



# miSecureMessages Android App User Guide

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## Product Overview

The miSecureMessages Android App provides secure messaging and paging services for Android devices using Amtelco's miSecureMessages service. The miSecureMessages Android App receives notification of secure messages sent from the miSecureMessages Web Service via the Android Cloud to Device Messaging (C2DM) service. The user is notified about incoming messages via visual and audio alerts, and can view and respond to messages. The user can also initiate messages to other miSecureMessages users.

When you receive a notification, you must acknowledge the notification and then can view the message in its entirety through the miSecureMessages App using Secure Socket Layer (SSL) encryption. Viewing the message results in a read receipt being returned to the web service. You can select from a list of pre-defined reply messages or can enter a custom reply. Replies are sent securely back to the web service. You can also initiate a secure message to other registered miSecureMessages users within your company or organization.

## Requirements

- Android OS 2.2 or later
- A Google account
- Google Play
- miSecureMessages Android App
- A license key from your miSecureMessages provider

## Obtaining a Valid License

Install the miSecureMessages Android App by downloading it from Google Play.

After you download the miSecureMessages App, your miSecureMessages license key must be entered into the Android device. Contact the company or organization that is hosting your miSecureMessages Web Service to obtain your license key.

## Setup

When the miSecureMessages App is opened for the first time, the Setup screen is displayed. The Setup screen is used to register the miSecureMessages App. Your miSecureMessages license key must be entered into the Android device. Contact the company or organization that is hosting your miSecureMessages Web Service to find out which settings to use to setup your Android device.

## License

Enter your miSecureMessages license key. The license key is case-sensitive, so make sure to use the same upper and lower case letters specified by your miSecureMessages provider.

miSecureMessages

License: [?] [.....]

Display Name: [?] David Darcy

Phone #: [?] 7115551234

Username: [?] ddarcy

Password: [?] [.....]

Passcode: [?] [4 digits] [....]

Interval: [?] 0 Min 30 Secs

Save

[help](#)



## 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”).

## Phone #

Enter your phone number. Do not include dashes, parenthesis, and other punctuation.

## Username

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

If not, choose a username to identify you when connecting to the miSecureMessages Web Service (for example, “jsmith”). Your username can be up to 50 characters long and must be unique.

## Password

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

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

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

## Passcode (4 digits)

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


Enter a four-digit number that you will remember.

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

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

The Messages screen is displayed.

**Note:** The miSecureMessages App only needs to be registered once, but if you should ever need to change your setup information, press the **Menu** button while any of the miSecureMessages screens

are displayed and then touch **Setup** icon  to return to the Setup screen. Make the appropriate changes to the settings and then touch **Save** to save your changes and to display the Messages screen.

## Interval

If the miSecureMessages Persistent Alerts feature is enabled by your miSecureMessages provider, miSecureMessages sends repeat notifications of messages until the message is opened on your device or the maximum number of notification attempts have been made. The Interval setting determines the amount of time to wait between Persistent Alert notifications.

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



## Entering Your Passcode

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


Enter your four-digit passcode.


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

If you enter the incorrect passcode, a red message “Please try again” is displayed at the top of the screen.

## Using miSecureMessages

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

The miSecureMessages icon  is displayed in the Status bar when notification of a new message is received. The icon indicates that there is a message that has not been read. An alert sound is played if sound is enabled on your device.

Touch the miSecureMessages notification icon  to open the miSecureMessages App.

The Messages screen is displayed.

## Messages

The Messages screen displays a list of miSecureMessages received. The message subject, the first two lines of the message contents, and the date the message was sent are displayed. Messages are organized by date with the newest message at the top and the oldest at the bottom. Swipe down to see more messages.

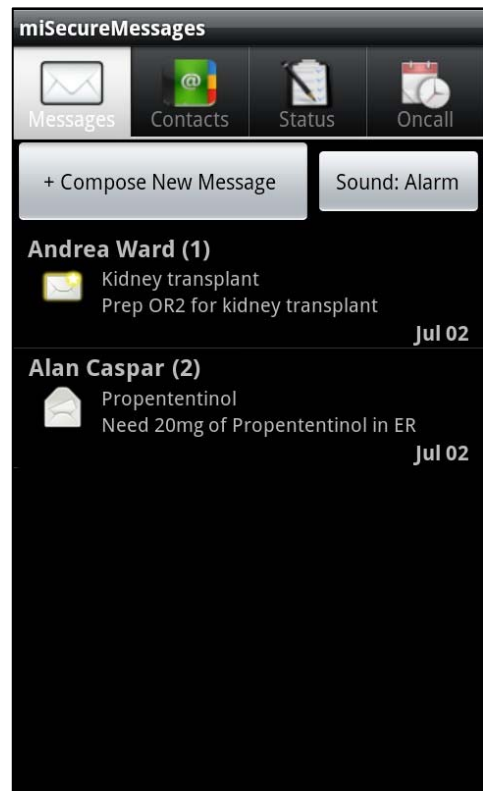
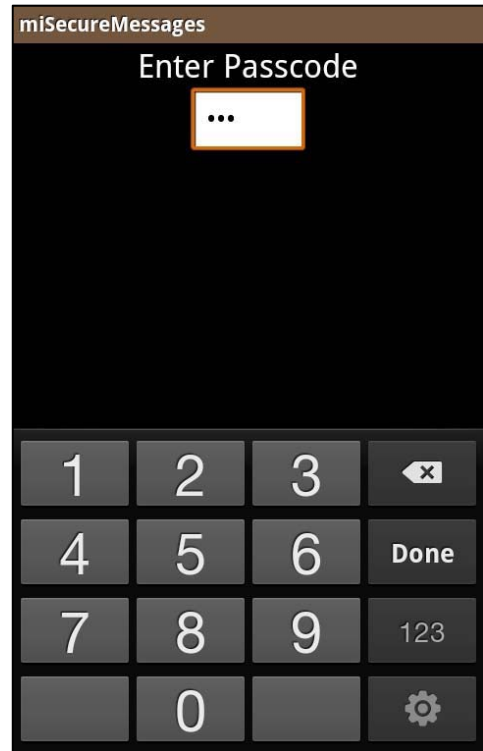
An open envelope icon indicates a message that has been opened.

A closed envelope icon indicates a message that has not been opened.

If there have been replies to a message, the replies are grouped with the original message in a message thread. A number in parenthesis indicates the number of messages in the thread. The first two lines of the latest reply to that thread are displayed.

Touch and hold a message thread to display the Thread Action Menu.

- Touch **Delete** to delete the message thread.
- Touch **Forward** to forward the message thread.
- Touch **Refresh List** to refresh the Messages screen.





### Sound Options

The miSecureMessages App features several ring tones that can be selected for miSecureMessages notifications. The name of your selected ring tone is displayed on a Sound button on the miSecureMessages Messages screen. If **Silent** is selected, the button will be displayed red.

To change your miSecureMessages ring tone, touch the Sound button displayed on the miSecureMessages Messages screen.

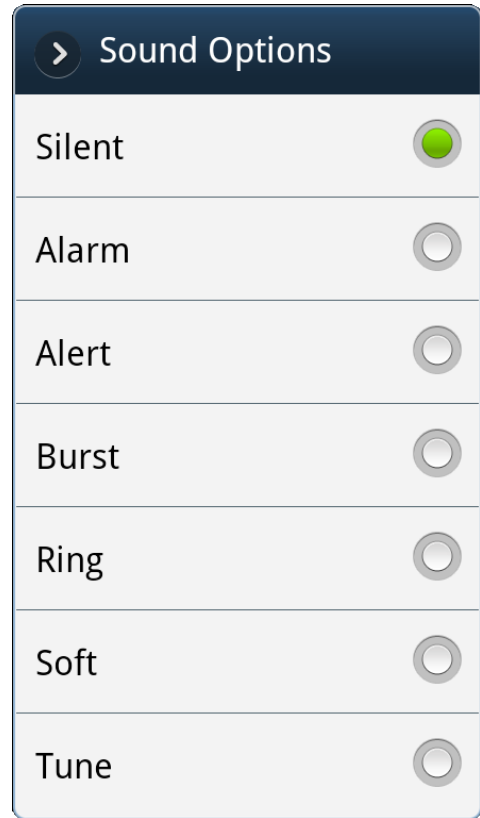
The Sound Options screen is displayed. A green circle is displayed to the right of the selected ring tone.

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

**Note:** If **Ring** is selected, the notification sound will be whatever notification ring tone that is currently selected on your Android device.

The name of the ring tone you selected is displayed on the Sound button on the miSecureMessages messages screen.

To navigate away from the Sound Settings page without selecting a ring tone, press the **Back** button.



### Viewing Message Threads and Replying to Messages

To view a message thread, touch the message subject.

The original message and any reply messages are displayed. Each message in the thread is displayed with the contents of the message and the date and time that the message was sent.

Touch and hold a message to display the Message Action Menu.

- Touch **Delete** to delete the message.
- Touch **Forward** to forward the message.

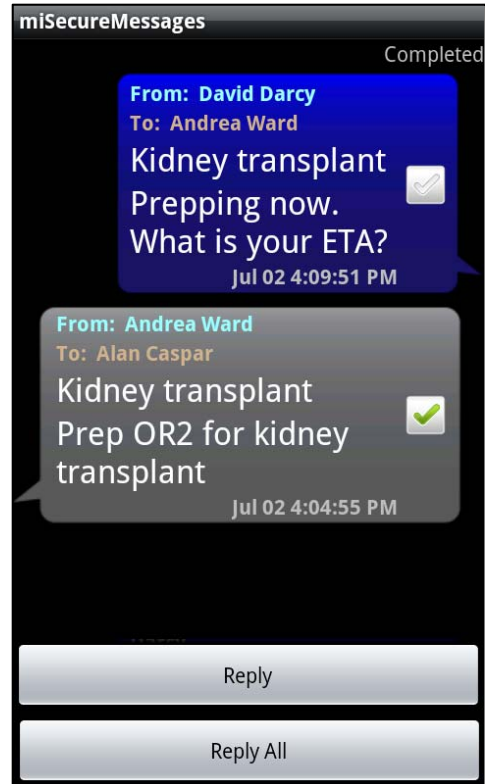
### Completed

Completed items are marked with a check mark in the Completed column. When you have finished any tasks related to a message, you can mark the message “Completed” to indicate that no more actions need to be performed in regards to that message.

To mark a message “Completed,” touch the check box to the right of the message.

A check mark is displayed to show that the message is “Completed.”

To return to the list of messages, press the **Back** button.





## Replying to a Message

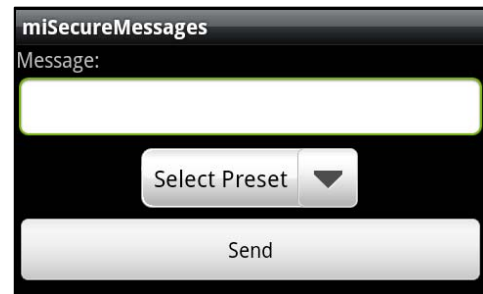
To reply only to the sender of the message, touch **Reply**.

To reply to everyone in the thread, touch **Reply All**.

If you touch **Reply** or **Reply All**, a Message field is displayed.

Type your response or select a preset response from the Select Preset menu.

Touch **Send**.



## Deleting a Message

To delete a message, first touch the message subject to display all of the messages in the message thread.

Touch and hold the message that you want to delete.

The Message Action Menu is displayed.

Touch **Delete**.

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

If you are certain you want to delete the message, touch **Delete**.

The message is removed from your Messages screen.

**Note:** Messages deleted from your Messages screen may still be stored on the server from which the message originated.

## Deleting a Message Thread

To delete a message thread (a message and all replies to that message), touch and hold the message subject on the Messages screen.

The Thread Action Menu is displayed.

Touch **Delete**.

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

If you are certain you want to delete the thread, touch **Delete**.

The message thread is removed from your Messages screen.

**Note:** Message threads deleted from your Messages screen may still be stored on the server from which the messages originated.

## Forwarding a Message

To forward a message, first touch the message subject to display all the messages in the message thread.

Touch and hold the message you want to forward.

The Message Action Menu is displayed.

Touch **Forward**.

The Send Secure Message screen is displayed.

## Forwarding a Message Thread

To forward a message thread, touch and hold the message thread you want to forward from the Messages screen.

The Message Action Menu is displayed.



Touch **Forward**.

The Send Secure Message screen is displayed.

## Sending a Secure Message

To send a secure message to another miSecureMessages user, touch **Compose New Message** on the Messages screen.

The Send Secure Message screen is displayed.

## Send Secure Message Screen

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

### Select

Touch **Global Contacts** to display an alphabetical list of the names of all of the miSecureMessages users who have registered using the same miSecureMessages license key.

or

Touch **Circles Contacts** to display the names of the Contact Circles that the organization hosting your miSecureMessages Web Service has designated.

Touch the name of the Contact Circle that contains the message recipient or recipients.

An alphabetical list of all the miSecureMessages users that have been assigned to that Contact Circles list is displayed.

Swipe to scroll through the names.

Touch the name of the person you want to contact.

The person's name is displayed in the To field.

### To

The names of the recipients that have been selected are displayed in the To field.

### High Priority

Touch the **High Priority** check box if you want to set the message's priority level to "High." A check mark is displayed to indicate the message will be sent with a priority level of "High."

### Subject

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

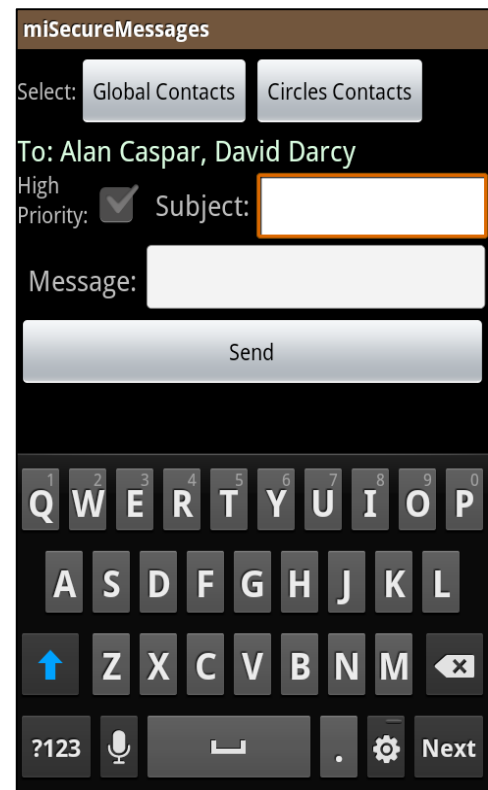
### Message

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

When you have finished typing your message, touch **Send**.

or

To return to the Messages screen without sending a message, press the **Back** button.





## Contacts

The Contacts screen provides another way to send secure messages to a designated user or users.

To display the Contacts screen, touch the **Contacts** tab.

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

- The Global Contacts List always is displayed at the top and contains an alphabetical list of the names of all of the miSecureMessages users who have registered using the same miSecureMessages license key.
- Below the Global Contacts List are the names of each of the Contact Circles that the organization hosting your miSecureMessages Web Service has designated.
- To refresh the list, touch and hold anywhere in the list. The Contacts Menu is displayed. Touch **Refresh List**.

To send a secure message to all people in a Contact Circle, touch and hold the Circle name. An action menu is displayed. Touch **Add Circle To Message**.

The Send Secure Message Screen is displayed.

To send a message to individual people in a Contact Circle, touch the name of the Contact Circle that contains the message recipient or recipients.

An alphabetical list of all the miSecureMessages users assigned to that Contact Circle is displayed.

To send a secure message, touch the name of the person or people you want to contact. A check mark is displayed to the right of each name that you touch. To deselect a person, touch that person's name again to remove the check mark.

When you have finished selecting people, touch **Add**.

The Send Secure Message screen is displayed.

### Select

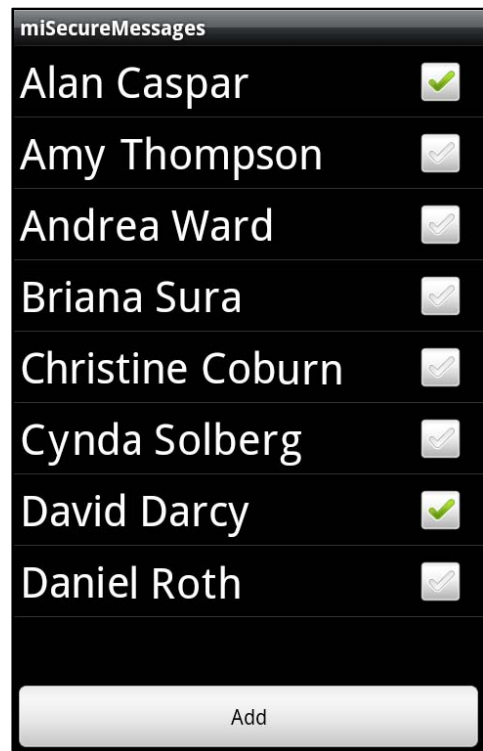
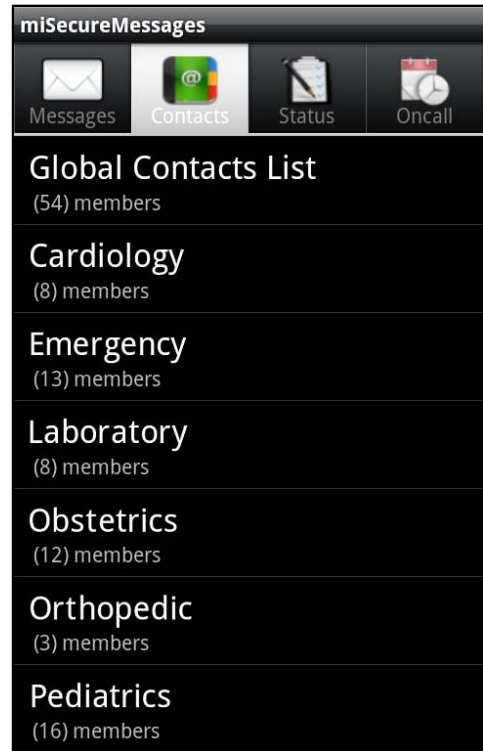
If you want to add additional recipients:

Touch **Global Contacts** to display the Global Contacts List. Touch the names of the people you want to include, and then touch **Add**.

or

Touch **Circles Contacts** to display the available Contact Circles. Touch the desired Contact Circle. A list of the users assigned to that Contact Circle is displayed. Touch the names of the people you want to include, and then touch **Add**.

The recipients' names are displayed in the To field.





## High Priority

Touch the **High Priority** check box if you want to set the message's priority level to "High." A check mark is displayed to indicate the message will be sent with a priority level of "High."

## Subject

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

## Message

Type the body of your secure message.

When you have finished typing your message, touch **Send**.

or

To return to the Contacts screen without sending a message, press the **Back** button.




## Menu

The miSecureMessages menu provides access to the Setup screen, online help documentation, and information about the miSecureMessages server and app version.

Press the **Menu** button to display the Menu icons.

The Menu icons are displayed at the bottom of your screen.



- Touch the **Setup** icon  to display the Setup screen that was used to register your miSecureMessages App.  
Press the **Back** button to return to the previous screen.
- Touch the **Help** icon  to display an HTML webpage of the miSecureMessages User Guide.  
Press the **Back** button to return to the previous screen.
- Touch the **About** icon  to display you Server version and App information for your miSecureMessages account.  
Press the **Back** button to return to the previous screen.





## Optional Features

The miSecureMessages App has two optional features that may be available depending on your provider's services.

- The Status feature is used to change the status schedule that tells agents and operators how to contact you.
- The OnCall feature is used to access on-call schedules through the miSecureMessages App and to send messages by selecting a person from an on-call schedule.

### Status

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

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

To change your status, touch the **Status** tab.

The Status Screen is displayed.

**Note:** If a login screen is displayed instead of the Status Screen, a match was not found for your username and password. Enter the IS Apps Username and IS Apps Password provided by the company or organization that is hosting your miSecureMessages Web Service. If the status feature is enabled for the Username and Password that you enter, the Status Screen will be displayed.

The Status Screen shows your current status and the date and time that your status most recently changed.

Touch **Change Status**.

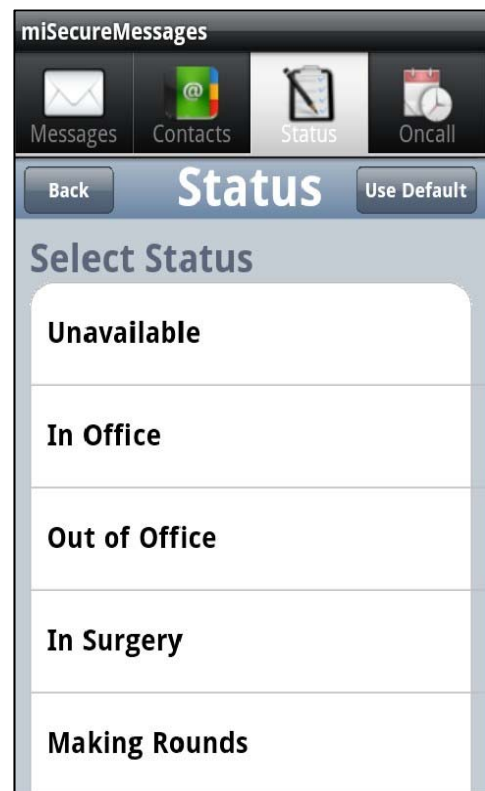
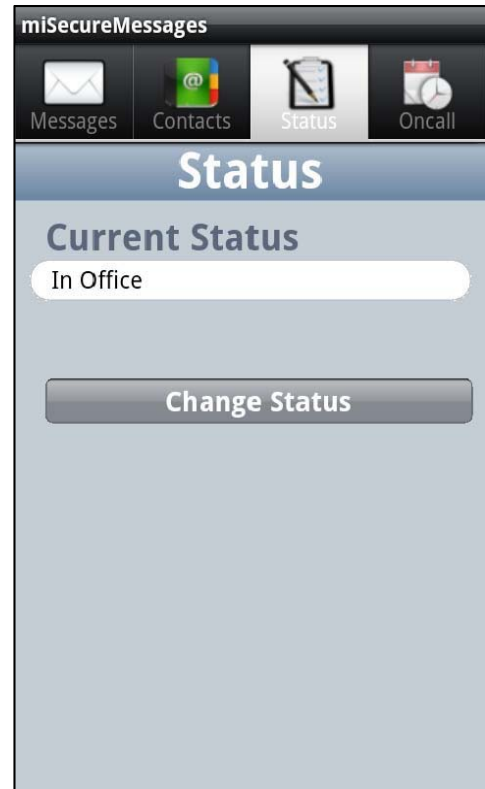
The Select Status Screen is displayed.

### Select Status Screen

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

To set your status, touch a status in the list.

- To revert to your default status, touch **Use Default**.
- To indicate another person is covering for you, touch **Covered By**. A directory is displayed. Touch a letter to display a list of people whose names start with that letter. Touch the name of the person who is covering for you.





- To enter a new phone number, touch **Phone**. Enter the phone number at which you want to be contacted. Touch **Save**.

Your new status is displayed.

## OnCall

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

To view on-call schedules, touch the **OnCall** tab.

The OnCall Screen is displayed.

**Note:** If a login screen is displayed instead of the OnCall Screen, a match was not found for your username and password. Enter the IS Apps Username and IS Apps Password provided by the company or organization that is hosting your miSecureMessages Web Service. If the OnCall feature is enabled for the Username and Password that you enter, the OnCall Screen is displayed.

### My Assignments

All of your on-call assignments for the day are displayed in the My Assignments pane.

### Schedules

The Schedules pane contains a list of the names of all of the on-call schedules that you have permission to view.

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

The Schedule Screen is displayed.

### Schedule Screen

The current shifts for the selected schedule are displayed on the Schedule Screen. For each shift, the shift name, start and end time, description of the resource assigned, and role are displayed.

Swipe the screen to scroll up or down.

Select the person that you want to contact.

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

Touch **Send Message**.

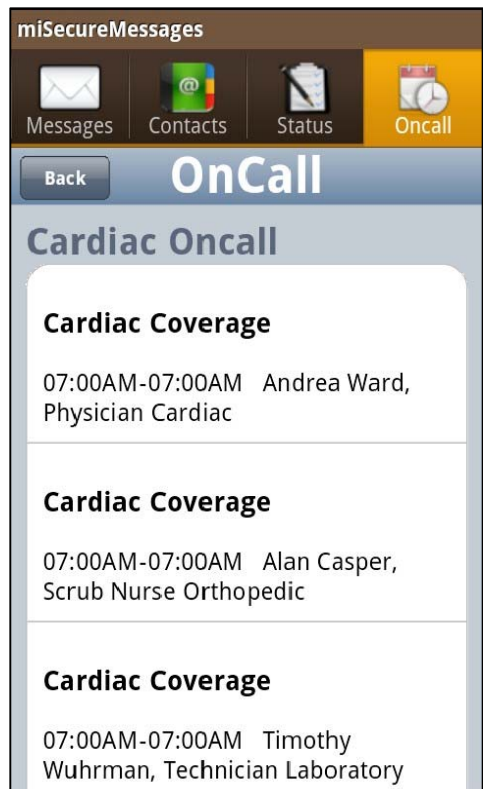
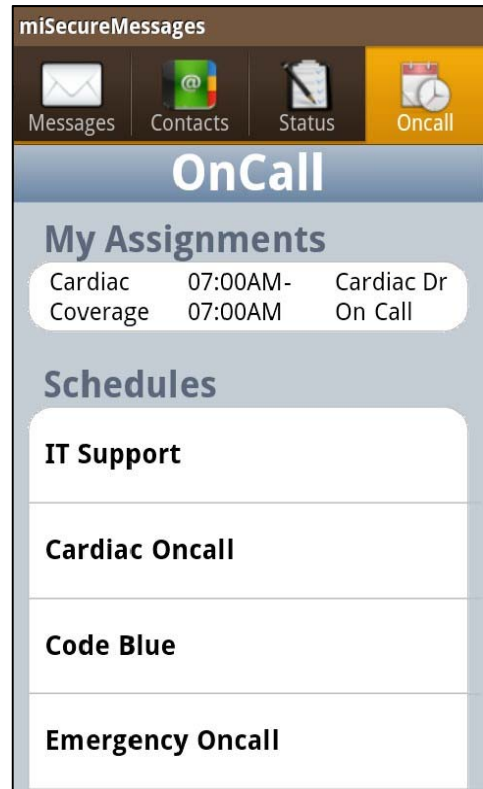
The Send Secure Message Screen is displayed.

### Send Secure Message Screen

The Send Secure Message screen displays the name of the selected contact in the To field.

### Select

If you want to add additional recipients, touch **Global**





**Contacts** to display the Global Contacts List, or touch **Circles Contacts** to display the names of the different Contact Circles and then touch the name of the Contact Circle that contains the names of the recipients. Touch the names of the people you want to add, and then touch **Add**.

The recipients' names are displayed in the To field.

### High Priority

Touch the **High Priority** check box if you want to set the message's priority level to "High." A check mark is displayed to indicate the message will be sent with a priority level of "High."

### Subject

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

### Message

Type the body of your secure message.

When you have finished typing your message, touch **Send**.

or

To return to the Oncall screen without sending a message, press the **Back** button.

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American Tel-A-Systems Inc.  
4800 Curtin Drive, McFarland, Wisconsin USA 53558-9424  
[www.miamtelcocloud.com](http://www.miamtelcocloud.com)