow icon  or right arrow icon  to select a month, and then tap a day to select the day.

To change the End Date time, tap or long press the field containing the time.

Depending on your iOS version, tap or long press may be required.

The time wheel is displayed. Use the wheel to select the hour, minute, and **AM** or **PM**.

Indefinite

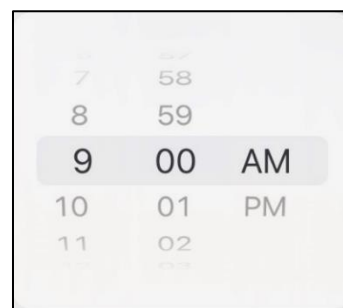
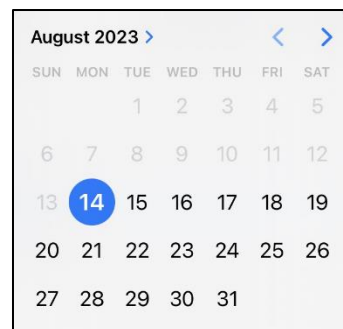
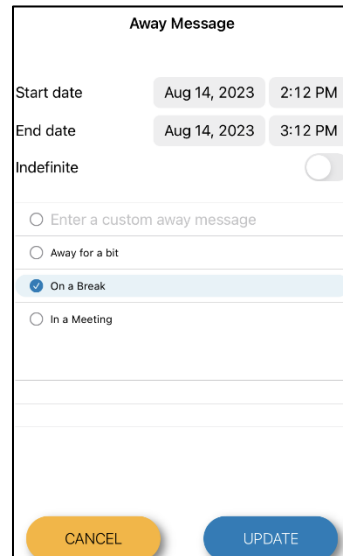
“Indefinite” indicates the away message will remain in effect until a new away message is selected or until notifications are turned on.

Tap the switch to toggle whether the away message should be set to “Indefinite.”

Setting an Away Message

The 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.

Select a message from the menu, or enter a new message in the “Enter a custom away message” field.



When you have finished selecting a start time, end time, and away message, tap **Update**.

The Notification Settings screen is displayed and the message is displayed under “Away Message.”


Note: If you turn your Amtelco Secure Messages notifications off, you will not be able to receive Amtelco Secure Messages notifications for Amtelco Secure Messages accounts on that server. Users who attempt to send you a secure message for accounts on that server will be notified that you are unavailable.

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, tap **Normal Priority**.

The Sound Menu is displayed.


- Tap 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, tap the Play icon  to the right of the ring tone you would like to sample.
- To disable notification sounds for normal priority secure messages, tap **Silent**.

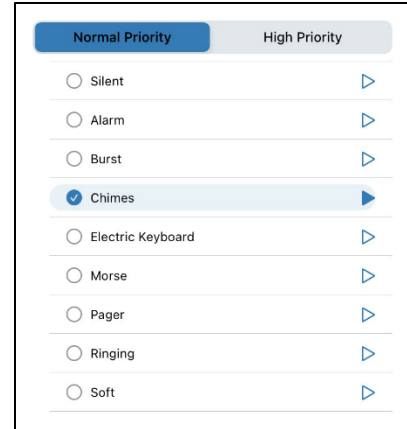
High Priority

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, tap **High Priority**.

The Sound Menu is displayed.

- Tap 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, tap the Play icon  to the right of the ring tone you would like to sample.
- To disable notification sounds for high priority secure messages, tap **Silent**.



New Message

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


The New Message Screen is displayed.


Adding and Removing Contacts

Contacts, Circles, and roles that have been added as recipients are displayed above the Subject field. If you are composing a message from the Contacts Screen or OnCall Screen, the names of the contacts, Circles, and roles that you selected are displayed.

- To add a contact, Circle, or role as a recipient, begin typing the name of a contact in the Search Contacts field. A menu of contact names that contain the text you entered is displayed. Tap a name in the list to add that contact.

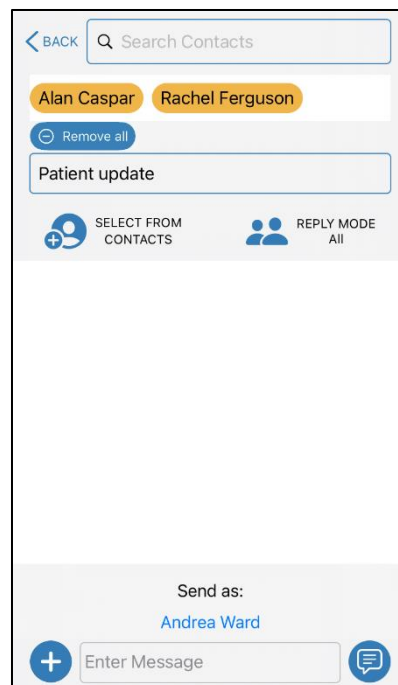
OR

To select contacts, Circles, and roles from the Contacts Screen, tap **Select From Contacts**. 

- To remove a contact, Circle, or role, tap the name and then tap the Remove icon  in the top right corner of the name.

OR

To remove all of the selected contacts, Circles, and roles, tap **Remove all**.



Subject

Enter 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 forwarded message thread.

Reply Mode


The reply mode is used to select the type of replies to allow recipients of the message to send.

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

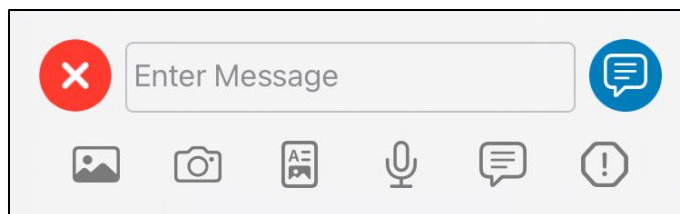
- Tap **All** to set the reply mode to “All.” Replies to the message will be sent to everyone in the thread.
- Tap **Sender** to set the reply mode to “Sender.” Replies to the message will only be sent to the sender of the message.
- Tap **None** to set the reply mode to “None.” Recipients will not be able to reply to the message.

Note: Recipients can choose to reply to only the sender of the message by tapping and holding their photo next to the message within the thread, regardless of what the Reply Mode is set to.

Message Options Toolbar

Tap the Plus icon  in the lower left corner of the screen to access the Message Options Toolbar.


The Message Options Toolbar is displayed below the Enter Message field.



To close the Message Options Toolbar, tap the Cancel icon. 

Attachments

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


- To attach an image or video from your device's photo library if enabled, tap the Picture icon. 

If you have not granted the Amtelco Secure Messages app access to your photos, an error dialog box is displayed. Tap **OK** and go to Settings > Privacy > Photos on your device to give Amtelco Secure Messages access to your photo library.

Select the photo or video that you want to attach.

A thumbnail view of the photo or video is displayed above the Enter Message field.

Note: If you want to remove a photo or video after it has been attached to the message, tap the thumbnail to display the Edit Attachment menu, and then tap **Remove Attachment**.

- To take a new photo or record a new video to attach to your message, tap the Camera icon. 

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

If you have not granted the Amtelco Secure Messages app access to your photos, an error dialog box is displayed. Tap **OK** and go to Settings > Privacy > Camera on your device to give Amtelco Secure Messages access to your camera.

Tap **Photo** to take a photo.


OR


Tap **Video** to take a video.

If you are not satisfied with the photo or video, tap **Retake** to discard it.

After taking a photo or video, tap **Use Photo** or **Use Video** to attach it to the message.

A thumbnail view of the photo or video is displayed above the Enter Message field.

To remove the photo or video, tap the Remove icon  in the top right corner of thumbnail.

- To attach a file from your device's file storage, tap the File icon. 


Tap the desired file from your device's recent files.

OR

Tap **Browse** to open your device's file system to locate and select a file.

A preview of the file is displayed above the Enter Message field.

To remove the file, tap the Remove icon  in the top right corner of the preview.

- To record audio to attach to your message, tap the Microphone icon. 


If you have not granted the Amtelco Secure Messages app access to your microphone, an error dialog box is displayed. Tap **OK** and go to Settings > Privacy > Microphone on your device to give Amtelco Secure Messages access to your microphone.

The recording control panel is displayed.


Tap the Record icon  to begin recording.

A timer is displayed.

When you are finished recording, tap the Stop icon. 


- To listen to the recording, tap the Play icon. 
- To delete the recording and start over, tap **Delete**.
- To add the recording as an attachment, tap **Attach**.

A preview of the recording is displayed above the Enter Message field.

To remove the recording, tap the Remove icon  in the top right corner of the preview.

Quick Phrases


Quick Phrases are common phrases that can be added to your messages.






Tap the Quick Phrases icon  to display a list of phrases, then tap the phrase that you want to use.

The phrase is displayed in the Enter Message field.

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

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 the gray Normal Priority icon. 

- Tap the gray Normal Priority icon  to change the message priority to High Priority. The gray Normal Priority icon  is replaced by the red High Priority icon  to indicate that your reply will be sent as a High Priority message.
- Tap the Red High Priority icon  to change a High Priority message back to Normal Priority, indicated by the gray Normal Priority icon. 

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

Enter the body of your secure message in the Enter Message field and then tap the Send icon  to send the message.







Inbox

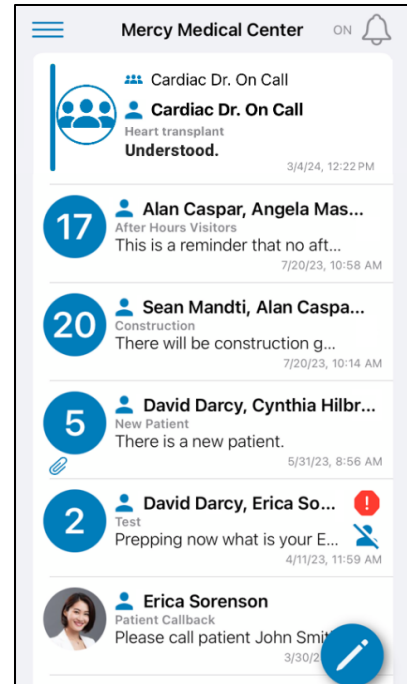
The Inbox Screen displays secure messages sent by you or by a role you are currently filling and secure messages sent to you or to a role you are currently filling.

To display the Inbox Screen, tap the Menu icon  to access the Menu Drawer and then tap **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 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 Sender Only 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.




Inbox Actions

Message threads can be composed, deleted, archived, and forwarded from the Inbox Screen.

- To delete a message thread, swipe left on the thread and tap the Delete icon. 

A dialog box is displayed asking if you are sure you would like to delete the message thread. Tap **Yes** to delete the message thread.

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 display the messages in a thread, tap the thread subject.
- To compose a new secure message, tap the Compose icon. 

The messages contained in the thread are displayed on the Thread Screen.




The New Message Screen is displayed.

- To display the Inbox Action Toolbar for additional actions, tap and hold a message thread.
The Inbox Action Toolbar is displayed.

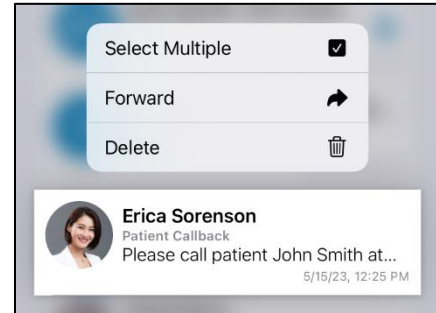
Inbox Action Toolbar

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

The Inbox Action Toolbar is displayed above or below the selected message thread.


- To select multiple threads, tap **Select Multiple**. 
- To forward the selected thread, tap **Forward**. 
- To delete the selected thread, tap **Delete**. 

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.







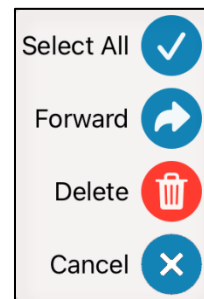
Select Multiple Toolbar

The Select Multiple Toolbar is used to perform actions on multiple message threads at once.

To select multiple threads, tap **Select Multiple**  on the Inbox Action Toolbar and then tap the check boxes next to the desired threads to add them to the selection. Check marks are displayed next to the selected threads.

The Select Multiple Toolbar is displayed in the bottom-right corner of the Inbox Screen.


- To select all of the threads in the Inbox, tap **Select All**. 
- To forward the selected threads, tap **Forward**. 
- To delete the selected threads, tap **Delete**. 
- To close the Select Multiple Toolbar, tap **Cancel**. 



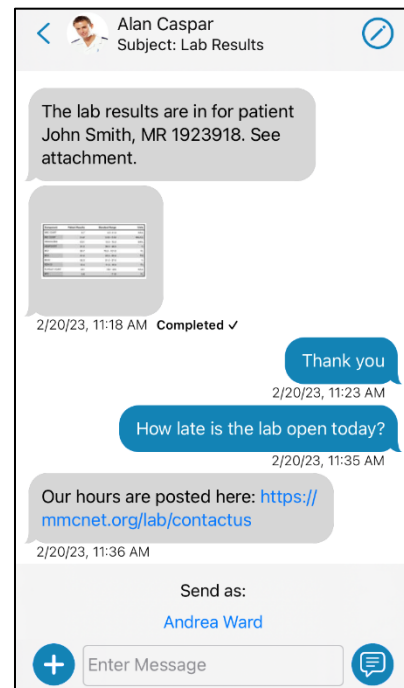
Thread

Each message and its replies are called a message thread. A message and its replies are listed on the Thread Screen.

To display the messages in a thread, tap the thread subject on the Inbox Screen. The Thread Screen displays the messages contained in the thread that was selected.

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.

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 and outlined in red. 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.



To exit the Thread Screen and return to the Inbox Screen, tap the Back Arrow icon  in the top left corner of the Thread Screen.

Message Details


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

The Message Details pane is displayed.

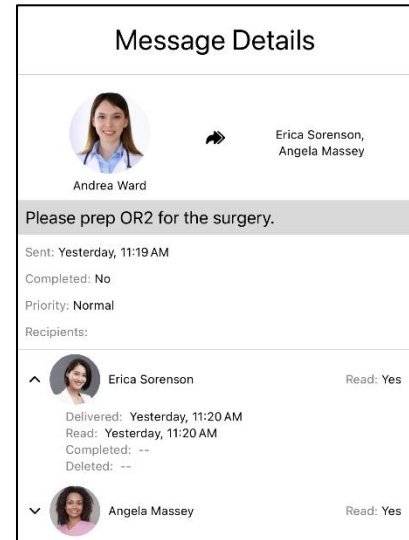
The Message Details pane lists the sender of the message, the intended recipients of the message, the date and time that the message was sent, whether the message was completed, the message priority, and whether each recipient read the message.

To display additional recipient details, tap 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.

Tap the Up icon  to hide recipient details.

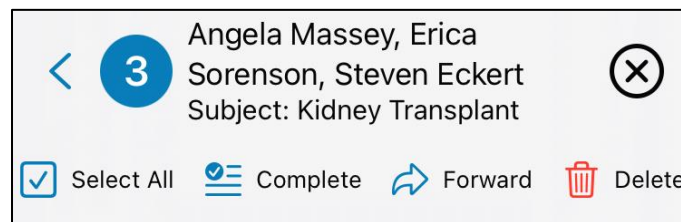
Swipe down to return to the thread.





Message Thread Action Toolbar

To display the Message Thread Action Toolbar, tap the Pencil icon  in the top right corner of the Thread Screen.



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



Tap the check box next to a message to select the message. A check mark is displayed, signifying that the message is selected.

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

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

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

A dialog box is displayed asking if you are sure you would like to delete the messages. Tap **Yes** to delete the messages.

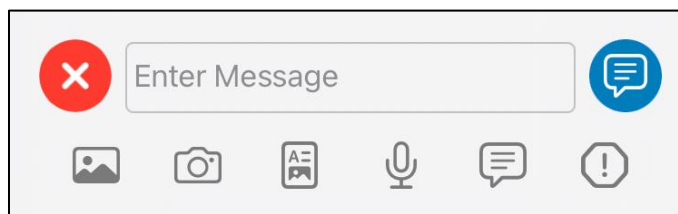
Note: Messages deleted from your Inbox Screen may still be stored on the server from which the messages originated and accessed by other users who were included in the thread.

- To close the Message Thread Action Toolbar, tap the Cancel icon. (X)

Message Options Toolbar

Tap the Plus icon (+) in the lower left corner of the screen to access additional Message Options Toolbar.

The Message Options Toolbar is displayed below the Enter Message field.



To close the Message Options Toolbar, tap the Cancel icon. (X)

Attachments

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

- To attach an image or video from your device’s photo library if enabled, tap the Picture icon. (Image)

If you have not granted the Amtelco Secure Messages app access to your photos, an error dialog box is displayed. Tap **OK** and go to Settings > Privacy > Photos on your device to give Amtelco Secure Messages access to your photo library.

Select the photo or video that you want to attach.

A thumbnail view of the photo or video is displayed above the Enter Message field.

Note: If you want to remove a photo or video after it has been attached to the message, tap the thumbnail to display the Edit Attachment menu, and then tap **Remove Attachment**.

- To take a new photo or record a new video to attach to your message, tap the Camera icon. (Camera)

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

If you have not granted the Amtelco Secure Messages app access to your photos, an error dialog box is displayed. Tap **OK** and go to Settings > Privacy > Camera on your device to give Amtelco Secure Messages access to your camera.

Tap **Photo** to take a photo.

OR

Tap **Video** to take a video.

If you are not satisfied with the photo or video, tap **Retake** to discard it.

After taking a photo or video, tap **Use Photo** or **Use Video** to attach it to the message.

A thumbnail view of the photo or video is displayed above the Enter Message field.

To remove the photo or video, tap the Remove icon (X) in the top right corner of thumbnail.

- To attach a file from your device’s file storage, tap the File icon. (File)


Tap the desired file from your device's recent files.

OR

Tap **Browse** to open your device's file system to locate and select a file.

A preview of the file is displayed above the Enter Message field.

To remove the file, tap the Remove icon  in the top right corner of the preview.

- To record audio to attach to your message, tap the Microphone icon. 


If you have not granted the Amtelco Secure Messages app access to your microphone, an error dialog box is displayed. Tap **OK** and go to Settings > Privacy > Microphone on your device to give Amtelco Secure Messages access to your microphone.

The recording control panel is displayed.


Tap the Record icon  to begin recording.

A timer is displayed.

When you are finished recording, tap the Stop icon. 


- To listen to the recording, tap the Play icon. 
- To delete the recording and start over, tap **Delete**.
- To add the recording as an attachment, tap **Attach**.

A preview of the recording is displayed above the Enter Message field.

To remove the recording, tap the Remove icon  in the top right corner of the preview.

Quick Phrases


Quick Phrases are common phrases that can be added to your messages.






Tap the Quick Phrases icon  to display a list of phrases, then tap the phrase that you want to use.

The phrase is displayed in the Enter Message field.

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

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 the gray Normal Priority icon. 

- Tap the gray Normal Priority icon  to change the message priority to High Priority. The gray Normal Priority icon  is replaced by the red High Priority icon  to indicate that your reply will be sent as a High Priority message.
- Tap the Red High Priority icon  to change a High Priority message back to Normal Priority, indicated by the gray Normal Priority icon. 

Reply to

If you are replying to a message that allows replies to multiple recipients, tap and hold the photo of the sender and tap **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 Enter Message field contains the text of the previous messages in the thread. Enter your reply at the

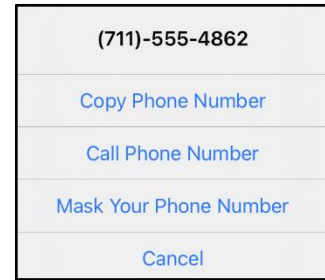
top of the Enter Message field. Tap the Send icon  to send the reply and the previous messages in the thread as a new message thread.

Dialing or Copying a Phone Number from a Message

If a message contains a phone number, you can tap the number to dial or copy 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.

Tap the phone number to dial or copy.

If your administrator has given you the option to dial or copy phone numbers, the Phone Number menu is displayed.



- To copy the phone number to your clipboard, tap **Copy Phone Number**.
- To dial direct from your device, allowing your device’s phone number to be seen, tap **Call Phone Number**.
- To route the call through your call center or organization so that their number is shown on the Caller ID, tap **Mask Your Phone Number**.

If you chose **Call Phone Number** or **Mask Your Phone Number**, the phone number to be dialed is displayed in a dialog box.

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

OR


Tap **Cancel** to return to the Thread 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. Tap **Allow** if you want to be able to use the Amtelco Secure Messages app to dial phone numbers.

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 and then tap the Send icon  to send the message.

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, tap the Menu icon  to access the Menu Drawer and then tap **Contacts**. 

Contacts/Roles

To display only contacts, tap the **Contacts** button so that only the **Contacts** button is highlighted. Contact names are displayed and roles are hidden. Tap the button again to display roles.

To display only roles, tap the **Roles** button so that only the Roles button is highlighted. Role names are displayed and contacts are hidden. Tap the button again to display contacts.

To display both contact names and role names, tap the **Contacts** and **Roles** buttons so that both buttons are highlighted or not highlighted. Contact names and role names are displayed.

Search Contacts

To search for a contact or role by name, tap the Search Contacts field and start typing the name.

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


Tap 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, tap 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.

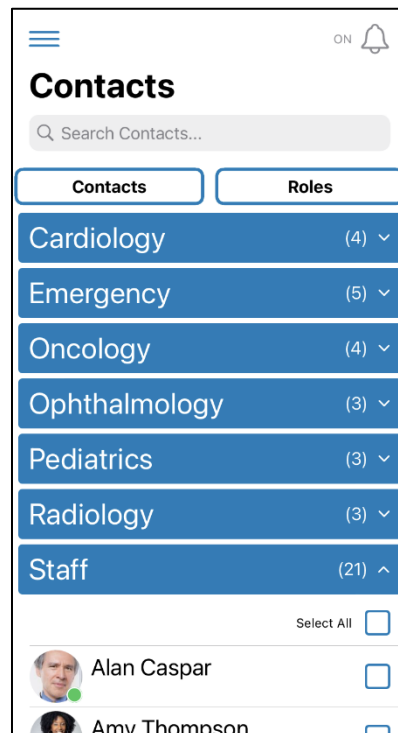
- To select contacts and roles, tap the names of the contacts and roles.

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

To deselect a contact or role, tap 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, tap **Select all**.





- To refresh the Contacts list, drag down and then release.

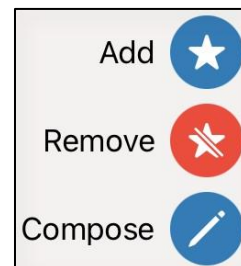
Contacts Toolbar


The Contacts Toolbar is used to add and remove contacts from your Personal Circle, and to compose a new message to send to the selected contacts.


Personal Circle

The Personal Circle feature enables you to create your own personal circle of contacts.

If the Personal Circle feature is enabled on your account, **Add**  and **Remove**  are displayed in the Contacts Toolbar.




- To add the selected contacts to your Personal Circle, tap **Add.** 

The contacts that were added to your Personal Circle are displayed in the circle at the top of the list of Circles on the Contacts Screen.
- To remove the selected contacts from your Personal Circle, tap **Remove.** 

The selected contacts are removed from the circle at the top of the list of Circles on the Contact Screen.

Sending a Secure Message

To send a secure message to the selected contacts, tap **Compose.** 

The New Message Screen is displayed and the selected contacts are added to the list of recipients for that message.

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

Contact Information

To display the contact information for an Amtelco Secure Messages user, tap the user’s photo on the Contacts Screen.

The Contact Information Screen for that user is displayed.

The Contact Information Screen displays the user’s photo, or the first letter of their Display Name if no photo is assigned.

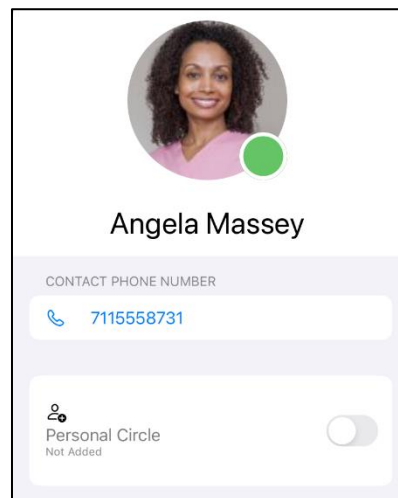
If the user’s Amtelco Secure Messages notifications are off, the user’s away message is displayed below their name.

The Contacts Toolbar is displayed in the bottom right corner of the screen. See the topic titled “Contacts Toolbar” for more information.

Contact Phone Number/Device Phone Number

If the user has any listed phone numbers, they are displayed in the Contact Phone Number area or the Device Phone Number area. A Contact Phone Number is a phone number assigned to the contact person. A Device Phone Number is the phone number of a shared device that the contact is currently logged into.

To dial the user’s phone number, tap the phone number.



Depending on how your Amtelco Secure Messages service is configured, you may have the option to dial direct or the option to keep your phone number private by routing your call through your call center or organization. If the Make Phone Call menu is displayed, select one of the following options:

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

OR

To keep your phone number private by routing the call through your call center or organization, tap **Mask My Phone Number**.

The phone number to be dialed is displayed in a dialog box.

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

OR

Tap **Cancel** to return to the Contact Information 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. Tap **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.


- To add the user to your Personal Circle, set the slider to the On position.
- To remove the user from your Personal Circle, set the slider to the Off position.




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, tap the Menu icon  to access the Menu Drawer and then tap **Phone Dialer**. 

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

Note: International numbers can be dialed by tapping and holding the "0" (zero) key followed by the country code and phone number. The Phone Dialer adjusts the format of the number to match the country code of the location you are dialing.

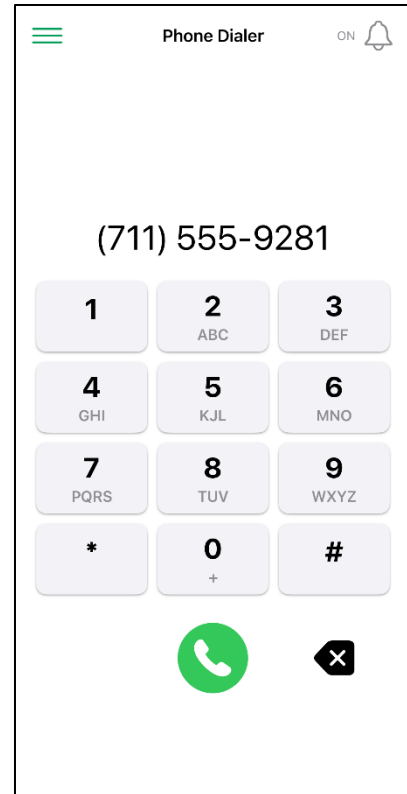
The phone number to be dialed is displayed in a dialog box.

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

OR



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



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, tap the Menu icon  to access the Menu Drawer and then tap **Roles**. 

Your Roles

To view the roles you are currently filling, tap **Your 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, tap 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, tap the names of the contacts.

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

To deselect a contact, tap 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, tap the Search icon. 

Start typing the role name in the Search field.

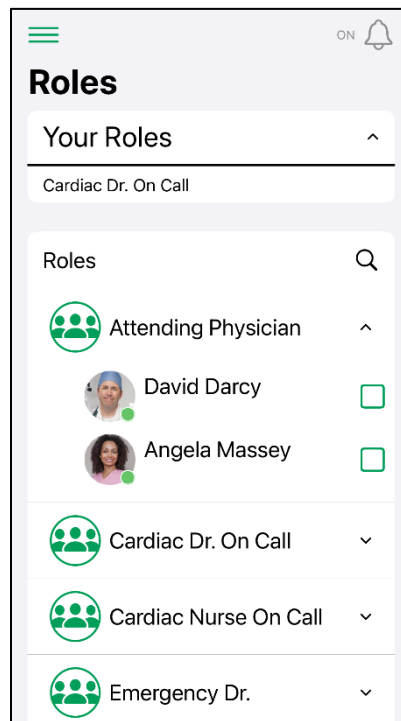
The role names that match the text that you typed are displayed in a menu.

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

Sending a Secure Message



When you have finished selecting contacts from the Roles Screen, tap 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.

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

Tap **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.

Tap 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 person are displayed. If the resource person is registered for Amtelco Secure Messages, the Padlock icon  is displayed.

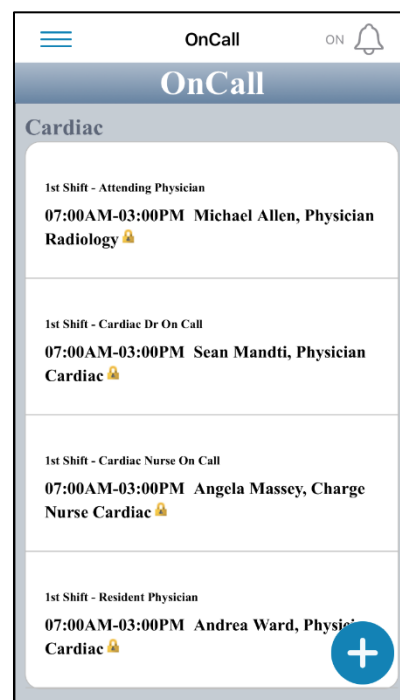
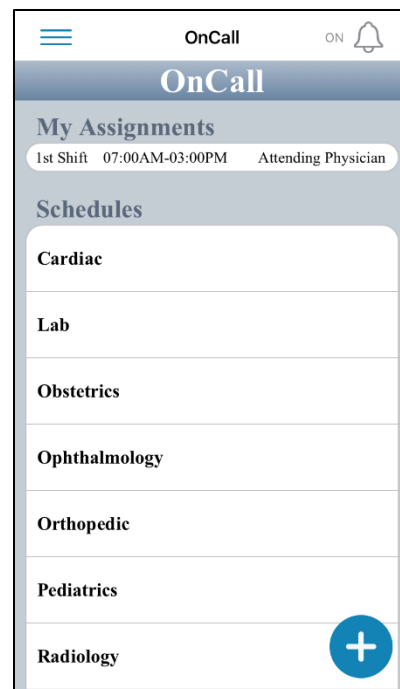
Flick the screen to scroll up or down.

Tap the person that you want to contact.

Tap 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.”



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, tap the Menu icon  to access the Menu Drawer and then tap **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.

Tap **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, tap **Change Status**.

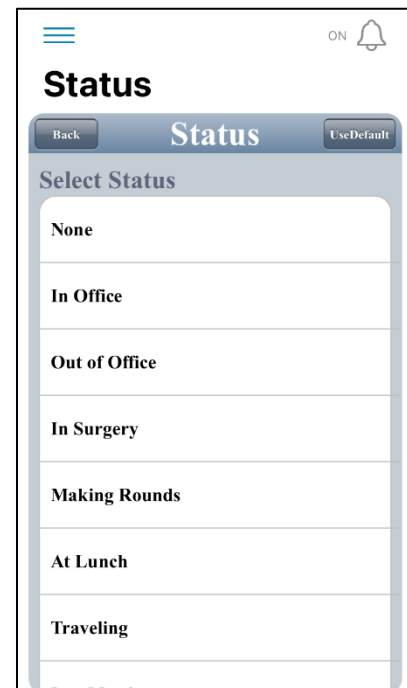
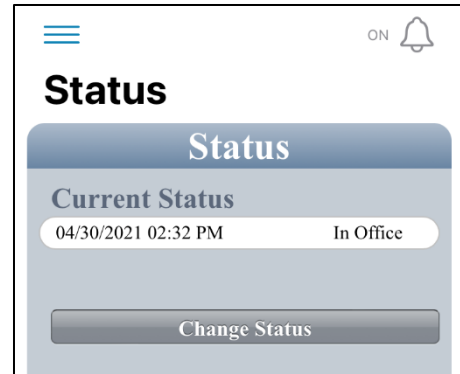
The Select Status Screen is displayed.

Select Status

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, 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**.

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, tap **Immediate – No Expiration**. Then tap **Save**.
- To set your status change to begin and end at specified dates and times, tap **Selected Time Range**. Set the Start Date, Start Time, End Date, and End Time. Then tap **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 display the Accounts Screen, tap the Menu icon  to access the Menu Drawer and then tap **Accounts**.

The Accounts screen displays a list of the names of each of your Amtelco Secure Messages accounts. The account that is currently selected is displayed in bold text.


Adding an Account

To add an account to this device, tap **Add Account**. 

The Enter Account Screen is displayed.

Follow the directions for Enter Account and Login or Register New User provided at the beginning of this document.

Removing an Account

To remove an account from this device, swipe left on the account name and then tap the Delete icon. 

A dialog box displayed asking if you want to delete the account.

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, tap **Cancel**.

OR

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

The account is removed from the device.

Logging Out

To log out of Amtelco Secure Messages and erase all accounts and users from this device, tap **Options** in the top right corner of the Accounts Screen.

A menu is displayed.

Tap **Logout** to log out of Amtelco Secure Messages.

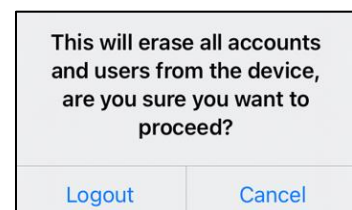
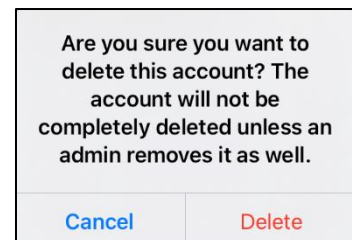
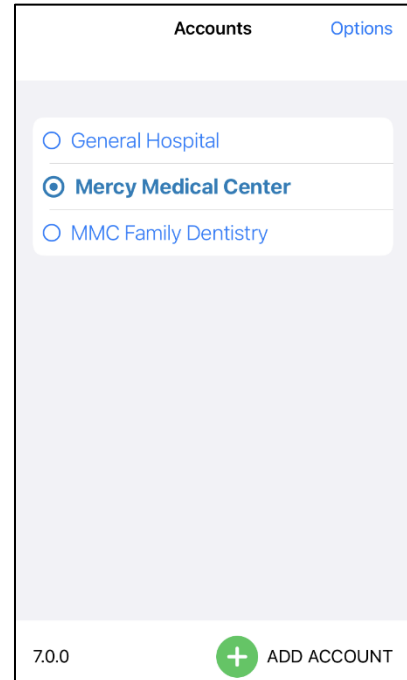
A dialog box is displayed asking if you want to erase all accounts and users from this device.

To cancel the log out request, tap **Cancel**.

OR

If you are certain you want to log out of Amtelco Secure Messages and erase all accounts and users from this device, tap **Logout**.


All accounts and users are erased from this device.



Settings

The Settings Screen is used to make changes to your Settings and to check your notification status.


Note: The 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, switch to the account that you want to edit before making changes to the Settings.

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

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.

Photo

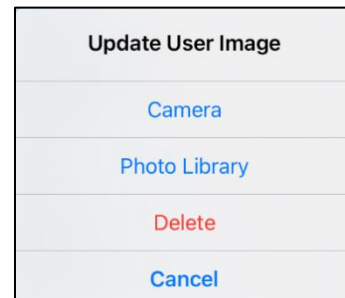
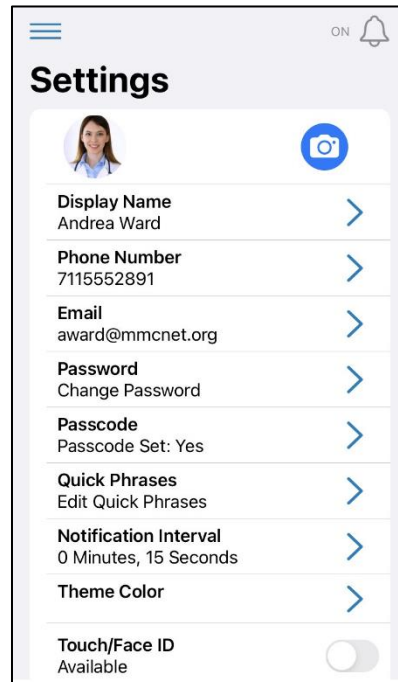
If a photo has been assigned to your username, the photo is displayed at the top left of the Settings page. If no photo has been assigned, the first letter of your Display Name is displayed.

To add a photo, tap the camera icon. 

The Update User Image menu is displayed.

- To take a new photo, tap **Camera**.

Note: Photos taken from the Amtelco Secure Messages app will not be stored in your device's Photo Gallery.
- To select a photo from your device's image library if enabled, tap **Photo Library**.
- To remove the photo, tap **Delete**.
- To return to the Settings Screen, tap **Cancel**.



Display Name

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

The Display Name Screen is displayed.

Enter Name...

Enter 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").

Tap **Update**.

OR

Swipe down or tap **Cancel** to return to the Settings Screen without changing your display name.

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 used for escalation text messages and phone calls from Amtelco Secure Messages users, tap **Phone Number**.

The Change Phone Number Screen is displayed.

Enter Phone Number...

Enter 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.

Tap **Update**.

OR

Swipe down or tap **Cancel** to return to the Settings Screen without changing your phone number.

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 used for password reset messages and account registration, tap **Email**.

The Change Email Screen is displayed.

Enter Email...

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

Tap **Update**.

OR

Swipe down or tap **Cancel** to return to the Settings Screen without changing your e-mail address.

Password

The password is used to verify your user registration with 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, tap **Password**.

The Password Screen is displayed.

Current Password...

Enter your current password.



New Password...

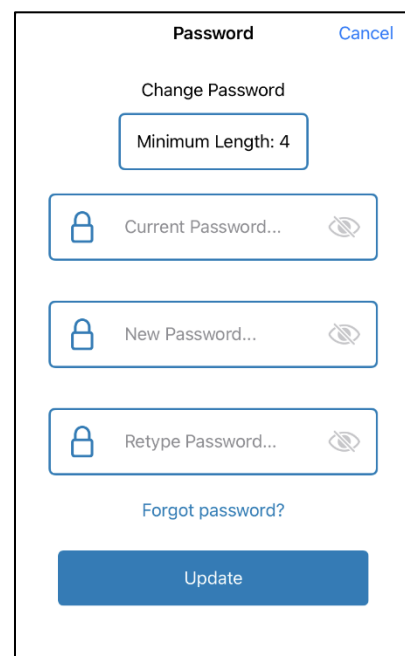
Enter a new password. Any complexity requirements that must be met are listed on the screen. Complexity requirements that have been met are displayed as strikethrough text.



Retype Password...

Type the new password 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 Current Password, Password, and Retype Password fields.



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

Tap **Update** to change your password to the new password.

If you entered an invalid password, an error is displayed. Tap **OK** to return to the Password Screen and try again.

If you have forgotten or do not know your current password, contact your administrator for assistance.

Swipe down or tap **Cancel** to return to the Settings Screen without changing your password.

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 change your passcode, tap **Passcode**.

The Passcode Screen is displayed.

Current Passcode...

Enter your current passcode.



New Passcode...



Enter a new passcode. Any complexity requirements that must be met are listed on the screen. Complexity requirements that have been met are displayed as 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 Current Passcode, New Passcode, and Retype Passcode fields.

- To show the passcode text in the Current Passcode, New Passcode, and Retype Passcode fields, make sure no one can observe your screen and then tap the Not Visible icon  inside the field.
- To hide the passcode text in the Current Passcode, New Passcode, and Retype Passcode fields, tap the Visible icon  inside the field.

Tap **Update** to change your passcode to the new passcode.

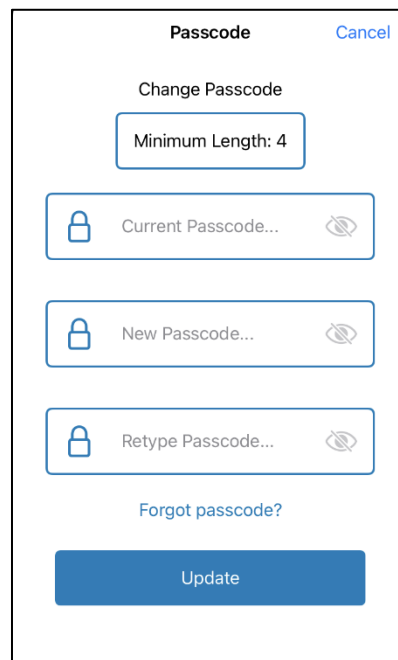
If you entered an invalid passcode, an error is displayed. Tap **OK** to return to the Passcode Screen and try again.

If you have forgotten or do not know your current passcode, contact your administrator for assistance.

Swipe down or tap **Cancel** to return to the Settings Screen without changing your passcode.

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 or edit personal Quick Phrases, tap **Quick Phrases**.

The Quick Phrases Screen is displayed.

Adding Quick Phrases

To add a personal Quick Phrase, enter the phrase and then tap **Add**.


The personal phrases that have been added are displayed.

Editing Quick Phrases

To edit text, rearrange, or delete Quick Phrases, tap **Edit**.

To edit the text of a phrase, tap the desired phrase and enter the new text. When you are finished editing the text of the phrase, tap **Update**.

To change the order of a phrase within the list, drag the Three Lines icon ≡ next to the desired phrase. When you are finished rearranging phrases, tap **Update**.

To delete a Quick Phrase, tap the Delete icon  next to the desired phrase and then tap **Delete**. When you are finished editing Quick Phrases, tap **Done**.

Swipe down or tap **Cancel** to return to the Settings Screen.

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 notifications attempts have been made.

To change the amount of time to wait between Persistent Alert notifications, tap **Notification Interval**.

Time Between Notifications

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

Use the number wheels to select the number of minutes and seconds to wait between notifications. This input will accept values from 15 seconds to 99 minutes 59 seconds.

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

Tap **Update**.

OR

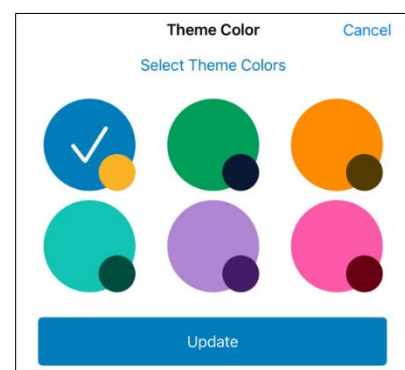
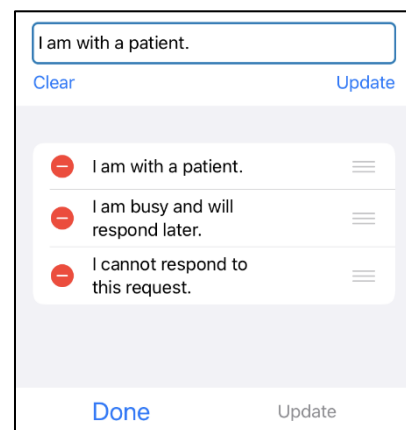
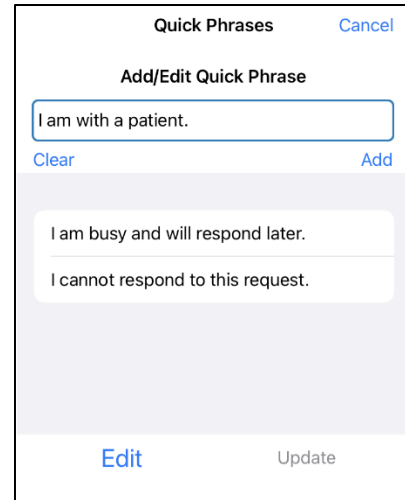
Swipe down or tap **Cancel** to return to the Settings Screen without changing your Notification Interval.

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 your color scheme for the selected account, tap **Theme Color**.

The Theme Color Screen is displayed.



Tap the desired color.

The color of the heading changes to match the color selected.

Tap **Update**.

OR

Swipe down or tap **Cancel** to return to the Settings Screen without changing your color scheme.

Touch/Face ID

The Touch/Face ID feature can be used to enable fingerprints or facial recognition to unlock the Amtelco Secure Messages app in place of entering a passcode.

In order to use the Touch/Face ID feature, a passcode must be set on the device and a fingerprint or a face must be stored on the device. If a passcode is set and a fingerprint or face is stored, “Available” is displayed on the Settings Screen. Otherwise, “Not Available” is displayed.

By default, the Touch/Face ID feature is set to Off.

To turn on the Touch/Face ID feature, tap the switch.

A dialog box is displayed asking if you would like to go to the Passcode Screen. Tap **Confirm Passcode**

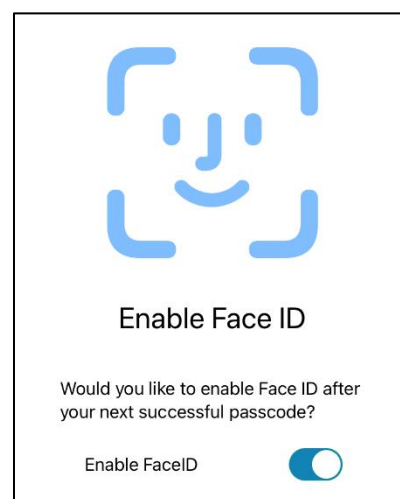
The Passcode Screen is displayed.

Tap the Face ID icon. 

By default, the Touch/Face ID feature is set to Off.

To turn on the Touch/Face ID feature, tap the switch.


If a passcode and a fingerprint or a face are not stored on the device, the FaceID Not Enrolled dialog box is displayed. Tap **Go to Settings** to open your device’s Settings app.



- If your device supports Face ID, the Settings app should open at the Amtelco Secure Messages page. Set the **Face ID** slider to the On position. Next, navigate back to the main Settings menu and open the Face ID & Passcode screen. Set up Face ID if it isn’t already set up and turn on the passcode feature if it is off. After storing a face and setting a passcode, return to the Amtelco Secure Messages app and tap the Touch/Face ID switch again.
- If your device supports Touch ID, navigate to the Touch ID & Passcode screen found in the main Settings menu. Add a fingerprint if none are stored and turn on the passcode feature if it is off. After storing a fingerprint and setting a passcode, return to the Amtelco Secure Messages app and tap the Touch/Face ID switch again.

Enter your passcode to login.

If you entered your passcode correctly, the Settings screen is displayed with the Touch/Face ID switch in the on position.

When the passcode screen is displayed next time you attempt to login, tap the Face ID icon  to use Touch/Face ID.

If you are using Face ID, the app uses face scanning to determine if the correct user is accessing the phone.

If you are using Touch ID, touch the Home button with a finger that matches one of the stored fingerprints to access the app.

App Notification Settings

Notification settings for the Amtelco Secure Messages app are located in your device's Settings app.

To change the Amtelco Secure Messages notification settings, open the Settings app on your device.

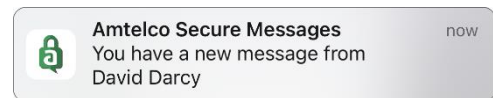
Tap **Notifications**.

Tap **Amtelco Secure Messages**.

The Amtelco Secure Messages notification settings are displayed.

Depending on the operating system version that is running on your device, the Amtelco Secure Messages notification settings may allow you to configure the following:

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



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

Apple Watch App

The Amtelco Secure Messages Apple Watch app enables users to receive and respond to Amtelco Secure Messages notifications on their Apple Watch. The Apple Watch app displays the last five threads in the user’s inbox as well as the last five messages for each of those threads. The Inbox Screen indicators for new messages, high priority, and attachments. Attachments can't be viewed on the watch, but a message is displayed informing the user that the attachments are available on the phone.

A reply can be sent to the threads using either Quick Phrases, dictation, or the Scribble feature. If a passcode is required, the user is only asked to enter it once while the watch is on their wrist. If the user takes off the watch, the passcode must be entered again to access the app.

Installing the Amtelco Secure Messages Watch App

The Amtelco Secure Messages Apple Watch app must be installed onto the watch through the Watch app on an iPhone that is paired with the watch.

Note: Before the Amtelco Secure Messages Apple Watch app can be installed on an Apple watch, the Amtelco Secure Messages app must be installed and registered on an iPhone that is paired with the watch.

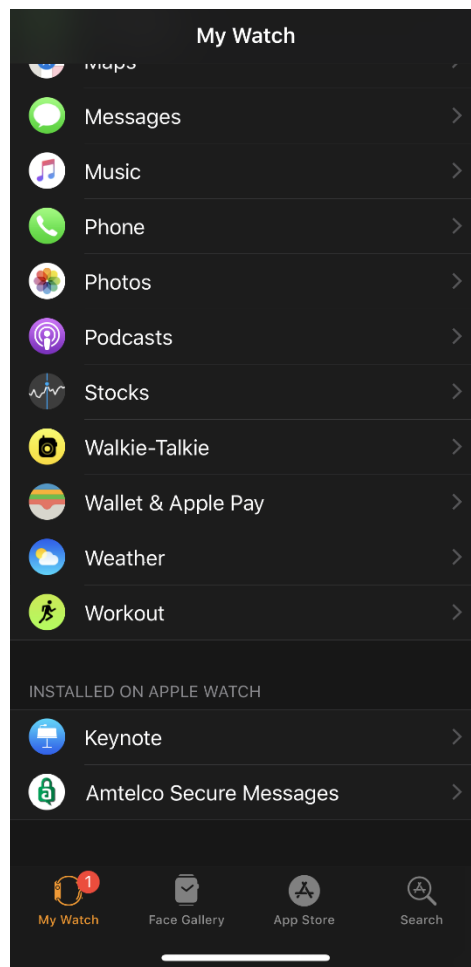
To install Amtelco Secure Messages on an Apple Watch, open the **Watch** app on the paired iPhone.

Tap **My Watch** in the Tab Bar at the bottom of the screen if it is not already selected.


At the My Watch screen, scroll down to the **Available Apps** section and find **Amtelco Secure Messages**.

Tap the **Install** button in the same row as “Amtelco Secure Messages.”

When the installation is finished, “Amtelco Secure Messages” is listed in the “Installed on Apple Watch” section of the My Watch screen.



Home Screen

To open the Amtelco Secure Messages Watch app from the Apple Watch Home screen, tap the Amtelco Secure Messages icon. 

Note: Before launching the Amtelco Secure Messages Watch app on the watch for the first time, launch the Amtelco Secure Messages app on the iPhone that is paired with the watch. If the error “Invalid Account Info” is displayed, force close the Amtelco Secure Messages app on the paired phone and relaunch it. If the error “No account” is displayed on the Apple Watch, make sure an account is registered on the paired phone.




Enter Passcode Screen

If there is a passcode on the selected Amtelco Secure Messages account, the Enter Passcode Screen is displayed the first time you open the Amtelco Secure Messages Watch app after putting it on. The Enter Passcode Screen may be displayed at other times depending on your watch settings.

If the Enter Passcode Screen is displayed, tap **Enter Passcode**. The Keyboard Screen is displayed.


Use the keyboard to enter your passcode, then tap **Done** on the Keyboard Screen.

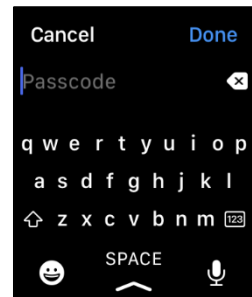
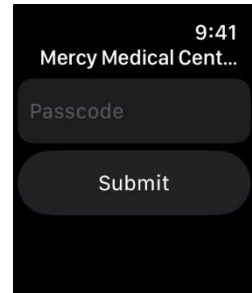
OR

To use dictation to enter your passcode, tap the Microphone icon  and then say your passcode. When you are finished, tap **Done** on the Dictation Screen.

The passcode is displayed on the Enter Passcode Screen. If the passcode is displayed correctly, tap **Submit**.


If the passcode matches the passcode on the account, the Inbox Screen, or whichever screen was last accessed, is displayed.

Note: If you need to change your passcode, tap the Menu icon  in the Amtelco Secure Messages app on the paired phone to access the Menu Drawer. Then tap **Settings** to display your settings. Tap **Passcode** and then follow the prompts for changing your passcode. If you forget your passcode, contact your Amtelco Secure Messages administrator to reset your passcode.







Inbox

The Inbox Screen displays the five most recent message threads for the selected account. The account name selected on the paired phone is displayed at the top of the Inbox Screen.

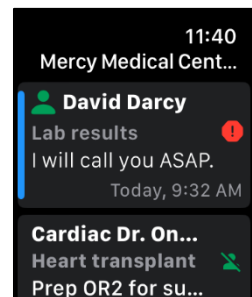
Note: To view messages for a different account, tap the Menu icon  in the Amtelco Secure Messages app on the paired phone to access the Menu Drawer, and then tap the name of the account that you want to display.

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 in the Inbox Screen.

For each message thread, the Inbox Screen displays the first of the names of the senders and recipients of the messages in that thread. Below the names, the subject of the message thread is displayed. Below the subject, the first characters of the most recent message in the thread are displayed. The date that the thread's most recent message was sent is displayed below the first characters of the most recent message.

- Threads containing unread messages are marked with a blue bar on the left.
- High priority message threads are marked with a red High Priority icon. 
- Threads that only allow replies to the sender are marked with the Sender Only icon. 
- Threads that do not allow replies are marked with the No Replies icon. 
- Threads containing an attachment are marked with the Paper Clip icon. 

Flick the Inbox Screen to scroll up or down.



New messages are pushed to the device and update the Inbox Screen automatically, but you can also manually refresh the Inbox Screen. To refresh the Inbox Screen, flick up to scroll to the bottom of the screen and tap **Refresh**.

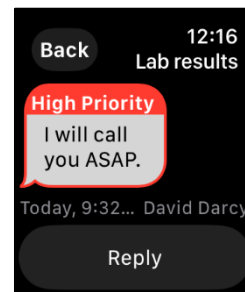
To display the messages in a thread, tap the thread in the Inbox Screen. The messages contained in the thread are displayed on the Inbox Screen.

Thread

The Thread Screen displays the five most recent messages contained in the thread that was selected in the Inbox Screen.

To display the Thread Screen, tap a message thread in the Inbox Screen.

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



Note: Attachments cannot be displayed in the Amtelco Secure Messages Watch app. Attachments can be viewed on the paired iPhone.

To return to the Inbox Screen, tap **Back**.

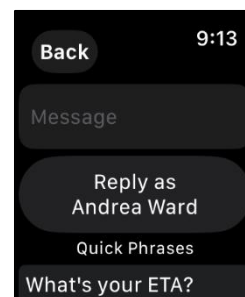
Note: If a new message notification comes in while you are viewing the Thread Screen, the watch will play a ping sound.

Replying to Messages

To reply to a message thread, tap **Reply** or **Reply Sender Only**.

The Reply Screen is displayed.


The Reply Screen displays the Message field, the Reply As button, and a menu of Quick Phrases that can be used to respond to the message thread.



- To compose your own message reply, tap the Message field. The Keyboard Screen is displayed.

Use the keyboard to enter your message, then tap **Done** on the Keyboard Screen.

OR

To use dictation to enter a reply, tap the microphone icon  and then say your reply. When you are finished, tap **Done** on the Dictation Screen.

- To select whether the reply should be sent from the role you are currently filling or your username, tap **Reply 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.

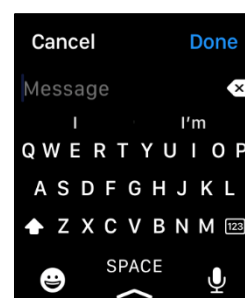
- To reply with a Quick Phrase, tap the desired phrase.

The reply that you selected or composed is displayed in the Message field.

To change your reply, tap the Message field to edit the message.

OR

Select a Quick Phrase to replace the reply with a phrase.



To send the reply, tap **Reply**.

Replies sent using the Amtelco Secure Messages Watch app follow the Reply Mode assigned to the original message.

- If the Reply Mode was set to All, the reply is sent to the sender and any other recipients in the thread.
- If the Reply Mode was set to Sender, the reply is only sent to the sender.
- If the Reply Mode was set to None, you will not be given the option to reply.

After your reply is sent, the Thread Screen is displayed.

To return to the Inbox Screen, tap **Back**.

Note: If a new message notification comes in while you are viewing the Reply screen, the watch will play a ping sound.

Documentation Change Log

Software Version	Document Section	Changes	Published Date
7.0.0.5	Menu Drawer	Removed message number displayed in Groups menu.	11/20/2024
7.0.0.5	Settings	Updated Theme Color screenshot.	11/20/2024
7.0.0.5	Phone Dialer	Added section.	11/20/2024
7.0.0.5	Menu Drawer	Added the Phone Dialer Screen to the menu.	11/20/2024
7.0.0.4	Personal Circle	Added mention of roles throughout the section.	6/24/2024
7.0.0.4	Contacts	Added Contacts/Roles and updated screenshot and added mention of roles throughout section.	6/24/2024
7.0.0.4	Settings	Updated theme colors screenshot.	6/24/2024
7.0.0.4	All	Updated logos and text for rebranding to Amtelco Secure Messages.	6/24/2024
7.0.0.4	Menu Drawer	Updated screenshot and added roles. Moved Links to the Menu Drawer and created a new subsection for Settings.	6/24/2024
7.0.0.4	Inbox	Added Roles icon and role name and updated screenshot.	6/24/2024
7.0.0.4	Thread	Added Roles icon and role named. Updated Message Details description and screenshot and added Send As setting	6/24/2024
7.0.0.4	Email Registration, Self Registration, App Notification Settings	Updated screenshots for rebranding.	6/24/2024
7.0.0.4	Roles	Section added.	6/24/2024
7.0.0.4	Apple Watch App	Updated screenshots for roles and added Reply As.	6/24/2024
7.0.01	Inbox	Phone numbers can now be copied from messages.	1/3/2024
7.0.0	Notification Settings	Setting the date and time for an away message requires a tap or long press depending on the iOS version.	1/3/2024
7.0.0	Settings	New high contrast theme colors have been added.	11/7/2023
7.0.0	All	The phone app and watch interfaces have both received comprehensive visual overhauls. Several screens have changed in appearance and functionality.	11/7/2023

Software Version	Document Section	Changes	Published Date
7.0.0	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.	11/7/2023
7.0.0	Menu Drawer	The Menu Drawer now displays user profile information in the header and is divided into two menus: Pages and Groups.	11/7/2023
7.0.0	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 tapping Select From Contacts.	11/7/2023
7.0.0	Requirements	Changed iOS requirement to 15 and watchOS requirement to 8.0.	11/7/2023

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