

miSecureMessages Apple App User Guide

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Product Overview

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

When you receive a message notification, you can tap the notification to display the message in the miSecureMessages 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 8.0 or later
- Business Use data plan
- miSecureMessages Apple App
- An Account ID from your miSecureMessages provider

Installing the miSecureMessages Apple App

Open the App Store app on the Apple iOS device that you will use to access your secure messages. Search for "miSecureMessages."

Download the miSecureMessages 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 miSecureMessages app has finished downloading, open the app.

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

Allow Notifications

When the miSecureMessages app is opened for the first time, a dialog box may be 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 miSecureMessages app can be adjusted in your device's Settings app. More information about notification settings is provided at the end of this document.

"miSecureMessages" Would Like to Send You Notifications

Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.

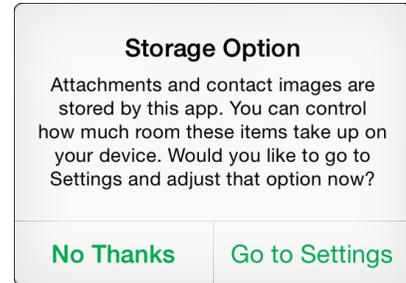
Don't Allow

Allow

Storage Option

When the miSecureMessages 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 miSecureMessages app, tap **Go to Settings**.
- To use the default cache size of 200 MB, tap **No Thanks**.

If you tap **Go to Settings**, the miSecureMessages 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 miSecureMessages App Settings page.

Press the Home button to return to your desktop.

Tap the miSecureMessages icon to return to the miSecureMessages app.

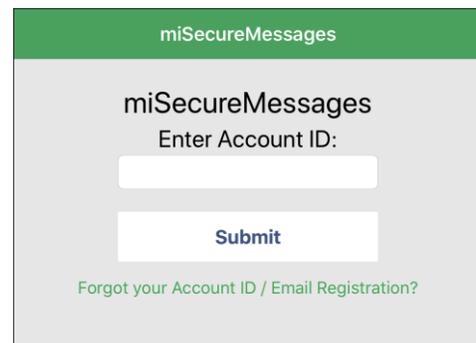
Account Registration

After responding to the Storage Option dialog box, the next screen that is displayed in the miSecureMessages app is the Account Registration Screen. The Account Registration Screen is used to register the app.

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

Enter Account ID

Enter your miSecureMessages Account ID as specified by your miSecureMessages provider.



Tap **Submit**.

- If the miSecureMessages Account ID was entered successfully, the miSecureMessages Welcome Screen is displayed.
- If the Account ID was not entered successfully, an “Invalid Account” message is displayed.

If the “Invalid Account” message appears, tap **OK** to return to the Account Registration Screen. Try reentering your miSecureMessages Account ID.

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

Note: You can register for additional accounts through the Manage Accounts Screen.

Welcome Screen

The miSecureMessages Welcome Screen is displayed after an Account ID is successfully entered. There are two buttons at the bottom of the Welcome Screen.

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

Login

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

Username

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

Password

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

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

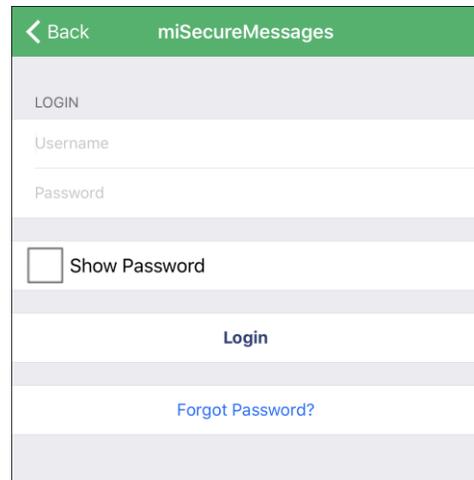
Show Password

The Show Password setting makes the text in the Password field visible on the screen. If you need to display the password text, make sure that no one can observe your screen and then tap the Show Password check box.

Tap **Login**.

- If the username and password were found, the Messages Screen or the Enter Passcode Screen is displayed.
- If the username or password was not found, a “Login Failed” message is displayed.

If the “Login Failed” message appears, 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 miSecureMessages provider to verify that your username and password have been registered.



User Registration

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

Display Name

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

Username

Choose a username to identify you when connecting to the miSecureMessages Web Service (for example, “jsmith”). Your username can be up to 50 characters long and must be unique. The use of spaces in a username is not recommended.

Password

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

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

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 miSecureMessages app or change accounts. For information on passcode restrictions, tap the Information icon.  Tap **Return** to return to the User Registration Screen.

If the Passcode field is displayed, type the passcode that you want to use to unlock the miSecureMessages app each time you open the app or change accounts.

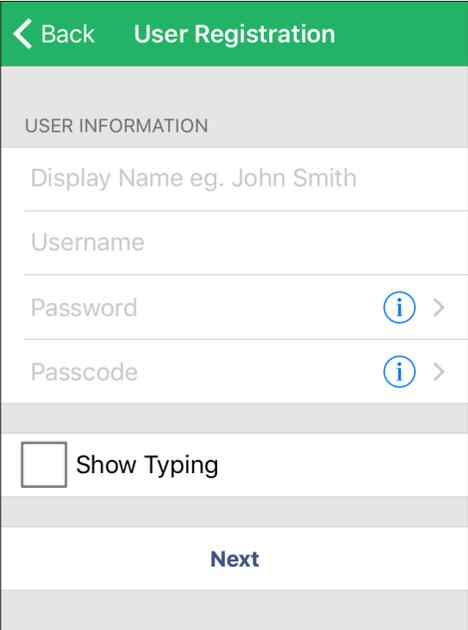
Show Typing

The Show Typing setting makes the text in the Password and Passcode fields visible on the screen. If you need to display the password and passcode text, make sure that no one can observe your screen and then tap the Show Typing check box.

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

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

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



Enter Passcode

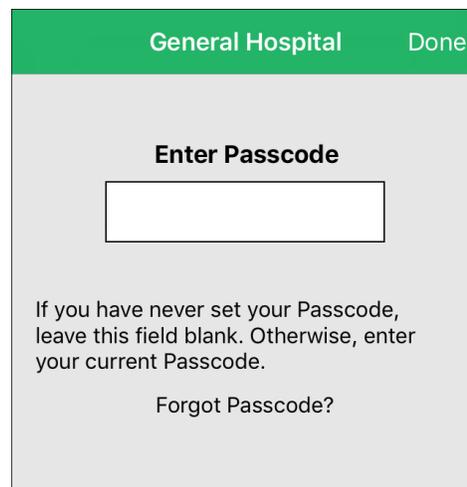
If you set a passcode, the Enter Passcode Screen is displayed each time you open the miSecureMessages app or change accounts.

Enter Passcode

Type your passcode.

Tap **Done**.

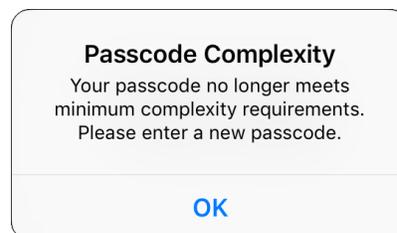
- If you entered your passcode incorrectly, the message “Your passcode was incorrect” is displayed.
- If you entered your passcode correctly, the Messages Screen or the last screen that was open in the miSecureMessages app is displayed.



Note: If you should ever need to change your passcode, tap the Menu icon  to access the Menu Drawer and then tap **User Settings** to display your user settings. Tap **Passcode** and then follow the prompts for changing your passcode. If you forget your passcode, contact your miSecureMessages administrator to reset your passcode.

Passcode Complexity

The passcode is a security feature that requires a code to be entered each time you open the miSecureMessages app or change accounts. If the passcode requirements for your miSecureMessages account change in a way that requires you to set or change your passcode, a “Passcode Complexity” message is displayed.



If a “Passcode Complexity” message appears, read the prompt carefully. Then tap **OK**.

The “Enter Passcode” or “Update your passcode” prompt is displayed.

Enter Passcode

If the Enter Passcode prompt is displayed, type your passcode. If you do not have a passcode, leave the field blank.

Tap **Next**.

Update your passcode

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

Tap **Next**.

Confirm new passcode

Type the passcode a second time.

Tap **Done**.

- If the passcodes do not match, the “Passcode Mismatch” message is displayed. Tap **OK** to return to the “Confirm new passcode” prompt. Reenter your passcode to try again. If you need to go back to the “Update your passcode” prompt, tap the Back arrow (\leftarrow).
- If the passcodes do match, the message “You have successfully changed your passcode” is displayed. Tap **Continue**.

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

Menu Drawer

The Menu Drawer is used to change accounts, to navigate to the various pages of the miSecureMessages app, and to access user settings and other functions.

Tap the Menu icon  to access the Menu Drawer.

The Menu Drawer is divided into sections. The first section lists the name of all of the miSecureMessages accounts that you are registered to use. A green checkmark is displayed next to the account that is currently selected.

Changing Accounts

To switch between miSecureMessages accounts, tap the name of an account.

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

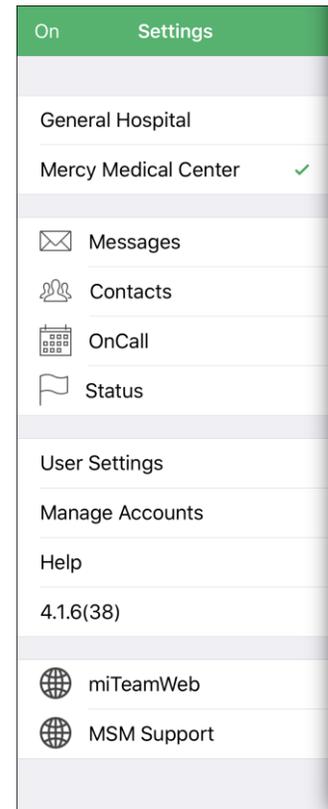
Enter Passcode

Type your passcode.

Tap **Done**.

The Messages 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 Messages Screen for that account.



Navigating

The second section of the Menu Drawer lists icons and the names of various screens within the miSecureMessages app.

To display the Messages Screen, tap the **Messages** icon. 

To display the Contacts Screen, tap the **Contacts** icon. 

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

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

Accessing Other Functions

The third section of the Menu Drawer contains links for editing your User Settings, managing your accounts, and accessing the online version of this user guide.

To access or edit your user settings, tap **User Settings**.

To add or delete miSecureMessages accounts, tap **Manage Accounts**.

To display the online version of this user guide, tap **Help**.

Version

The version number of the miSecureMessages app installed on this device is displayed.

Web Links

Depending on your configuration, there may be one or more Web Link icons  at the bottom of the Menu Drawer. These icons represent links to Web pages and Web-based applications.

To open a Web page or Web-based application, tap the corresponding Web Link icon. 

The Web Link will either open in a Web browser window or in the Web Link Screen of the miSecureMessages app.

If the Web Link 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 miSecureMessages app.

If the Web Link opens in the Web Link Screen within the miSecureMessages app, tap the Menu icon  when you are ready to return to the Menu Drawer.

To refresh the Web Link Screen, tap the Refresh icon. 

Turning Notifications Off and On

The upper left corner of the Menu Drawer displays the status of miSecureMessages notifications.

- If notifications are turned on, the word “On” is displayed. By default, notifications are turned on.
- If notifications are turned off, the word “Off” is displayed. 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 miSecureMessages server. If you have accounts on multiple miSecureMessages servers, you will have to switch to an account on each of those servers and turn notifications off or on.

To disable miSecureMessages notifications on the selected account, tap **On**.

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

Tap **Continue** if you are sure you want to turn off miSecureMessages notifications for this account.

or

Tap **Cancel** if you want to leave miSecureMessages notifications on.

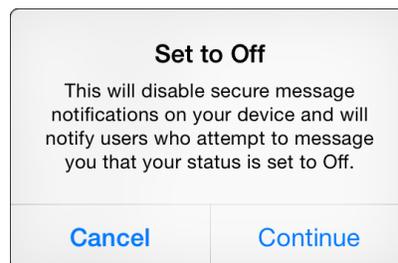
Note: If you turn your miSecureMessages notifications off, you will not be able to receive miSecureMessages notifications for miSecureMessages accounts on that server. Users who attempt to send you a secure message for accounts on that server will be notified that you are unavailable.

When your miSecureMessages notifications are turned off for the selected account, the word “Off” is displayed in the upper left corner of the Menu Drawer.

To re-enable miSecureMessages notifications for this account, tap **Off**.

The word “On” is displayed in the upper left corner of the Menu Drawer to indicate your miSecureMessages notifications are on.

Note: The notification settings apply to all of your accounts on a single miSecureMessages server. If you have accounts on multiple miSecureMessages servers, you will have to switch to an account on each of those servers and turn notifications off or on.



Messages

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

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

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

Threads View

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

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

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

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

Flick the Threads View to scroll up or down.

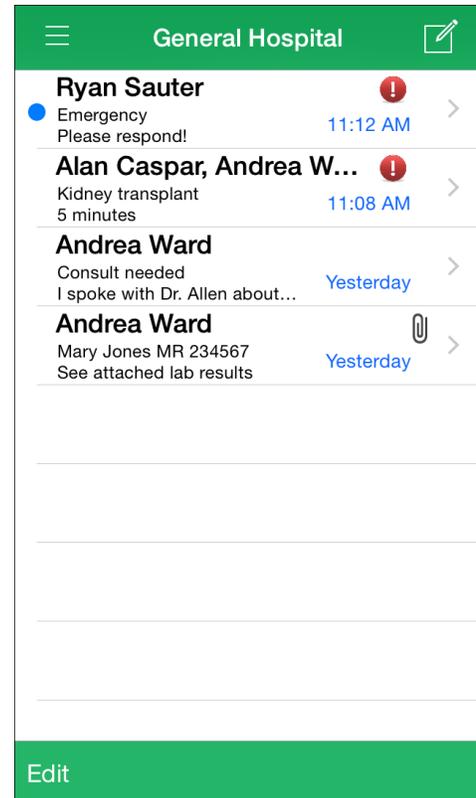
New messages are pushed to the device and update the Threads View automatically, but you can also manually refresh the Threads View. To refresh the Threads View, drag down and then release.

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

Composing a Message

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

The New Message Screen is displayed.



To:

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

or

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

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

Subject:

Type a subject for the message.

High Priority

By default, the message is set to Normal Priority. Tap the switch to change the priority to High Priority. Tap the switch again to change a High Priority message back to Normal Priority.

Message

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

Actions

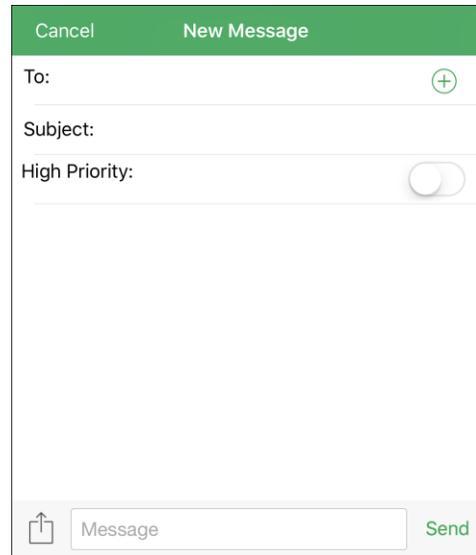
Tap the Action icon  to access Quick Phrases or to use the optional Attachments feature to attach a photos, video, or audio recording to your message.

If the Attachments feature is not enabled, the Quick Phrases menu is displayed.

- Tap the phrase that you want to insert into your message.
The phrase is displayed in the Message field.
- To exit the Quick Phrases menu without inserting a phrase, tap **Cancel**.

If the Attachments feature is enabled, the Action menu is displayed.

- To attach an image from your device's photo library, tap **Photo Library**.
If you have not granted the miSecureMessages app access to your photos, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your photo library so that you can attach photos and videos to your messages.
Select the photo or video that you want to attach and then tap **Choose**.
A thumbnail view of the photo or video is displayed in the Message field.
- To take a new photo or video to attach to your message, tap **Take Photo or Video**.
If you have not granted the miSecureMessages app access to your camera, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your camera so that you can attach photos and videos to your messages.
Select **Photo** to take a photo or select **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 in the Message field.



- To record audio to attach to your message, tap **Record Audio**.
If you have not granted the miSecureMessages app access to your microphone, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your microphone so that you can attach audio to your messages.
Tap **Record** to begin recording
Tap **Stop recording** to finished recording.
Tap **Play/Stop** to listen to the recording or to pause playback of the recording.
Tap **Add to Message** to attach the recording to the message.
A visual representation of the recording is displayed in the Message field.
- To add a Quick Phrases to your message, tap **Quick Phrases**.
The Quick Phrases menu is displayed.
Tap the phrase that you want to insert into your message.
The phrase is displayed in the Message field.
- To close the Action menu without selecting an action, tap **Close**.

Send

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

or

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

Deleting Threads

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

Option buttons are displayed to the left of each thread.

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

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

or

Tap **Select All** to select all threads.

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

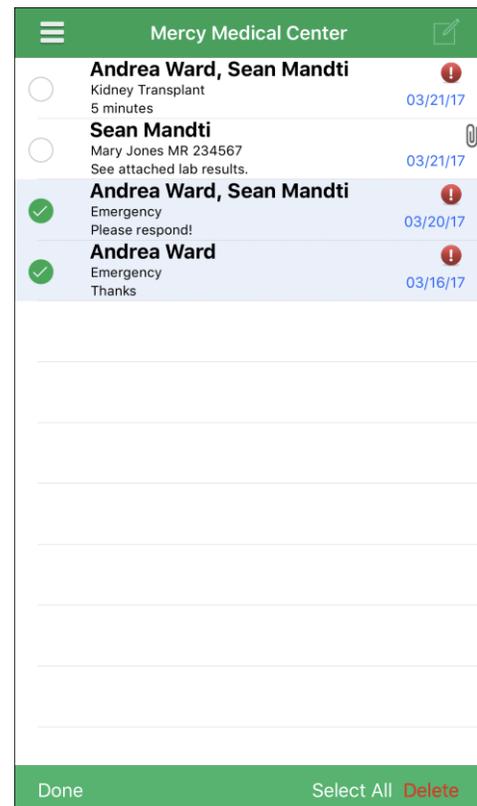
A Delete Thread dialog box is displayed.

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

or

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

The selected threads are removed from your Messages Screen.



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

Messages View

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

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

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

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

- If the message contains an image, tap the image to enlarge it.
- If the message contains a video, tap the video to play it.
- If the message contains a recording, tap the recording to play it.

Completed messages are marked with a green check mark. ✓

To display a detailed history of a message, tap the Information icon ⓘ displayed next to the message. To return to the Messages View on an iPhone or iPod Touch, tap the Back arrow (←).

If a red asterisk is displayed, ⓘ the history of the message has changed.

New messages are pushed to the device and update the Messages View automatically, but you can also manually refresh the Messages View. To refresh the Messages View, drag down and then release.

Replying to Messages

The Message field and the Action icon can be used to reply to a message thread.

Message

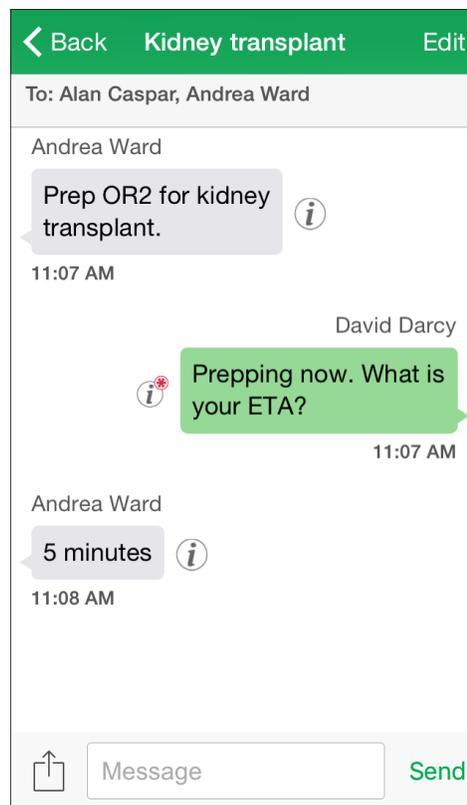
To type a custom reply, type a message in the Message field located at the bottom of the Messages View.

Actions

Tap the Action icon  to access Quick Phrases or to use the optional Attachments feature to attach a photos, video, or audio recording to your message.

If the Attachments feature is not enabled, the Quick Phrases menu is displayed.

- Tap the phrase that you want to insert into your message.
The phrase is displayed in the Message field.
- To exit the Quick Phrases menu without inserting a phrase, tap **Cancel**.



If the Attachments feature is enabled, action buttons are displayed.

- To attach an image from your device's photo library, tap **Add Photo or Video**. A menu is displayed.

Tap **Photo Library**.

If you have not granted the miSecureMessages app access to your photos, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your photo library so that you can attach photos and videos to your messages.

Select the photo or video that you want to attach and then tap **Choose**.

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

- To take a new photo or video to attach to your message, tap **Add Photo or Video**. A menu is displayed.

Tap **Take Photo or Video**.

If you have not granted the miSecureMessages app access to your camera, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your camera so that you can attach photos and videos to your messages.

Select **Photo** to take a photo or select **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 in the Message field.

- To record audio to attach to your message, tap **Add Audio**.

If you have not granted the miSecureMessages app access to your microphone, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your microphone so that you can attach audio to your messages.

Tap **Record** to begin recording

Tap **Stop recording** to finished recording.

Tap **Play/Stop** to listen to the recording or to pause playback of the recording.

Tap **Add to Message** to attach the recording to the message.

A visual representation of the recording is displayed in the Message field.

- To add a Quick Phrases to your message, tap **Quick Phrases**.

The Quick Phrases menu is displayed.

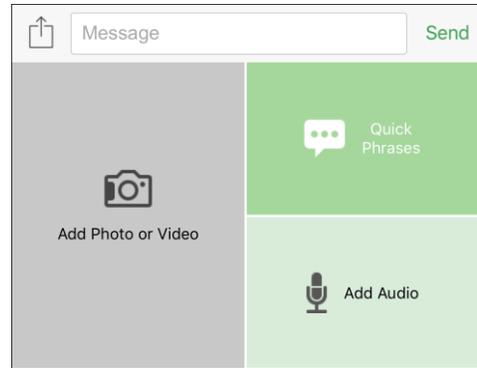
Tap the phrase that you want to insert into your message.

The phrase is displayed in the Message field.

- To close the Action menu without selecting an action, tap **Close**.

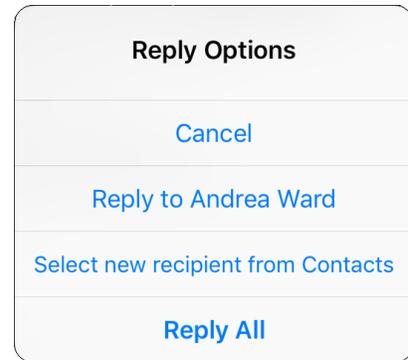
Send

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



If you are replying to a message that has multiple recipients, the Reply Options menu is displayed.

- To reply to the sender, tap **Reply to** followed by the sender's name.
The reply and the previous messages in the thread are sent in a new message thread.
- To reply to the sender and all recipients, tap **Reply All**.
The reply is sent and is added to the message thread.
- To select new recipients, tap **Select new recipient from Contacts**.



The New Message Screen is displayed. The Subject field contains the subject of the message and the Message field contains the reply and the text of the previous messages in the thread.

Begin typing contact name in the To field to display a list of contact names that begin with that text. Select contacts from the list or tap the Add icon (+) to select names and Circles from the Contacts Screen. The names of the selected contacts and Circles are added to the To field.

When you have finished selecting contacts, tap **Send**.

The reply and the previous messages in the thread are sent in a new message thread.

- To exit the Reply Options menu without sending a reply, tap **Cancel**.

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

Completing Messages

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

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

Option buttons are displayed to the left of each message.

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

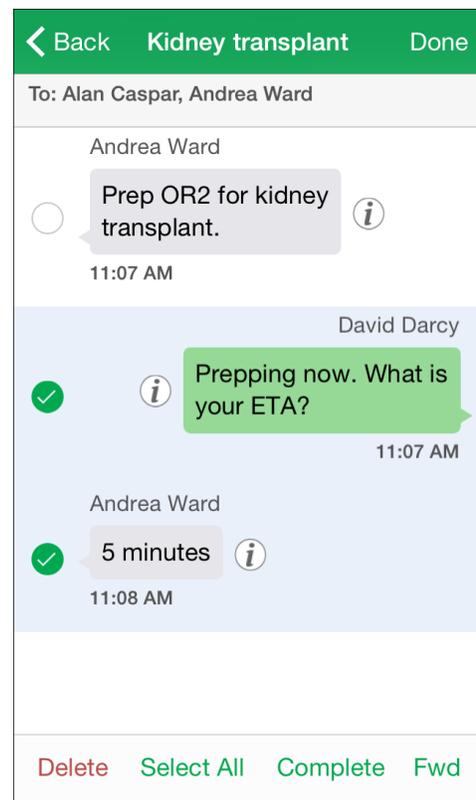
or

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

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

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

A green check mark (✓) is displayed below each completed message.



Deleting Messages

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

Option buttons are displayed to the left of each message.

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

or

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

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

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

A Delete Message dialog box is displayed.

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

or

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

The selected messages are removed from your Messages Screen.

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

Forwarding Messages

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

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

Option buttons are displayed to the left of each message.

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

or

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

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

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

The New Message Screen is displayed. The Subject field contains the text "FWD:" followed by the subject of the message thread. The Message field contains the text "FWD:" followed by the sender's name and the contents of the selected messages.

To:

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

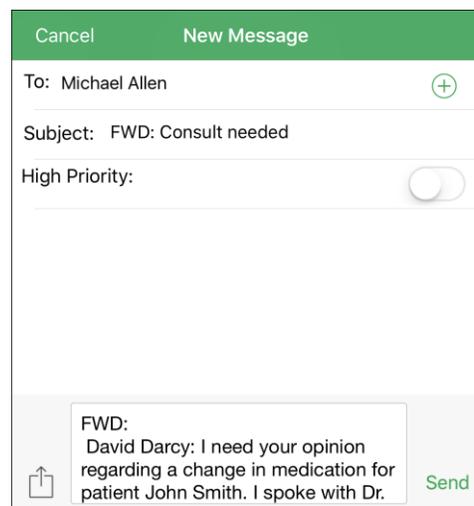
or

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

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

Subject:

Make any desired changes to the subject of the message.



High Priority

By default, the message is set to Normal Priority. Tap the switch to change the priority to High Priority. Tap the switch again to change a High Priority message back to Normal Priority.

Message

Make any desired changes to the body of the message.

Actions

Tap the Action icon  to access Quick Phrases or to use the optional Attachments feature to attach a photos, video, or audio recording to your message.

If the Attachments feature is not enabled, the Quick Phrases menu is displayed.

- Tap the phrase that you want to insert into your message.
The phrase is displayed in the Message field.
- To exit the Quick Phrases menu without inserting a phrase, tap **Cancel**.

If the Attachments feature is enabled, the Action menu is displayed.

- To attach an image from your device's photo library, tap **Photo Library**.
If you have not granted the miSecureMessages app access to your photos, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your photo library so that you can attach photos and videos to your messages.
Select the photo or video that you want to attach and then tap **Choose**.
A thumbnail view of the photo or video is displayed in the Message field.
- To take a new photo or video to attach to your message, tap **Take Photo or Video**.
If you have not granted the miSecureMessages app access to your camera, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your camera so that you can attach photos and videos to your messages.
Select **Photo** to take a photo or select **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 in the Message field.
- To record audio to attach to your message, tap **Record Audio**.
If you have not granted the miSecureMessages app access to your microphone, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your microphone so that you can attach audio to your messages.
Tap **Record** to begin recording
Tap **Stop recording** to finished recording.
Tap **Play/Stop** to listen to the recording or to pause playback of the recording.
Tap **Add to Message** to attach the recording to the message.
A visual representation of the recording is displayed in the Message field.

- To add a Quick Phrases to your message, tap **Quick Phrases**.
The Quick Phrases menu is displayed.
Tap the phrase that you want to insert into your message.
The phrase is displayed in the Message field.
- To close the Action menu without selecting an action, tap **Close**.

Send

When you have finished making changes to the message, tap **Send** to transmit the message.

or

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

Contacts

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

To display the Contacts Screen, tap the Menu icon  to access the menu drawer and then tap the Contacts icon. 

The Contacts Screen displays a list of the available Contact Circles.

- To display the names of all of the miSecureMessages users assigned to a Contact Circle, tap the Plus icon  to the left of the Circle name.

If “**OFF**” is displayed below a contact’s name, that user’s miSecureMessages notifications are off, preventing that user from receiving message notifications.

- To hide the names of the users assigned to a Contact Circle, tap the Minus icon  to the left of the Circle name.
- Flick the screen to scroll up or down.
- To search by name, tap the **Search** field.

Type the name that you want to find.

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

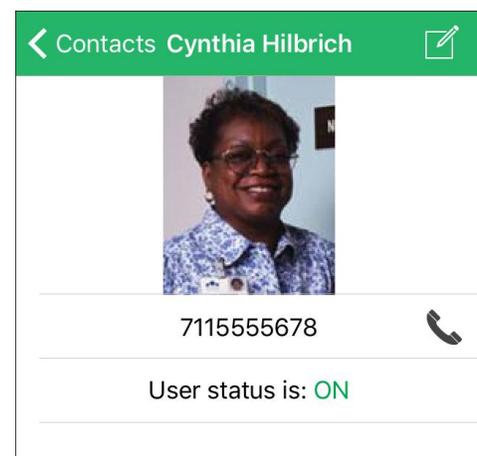
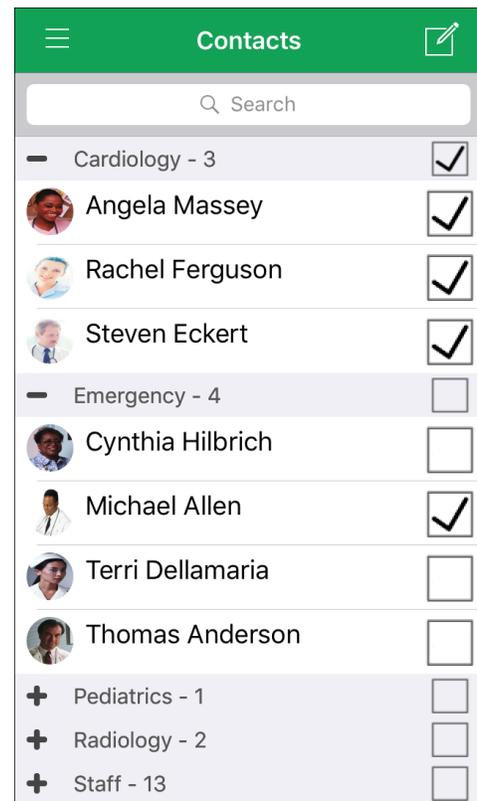
- To refresh the Contacts list, drag down and then release.

Contact Information

To display the contact information for a miSecureMessages user, tap the user’s photo or name.

The Contact Information Screen for that user is displayed.

The Contact Information Screen displays the user’s photo, or a silhouette if no photo is assigned, the user’s phone number, and



the user's notification status (On or Off)

To dial the user's phone number, tap the phone icon. 

The phone number 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.

Tap the Back arrow (←) to return to the Contacts Screen.

Sending a Secure Message

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

A check mark is displayed in each check box that is selected.

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

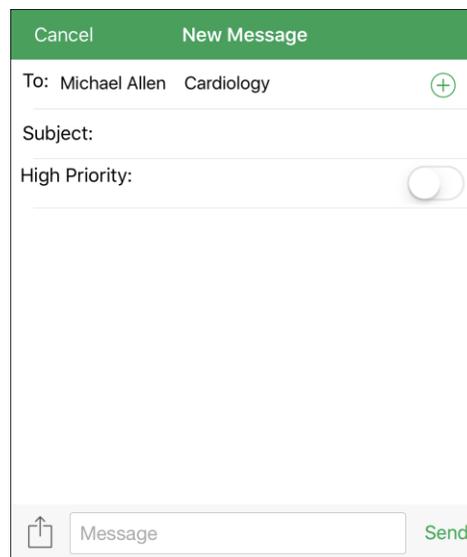
The Circle Selection message is displayed informing you of the number of contacts in the Circle.

Tap **Select** to select the members of the Circle.

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

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

The New Message Screen is displayed.



To:

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

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

or

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

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

Subject:

Type a subject for the message.

High Priority

By default, the message is set to Normal Priority. Tap the switch to change the priority to High Priority. Tap the switch again to change a High Priority message back to Normal Priority.

Message

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

Actions

Tap the Action icon  to access Quick Phrases or to use the optional Attachments feature to attach a photos, video, or audio recording to your message.

If the Attachments feature is not enabled, the Quick Phrases menu is displayed.

- Tap the phrase that you want to insert into your message.
The phrase is displayed in the Message field.
- To exit the Quick Phrases menu without inserting a phrase, tap **Cancel**.

If the Attachments feature is enabled, the Action menu is displayed.

- To attach an image from your device's photo library, tap **Photo Library**.
If you have not granted the miSecureMessages app access to your photos, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your photo library so that you can attach photos and videos to your messages.
Select the photo or video that you want to attach and then tap **Choose**.
A thumbnail view of the photo or video is displayed in the Message field.
- To take a new photo or video to attach to your message, tap **Take Photo or Video**.
If you have not granted the miSecureMessages app access to your camera, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your camera so that you can attach photos and videos to your messages.
Select **Photo** to take a photo or select **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 in the Message field.
- To record audio to attach to your message, tap **Record Audio**.
If you have not granted the miSecureMessages app access to your microphone, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your microphone so that you can attach audio to your messages.
Tap **Record** to begin recording
Tap **Stop recording** to finished recording.
Tap **Play/Stop** to listen to the recording or to pause playback of the recording.
Tap **Add to Message** to attach the recording to the message.
A visual representation of the recording is displayed in the Message field.
- To add a Quick Phrases to your message, tap **Quick Phrases**.
The Quick Phrases menu is displayed.
Tap the phrase that you want to insert into your message.
The phrase is displayed in the Message field.
- To close the Action menu without selecting an action, tap **Close**.

Send

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

or

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

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 the OnCall icon. .

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 miSecureMessages Web Service.

Password

Enter the IS Apps Password provided by the company or organization that is hosting your miSecureMessages 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.

To refresh the OnCall Screen, tap the Refresh icon. 

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.

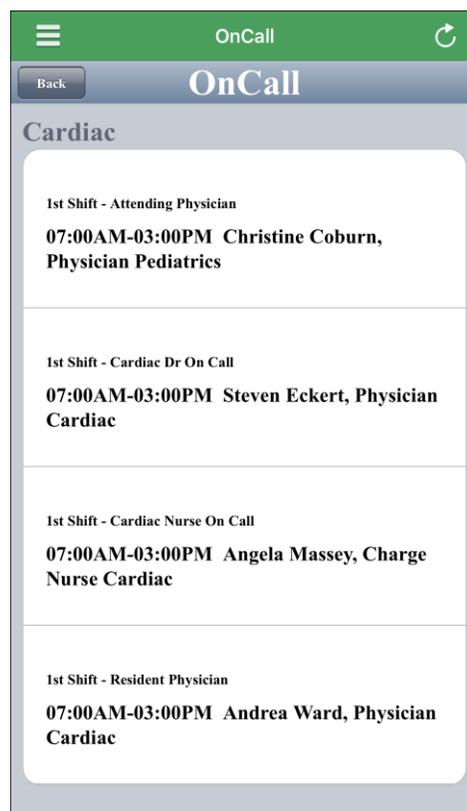
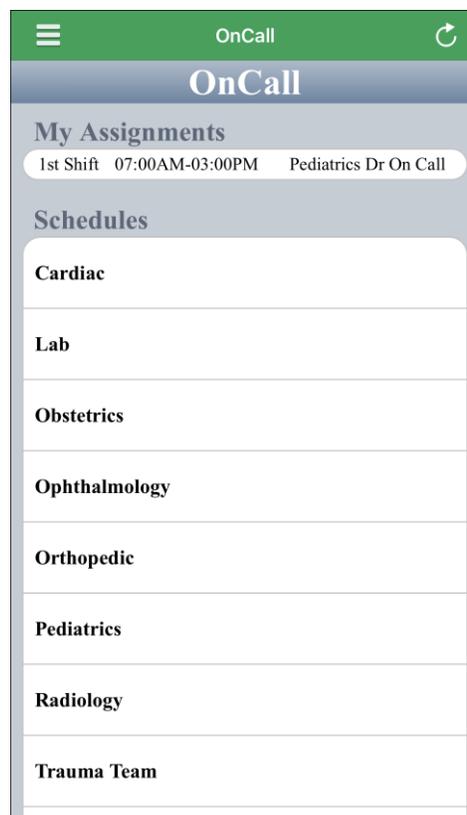
Schedule Screen

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 are displayed.

Flick the screen to scroll up or down.

Tap the person that you want to contact.

If the selected person is registered for miSecureMessages, the New Message Screen is displayed.



To:

The To field displays the username of the selected resource.

- To add additional names, begin typing the name of a contact. A menu of contact names that begin with the text you typed is displayed. Tap a name in the list to add that name to the To field.
or
Tap the Add icon  to select names or Circles from the Contacts Screen.
- To remove a name from the To field, select the name and then tap the Backspace key.

Subject:

Type a subject for the message.

High Priority

By default, the message is set to Normal Priority. Tap the switch to change the priority to High Priority. Tap the switch again to change a High Priority message back to Normal Priority.

Message

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

Actions

Tap the Action icon  to access Quick Phrases or to use the optional Attachments feature to attach a photos, video, or audio recording to your message.

If the Attachments feature is not enabled, the Quick Phrases menu is displayed.

- Tap the phrase that you want to insert into your message.
The phrase is displayed in the Message field.
- To exit the Quick Phrases menu without inserting a phrase, tap **Cancel**.

If the Attachments feature is enabled, the Action menu is displayed.

- To attach an image from your device's photo library, tap **Photo Library**.

If you have not granted the miSecureMessages app access to your photos, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your photo library so that you can attach photos and videos to your messages.

Select the photo or video that you want to attach and then tap **Choose**.

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

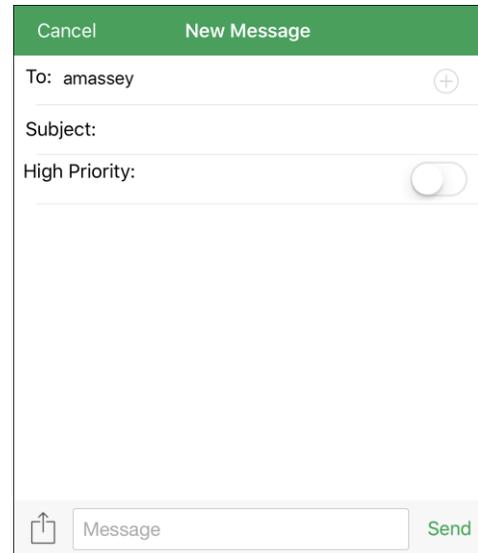
- To take a new photo or video to attach to your message, tap **Take Photo or Video**.

If you have not granted the miSecureMessages app access to your camera, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your camera so that you can attach photos and videos to your messages.

Select **Photo** to take a photo or select **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 in the Message field.

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

If you have not granted the miSecureMessages app access to your microphone, a dialog box appears asking for permission. Tap **OK** if you want to allow the miSecureMessages app to access your microphone so that you can attach audio to your messages.

Tap **Record** to begin recording

Tap **Stop recording** to finished recording.

Tap **Play/Stop** to listen to the recording or to pause playback of the recording.

Tap **Add to Message** to attach the recording to the message.

A visual representation of the recording is displayed in the Message field.

- To add a Quick Phrases to your message, tap **Quick Phrases**.

The Quick Phrases menu is displayed.

Tap the phrase that you want to insert into your message.

The phrase is displayed in the Message field.

- To close the Action menu without selecting an action, tap **Close**.

Send

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

or

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

The OnCall Screen is displayed.

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 miSecureMessages Web Service for more information about Status.

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

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 miSecureMessages Web Service.

Password

Enter the IS Apps Password provided by the company or organization that is hosting your miSecureMessages 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 refresh the Status Screen, tap the Refresh icon. 

To change your status, tap **Change Status**.

The Select Status Screen is displayed.

Select Status Screen

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

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

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**.

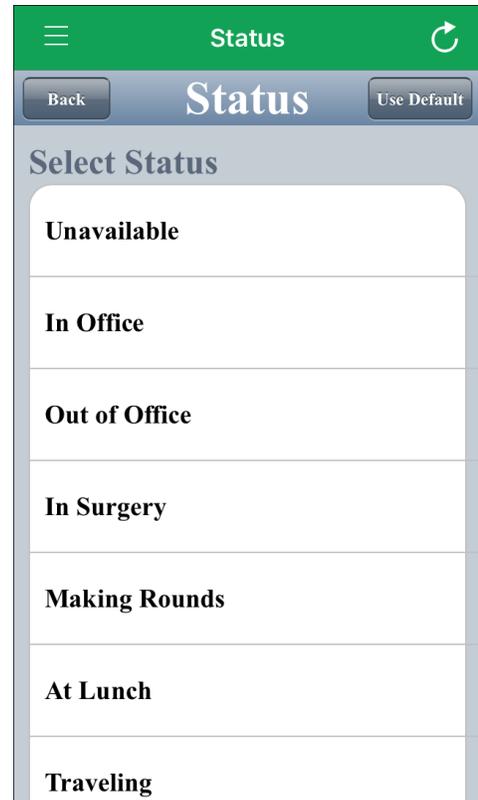
Your status is displayed on the Status Screen.

User Settings

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

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

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



If a photo has been assigned to your username, the photo is displayed at the top of the User Settings page. If no photo has been assigned, a silhouette is displayed.

To add a photo, double-tap the silhouette.

The Image Location menu is displayed.

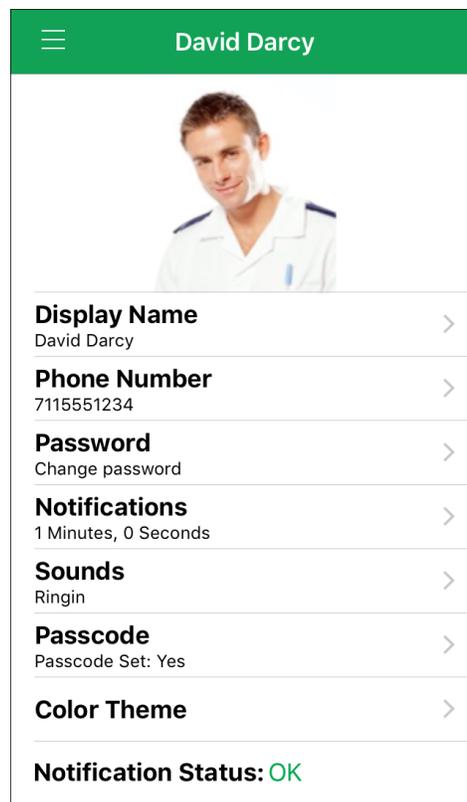
- To take a new photo, tap **Camera**.
- To select a photo from your device's image library, tap **Photo Library**.
- To return to the User Settings Screen without adding a photo, tap **Cancel**.

To use a different photo, double-tap the photo.

The Edit Image menu is displayed.

- To take a new photo, tap **New Image from Camera**.
- To select a photo from your device's image library, tap **New Image from Photo Library**.
- To remove the photo, tap **Delete Current Image**.
- To return to the User Settings Screen without changing your photo, tap **Cancel**.

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.



Display Name

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

The Display Name Screen is displayed.

Change Display Name

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

Tap **Update**.

Tap the Back arrow (←) to return to the User Settings Screen.

Phone Number

The miSecureMessages users within your company or organization can use your phone number to call you from the miSecureMessages app.

Add/Change Phone Number

Type the phone number that you want miSecureMessages users to call to reach you.

Tap **Update**.

Tap the Back arrow (←) to return to the User Settings Screen.

Password

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

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

The Change Password Screen is displayed.

Enter Old Password

Type your current password.

Enter New Password

Type a new password in the New Password field. For information on password restrictions, tap the Information icon.

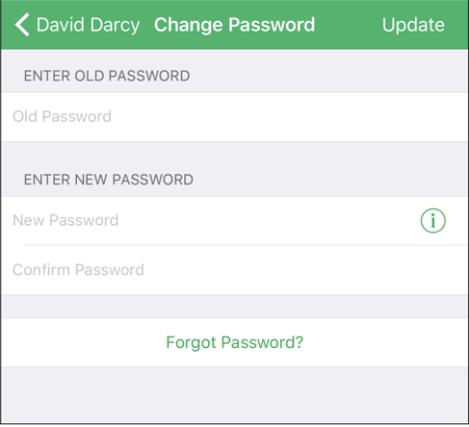
 Tap **OK** to return to the Change Password Screen.

Type your new password a second time in the Confirm Password field.

Tap **Update**.

If your password was changed successfully, the “Success!” message is displayed. Tap **OK** to display the Messages Screen.

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



Notifications

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

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

Time Between Notifications

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

Use the number wheels to select the number of minutes and seconds to wait between notifications. This input will accept values from 15 seconds to 98 minutes 59 seconds.

Tap **Update**.

Tap the Back arrow (←) to return to the User Settings Screen.

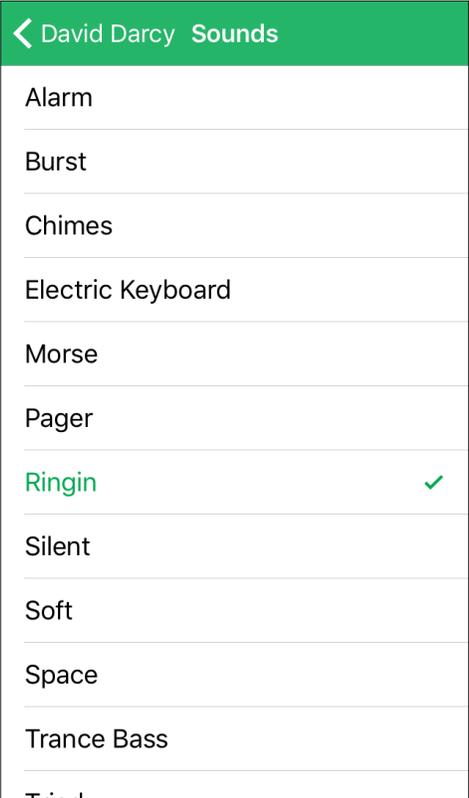
Sounds

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

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

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

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



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

When you have finished selecting a ring tone, tap the Back arrow (◀) to return to the User Settings Screen.

Note: The User Settings apply to all of your accounts on a single miSecureMessages server. If you have an account on multiple miSecureMessages servers, your ring tone selection will not apply to the accounts on other servers. Switch to the account that you want to edit before making changes to the Sounds setting.

To disable notification sounds for the miSecureMessages app, visit your device's Settings app. More information about the Settings app is provided at the end of this user guide under the topic "Notifications."

Passcode

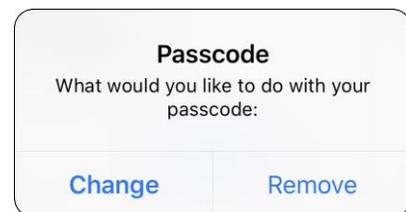
The passcode is a security feature that requires a code to be entered each time you open the miSecureMessages app or change accounts.

To add, change, or remove a passcode, tap **Passcode**.

- If a passcode is not set on your account, the Create Passcode screen is displayed.
- If a passcode is set on your account and a passcode is required, the Change Passcode screen is displayed.
- If a passcode is set on your account and a passcode is not required, a Passcode dialog box appears asking what you would like to do.

To change your passcode, tap **Change**. The Change Passcode screen is displayed.

To remove your passcode, tap **Remove**. The Remove Passcode screen is displayed.



Create Passcode

Enter Current Passcode

If this field is displayed, leave it blank.

Enter New Passcode

Type your desired passcode. For information on passcode restrictions, tap the Information icon. ⓘ Tap **OK** to return to the Change Passcode Screen.

Show Typing

The Show Typing setting makes the text in the passcode fields visible on the screen. If you need to display the passcode text, make sure that no one can observe your screen and then tap the Show Typing check box.

Tap **Create**.

- If a "Passcode Complexity" message or an error message appears, read the prompt carefully. Then tap **OK** to return to the Create Passcode screen and try again.
- If the passcode was set successfully, the "Success!" message is displayed. Tap **OK** to continue to the Messages page. You will be required to enter the passcode each time you open the miSecureMessages app or change accounts.

Change Passcode

The Change Passcode screen is used to change a passcode.

Enter Current Passcode

Type your current passcode.

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

Enter New Passcode

Type your desired passcode. For information on passcode restrictions, tap the Information icon.  Tap **OK** to return to the Change Passcode Screen.

Show Typing

The Show Typing setting makes the text in the passcode fields visible on the screen. If you need to display the passcode text, make sure that no one can observe your screen and then tap the Show Typing check box.

Tap **Update**.

- If a “Passcode Complexity” message or an error message appears, read the prompt carefully. Then tap OK to return to the Change Passcode screen and try again.
- If the passcode was changed successfully, the “Success!” message is displayed. Tap **OK** to continue to the Messages page.

Remove Passcode

The Remove Passcode screen is used to remove a passcode when no passcode is required.

Enter Current Passcode

Type your passcode.

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

Show Typing

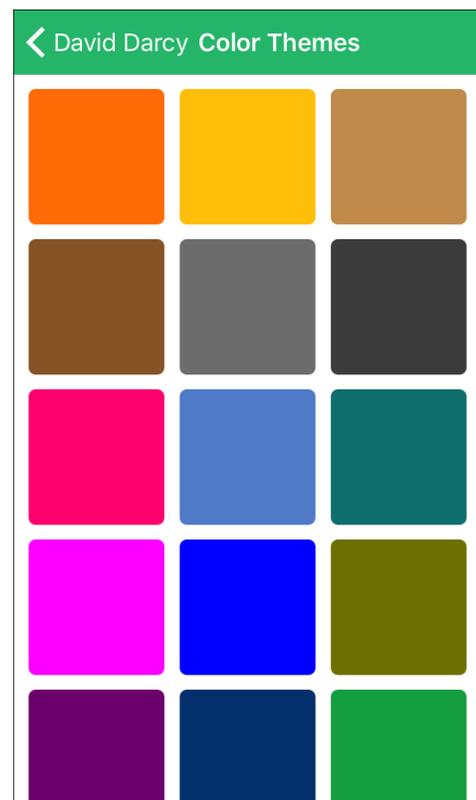
The Show Typing setting makes the text in the passcode field visible on the screen. If you need to display the passcode text, make sure that no one can observe your screen and then tap the Show Typing check box.

Tap **Remove**.

If the passcode was removed successfully, the “Success!” message is displayed. Tap **OK** to continue to the Messages page.

Color Theme

The Color Theme feature allows you to customize the color theme used in the headers of the miSecureMessages screens. You can select a different color theme for each of your miSecureMessages accounts.



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

The Color Themes Screen is displayed.

Tap the desired color.

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

Tap the Back arrow (←) to return to the User Settings Screen.

Notification Status

The Notification Status displayed on the User Settings Screen indicates whether the app was able to download a notification token from the Apple Push Notification Service successfully. The Notification Status should display “OK” in green text. If “Alert!” is displayed in yellow text, your app might not be able to receive notifications. If “Alert!” is displayed, tap **Attempt Fix** to attempt to download a notification token. If “Alert!” is still displayed, contact your miSecureMessages provider.

Manage Accounts

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

To add or delete a miSecureMessages account, tap the Menu icon  to access the Menu Drawer and then tap **Manage Accounts**.

The Manage Accounts Screen is displayed.

The Manage Accounts Screen displays a list of the names of each of your miSecureMessages accounts. The number following the account name indicates the number of unread messages in the account. A green check mark is displayed next to the account that is currently selected.

- To add an account to this device, tap the Add icon. 

The Account Registration Screen is displayed.

Follow the directions for Account Registration, Welcome Screen, and Login or User Registration provided at the front of this document.

- To remove an account from this device, tap **Edit**.

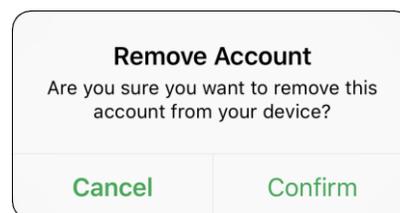
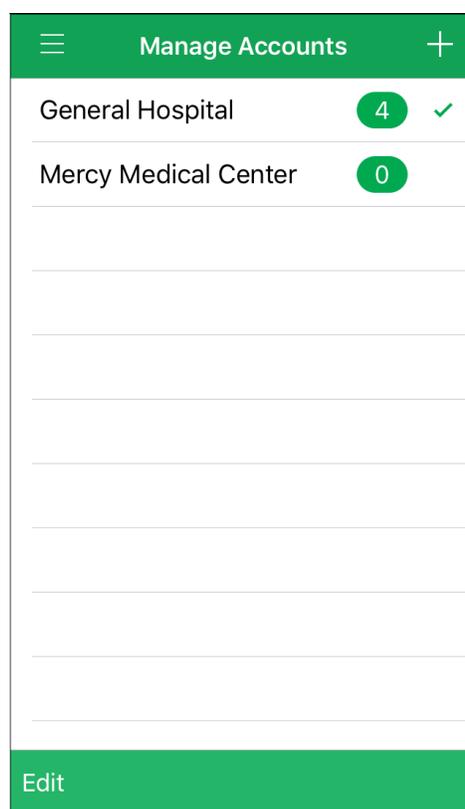
A minus symbol inside of a red circle  is displayed next to each account name.

Tap the minus symbol next to the account that you want to delete.

Tap **Delete**.

A Remove Account dialog box is displayed.

Note: Before removing an account, contact your miSecureMessages 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 **Confirm**.

The account is removed from the device.

When you have finished removing accounts, tap **Done**.

Notification Settings

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

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

Tap **Notifications**.

Tap **miSecureMessages**.

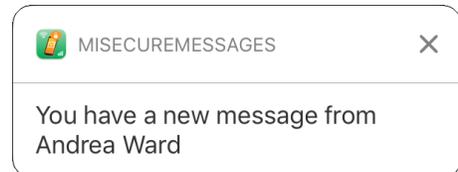
The miSecureMessages notification settings are displayed.

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

- 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 miSecureMessages 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 notification settings, refer to your device's user manual or Apple's support website.



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