
User Guide to

Amcom Mobile Connect for Android

Amcom Software, Inc.

Copyright

AMC 2.3

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Amcom Mobile Connect for Android Devices

Amcom Mobile Connect for Android

Welcome to Amcom Mobile Connect (AMC) for Android! AMC allows you to receive pages and messages right on your Android mobile device, eliminating the need for multiple paging devices.

This document covers how to successfully install, set up, and use Amcom Mobile Connect on your Android mobile phone.

The topics below are discussed in this guide:

Installing Amcom Mobile Connect on Android

“Installing AMC on Android” on page 4 includes information on how to install AMC on your Android device, updating registration, and viewing sites the device is registered with.

Receiving and Replying to AMC Messages

“Receiving and Replying to Messages” on page 15 explains how to receive a message, reply to a message, refrain from sending a response, acknowledge a message, reply to a message with a template, send multiple replies, and how to review received messages.

Working with Your Android

“Working with Your Android” on page 25 explains how to view the about screen on your Android device so you are able to learn more information about Amcom Mobile Connect on your Android device.

Setting AMC Preferences

“Setting AMC Preferences” on page 27 explains how to set preferences on your Android device.

Reviewing the Application Status

“Reviewing the Application Status” on page 30 explains how to review the application status on your Android device.

Setting and Updating Access Codes

“Setting and Updating Access Codes” on page 32 explains how to set an access code, update an access code, and how to turn off an access code.

Creating and Using Reply Templates for Android

“Creating and Using Reply Templates for Android” on page 37 explains how to create a template, review the list of reply templates, and choose a reply template for a reply message.

Installing Amcom Mobile Connect on Android

Installation Overview

The AMC installation process consists of accessing the AMC URL for the AMC client application, downloading the AMC application onto the device, and installing the AMC application on the device.

The AMC URL is emailed to your device during the AMC device registration process, which is done by a system administrator. The paging device is registered as an AMC paging device in the database, such as Smart Center, Intelligent Console, or IntelliDesk.

When the AMC application has been installed on the device, another email is sent to the email specified during registration to confirm that the installation is complete and that AMC messages can be sent to the device.

The Installing Amcom Mobile Connect on Android section includes information on:

Installing AMC on Android

Before you begin the installation process, be sure that the installation prerequisites have been met. For more information on the installation process, please refer to “Installing AMC on Android” on page 4.

Updating Device Registration

When a change is made to the device registration on the database, an email is sent to the device to alert the user that the registration information has been updated. The user must then update the registration on the device.

NOTE: AMC messages are still received by the device after the registration information has been changed in the database.

For more information about updating the registration on the device, please refer to “Updating Device Registration” on page 14.

Viewing Sites to Which the Device is Registered

In some cases, an AMC paging device may be registered to more than one site. A list of the sites to which the device is registered can be reviewed on the device.

For more information about reviewing the list of sites, please refer to “Viewing Sites to Which the Device is Registered” on page 14.

Installing AMC on Android

AMC (Amcom Mobile Connect) can be installed on your Android device.

Before you Begin: Make sure you have the URL from which the AMC application can be downloaded.

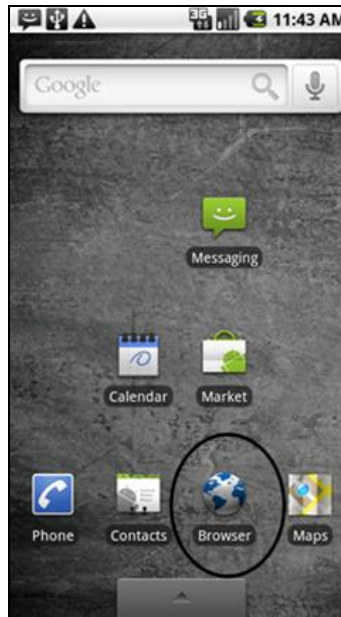
Installation Prerequisites

In order for AMC to be properly installed on your device, the device must meet these requirements:

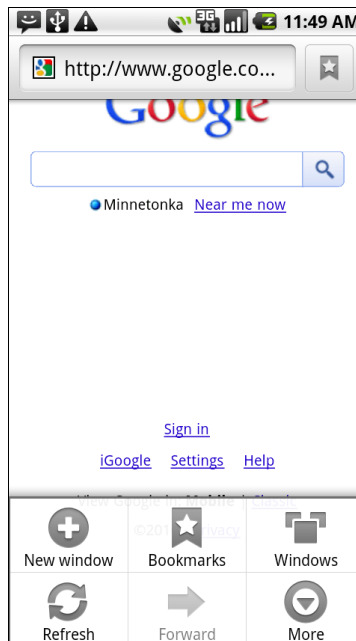
- The Android device must operate on version 2.2 or later.
- The Android device must use Google services. If you have Android Marketplace, your device uses Google services.
- You must have a Gmail account linked directly to your Android device. To link a Gmail account to an Android device:
 - a. Go to the **Menu** option. The **Menu** screen displays.
 - b. Select the **Preferences** option. The **Settings** screen displays.
 - c. Select the **Accounts & sync** option.
 - d. Select **Add Account**. The **Add Account** screen displays.
 - e. Insert the account information. Your Gmail account is linked to your Android device.

Installation Process

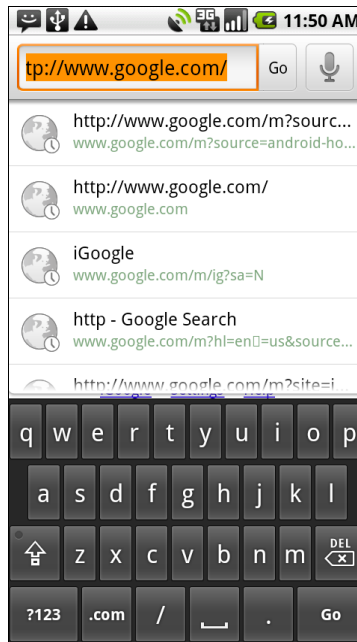
1. Display the Android main screen.
2. Display the **Browser** icon. If it is on your main desktop, scroll to display the **Browser** icon. If the **Browser** icon is not on your main desktop, access your menu by pressing the arrow button, then scroll within your menu to display the **Browser** icon.



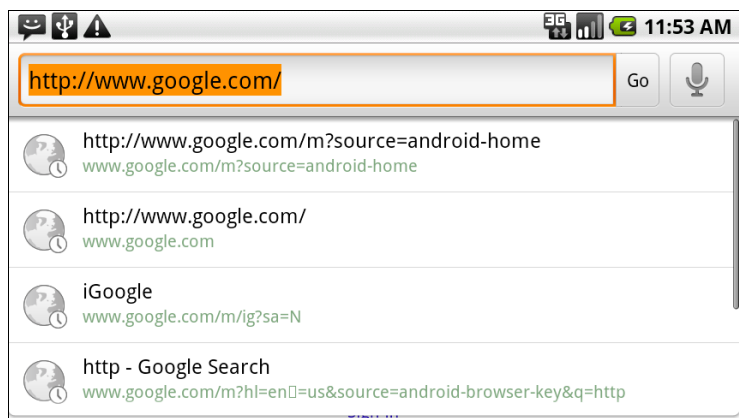
3. Select the **Browser** icon either from your desktop or from your menu.
4. After the browser screen displays, press the lined button on the bottom of your phone to bring up the URL address bar.



5. Press the address bar to highlight the field. The address field is highlighted.



You may choose to use the QWERTY slide keyboard.

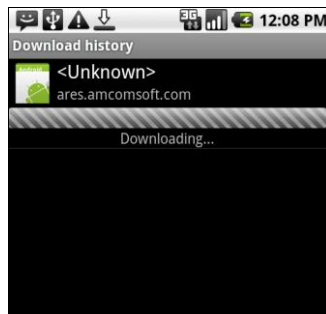


6. In the URL field, erase the current entry and enter the AMC Client application URL, as specified in the AMC Client registration email.
7. Start the AMC client download. Depending on the version of Android you are using, you can use one of the following methods:

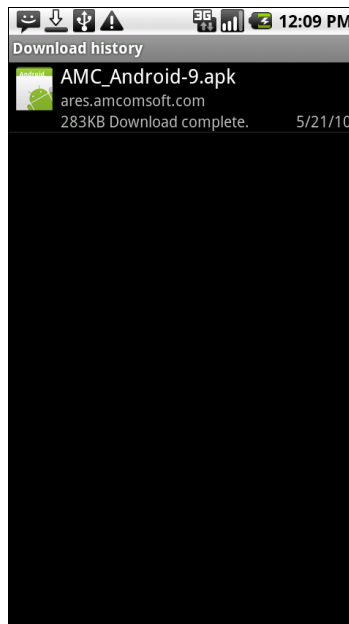
Select the **Go** button on the touch keypad or the **Enter** button from the QWERTY keyboard to start the client download. You can also press the **Go** button next to your address bar.

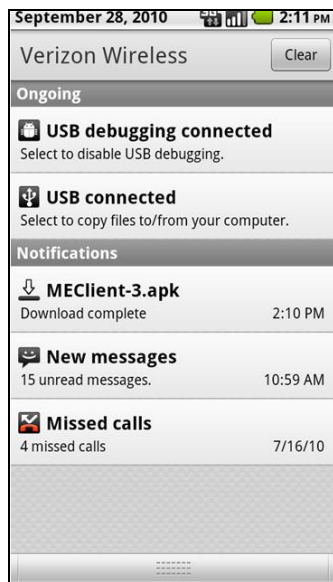
Click the **Android Mobile Connect Android Client** link on the device screen. The download may be minimized under your status bar at the top or side of your screen. Drag it down or over to show the downloaded files.

8. The Android phone begins downloading the AMC client. A progress bar displays.

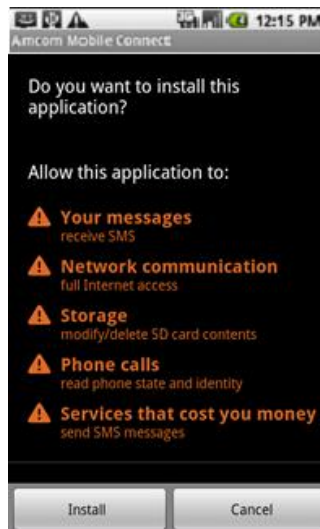


9. When the download is complete, the “Download complete” message displays on the screen. Depending on the version of Android you are using, the device screen may look like either of the following:

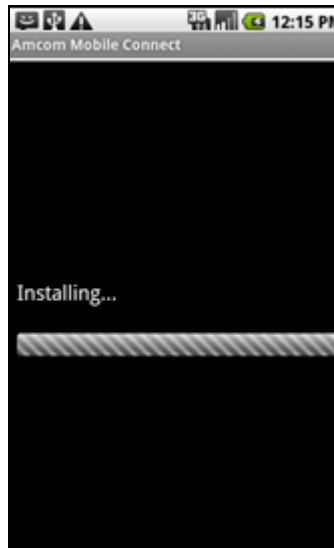




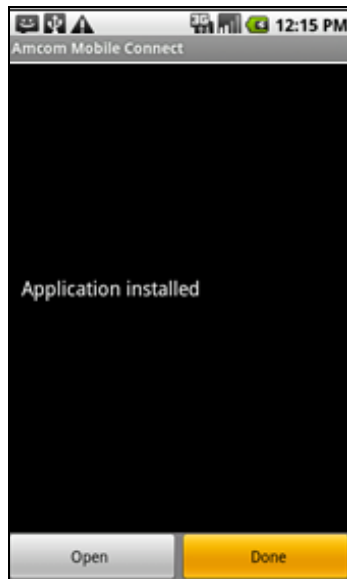
10. Select the downloaded AMC Client file to start the installation process. The installation screen displays.



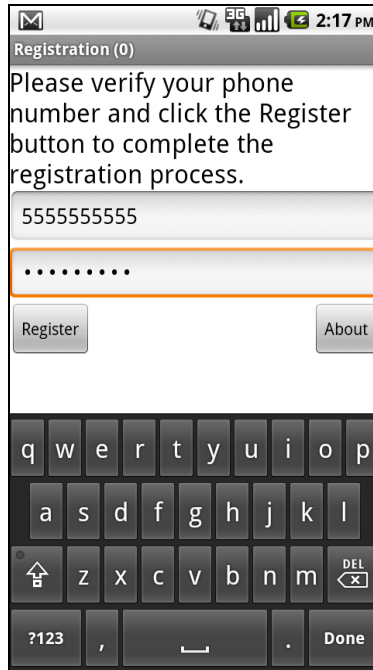
11. Select the **Install** button to install the AMC client on the Android phone.
12. A progress screen displays during the installation process.



13. When installation is complete, the message “Application installed” displays on the screen.

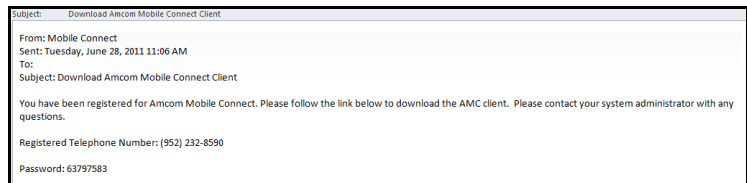


14. Click the **Open** button. The **Registration** screen displays.

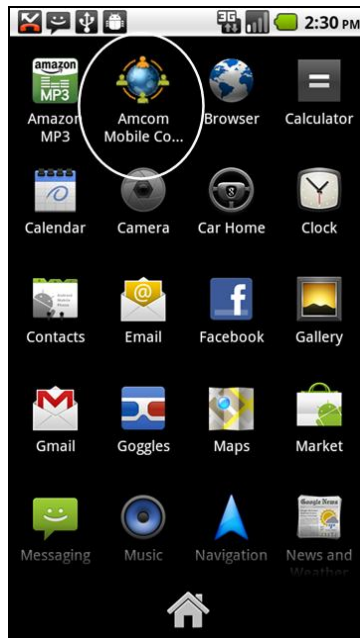


15. Enter your phone number and password into the fields in the **Registration** screen.
16. Click the **Register** button.

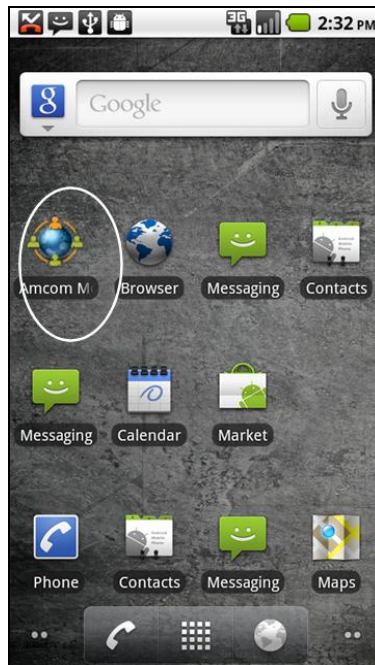
You receive an email that looks like the following:



17. Select the **Open** button on the Android. The AMC Client is launched.
18. The AMC (Amcom Mobile Connect) icon displays in the “All Icons” area of the Android screen.

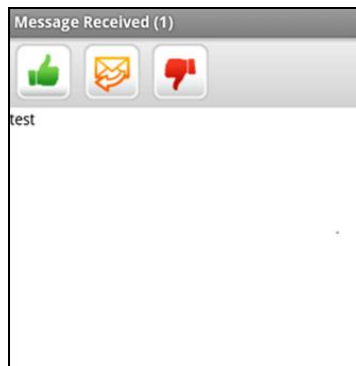


19. You can move the AMC icon onto the main Android desktop. Press and hold the AMC icon to make the main desktop display. When you release the press and hold, the icon is placed in the location selected.



20. Verify that the AMC Client is properly registered with the system by sending a page to the Android device from a WebXchange, IntelliWeb,

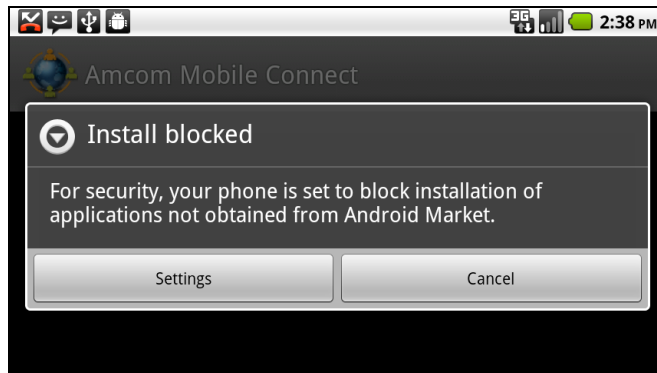
or Smart Web application. You should receive the message on the AMC Client on the Android device.



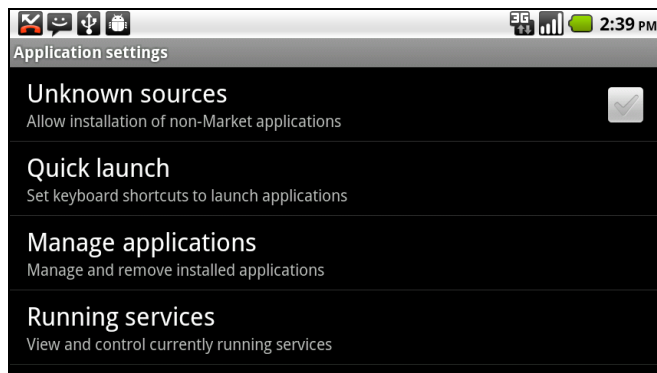
Troubleshooting for AMC Client Installation on the Android

Install Blocked Error Message

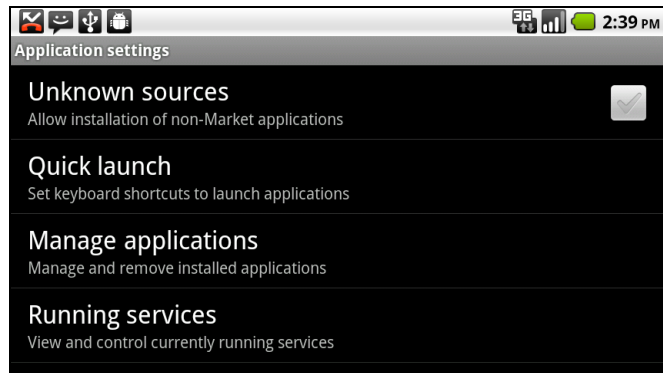
If you receive the following error when trying to install the application, follow this process to fix the problem:



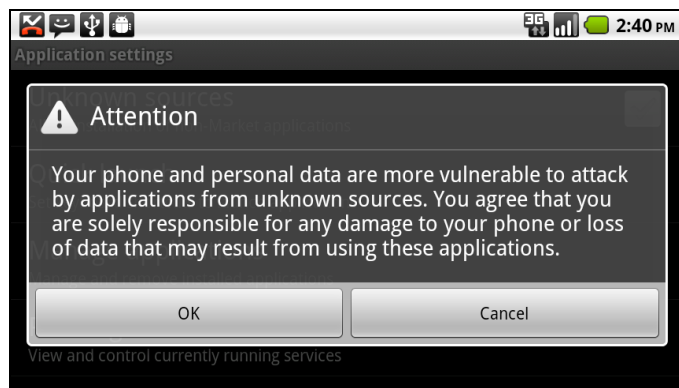
1. Select the **Settings** button. The **Application Settings** screen displays.



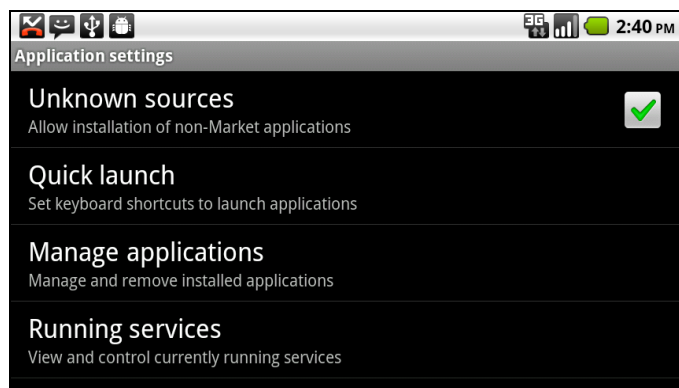
2. Select the **Manage Applications** option.



3. Select the checkbox for the **Unknown Sources**. A checkmark displays in the box. The phone displays the following warning:



4. Select the **OK** button to allow it.



5. Rerun the client installation after this. The installation is no longer being blocked.

Updating Device Registration

During the registration and installation process, AMC sends email updates when these events occur:

- New registration
- Modification in new registration
- Update in registration
- Change in device
- Change in device model
- Change in device carrier
- Removal of registration while device is registered to other sites
- Removal of registration without being registered to other sites

When any of these changes occur, the user is required to re-register their device to the database. An email is sent to alert the user that re-registration is necessary.

1. Access re-registration email from AMC.
2. For steps on how to finish updating the device registration, please refer to the **Amcom Mobile Connect Core Messaging Service Installation and Configuration** guide.

Viewing Sites to Which the Device is Registered

In some cases, a paging device may be registered to more than one site. A list of the sites to which the paging device is registered can be reviewed on the device.

The user can review the list of sites with which your device is registered.

1. Access the AMC software on your device.
2. Select the **Menu** button. The **Menu** screen displays.
3. Select the **Application Status** menu option. The **Application Status** screen displays.
4. Select the **Registration** button. The list of sites you are registered with appears.

Receiving and Replying to AMC Messages

Receiving and Replying to Messages

Messages that are sent from an Amcom application are automatically received by Amcom Mobile Connect (AMC) when the AMC feature is being used. When an AMC message is received, the device rings and/or vibrates to alert you that a message has been received, as specified in the AMC preferences for the device.

Receiving Messages

“Receiving Messages” on page 15 explains what AMC features are activated on the device when an AMC message is received.

Replying to Messages

“Replying to Messages” on page 16 includes information on the different response types that can be used to respond to AMC messages. For example, users can choose to not reply, to acknowledge the message, to reply to the message, or to ignore the message.

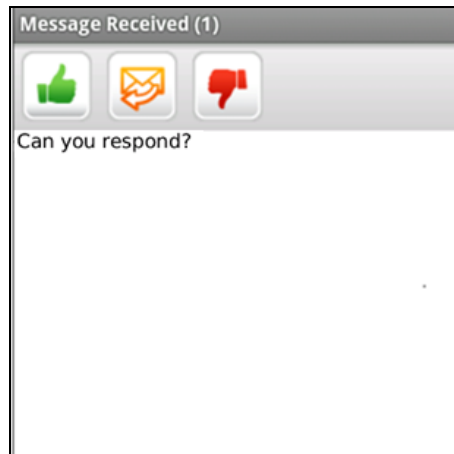
Reviewing Received Messages

“Reviewing Received Messages” on page 21 explains how to review and edit AMC messages on an Android device.

Receiving Messages

When an Amcom message is received by AMC, the alarm and/or vibration specified for the device occurs. AMC is automatically launched and displays the new message in the AMC message screen. The number of new messages displays in the **Message Received** title bar.

The alarm and/or vibration specified for the device continues to occur until the message is responded to or ignored.



Replying to Messages

When an AMC message is received, the user can respond to the message using the response options at the top of the screen.

Response Types

A user can respond to an AMC message in one of the following ways: No Response, Acknowledgement, Reply, or Ignore.

- **No Response:** The user does not respond to the message. A delivery receipt message is not sent back to the system. For an example, please refer to “No Response” on page 16.
- **Acknowledgement:** The user acknowledges that the message was received. A reply is not sent. For an example, please refer to “Acknowledgement” on page 17.
- **Reply:** The user can reply to the message. For an example, please refer to “Reply” on page 18.
- **Ignore:** The user chooses to ignore the message. A delivery receipt message is sent back to the system to show that the message was received. For an example, please refer to “Ignore” on page 20.

NOTE: Your system may be configured to not allow replies to AMC messages. If this is the case, the **Reply** button or the orange message icon is not available. The user is only able to ignore or acknowledge the message.

No Response

The user does not respond to the message in any way. The alarm sound and/or vibration from the device does not stop until the user responds to the message in another manner or presses the **End** key on the device.

If you do not respond to a message, AMC does not send any type of message back to the Amcom system.

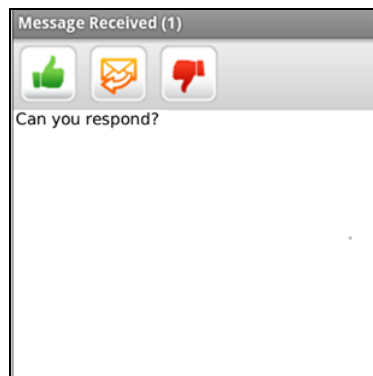
Acknowledgement

The user responds to the message by selecting the **OK/Ack** button or the green thumbs up icon in the message screen. When the message is acknowledged, AMC automatically sends an acknowledgement message back to the Amcom system.

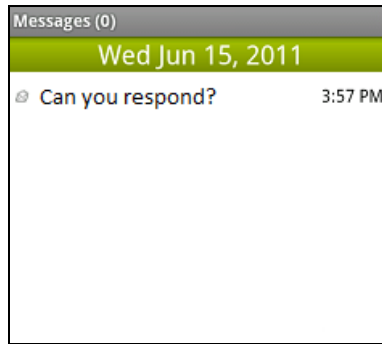


NOTE: After the initial response has been made, the acknowledgement response options (green thumbs up icon or **OK/Ack** button) are no longer displayed in the message screen.

1. The message is received and displays on the message screen.



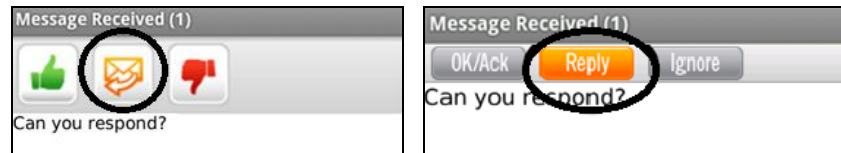
2. Select the green thumbs up icon or the **OK/Ack** button. The message is acknowledged.
3. Select the acknowledgement response option. The message list displays, showing the new message at the top of the list. The message is acknowledged.



Reply

The user responds to the message by selecting the **Reply** button or the orange message icon in the message screen. This enables you to send a text message reply to the original message.

When you reply to a message, AMC automatically sends the text of the reply back to the Amcom system as an acknowledgement message. Each response made to the message is included in the message event log, and can be reviewed in Smart Console and Smart Web.

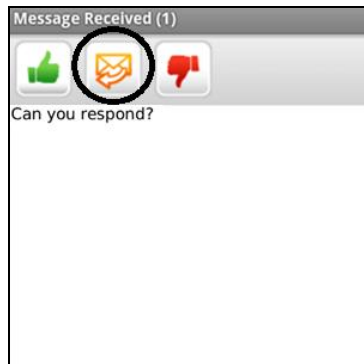


A previously created reply template can be selected as the reply. The reply template feature is used to create a set of standard replies that can be customized as needed when a reply is sent. When you reply to an AMC message, you can select a template for a reply message. For more information about reply templates, please refer to “Creating and Using Reply Templates for Android” on page 37.

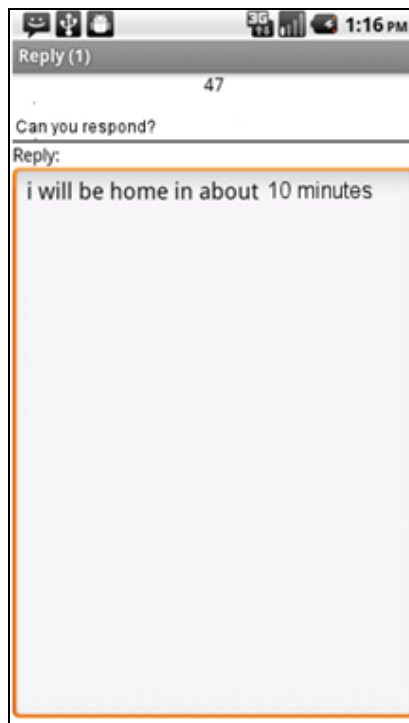
Each reply message is included in the message list. Note that you can only reply to a message received by AMC. You cannot reply to a reply that you have made.

NOTE: Your system may be configured to not allow replies to AMC messages. If this is the case, the **Reply** button or the orange message icon is not available. The user is only able to ignore or acknowledge the message.

1. The message is received and displays on the message screen.
2. Select the orange message icon or the **Reply** button.



3. Select the response option. The reply screen displays.
4. Text in your reply or select a reply template for more information. Go to “Choosing a Reply Template for a Reply Message” on page 41 for more information on reply templates.



5. Display the **Menu** option. The **Menu** displays.
6. Select the **Send** menu option. The message is sent.
7. Select the **Send** menu option. The reply is sent to the Amcom system and the message list screen displays. Both the original message and the reply are shown.

An open envelope icon displays next to the incoming message. A check mark displays next to the reply message.

Multiple Replies to a Message

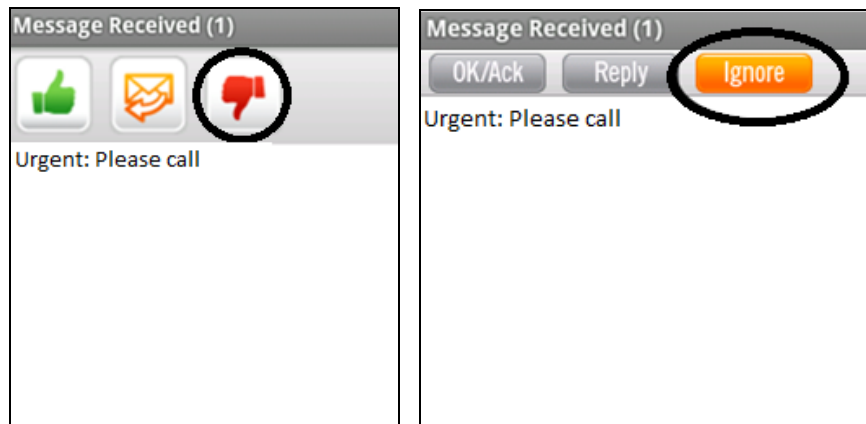
After you make an initial response to the message, you can continue to respond to the message at any time, as long as the message is still displayed in the AMC message screen. Each response made to the message is included in the message event log and can be reviewed in Smart Console and Smart Web.

Note that after you have acknowledged or replied to the message, the acknowledgement response option (green thumbs up icon or **OK/Ack** button) is no longer displayed in the message screen.

Ignore

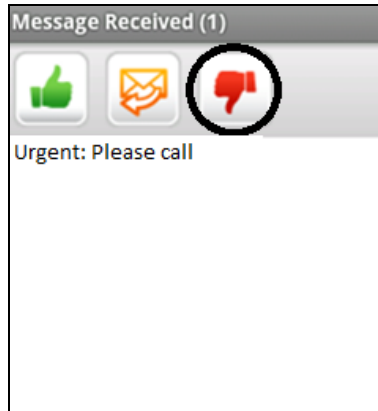
The user responds to the message by selecting the **Ignore** button or the red thumbs down icon in the message screen.

When you ignore a message, AMC sends a delivery receipt message back to the Amcom system.

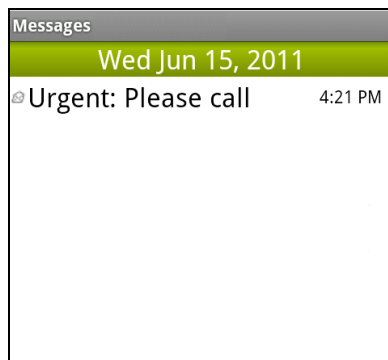


After you choose to ignore a message, you are re-notified of the message after the specified rebeep time interval has passed. The rebeep time interval is specified by the Amcom system from which the original message was sent.

1. The message is received and displays on the message screen.
2. Select the red thumbs down icon or the **Ignore** button.

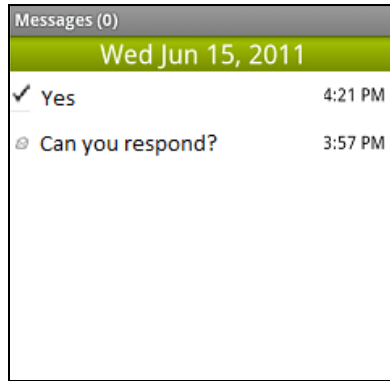


3. Select the ignore response option to ignore the message. The message list displays, showing the new message at the top of the list.





Reviewing Received Messages

The messages that have been received and the replies to the messages are displayed on the message list screen. The text of the message and the time the message was received or the reply sent is displayed. The messages are sorted by date and time.



An icon is used to denote the message type:

	The open envelope icon is used to show that the message has been acknowledged or replied to.
	The check mark icon is used to show that the message is a reply to an original message.

The messages are stored on the device until you either manually delete the message or the message has reached the maximum number of days for which a message can be retained on the device. When this maximum is reached, the message is automatically deleted.

Reviewing the Message List and Choosing a Response Option

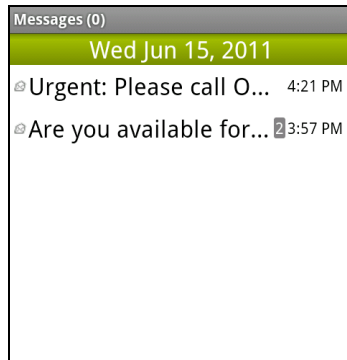
The messages in the message list can be acknowledged, ignored, or replied to at any time, until the message has been removed from list. Note that after a message has been initially acknowledged, you can only choose to reply to the message or ignore it the next time you want to choose a response option.

When selecting a message, note the following:

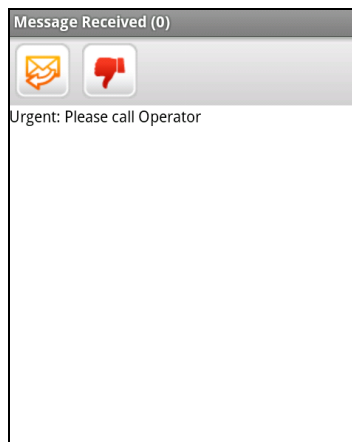
- Messages with an open envelope next to them can be replied to or ignored.
- The messages with a check mark next to them are replies. No action can be taken.

This process explains how to select a message from the message list.

1. Access the message list screen.



2. Highlight to select the message you want to open. The message displays in the response screen.



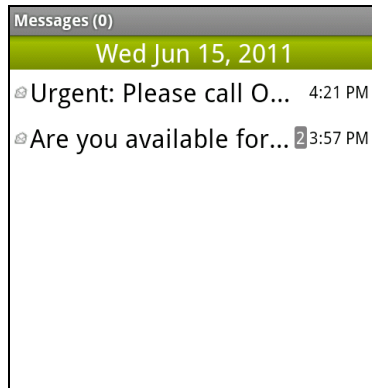
3. Select the response type and proceed with the appropriate steps for the response. For details on how to use each response type, please refer to “Receiving and Replying to Messages” on page 15.
4. The message list screen is updated, if needed. For example:
If a reply to a message was made, the reply message is displayed in the screen.

Deleting a Message from the List

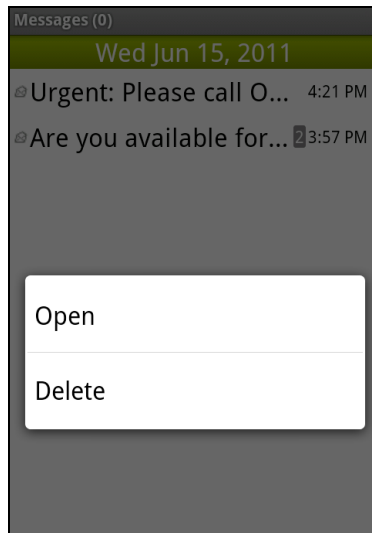
A message that is no longer needed can be manually deleted from the message list.

NOTE: Messages are automatically removed from the list when the message time limit specified in the **Auto delete messages older than** preference has been reached. Go to “Setting Preferences” on page 27 for more information.

1. Access the message list screen.



2. Highlight the message you want to delete.
3. Hold down the highlighted message you want to delete. The **Open/Delete** dialog displays.



4. Select the **Delete** button. The message is deleted.

Working with Your Android

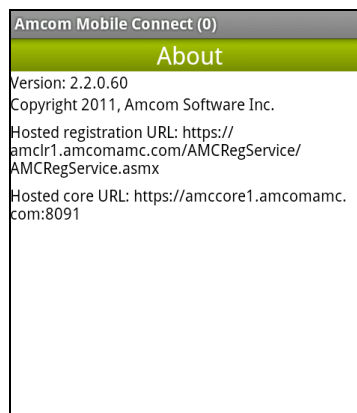
Working with Your Android

The “Working with Your Android” section covers how to access the screen that provides more information on AMC and your device as well as how messages are labeled.

Viewing the About Screen

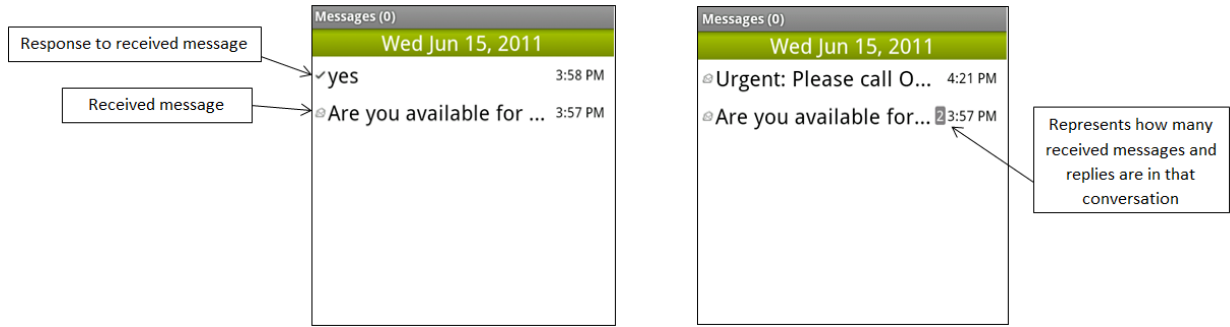
After installing AMC on your Android device, you are able to access information about the software by accessing the **About** screen. To access the **About** screen, follow these steps:

1. Access the main messages screen.
2. Select the **Menu** button. The **Menu** screen displays.
3. Select the **About** menu option. The **About** screen displays.



Message Labeling

Messages include different symbols and labels that help describe their functions within the device.



Setting AMC Preferences

Setting AMC Preferences

This section explains how to set AMC preferences like ring style, response options styles, message storage duration, and alarm volume.

Setting Preferences

The AMC (Amcom Mobile Connect) application has a set of preferences that can be used to determine how AMC handles messages, such as ring type, how long messages are saved before they are automatically deleted, and alarm volume.

The preferences are included as a menu option in the AMC application menu.

NOTE: The **Port** preference must be set to default. This is set when AMC is installed and should not be changed.

Determining the Alarm Sound and Vibrate Options for Each Page Priority

For each device, you can specify the sound and vibrate options for each paging priority. You can specify the ring tone that should play when a message is received by AMC, the ring volume, and whether or not the device should also vibrate. You can also specify how often the alarm and/or vibrate should occur.

These selections can be made for each page priority setting: high, medium, and low. The page priority is determined by the system from which the page was sent, such as Smart Console or Smart Web. For example, you can choose to have pages with a high priority cause the device to ring at a high volume and to vibrate. For pages with a low priority, you can choose to have the device only vibrate.

NOTE: When you are specifying the volume for the alarm and whether the device should also vibrate when a message is received, note that if you choose to turn the alarm sound option to OFF and the vibrate option to NO, you are NOT alerted when a message is received by AMC.

The following preferences are used to control the alarm sound and vibrate options. Remember that these can be set for each paging priority: high, medium, and low.

Alarm Volume	The Alarm Volume setting determines how loud the message alarm plays. You can select a volume from the list of settings: HIGH, MEDIUM, LOW, or OFF. If you choose the OFF volume option, note that an alarm does not sound when messages are received.
Alarm Vibrate	The Alarm Vibrate setting specifies whether the device vibrates when a message is received. You can select either the YES or NO option.
Alarm Interval (seconds)	The Alarm Interval setting determines the length of time that should occur between alarm sounds and/or vibrate. The time is measured in seconds.
Alarm Sound	The Alarm Sound setting determines the ring tone that is played when a message is received by AMC.

Determining Message Storage

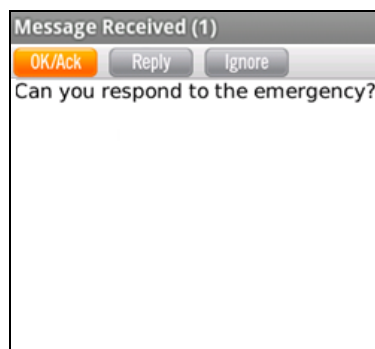
The AMC preferences on the device can determine how many AMC messages can be stored on the phone and how long messages can be stored on the phone before they are automatically deleted.

Auto delete messages older than	The Auto delete messages older than setting determines how long a message can be stored on the phone before it is automatically deleted. The time is measured in days, and the default is 3.
Maximum messages stored	The Maximum messages stored setting determines the maximum number of AMC messages that can be physically stored on the phone. The default is 500, which is also the maximum allowed.

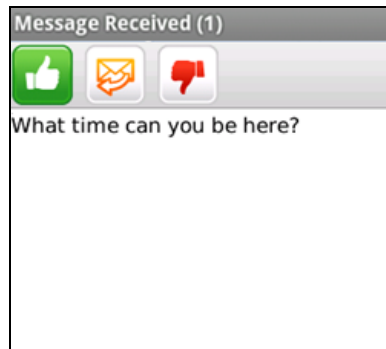
Determining How the Response Options are Displayed on the Device

The **Message Screen User Action Display** setting determines how the response options (Acknowledge, Reply, or Ignore) are displayed in the AMC message screen. Options are:

BUTTONS: Select the **Buttons** option to display the response options as buttons.



ICONS: Select the **Icons** option to display the response options as icons.



Setting Preferences

The process below explains how to select a preferences option and change it.

1. Access AMC on the device. Any current messages are displayed.
2. Select the **Menu** button on the device. The AMC menu displays.
3. Go to the **Preferences** menu option.
4. Select the **Preferences** menu option. The **Preferences** screen displays.
5. Select the preference option that you want to change.
6. Make the changes as needed.
7. When changes are complete, select the **Menu** key on the device. The **Save** menu displays.
8. Select the **Save** option and save the changes. You are returned to the AMC messages screen.

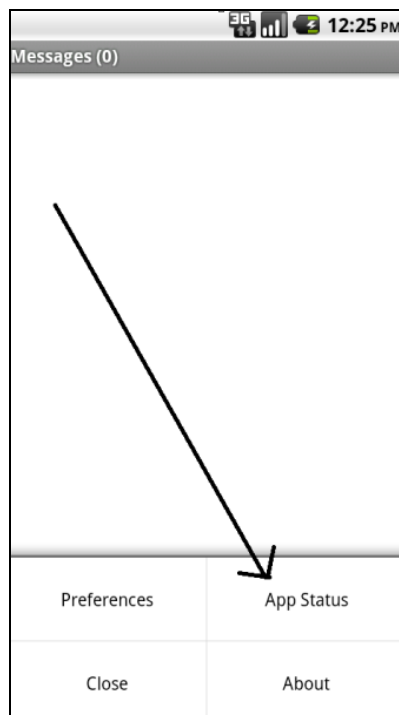
Reviewing the Application Status

Reviewing the Application Status

The current status of the various AMC applications running on your Android device can be reviewed in the **Application Status** screen. This screen displays the current status for the device's AMC registration status.

To access the Application Status Screen:

1. On the Android device, go to the **Menu** option. The **Menu** screen displays.



2. Highlight and select the **Application Status** menu option. The **Application Status** screen displays the device registration status.

App Status	
Registration	
Push Listener	Registered

Setting and Updating Access Codes

Setting and Updating Access Codes

When an access code is set on an Android device, the user of the device is forced to enter the access code before being able to access AMC on the device.

An access code that allows a user to use the AMC client can be specified for each device using a Preferences option. An access code is not required. By default, an access code for AMC is not set.

The access code can be any set of characters allowed by the client. The client does not accept excessively long access codes or a code containing illegal characters.

When an access code has been set, the code must be entered when:

- The user manually accesses the client on the device
- An AMC message is received on the device and the client is not currently being accessed by the user

When the client is accessed either by the user or when an AMC message is received, an access code screen displays, in which the code must be entered.

You can also choose to turn off the access code after it has been set. When an access code is turned off, the user does not have to enter an access code to access the client. Refer to “Turning off the Access Code” on page 35 for more information.

Using the Access Code to Access the Client

When an access code has been set, an access code screen displays when the user manually accesses the client or when an AMC message is received and the user is not currently accessing the client.

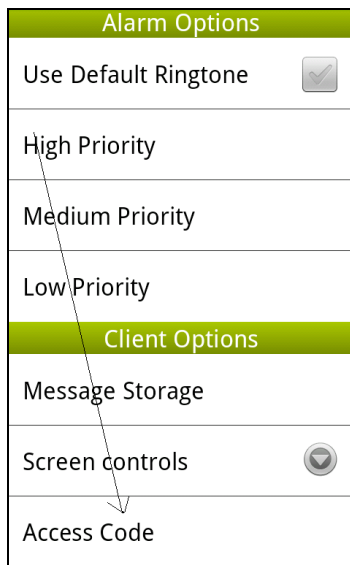
1. The access code screen displays.
2. Enter the access code for the device.
3. Select the **OK** button to access the client.



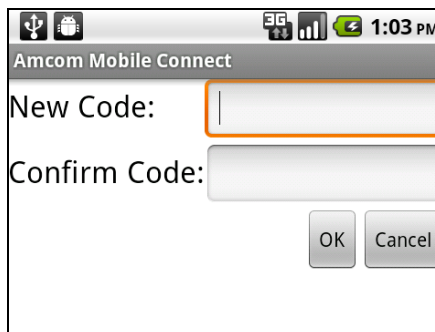
Setting an Access Code

An access code is set using the **Access Code** option in the **Preferences** menu.

1. Access AMC on the Android device. Current messages are displayed.
2. Select the **Menu** button on the device. The AMC menu displays.
3. Scroll to the **Preferences** menu option.
4. Select the **Preferences** menu option. The **Preferences** screen displays.
5. Select the **Access Code** option.



6. Select the **Access Code** menu option. The access code screen displays.
 - a. In the **New Code** field, enter the access code.
 - b. In the **Confirm Code** field, re-enter the access code. The entries in the **New Code** and **Confirm Code** fields must match exactly.



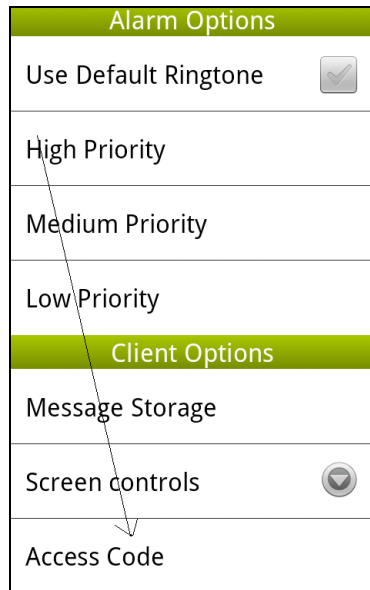
7. Select the **OK** button.
8. Select the **Save** button to save the access code.

Updating an Access Code

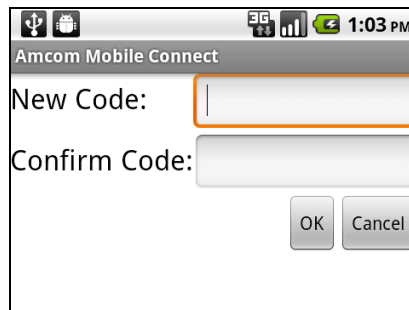
An existing access code for a device can be updated.

1. Access AMC on the Android device. Any current messages are displayed.
2. Select the **Menu** button on the device. The AMC menu displays.
3. Scroll to the **Preferences** menu option.
4. Select the **Preferences** menu option. The **Preferences** screen displays.

5. Select the **Access Code** option.



6. Select the **Access Code** menu option. The access code screen displays.
 - a. In the **New Code** field, enter the new access code.
 - b. In the **Confirm Code** field, re-enter the new access code. The entries in the **New Code** and **Confirm Code** fields must match exactly.

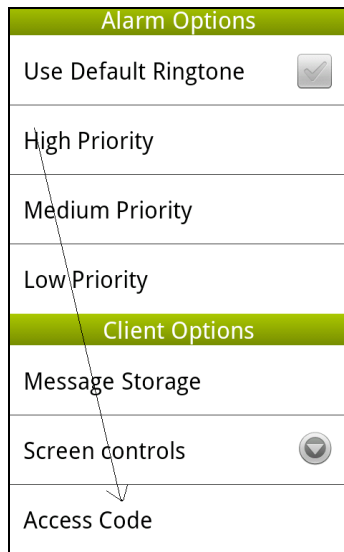


7. Select the **OK** button.
8. Select the **Save** button to save the access code.

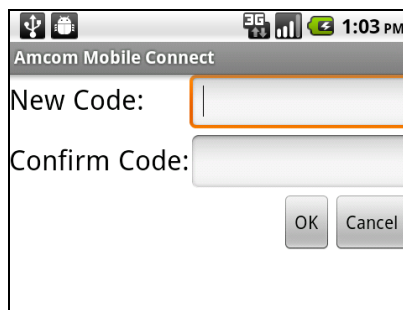
Turning off the Access Code

A user can decide to turn off an access code after the access code has been set. The access code is no longer needed to access the AMC client on the phone and the access code entry screen does not display.

1. Access AMC on the Android device. Any current messages are displayed.
2. Select the **Menu** button on the device. The AMC menu displays.
3. Scroll to the **Preferences** menu option.
4. Select the **Preferences** menu option. The **Preferences** screen displays.
5. Select the **Access Code** option.



6. Select the **Access Code** menu option. The access code screen displays.
 - a. Leave the **New Code** field blank.
 - b. Leave the **Confirm Code** field blank.



7. Select the **OK** button.
8. Select the **Save** button to save the blank access code.

Creating and Using Reply Templates for Android

Creating and Using Reply Templates for Android

The reply template feature is used to create a set of standard reply templates. Using a reply template allows users to easily select an already existing text response to reply to an AMC message. This means that users do not have to insert text manually on their device to reply to a message. When you reply to an AMC message, you can select a template for a reply message. A template consists of static text that cannot be changed when selected as a reply. The user can then enter any extra text if needed. Entering extra text is not required.

For example, you may send many reply messages that state when you will be available for a meeting or when you will arrive at a certain building. The reply template contains the static text and leaves the end of the message available for customization, such as the following: “I will be available” and “I will arrive at.”

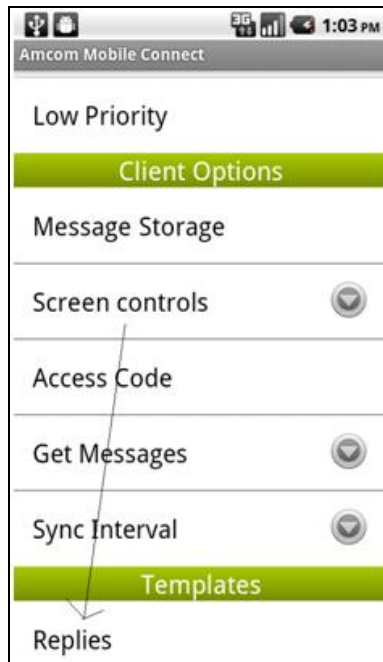
When you use the reply template as a reply message, you select the desired template and then enter the variable information, such as the following: “I will be available in 10 minutes” and “I will arrive at Building A.”

NOTE: The combination of static text defined for the reply template and the variable text entered when a reply template is used is limited to 70 characters.

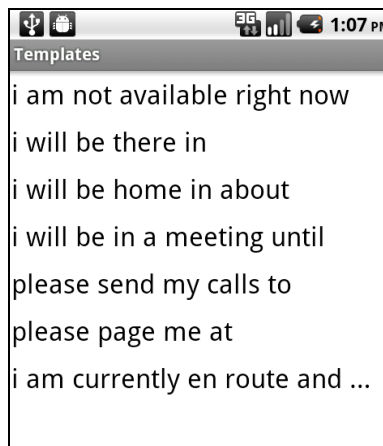
Creating a Reply Template

The reply templates are created individually on a device.

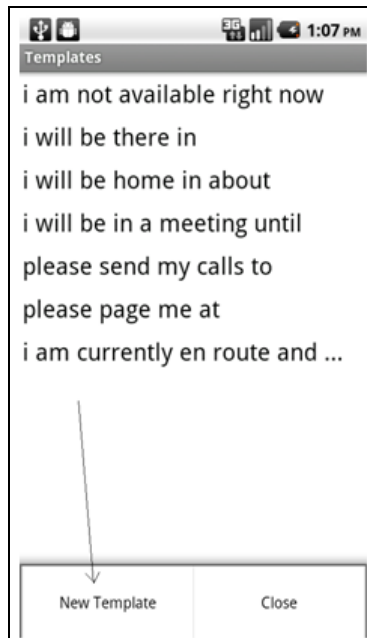
1. Access AMC on the device. Any current messages are displayed.
2. Select the **Menu** button on the device. The AMC menu displays.



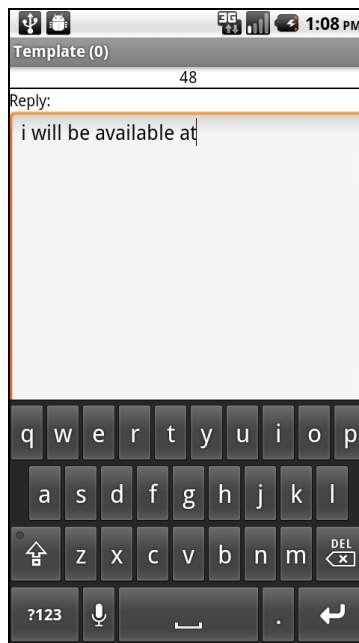
3. Scroll down to the **Replies** option.
4. Select the **Replies** option. The list of reply templates displays.



5. Select the **Menu** button to display the menu.



6. Select the **New Template** menu option. The **Reply** prompt displays.
7. Next to the **Reply** prompt, enter the reply template text. As you type, the number of remaining characters displays at the top of the screen. The limit is 70 characters.



8. Select the **Menu** button to display the menu.

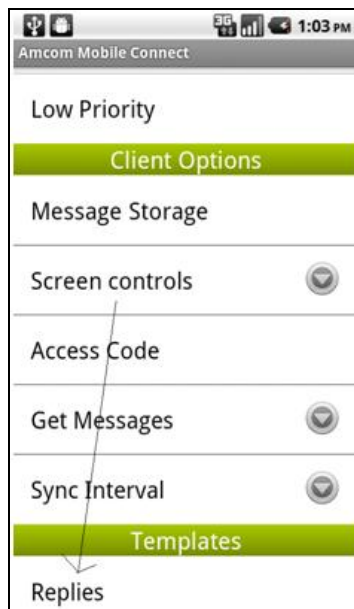


9. Select the **Save** menu option. The reply is saved.

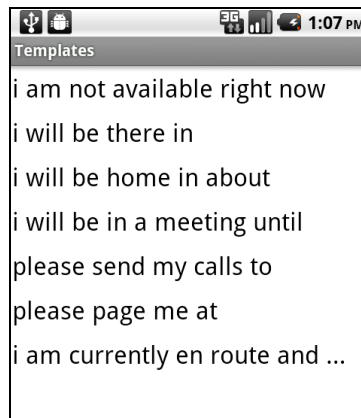
Reviewing the List of Reply Templates

The list of reply templates on the device can be reviewed.

1. Access AMC on the device. Any current messages are displayed.
2. Select the **Menu** button on the device. The AMC menu displays.



3. Scroll down and select the **Replies** option. The list of reply templates displays.

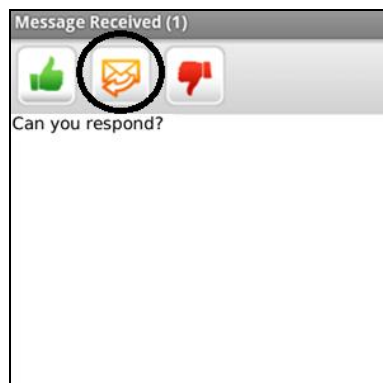


Choosing a Reply Template for a Reply Message

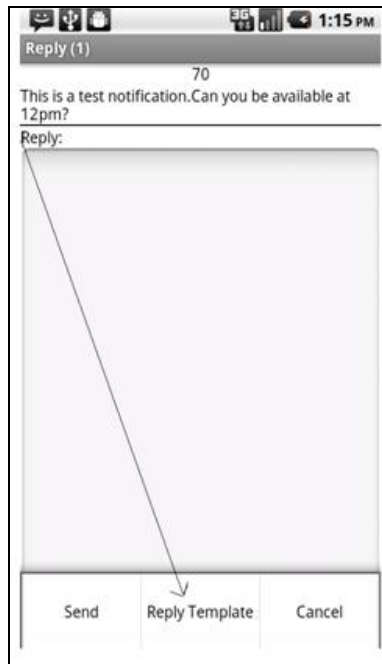
A reply template can be used to reply to a message.

NOTE: For more information about replying to an AMC message, please refer to "Replying to Messages" on page 16.

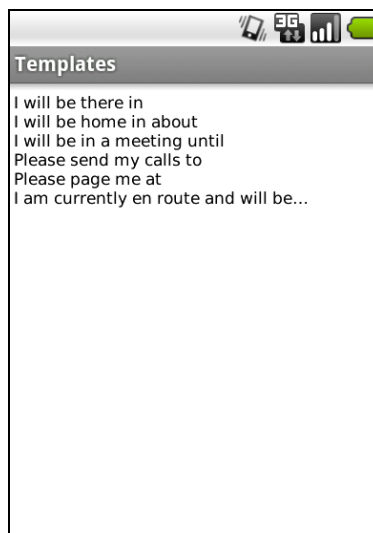
1. The message is received and displays on the screen.
2. Highlight the orange message icon or the **Reply** button.



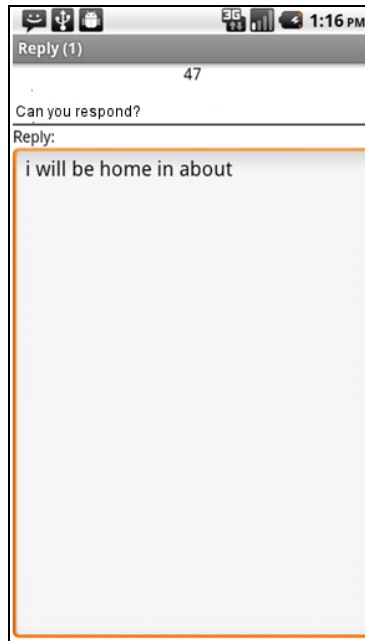
3. Select the response option. The reply screen displays.
4. Select the **Menu** button to display the menu. The reply screen displays.



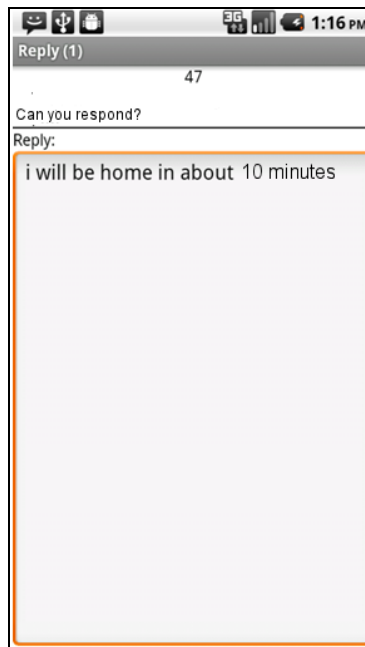
5. Go to the **Menu** screen. The **Menu** screen displays.
6. Select the **Reply Template** option. A list of the reply templates for the device displays.



7. Scroll to the template you want to use.
8. Select the template. The reply screen is populated with the reply template.



9. Text in the variable part of the reply.



10. Select the **Menu** option. The **Send** menu options display.
11. The **Send** menu option should be selected by default. If it is not, highlight the **Send** menu option.
12. Select the **Send** menu option. The reply is sent to the Amcom system and the message list screen displays. Both the original message and the reply are shown.

An open envelope icon displays next to the message to show that you have replied to the message. A check mark displays next to the reply message.

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