



## **My Account Client User Guide**

**April 2014**

## Table of Contents

Registering for My Account .....	3
Logging into My Account .....	3
Create a User ID and Password .....	5
Expired Password .....	6
Reset Password.....	7
My Account Main Menu .....	9
Device Search.....	11
Manage My Devices .....	12
Add a Device: .....	12
Exchange Device: .....	18
Even Exchange .....	20
Upgrade Exchange.....	25
Spare Exchange .....	29
Activate a Replacement .....	32
Manage Spares: .....	34
View Devices: .....	41
Edit Device Info .....	43
Modify Features .....	45
Alias Maintenance:.....	47
Message Routing .....	51
Message Carbon Copy/Message Forward .....	51
Multi-Messenger Group .....	55
Create New Group .....	55
Modify Existing Group.....	57
Add Group Members .....	57
Delete Group Members .....	58
Update Group Name .....	60
Delete a Group.....	61
Note about ARMM.....	63
Create New Group: .....	63
Update Group Name:.....	63
Mobile Connect .....	65
Network Performance.....	69
My References.....	70
My Send a Message.....	70
Address Book .....	71
Message Groups .....	73
My Preferences .....	77
Send a Message .....	79
Message Status .....	86
My Billing Details .....	87
Account Actions .....	87
Make a Payment .....	87
Invoices – View/Print/Download .....	91
Requesting E-Files .....	93
Review Payment History .....	98
Account Maintenance .....	98
Ask a Question .....	100

# My Account Client User Guide

## Introduction

My Account is a free, web based account management software program that allows USA Mobility clients access to their wireless account. Clients are able to perform a wide variety of transactions including electronic invoicing, online payments, device exchanges/upgrades/downgrades, add-ons as well as modifying device features.

**NOTE** – no modifications can currently be made to device groups or members of groups except as allowed to Multi-Messenger Groups explained in detail [here](#). Please contact Customer Support for assistance with group devices. Once you've logged in, if there is a span of inactivity for more than 30 minutes, you will be automatically logged out and any unsaved changes will be lost.

### **Registering for My Account**

Depending on your USA Mobility account structure, you may be able to independently establish your account via the web site (<http://www.usamobility.com/myaccount/>) or you may require customer service support. Please contact Customer Support with any questions or concerns. (Typically our larger clients and medical community will require Customer Support assistance to be set up and you will receive an email with your user name and password once your access has been established.)

You may register for a separate My Send a Message online account at any time regardless of account structure or account type. Since My Send a Message access is included in My Account, it is not necessary for My Account wireless account administrators to establish a separate My Send a Message user login.

### **Logging into My Account**

Visit [http://www.usamobility.com/my\\_account/](http://www.usamobility.com/my_account/) to display the My Account Introduction screen and click on the **Login here** button in the upper left hand corner. You can also bookmark the login page in your Internet browser for simpler access in the future.

## MY ACCOUNT



[Login Here](#) 

**The faster, more convenient way to manage your wireless messaging account.**

Welcome to USA Mobility's "My Account".

The faster, more convenient way to manage your wireless messaging account. You can now enjoy the freedom of servicing your account at your own leisure. Access your account, statements, previous payments, update your information, and much more.

→ [LEARN ABOUT MY ACCOUNT FEATURES AND BENEFITS](#)

→ [CONTINUE TO "MY ACCOUNT LOGIN"](#)

→ [VIEW MY ACCOUNT CLIENT USER GUIDE](#)

→ [PHASE 1 REDESIGN RESOURCE GUIDE](#)

---

### My Account Training



USA Mobility hosts complimentary My Account training webinars for customers. The webinars help My Account users to maximize their My Account service and experience. To schedule a personalized My Account training webinar, please [CLICK HERE](#).

The following screen will display and you will be prompted to log into the system with your User ID and Password. Once all requested information has been typed into the applicable fields click *Log In to My Account*. A successful log in will display the *Main menu* options screen.



**USA Mobility announces Phase 1 of the new and improved My Account.**

Effective 11/9/13, ordering your USA Mobility devices will become easier with new screens and simplified selections.

Also, the enhanced mass edit feature for updating device information is sure to be a time saver!

[CLICK HERE to learn more.](#)

Enter User ID:

Enter Password:

[Sign In](#)

 [Register](#)

[Ask a Question](#)

[Forgot your Password | User ID](#)

---

 [Wireless Messaging](#)

[Solutions](#)

[Client User Guide](#)

## Create a User ID and Password

First time users accessing *My Account* to set up an account must select the link to ‘Register’.



At this time, only individual and small business customers will have the functionality to enroll in **My Account**. All other **USA Mobility** customers are required to contact the customer service number listed on their invoice for registration assistance.

Customers that require customer service registration assistance will receive a MY ACCOUNT email with a system-generated generic password along with additional login details in which they will need to reset their password.

The **Login Information** screen will be displayed as seen below.

Enter your account and user information below.

<b>Account Number:</b> <input type="text"/>	First 7-digits of your ACCOUNT NO. as it appears on your invoice.
<b>Billing Zip:</b> <input type="text"/>	5-digit billing zip code as it appears on your invoice.
<b>User ID:</b> <input type="text"/>	New User ID for accessing your online account. (5 character minimum, 30 character max.)
<b>User Name:</b> <input type="text"/>	Name associated with your User ID.
<b>Phone Number:</b> ( <input type="text"/> ) <input type="text"/> - <input type="text"/> Ext: <input type="text"/>	Contact number associated with User.
<b>Password:</b> <input type="text"/>	Password for accessing your online account. (7 character minimum, 8 character max.)
<b>Confirm Password:</b> <input type="text"/>	Re-enter the password for verification.
<b>Email Address:</b> <input type="text"/>	Primary e-mail address associated with your User ID.

Your account continues to be governed by the terms and conditions agreed upon at the time of account setup. The use of the My Account functionality does nothing to negate this. [Click here](#) to view Sales and Service Agreement.

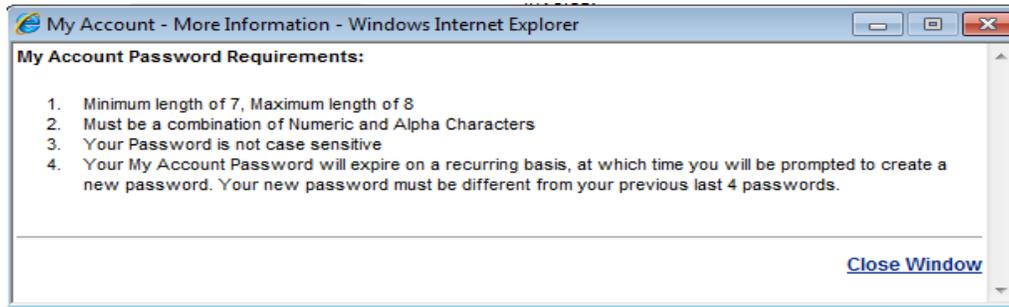
1) **CREATE MY ACCOUNT**  
with My Send a Message      - OR -      2) **CREATE MY SEND A MESSAGE ONLY**  
without My Account

CANCEL SETUP Which one do I choose? ?

The user must enter all information in the requested fields. All fields within the **Login Information** screen are mandatory to create a successful User ID / Password for **My Account** or **My Send a Message** access.

There are special requirements set in place for **User ID** and **Password** fields.

- \* Follow the prompt as outlined in the red font to set up the **User ID**.
- \* Place the cursor over the icon as seen above for password information and click on the icon to display the **My Account Password Requirements** information screen as illustrated below.



Click “**Close Window**” once password requirements have been read and continue with completing all field information.

Once all fields are complete, select option 1 or 2 to complete account access setup based on the access required:

- Select **Option 1 – My Account with My Send a Message** if the user will manage the wireless account via My Account. My Send a Message access is included with My Account.
- Select **Option 2 – Create My Send a Message Only** if the user will ONLY utilize the My Send a Message application. My Account access is NOT included with the My Send a Message user login. [Click here](#) for the My Send a Message User Instructions found in this guide.

If successful, a confirmation screen will display with a prompt to log in to *My Account*.



Registered users must enter their **User ID** and **Password** and then click on the login button or press the ‘Enter’ key. A successful log in will display the Main menu options screen.

## Expired Password

With the implementation of the new password requirements starting on December 13<sup>th</sup> of 2009 for **My Account**, all users having a previous **User ID** and **Password** will receive the prompt to change their password in the event their password does not already contain the new requirements.

The following screen will display with the prompt that the password has expired and a new password must be created.

All fields will require an entry.

Your Password has expired. Please enter a new password below.	
Account Number:	224940
User Id:	rumar
Name:	<input type="text" value="RUDY MARASCO"/>
Password:	<input type="password"/> 
Confirm Password:	<input type="password"/>
Phone:	( <input type="text" value="972"/> ) <input type="text" value="801"/> - <input type="text" value="8600"/> Ext: <input type="text" value="0000000"/> ** We may contact you at this number.
Your email:	<input type="text" value="gerardo.cantu@uasamobility.com"/>
<input type="button" value="Submit"/>	

There are special requirements set in place for the **Password** field.

Place the cursor over the icon as seen above for password information and click on the icon to display the *My Account Password Requirements* information screen.

Click **Continue** to complete the account set up and if successful a confirmation screen will display as seen below with a prompt to log in to *My Account*.

Your Password has been updated.
<a href="#">Click here</a> to log into My Account.

## Reset Password

In the event the user has not accessed **My Account** for a long period of time the **User ID / Password** will become disabled. This will require the user to reinstate their password information as seen in the following illustration.

All fields will require an entry.

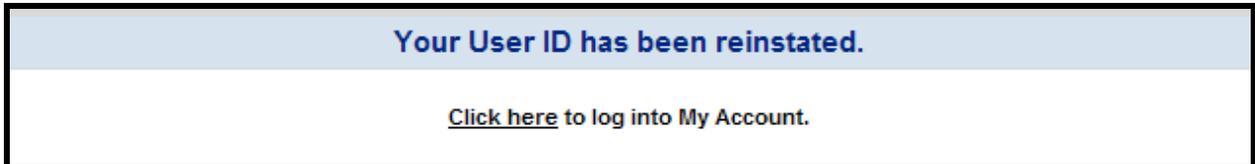
Your User ID has been disabled due to inactivity. Please confirm your information to reinstate your User ID.	
User ID:	ma3235391
MyAccount Email Address:	<input type="text"/>
Password:	<input type="password"/> 
Confirm Password:	<input type="password"/>
<input type="button" value="Submit"/>	

There are special requirements set in place for the **Password** field.

Place the cursor over the icon as seen above for password information and click on the icon to display the *My Account Password Requirements* information screen.

- \* Click **“Close Window”** once password requirements have been read and continue with confirming the password entered.

Click **Submit** to continue with reinstating the User ID / Password and if successful a confirmation screen will display as seen below with a prompt to log in to *My Account*.



## My Account Main Menu

The Main Menu will appear as illustrated in the sample below.

LOG OUT

Account Number: 205891 Name: EMP ACCOUNT TESTING ONLY!  
[CLICK HERE](#) to select a different account

**Main Menu**

Choose one search criteria and populate the corresponding field below.

Device Number: ( ) - PIN

Capcode: Capcode

Serial Number: Serial Number

Holder Name: Holder Name

Device Ref 1: Device Reference #1

Device Ref 2: Device Reference #2

SEARCH



MANAGE MY DEVICES

<a href="#">ADD A DEVICE</a>	<a href="#">MANAGE SPARES</a>	<a href="#">MESSAGE ROUTING</a>
<a href="#">EXCHANGE A DEVICE</a>	<a href="#">VIEW MY DEVICE(S)</a>	<a href="#">MESSAGE TRACKING</a>
<a href="#">ACTIVATE A REPLACEMENT</a>	<a href="#">ALIAS MAINTENANCE</a>	<a href="#">MOBILE CONNECT</a>
<a href="#">NETWORK PERFORMANCE</a>		

MY REFERENCES

<a href="#">2 WAY USER GUIDES</a>	<a href="#">1 WAY TEXT USER GUIDES</a>	<a href="#">1 WAY NUMERIC USER GUIDES</a>
<a href="#">READYCALL DEVICES</a>	<a href="#">VIEW COVERAGE MAPS</a>	<a href="#">ADDITIONAL LINK REQUIRED</a>



MY BILLING DETAILS

Account#: 205891  
Account Name: EMP ACCOUNT TESTING ONLY!  
Name: SHEILA PHILLIPS

---

Past Due Amount: \$0.00  
Current Charges: \$0.00  
Recent Activity: \$29.10  
Total Balance: \$29.10  
Last Payment: \$0.00

Account Actions

- [MAKE A PAYMENT](#)
- [INVOICES - VIEW/PRINT/DOWNLOAD](#)
- [REVIEW PAYMENT HISTORY](#)
- [ACCOUNT MAINTENANCE](#)
- [ASK A QUESTION](#)

**NOTE:** If you have multiple account numbers to access, you will see a list of the accounts as illustrated below. You can select an individual account by clicking on the account name or view your primary account by clicking on the “Click Here to View Your Primary Account” link in the upper left hand corner.

You have logged into a Primary account with related Secondary accounts.  
 Access your Primary Account, search for a Secondary Account or select from the list below.

Account #: 205891

Name: MY ACCOUNT PARENT ACCOUNT

[Click here to access your Primary Account.](#)

[Click here to search for a specific Account.](#)

Account List

Account #	DEPARTMENT NAME
0205891	MY ACCOUNT PARENT ACCOUNT
0397978	MY ACCOUNT CHILD ACCT #1
0545926	MY ACCOUNT CHILD ACCT #2
0545929	MY ACCOUNT CHILD ACCT #3

Total Accounts: 4  
 Page 1 of 1

You also will have the ability to search for a specific account by using the “Click Here to Search for a Specific Account” link in the upper right hand corner. The following screen will display with search options to choose from for entry.

**Choose one of the search options below to find the Account you want to access.**  
[Click here to Return to the Account Selection Screen.](#)

**Account #:** 205891 **Name:** EMP ACCOUNT TESTING ONLY!

(  )  -  **Device Number**

(  )  -   **Device Number plus PIN**

**Holder Name**

**Capcode**

**Serial Number**

**DEPARTMENT NAME**

**Account Number**

[Click here](#) for assistance with locating Capcode or Serial Number.

**Search**

- \* Only one search option can be utilized at one time.
- \* Click the applicable radio button for the desired search and after typing the information in the field click **Search** to continue.

## Main Menu

Consists of three main sections and depending on the permission granted to your login ID, you may see some or all of the options detailed below.

The screenshot shows the 'Main Menu' of the 'MY ACCOUNT' portal. At the top left is a 'LOG OUT' link. The main menu is divided into three sections:

- Search Section:** A box titled 'Choose one search criteria and populate the corresponding field below.' containing radio buttons and input fields for: Device Number (with area, prefix, suffix, and PIN sub-fields), Capcode, Serial Number, Holder Name, Device Ref 1, and Device Ref 2. A 'SEARCH' button is at the bottom.
- Manage My Devices Section:** A box with a header 'MANAGE MY DEVICES' and a grid of links: ADD A DEVICE, MANAGE SPARES, MESSAGE ROUTING, EXCHANGE A DEVICE, VIEW MY DEVICE(S), MESSAGE TRACKING, ACTIVATE A REPLACEMENT, ALIAS MAINTENANCE, MOBILE CONNECT, and NETWORK PERFORMANCE.
- My References Section:** A box with a header 'MY REFERENCES' and links for: 2 WAY USER GUIDES, 1 WAY TEXT USER GUIDES, 1 WAY NUMERIC USER GUIDES, READYCALL DEVICES, VIEW COVERAGE MAPS, and ADDITIONAL LINK REQUIRED.

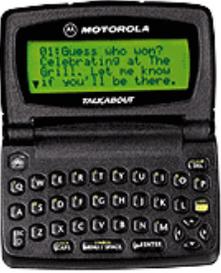
On the right side, there is an 'Account Number: 205891 Name: EMP ACCOUNT TESTING ONLY!' and a 'CLICK HERE to select a different account' link. Below this is a 'MY BILLING DETAILS' box showing account information: Account#, Account Name, Name, Past Due Amount, Current Charges, Recent Activity, Total Balance, and Last Payment. At the bottom right is an 'Account Actions' box with links for MAKE A PAYMENT, INVOICES - VIEW/PRINT/DOWNLOAD, REVIEW PAYMENT HISTORY, ACCOUNT MAINTENANCE, and ASK A QUESTION. The 'Send a Message' logo is at the bottom center.

## Device Search

The left hand section of the main menu page provides a quick and easy way to jump right to the details for a specific device. You may search for a device using ONE of the search fields: *Device Number*, *PIN number*, *Capcode*, *Serial Number*, *Holder Name* or *Device Reference* field.

- Search by *device number* can be by area code, prefix, suffix, PIN or a combination of all four.
- Search by *Holder name* will display partial matches for records that BEGIN with the entered value.
- The *Capcode* search field will allow up to 10 digits in length.
- The *Serial Number* search field will allow up to 15 characters in length.
- The *Device Ref 1* search field will allow up to 20 characters in length.
- The *Device Ref 2* search field will allow up to 40 characters in length.

Click on the 'Search' link to display the results – if a single device is found, the device detail will display as shown below along with the available user options. Multiple results for the search will display in a list similar to the "View My Devices" screen.

DEVICE DETAILS	USER OPTIONS
	<p><b>HolderName:</b> EMP KENNETH SMITH  <b>Device Number:</b> ( 201 ) 495 - 0570  <b>PIN:</b> 0000000  <b>Svc Type:</b> 2-Way Messaging  <b>Coverage:</b> NationWide Coverage  <b>Capcode:</b> 9999999999  <b>Frequency:</b> 940.0250MHz  <b>Model:</b> Talkabout T900  <b>Email Domain:</b>  <b>Features:</b> , Advanced Read Receipt  <b>Monthly Rate:</b> \$0.00  <small>Number of included calls/characters are based upon the plan selected with your initial purchase</small></p>
<a href="#">DEVICE FEATURES</a>	<ul style="list-style-type: none"> <li>➤ <a href="#">SEND A MESSAGE</a></li> <li>➤ <a href="#">EXCHANGE A DEVICE</a></li> <li>➤ <a href="#">MODIFY FEATURES</a></li> <li>➤ <a href="#">MOBILE CONNECT</a></li> <li>➤ <a href="#">SEND A TEST PAGE</a></li> <li>➤ <a href="#">RESET VOICE MAIL PASSCODE</a></li> <li>➤ <a href="#">REPROGRAM DEVICE</a></li> <li>➤ <a href="#">CANCEL DEVICE</a></li> </ul>

## Manage My Devices

The center section of the main menu provides quick access to all of your device management options! Please note that options that have not been enabled for your account or login will appear as “grayed out” in this menu. Please contact customer support with any questions or concerns.

### Add a Device:

The first step is to select which service type/device model you would like for the new device that will be shipped to you pre-programmed with a telephone number. Depending on the specific product portfolio included in your contract with USA Mobility, you will be able to select from some or all of the following: Advanced Messaging (aka, “two way”), Text Messaging (aka, “alpha”) or Numeric Messaging.

Once “Add a Device” is selected from the main menu, you will be offered a selection of messaging device products from a screen similar to the one in the example below. Select the radio button next to the device type you wish to order.

ADD DEVICES TO YOUR ACCOUNT		
Choose a Device		
SERVICE TYPE	MODEL	
<input type="radio"/> Text Messaging	Advisor Elite Flex	
<input type="radio"/> Text Messaging	Bravo 802 Flex	
<input type="radio"/> Numeric Messaging	Bravo 502 Flex	
<input type="radio"/> 2-Way Messaging	Sun Telecom ST902 2way RF	

The next step as illustrated below is to indicate your choice to purchase or lease the new device(s) if allowed per your contract with USA Mobility. Select the appropriate option from the drop down menu.

ADD DEVICES TO YOUR ACCOUNT			
Choose a Device			
SERVICE TYPE	MODEL		OWNERSHIP
Text Messaging	Advisor Elite Flex		--Select-- --Select-- Purchase Lease
Monthly Charges:			\$0.00

If the Purchase option is selected, the device cost will display directly above the Monthly Charges.

OWNERSHIP	
Purchase	▼
Device Cost:	\$25.00
Monthly Charges:	\$0.00

Once the ownership option is selected, the screen display will guide you through selection of the package(s) options available for the selected device.

**NOTE:** If coverage area selection is permitted, the coverage area **MUST** be selected before other package options will display.

Choose a Device	
<u>SERVICE TYPE</u> Text Messaging	<u>MODEL</u> Advisor Elite Flex
	
<u>OWNERSHIP</u> Lease ▼	Monthly Charges: \$0.00
<hr/>	
<u>Coverage</u>	<input type="radio"/> New York Tri-State <input type="radio"/> Upstate / Western NY <input type="radio"/> New York Statewide
No Additional Charge No Additional Charge No Additional Charge	
<u>Contract Type</u> Monthly	Device Cost
<u>Domain</u> usamobility.net ▼	Monthly Charges: \$0.00
	QTY: <input type="text" value="1"/> UPDATE
	Total Charges: \$0.00
<small>This amount does not include taxes, surcharges, or shipping fees.</small>	
<a href="#">Add/Edit Device Reference</a>	
Information Services: News, Weather, Sports, etc. are available for this device at no extra charge. <input checked="" type="radio"/> Yes <input type="radio"/> No	
CONTINUE	

Once coverage area is selected, additional package options will display as shown below. If multiple package options are allowed per your contract with USA Mobility, the options will display as available for selection in this screen. Options for selection may include one or more of the following: Coverage, Usage Plan, Optional Features, Device Maintenance and/or Pager Number type. Items that display the “edit” icon to the far right may be modified. In the example below, the user may modify the coverage and device maintenance options only.

Coverage	Upstate / Western NY	No Additional Charge	
Usage Plan	5000 Messages Per Month	No Additional Charge	
Optional Features	Canned Greeting/30sec	No Additional Charge	
Device Maintenance	<input type="radio"/> Device Protection 	No Additional Charge	
	<input type="radio"/> Without Device Protection	No Additional Charge	

Once the package selections are complete, the display will include selection for Pager Number type for the new device(s). Number selection may be limited to a preferred calling area number, toll free number and/or PIN depending on your contract with USA Mobility and number availability for your selected device and package options.

Coverage	New York Tri-State	No Additional Charge	
Usage Plan	5000 Messages Per Month	No Additional Charge	
Optional Features	Canned Greeting/30sec	No Additional Charge	
Device Maintenance	Without Device Protection	No Additional Charge	
Pager Number Type	<input type="radio"/> Preferred Calling Area	No Additional Charge	
	<input type="radio"/> Personal Toll-Free	No Additional Charge	

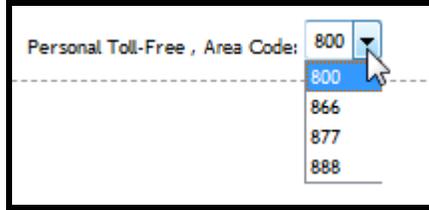
- Selection of Preferred Calling Area will then prompt you to enter a preferred area code.

Pager Number Type	Preferred Calling Area, Area Code: <input type="text"/>	No Additional Charge	
-------------------	---	----------------------	---

The display will then change to a drop down menu of available area code and prefix combinations for the entered area code. In this example: 215 area code has 4 prefixes available. Select the area code/prefix combination from the drop down menu to continue. If no numbers are available for the entered area code, you will be prompted to select another area code.

Preferred Calling Area, Area & Prefix:	<input type="text"/>
	<input type="text"/> <ul style="list-style-type: none"> <li>215-265</li> <li>215-363</li> <li>215-577</li> <li>215-900</li> </ul>

- Selection of a Personal Toll-Free will display a drop down menu of available toll free area codes as shown below. Note: Prefix selection is not available for personal toll-free numbers.



In the last section of the screen, indicate the QTY of units to be ordered in the field on the right hand side as shown below in RED. Enter the quantity and click the UPDATE link. The Device Cost, Monthly Charges and Total Charges values will update to reflect the total units on the order.

Contract Type --Select--	Device Cost \$25.00
Domain usamobility.net	Monthly Charges: \$0.00
<a href="#">Add/Edit Device Reference</a>	<b>QTY:</b> <input type="text" value="1"/> <a href="#">UPDATE</a>
Information Services: News, Weather, Sports, etc. are available for this device at no extra charge. <input checked="" type="radio"/> Yes <input type="radio"/> No	Total Charges: \$25.00
<i>This amount does not include taxes, surcharges, or shipping fees.</i>	
<a href="#">CONTINUE</a>	

The following options may be available for selection in this section:

- **Contract Type** – if your account has established cost center or departmental billing, a drop down menu of available cost centers/departments will display as shown above. If no selection is made, an error message indicating contract selection is required will display when trying to submit the order.
- **Domain** - Select preferred domain for text messaging devices from drop down menu or leave as is for default domain of 'usamobility.net'.
- **Add/Edit Device Reference** - includes holder name and/or device reference fields 1 and 2 for accounts that elect to utilize these reference fields. If quantity ordered is greater than 1, separate reference fields will display for each device as shown below:

**DEVICE REFERENCE**

Device Reference for Device #1

Holder Name :

Device Reference 1 :

Device Reference 2 :

---

Device Reference for Device #2

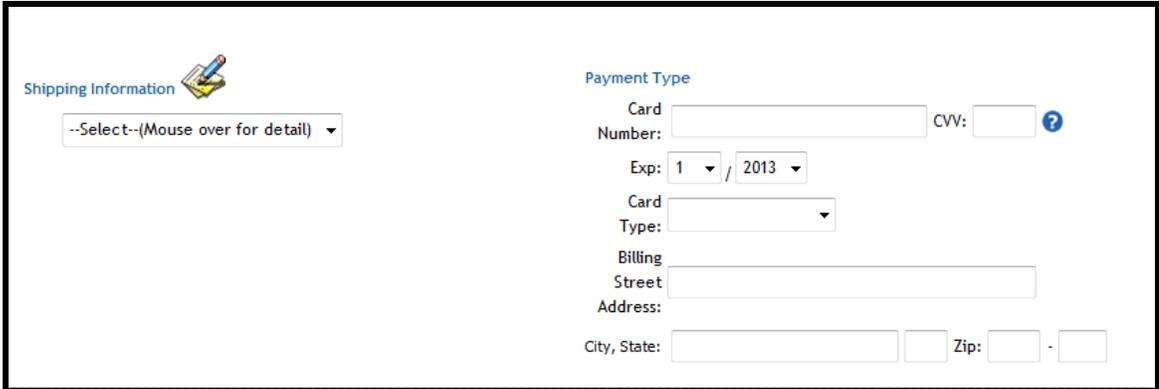
Holder Name :

Device Reference 1 :

Device Reference 2 :

- Information Services – available for text messaging and two way devices only.

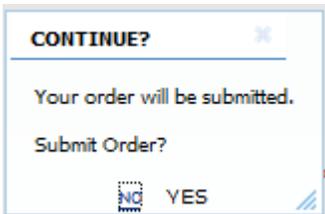
Click CONTINUE at the bottom right corner. The Shipping/Payment Information fields will display to allow selection of a saved shipping address or to enter a new address and to enter a payment method if one is required at the time of order. If your account has an existing credit card on file, you will be offered the Quick Pay option.



The screenshot shows a form with two main sections: "Shipping Information" and "Payment Type".

- Shipping Information:** Includes a dropdown menu with the text "--Select--(Mouse over for detail)".
- Payment Type:** Includes fields for "Card Number", "CVV", "Exp:" (with month and year dropdowns), "Card Type", "Billing Street", "Address", "City, State", and "Zip".

Once the Shipping address and payment information (if required) has been entered, click the SUBMIT ORDER link at the bottom right corner. You will be prompted to Continue:



The dialog box has a title bar "CONTINUE?" and a close button (X). The main text reads "Your order will be submitted." Below this is the question "Submit Order?". At the bottom, there is a "YES" button with a mouse cursor icon over it.

Click **YES** to submit the order. A confirmation screen will display with the Order # as shown below:

Thank-you, your Order has been submitted - Order# 10222101

<u>SERVICE TYPE</u>	<u>MODEL</u>	<u>OWNERSHIP</u>
Text Messaging	Advisor Elite Flex	Purchase
		
		Device Cost: \$25.00
		Monthly Charges: \$0.00
-----		
<a href="#">Coverage</a>	New York Tri-State	No Additional Charge
<a href="#">Usage Plan</a>	5000 Messages Per Month	No Additional Charge
<a href="#">Optional Features</a>	Canned Greeting/30sec	No Additional Charge
<a href="#">Device Maintenance</a>	Without Device Maintenance	No Additional Charge
<a href="#">Pager Number Type</a>	Preferred Calling Area, Area & Prefix: 215-265	No Additional Charge
-----		
<a href="#">Contract Type</a>		Device Cost \$50.00
Monthly		Monthly Charges: \$0.00
<a href="#">Domain</a>		QTY: 2
usamobility.net		Total Charges: \$50.00
<small>This amount does not include taxes, surcharges, or shipping fees.</small>		
<a href="#">Information Services:</a> News, Weather, Sports, etc. are available for this device at no extra charge. (Yes)		
<a href="#">Shipping Information</a>		
SHEILA TEST ORDER		
3000 TECHNOLOGY DR STE 200		
PLANO, TX Zip: 75074 - 7488		

Your order will be processed/shipped within two business days depending on when it was ordered and if we have the device you've requested in stock. You will also receive an email confirmation of the order submission and another email when the order has been shipped that contains the UPS delivery tracking number.

**Exchange Device:**

There are three types of exchanges that can be done via My Account – even exchange, upgrade exchange and spare exchange. From the Manage Devices menu, select Exchange Device and a list of your devices will appear.

**NOTE:** If message forwarding is activated on a device, the forwarding must be removed prior to ordering shipment of a replacement device. If exchange to a spare will retain the same pager number, forwarding will be retained on the new device. If the exchange involves a number change, forwarding will be removed upon activation of the new device.

**NOTE:** AMC Select only service (no paging device) is not eligible for device exchange and will not display in the Exchange Device list for selection. AMC Select w/Device service is eligible for EVEN Order Exchange or LIKE Spare Exchange only but phone number selection is NOT allowed. Mobile Connect service must be removed in order to process a pager number change.

**Select the device you wish to exchange from the list below.  
[Click here to search for a specific device.](#)**

**Account #:** 681373 **Name:** JOHN RORKE

<u>Device Number</u>	<u>PIN</u>	<u>Capcode</u>	<u>Serial Number</u>	<u>Holder Name</u>
(337) 219-1062 (225) 005-0000 (337) 219-1141 (225) 005-0047		41821362	M0041821362	JOHN RORKE
(225) 005-0042		41821377	M0041821377	JOHN DOE
(225) 005-0043		41821380	M0041821380	JOHN DOE
(225) 005-0044		41821383	M0041821383	JOHN DOE
(225) 005-0013		41821386	M0041821386	ADD ON
(225) 660-0080		41821389	M0041821389	JOHN RORKE
(337) 219-1001		41821398	M0041821398	ADD ON
(337) 219-1075		41821401	M0041821401	ADD ON
(225) 005-0040		41821725	M0041821725	ACTIVATE SPARE.
(225) 005-0003		41821728	M0041821728	JOHN RORKE

Total devices in service: 32  
Page 1 of 4 [Next](#)

[» Back to Manage Devices](#)

Sort By Device Number

Clicking on **Device Number** will sort all device numbers by area code.

Sort By Capcode

Clicking on **Capcode** will sort all capcodes for the devices in numerical order.

Sort By Serial Number

Clicking on **Serial Number** will sort all serial numbers for the devices in numerical order.

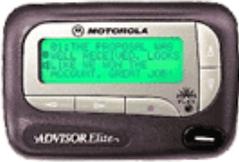
Sort By Holder Name.

Clicking on **Holder Name** will sort all Holder names in alphabetical order

You can select a specific device by clicking on the device telephone number to display a screen as illustrated below.

**Details for the device you wish to exchange are listed below.**

**Account #:** 205891 **Name:** EMP ACCOUNT TESTING ONLY!

 <p>Advisor Elite - Text</p> <p>Click for Device Details</p> <p><a href="#">Send a Page</a></p>	<b>Holder Name:</b>	EMP ACCOUNT TESTING ONLY!
	<b>Device # :</b>	( 201 ) 495 - 0570
	<b>PIN #:</b>	
	<b>Capcode:</b>	004990379
	<b>Frequency:</b>	929.6125 MHz
	<b>Model Description:</b>	Advisor Elite - Text
	<b>Service Type:</b>	Text Messaging
	<b>Coverage:</b>	Local Coverage
	<b>Email Domain:</b>	@
	<b>Monthly Rate:</b>	\$0.00
	<p>Number of included Calls/Characters are based upon the plan selected with your initial purchase.</p>	

**Features**

**Feature:** One Way 5000/25

[Previous Screen](#)
[Continue](#)

Once you have confirmed the device is correct, click on Continue to progress to the next screen.

### Even Exchange

The next step is to determine which type of exchange you need. If you select the first or second category of exchange/swap, USA Mobility will ship the new replacement device to you. Remember to ship back the old, broken, out-of- service device to USA Mobility so that we may update your account records. If your organization participates in our spare device program, you would select the last option and be able to utilize spare devices from your stock to replace old, broken or out of service devices.

Finally, you'll need to select the reason for the exchange transaction from the drop down menu illustrated below.

**Which type of exchange would you like to process?**

**Account #:** 681373 **Name:** JOHN RORKE

**Even Exchange**  
Select this option if your current device is lost or malfunctioning and you want to order a similar replacement device. Your replacement device will provide the same functionality, however, it may be necessary to fulfill your order with a comparable model.

**Upgrade Exchange**  
Select this option if you want to order a replacement device that is different from your current device or your current service. You will be provided selection options for service types, coverages and pricing packages.

**Spare Exchange**  
Select this option if you want to transfer existing service from your current device to a spare device. If your spare device is different from the device that is being replaced, you may be prompted to make selections pertaining to available coverage, phone number, and service options.

» [Back to Manage Devices](#)

Depending on the specifics of your contract with USA Mobility, the exchange categories displayed above may vary.

Select 'Even Exchange' and then click 'Continue'. The following window will be displayed:

**Select the Appropriate Exchange Reason.**

**Account #:** 205891 **Name:** EMP ACCOUNT TESTING ONLY!

**Device #:** (201) 495-0570 **PIN #:**

**Holder Name:** EMP ACCOUNT TESTING ONLY!

**Exchange Reason:** -----Select a reason-----

-----Select a reason-----

Change Device Model

Device Malfunction

External Device Damage

Lost/Stolen Device

Not Receiving Or Sending Pages

» [Back to Manage Devices](#)

The user must select an exchange reason from the drop down menu.

**Select the Appropriate Exchange Reason.**

**Account #:** 681373 **Name:** JOHN RORKE

**Device #:** (337) 219-1075 **PIN #:**

**Holder Name:** ADD ON

**Exchange Reason:** Lost/Stolen Device

» [Back to Manage Devices](#)

Click Continue to process the exchange.

- \* Users with credit card information on file will have the option to select Quick Pay or Pay by Credit Card.
- \* Users that do not have credit card information on file will only have the option to pay by credit card.

The **Payment method** screen will display as seen in the sample below  
 Select **'Quick Pay'** or **'Pay by Credit Card'** as applicable to submit payment.

**Advance purchase of your replacement device is required. Please select a payment method.**

**Account #:** 681373 **Name:** JOHN RORKE

<b>Bravo 502</b>	Device Cost - to be charged to credit card	<b>\$39.00</b>
<b>Payment Amount</b>	This amount does not include recurring rate, taxes or misc. fees	<b>\$39.00</b>

Cancel Exchange
Quick Pay
Pay by Credit Card

[» Back to Manage Devices](#)

- The below screen illustrates the quick pay option.

**Review your payment information below.**

**Account #:** 1235431 **Name:** JOHN RORKE

<b>Credit Card Number:</b>	xxxxxxxxxxxx1765	<b>C.V.V. #:</b>	<input type="text"/>
<b>Expiration Date:</b>	12 / 2010		
<b>Credit Card Type:</b>	Mastercard		
<b>Payment Amount:</b>	<b>\$25.00</b>		

Payment amount represents the cost of the device and does not include recurring service rate, taxes or misc. fees.

Previous Screen
Continue

Enter the applicable **C.V.V number** in the respective field and review credit card payment information. If all is correct click **Continue** to proceed. **NOTE:** When clicking on the information icon next to the CVV field the following window will display:

**CARD VERIFICATION VALUE**

Card Verification Value is a three or four digit number that is unique to each card and only appears on the physical card; the C.V.V.# cannot be obtained from statements or receipts.

This additional security feature is intended to protect customers by helping to ensure that the actual card is present at the time of payment.

The C.V.V. is found on the **back** of Visa, Mastercard and Discover cards.

The C.V.V. is found on the **front** of the American Express cards.



cvv#



cvv#

- If using the *Pay by Credit Card* option the below screen will display with a prompt to enter all applicable information for the credit card that will be used as the pay method.

Complete your payment information below.	
<b>Account #:</b> 1235431	<b>Name:</b> JOHN RORKE
<b>Credit Card Number:</b> 5424180279791765	<b>C.V.V. #:</b> 998
<b>Expiration Date:</b> 10 / 2012	
<b>Credit Card Type:</b> Master Card	
<b>Billing Address:</b> 3000 technology drive	Street Address Only
<b>Zip Code:</b> 75024	
<b>Payment Amount:</b> \$25.00	
Payment amount represents the cost of the device and does not include recurring service rate, taxes or misc. fees.	
<a href="#">Previous Screen</a>	<a href="#">Continue</a>

If there are no charges for the swap you're requesting, you will be forwarded to the screen illustrated below to indicate where the new replacement device should be shipped and that will complete the exchange transaction.

Select a physical shipping address from the list below.	
<b>Account #:</b> 681373	<b>Name:</b> JOHN RORKE
<a href="#">Ship To This Address</a> <b>JOHN RORKE</b> 2800 TECHNOLOGY PLANO , TX 75074	<a href="#">Ship To This Address</a> <b>JOHN RORKE</b> 3100 TECHNOLOGY STE. 300 PLANO , TX 75074
<a href="#">Ship To This Address</a> <b>JOHN RORKE</b> 3200 TECHNOLOGY STE. 500 PLANO , TX 75074	<a href="#">Ship To This Address</a> <b>JOHN RORKE</b> 3100 TECHNOLOGY DR STE 300 PLANO , TX 75074
<b>Device orders will not be shipped to a P.O.Box</b>	
<a href="#">Previous Screen</a>	<a href="#">Create New Address</a>
<a href="#">» Back to Manage Devices</a>	

The user must select the shipping address. Based on the account, the user will be able to create a new shipping address. Click 'Create New Address' to create a new address. The following window will be displayed:

Please enter new shipping address information below.

Account #: 681373 Name: JOHN RORKE

**New Shipping Information**

Contact Name:

Phone Number: (  )  -  ext:

Address 1:

Address 2:

Address 3:

City:

State: AK

Zip:  -

» Back to Manage Devices

Enter the new shipping address and select 'Continue'. The following window will be displayed for the user to review the exchange order information along with the credit card information used as the payment method.

**Please review your exchange order.**

Account #: 681373 Name:

[Edit Device Reference Info](#)

**Device#:** ( 225 ) 005 - 0040

**PIN #:**

**Exchange Reason:** Lost/Stolen Device

**Device Cost:** **\$69.90** Amount to be charged to your credit card.

**Holder Name:** ACTIVATE SPARE.

**Device Reference 1:** **Device Reference 2:**

**Payment Information**

**Credit Card #:** xxxxxxxxxxxxxxx0026

**Expiration Date:** 12 / 2012

**Credit Card Type:** Visa

**Shipping Information**

**Contact Name:** JOHN RORKE

**Phone Number:** ( 972 ) 801 - 0129 ext:

**Address 1:** 3100 TECHNOLOGY DR STE 300

**Address 2:**

**Address 3:**

**City:** PLANO

**State:** TX

**Zip:** 75074-3708

.....  
**Information Services: News, Weather, Sports, etc. are available for this device at no charge.**  
 Do you want these services included on your device?  Yes  No  
 .....

If shipping charges apply they will display on your final confirmation page.  
 Your replacement device will be shipped within 2 business days.

» Back to Manage Devices

Depending on the device **service type**, a prompt will display at the bottom of the screen with the following message: ‘Information Services: News, Weather, Sports, etc. are available for this device at no charge. Do you want these services included on your device?’ Answer the prompt by clicking ‘**Yes**’ or ‘**No**’.

Click ‘**Submit Order**’. You will be notified of a successful exchange transaction with the following message:

Your replacement device will be shipped within 2 business days.			
Account #: 681373		Name: JOHN RORKE	
Your credit card was charged	Your payment confirmation #	Your Order #	
<b>\$69.00</b>	TAS788	10210239	
Please have this information available when contacting Customer Care.			
Order Details			
Device #	PIN #	Current Monthly Rate	New Monthly Rate
(225) 005-0040		<b>\$20.40</b>	<b>\$20.40</b>
<b>Holder Name:</b>	ACTIVATE SPARE.		
<b>Device Reference 1:</b>	<b>Device Reference 2:</b>		
Summary of Charges			
<b>Device replacement charge</b>			<b>\$69.00</b>
<b>Total Recurring Rate (old)</b>	<b>\$20.40</b>	<b>Total Recurring Rate (new)</b>	<b>\$20.40</b>
<b>Shipping &amp; Handling</b>			<b>\$9.99</b>

Print the summary of the exchange transaction page to retain for your records.

### Upgrade Exchange

The second category of exchange is for an upgrade; typically this will include an increase in monthly airtime charges as well as a new device that will be shipped. During this upgrade exchange process you will be prompted to select the new type of service (numeric, alphanumeric or two-way) as well as the type of coverage (local, statewide, regional or nationwide), usage plan and/or optional features and device maintenance. You will also be prompted to either keep your current number during the exchange or to assign a new pager number for the new device.

**NOTE** – Whether you’ve requested an even exchange or an upgrade exchange, when you receive the new device you will have the ability to activate the replacement on line via My Account as well. That option is discussed in the next section of this guide.

**NOTE** – Message Forwarding **MUST** be removed from the device prior to ordering. Message Carbon Copy may remain on the device during the exchange.

Select ‘**Upgrade Exchange**’ and then click ‘**Continue**’. The following window will be displayed:

**Select the Appropriate Exchange Reason.**

Account #: 205891 Name: EMP ACCOUNT TESTING ONLY!

Device #: (866) 200-3991 PIN #:

Holder Name: EMP ACCOUNT TESTING ONLY!

Exchange Reason: Change Device Model

The user must select an exchange reason from the drop down menu and select Continue.

A selection of available messaging type/device models will display similar to the example below. Options displayed may vary depending on your contract with USA Mobility.

**Order Replacement Device (866) 200-3991**

[Choose a Device](#)

<u>SERVICE TYPE</u>	<u>MODEL</u>	
<input checked="" type="radio"/> Text Messaging	Advisor Elite Flex	
<input checked="" type="radio"/> Text Messaging	Bravo 802 Flex	
<input checked="" type="radio"/> Numeric Messaging	Bravo 502 Flex	
<input checked="" type="radio"/> 2-Way Messaging	Sun Telecom ST902 2way RF	

In this example, we'll upgrade from text messaging device to a two-way device. In the example screen above, the 2-way Messaging radio button was selected.

Depending on your contract with USA Mobility, you may be provided the option to purchase or lease the new device as shown below.

Order Replacement Device (866) 200-3991

Choose a Device 

<u>SERVICE TYPE</u>	<u>MODEL</u>		<u>OWNERSHIP</u>
2-Way Messaging	Sun Telecom ST902 2way RF		--Select-- ▼
			Monthly Charges: \$0.00

Otherwise, you will be directed to the device detail screen similar to the one below where you may be directed to select from available Coverage, Usage Plan, Optional Features, Device Maintenance options. You will be prompted to either keep the existing pager number for the device, or have a new pager number assigned.

Order Replacement Device (866) 200-3991

Choose a Device 

<u>SERVICE TYPE</u>	<u>MODEL</u>		<u>OWNERSHIP</u>
2-Way Messaging	Sun Telecom ST902 2way RF		Lease ▼
			Monthly Charges: \$0.00

---

<u>Coverage</u>	Nationwide All Regions	No Additional Charge
<u>Usage Plan</u>	Unlimited Characters/Disp	No Additional Charge
<u>Optional Features</u>	Canned Greeting/30sec	No Additional Charge
<u>Device Maintenance</u>	Device Protection	No Additional Charge 
<u>Pager Number Type</u>	<input type="radio"/> Keep My Current Number <input type="radio"/> Preferred Calling Area <input type="radio"/> Personal Toll-Free	No Additional Charge No Additional Charge No Additional Charge

---

<u>Domain</u>	Device Cost
usamobility.net ▼	Monthly Charges: \$0.00
<a href="#">Add/Edit Device Reference</a>	Total Charges: \$0.00

This amount does not include taxes, surcharges, or shipping fees.

Information Services: News, Weather, Sports, etc. are available for this device at no extra charge.  Yes  No

CONTINUE

The last section of the screen may allow for additional selection/modification of Domain (for text messaging devices), Device Reference (holder and up to 2 device reference fields may be available as shown below) and Information Services for the new device.

Once all selections and device reference information has been completed, click CONTINUE to proceed to Shipping Information. You may select from any previous shipping addresses saved to your account from the drop down menu or you may add a new shipping address for this order.

Once the Shipping address has been entered, click the SUBMIT ORDER link at the bottom right corner. You will be prompted to Continue:

Click **YES** to submit the order. A confirmation screen will display with the Order # as shown below:

Thank-you, your Order has been submitted - Order# 10222499

<u>SERVICE TYPE</u>	<u>MODEL</u>		<u>OWNERSHIP</u>
2-Way Messaging	Sun Telecom ST902 2way RF		Lease
			Monthly Charges: \$0.00
<hr style="border-top: 1px dashed black;"/>			
Coverage	Nationwide All Regions		No Additional Charge
Usage Plan	Unlimited Characters/Disp		No Additional Charge
Optional Features	Canned Greeting/30sec		No Additional Charge
Device Maintenance	Device Protection		No Additional Charge
Pager Number Type	Keep My Current Number		No Additional Charge
<hr style="border-top: 1px dashed black;"/>			
			Device Cost
			Monthly Charges: \$0.00
Domain	usamobility.net		Total Charges: \$0.00
<small>This amount does not include taxes, surcharges, or shipping fees.</small>			
Information Services: News, Weather, Sports, etc. are available for this device at no extra charge. (YES)			
Shipping Information			
SHEILA TEST ORDER			
3000 TECHNOLOGY DR STE 200			
PLANO, TX Zip: 75074 - 7488			

## Spare Exchange

The final category of exchange is using a spare device if your organization qualifies for and participates in the spare device program. Once you select the device telephone number to be exchanged, a list of your available spares will appear and to select one, click on its capcode or serial number as illustrated below.

Remember, when performing a spare exchange transaction, the new into service device will be sent a test page to complete the transaction so remember to put a battery into it and that it's in the "on" position.

Select the capcode or serial number from your spare device to begin the exchange. [More Info](#)

Account #: 205891 Name: EMP ACCOUNT TESTING ONLY!

Like Exchange  
 Unlike Exchange

<a href="#">Exchange</a>	Capcode	Serial Number	Service Type	Frequency (MHz)	Model
<input type="radio"/>	2194010	56ABZW73J6	Text Messaging	929.6125	Advisor Elite Flex
<input type="radio"/>	5851261	56ABZS6RC6	Text Messaging	929.6125	Advisor Elite Flex
<input type="radio"/>	37294760	ST291600023	2-Way Messaging	940.0250	Sun Telecom ST902 2way RF

Total Spare Devices: 3  
Page 1 of 1

Once the spare device has been selected, you will be prompted to select an exchange reason. Select from available reasons from the drop down menu. Click Continue.

Select the Appropriate Exchange Reason.

Account #: 205891 Name: EMP ACCOUNT TESTING ONLY!

Device #: (973) 225-6016 PIN #:

Holder Name: EMP KATIE PIKE

Exchange Reason:

- Select a reason-----
- Select a reason-----
- Change Device Model
- Device Malfunction
- External Device Damage
- Lost/Stolen Device
- Not Receiving Or Sending Pages

The device detail screen similar to the one below will display where you may be directed to select from available Coverage, Usage Plan, Optional Features, and/or Device Maintenance options. You will be prompted to either keep the existing pager number for the device, or have a new pager number assigned.

Swap (973) 225-6016 to Spare Device			
SERVICE TYPE	MODEL		
2-Way Messaging	Sun Telecom ST902 2way RF		Monthly Charges: \$0.00
<hr/>			
Coverage	Nationwide All Regions		No Additional Charge
Usage Plan	25000 Character Plan		\$2.99 
Optional Features	Canned Greeting/30sec		No Additional Charge
Device Maintenance	Device Protection		No Additional Charge 
Pager Number Type	<input type="radio"/> Keep My Current Number <input type="radio"/> Preferred Calling Area <input type="radio"/> Personal Toll-Free		No Additional Charge 
<hr/>			
		Monthly Charges:	\$2.99
Domain	<input type="text" value="usamobility.net"/>	Total Charges:	\$2.99
<hr/>			
			<b>This amount does not include taxes, surcharges, or shipping fees.</b>
<a href="#">Add/Edit Device Reference</a>			
			<a href="#">SUBMIT ORDER</a>

The last section of the screen may allow for additional selection/modification of Domain (for text messaging devices), Device Reference (holder and up to 2 device reference fields may be available as shown below) and Information Services for the new device.

**DEVICE REFERENCE** ✖

---

Device Reference for Device (973) 225-6016

**Holder Name:**

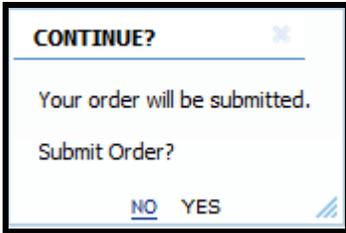
**Device Reference 1:**

**Device Reference 2:**

---

CANCEL | UPDATE

Once all available selections have been made, click SUBMIT ORDER to continue. You will be prompted to confirm the exchange to the spare device:



Select NO to remain on the Swap to Spare screen. Select YES to activate and send a test page to the device. The following confirmation screen will display the new pager phone number assigned to the device.

Thank-you, your Spare Device is now active - (973) 225-6016

<u>SERVICE TYPE</u>	<u>MODEL</u>		
2-Way Messaging	Sun Telecom ST902 2way RF		Monthly Charges: \$0.00
<u>Coverage</u>	Nationwide All Regions		No Additional Charge
<u>Usage Plan</u>	25000 Character Plan		\$2.99
<u>Optional Features</u>	Canned Greeting/30sec		No Additional Charge
<u>Device Maintenance</u>	Device Protection		No Additional Charge
<u>Pager Number Type</u>	Keep My Current Number		No Additional Charge
<u>Domain</u>	usamobility.net		Monthly Charges: \$2.99
			Total Charges: \$2.99

This amount does not include taxes, surcharges, or shipping fees.

### Activate a Replacement

This option is to complete an exchange transaction once you received the replacement device via UPS. This menu option is not for use to initiate an exchange – it’s meant to activate the replacement device once you receive it. It will be sent to you un-programmed. You can contact Customer Support to process the exchange or you can select this My Account menu option and complete the exchange on line yourself.

Select the device telephone number that you ordered the exchange for by clicking on the number in the left column as illustrated below.

**Select the device you wish to activate from the list below.**

**Account #:** 12345678 **Name:** Jim Smith

(  )  -

Device Number	PIN	Capcode	Holder Name
(469) 884-2199	126765451	0002569874	Lance Ashton
(469) 884-2199			
(469) 884-2199	178791543		
(800) 929-4556	236547899	0002219874	Boby Hayes
(800) 929-4556	129897043	0006969874	Frank Sinatra
(800) 929-4556	12945671	0002568547	Henry Arron
(800) 929-0007	1007007	0002569651	Kim White
(800) 929-4556	7858745	0002562365	Don Williams

**Total devices pending activation: 12**  
Page 1 of 2 [Next](#)

[» Back to Manage Devices](#)

The next window to appear will prompt you to click on Activate Device to complete the exchange. Remember to place a battery in the new device and make certain that it's in the "on" position because shortly after you click on Activate Device My Account will send a test page to confirm the exchange transaction is complete.

**Please confirm your request.**

**Account #:** 12345678 **Name:** Jim Smith

**Device #:** 972-555-1212

**PIN #:** 123654

**Order #:** 234099884

[» Back to Manage Devices](#)

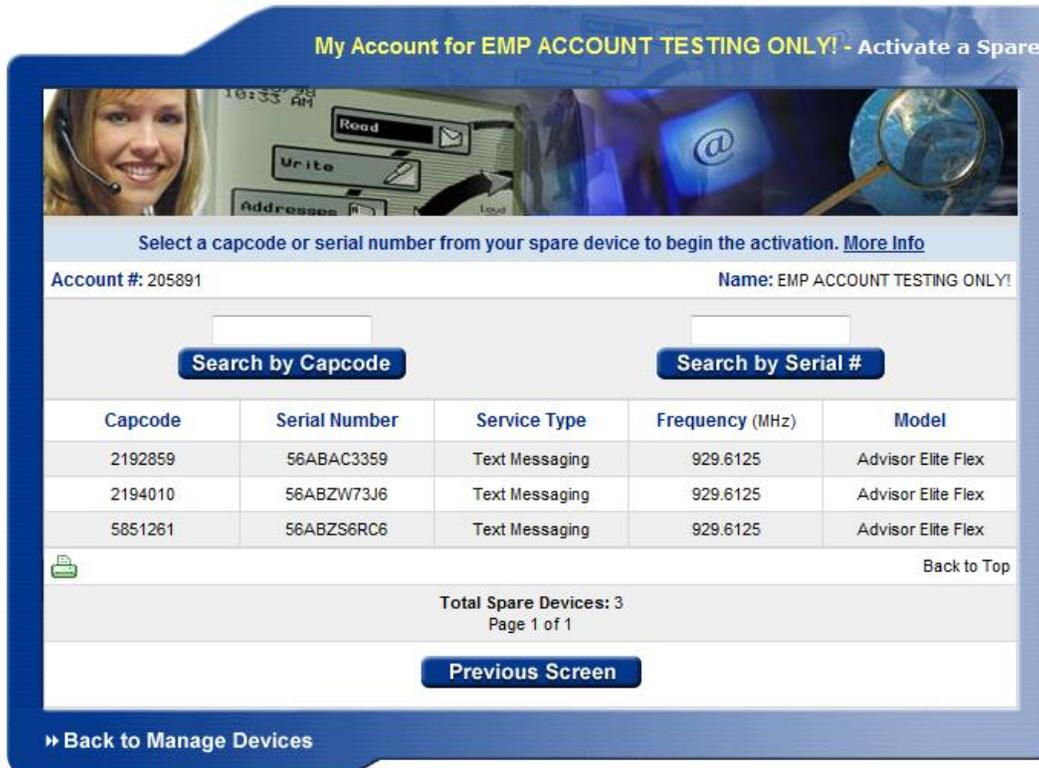
## Manage Spares:

For those clients that participate in the spare device program, you will be able to activate spare devices with telephone numbers and the desired features or order additional spares to keep on hand

From the main menu, click the Manage Spares link to display the spare device options and select the transaction you wish to process.



To activate a spare device (or simply view a list of your spare devices), click on Activate a Spare and the next window that appears will be a list of all of your spare devices:



Click on the capcode or serial number of the device you'd like to activate and you'll see a screen similar to what's displayed below where you will be able to select (if selection is permitted) the type of Coverage, Usage plan, Optional Features, Device Maintenance, Phone Number and Mobile Connect service preference. Remember, when activating a spare, My Account will send the device a test page so make sure that the new spare device has a battery in it and it's in the "on" position.

ACTIVATE YOUR SPARE DEVICE			
<b>SERVICE TYPE</b> Text Messaging	<b>MODEL</b> Advisor Elite Flex		Monthly Charges: <b>\$0.00</b>
<b>Coverage</b>	New York Tri-State	No Additional Charge	
<b>Usage Plan</b>	5000 Messages Per Month	No Additional Charge	
<b>Optional Features</b>	Canned Greeting/30sec	No Additional Charge	
<b>Device Maintenance</b>	Without Device Protection	No Additional Charge	
<b>Pager Number Type</b>	Preferred Calling Area, Area & Prefix: 215-265	No Additional Charge	
<b>Mobile Connect</b>	<input checked="" type="radio"/> yes <input type="radio"/> No <a href="#">Edit Mobile Connect Info</a> 	No Additional Charge	
<b>Contract Type</b>	Monthly	Monthly Charges:	<b>\$0.00</b>
<b>Domain</b>	usamobility.net	Total Charges:	<b>\$0.00</b>
<b>This amount does not include taxes, surcharges, or shipping fees.</b>			
<a href="#">Add/Edit Device Reference</a>			
<a href="#">SUBMIT ORDER</a>			

If Mobile Connect management is enabled for your account, the Mobile Connect selection option will display once the Pager Number has been selected. Click the **Edit Mobile Connect Info** link to enter the **Device Type** (Android, Apple, or BlackBerry) and **Device Email** address for the user's Smart phone as shown below. Click **Add Mobile Connect** to continue or **Cancel** to return to the **Activate Your Spare Device** page.

**Mobile Connect** ✕

[LEARN MORE ABOUT MOBILE CONNECT](#)

**Edit the text fields below to add or modify Mobile Connect**

**Device Type:**

**Device Email:**

**Status:**

[ADD MOBILE CONNECT](#)

An email will be sent to the email address you provided that includes a link to download the application and a Registration User ID and Password. Access this email from your smart phone device and click the Download link. Once you have downloaded the application, Register by entering your User Name and system generated Password when prompted. Once registered, you will begin receiving messages on your Pager and your Smartphone.

**NOTE:** Mobile Connect works as a feature with your existing paging service. Cancellation of pager will also result in termination of the Mobile Connect service.

[CANCEL](#)

Once all available selections have been made, click **SUBMIT ORDER** to continue. You will be prompted to confirm activation of the device:

**CONTINUE?** ✕

---

Your order will be submitted.

Submit Order?

[NO](#) [YES](#) ///

Select **NO** to remain on the activate spare device screen. Select **YES** to activate and send a test page to the device. The following confirmation screen will display the new pager phone number assigned to the device.

**Thank-you, your Spare Device is now active - (215) 265-0339**

<b>SERVICE TYPE</b>	<b>MODEL</b>		
Text Messaging	Advisor Elite Flex		Monthly Charges: <b>\$0.00</b>
<b>Coverage</b>	New York Tri-State		<b>No Additional Charge</b>
<b>Usage Plan</b>	5000 Messages Per Month		<b>No Additional Charge</b>
<b>Optional Features</b>	Canned Greeting/30sec		<b>No Additional Charge</b>
<b>Device Maintenance</b>	Without Device Protection		<b>No Additional Charge</b>
<b>Pager Number Type</b>	Preferred Calling Area, Area & Prefix: 215-265		<b>No Additional Charge</b>
<b>Mobile Connect</b>	<input checked="" type="radio"/> yes <input type="radio"/> No <a href="#">?</a>		<b>No Additional Charge</b>
<b>Contract Type</b>	Monthly		Monthly Charges: <b>\$0.00</b>
<b>Domain</b>	usamobility.net		Total Charges: <b>\$0.00</b>

**This amount does not include taxes, surcharges, or shipping fees.**

If Mobile Connect was selected for the new device, the user will receive an email with further instructions to download and register the Mobile Connect application on their Smartphone.

To order spares for your account, click the Order a Spare link.

**My Account for EMP ACCOUNT TESTING ONLY! - Manage Spares**

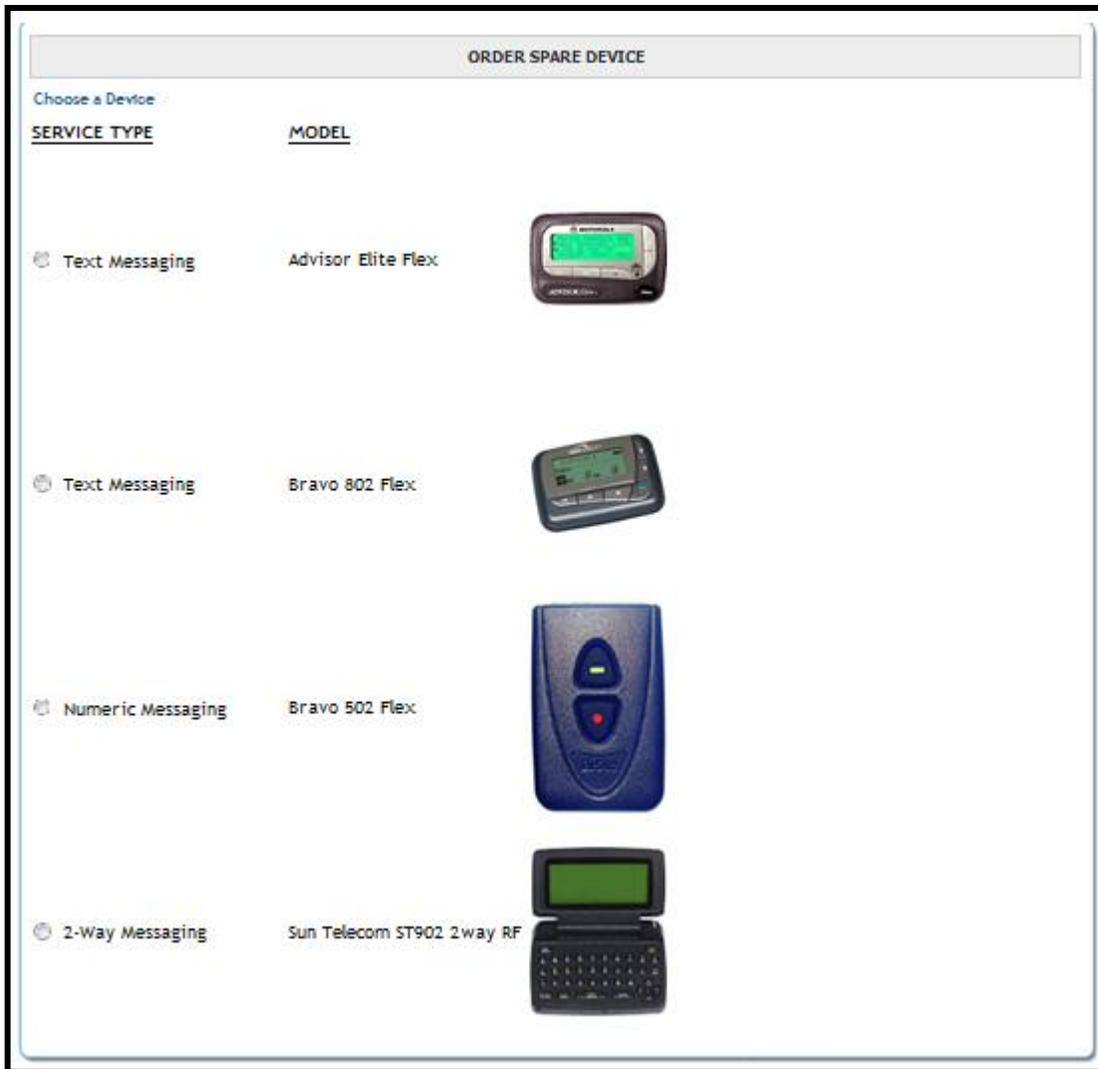


**Select the transaction you wish to process.**

<b>Account #:</b> 205891	<b>Name:</b> EMP ACCOUNT TESTING ONLY!
<b>Order a Spare</b>	Order spare device(s) for your account.
<b>Activate a Spare</b>	Activate a number and features to a spare device on your account.

**→ Back to Manage Devices**

Select the messaging type/device model for the spare devices you intend to order. Depending on your contract with USA Mobility, your options for spare devices may differ from those shown below:



In this example, we will order spare text messaging devices. Once the messaging type/device model is selected, a screen similar to the following will display.

You may be prompted to select a coverage area for the spare device. **NOTE:** Coverage will not be assigned to the spare device, but is needed to ensure that the new device can be activated within the intended coverage area.

Enter the Quantity of units you wish to order and indicate whether you wish the devices to be programmed with Information Services.

**ORDER SPARE DEVICE**

Choose a Device 

<u>SERVICE TYPE</u>	<u>MODEL</u>	
Text Messaging	Advisor Elite Flex	

---

Coverage 

- New York Tri-State
- Upstate / Western NY
- New York Statewide

---

QTY:  [UPDATE](#)

Information Services: News, Weather, Sports, etc. are available for this device at no extra charge.  Yes  No

[CONTINUE](#)

Click [CONTINUE](#) to proceed to Shipping Information. You may select from any previous shipping addresses saved to your account from the drop down menu or you may add a new shipping address for this order.

Shipping Information 

--Select-- (Mouse over for detail) ▼

- Select-- (Mouse over for detail)
- Add New Shipping Address**
- BARBARA DIGUGLIELMO
- MY ACCOUNT PARENT ACCOUNT

Shipping Information 

Contact:

Phone Number: (  )  -  ext:

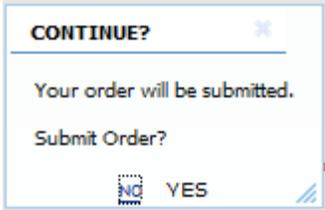
Address 1:

Address 2:

Address 3:

City, State:   Zip:  -

Once the Shipping address has been entered, click the [SUBMIT ORDER](#) link at the bottom right corner. You will be prompted to Continue:



Click **YES** to submit the order. A confirmation screen will display with the Order # as shown below:



**View Devices:**

In the View Devices menu option, you'll be able to view a complete list of all devices on your account as well as the device numbers, pin numbers (if applicable), capcodes, holder names, device reference #1 and device reference #2 (helpful to track cost centers, purchase order #s, department names, etc). Depending on the size of your account, it may be more convenient to use the Search options (located at the top of the page) or the Sort options for the following columns: Device Number, Capcode, Serial Number, Holder Name, Device Reference 1, and Device Reference 2.

To View Details, SELECT the Device Number. To Edit Reference Information for a single Device Number, Click Edit & Save. To Edit Reference Information for multiple Device Numbers, Click the Check Box for all records that you want to update then Mass Edit Link.

 [SEARCH](#) for a specific device.

<< <PREV 1 NEXT >>

Page 1 of 1 | Page#:  GO

DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	DEVICE REFERENCE 1	DEVICE REFERENCE 2	SINGLE UPDATE	<input type="checkbox"/>
(201) 495-0570 (888) 200-8642		9999999999	56ABXS5NQ5	EMP KENNETH SMITH	003632107	3632107	EDIT	<input type="checkbox"/>
(201) 495-0571 (800) 946-4646	1090401	003348969	M0039516345	EMP PAMELA ROY	NURSING	44556677	EDIT	<input type="checkbox"/>
(215) 265-4980 (866) 200-3985		002126090	M0041400174	EMP KEN SMITH	003632107	3632107	EDIT	<input type="checkbox"/>
(973) 225-6016		002126089	M0041400171	EMP KATIE PIKE	CC 9968	44454B9	EDIT	<input type="checkbox"/>
(877) 216-9475 (877) 216-0809		1075823	37AXXY49M7	EMP JANET FISCHER	DEAN OF ADMISSIONS	DALLAS	EDIT	<input type="checkbox"/>
(256) 433-0007 (866) 864-8980 (228) 208-0040		1177332	M0036483129	MYA MIRANDA JACKSON	MARKETING DIRECTOR	12345787	EDIT	<input type="checkbox"/>

<< <PREV 1 NEXT >>

Page 1 of 1 | Page#:  GO

MASS EDIT

**NOTE:** Up to 100 devices, if applicable, will be displayed per screen. If multiple screens exist for the device list, the page navigation at the top and bottom of screen will display as shown below. Select **PREV** or **NEXT** to scroll the page navigation links displayed to the next set of 10 or you may jump directly to a page number by entering the **Page#** and clicking the **GO** link.

To View Details, SELECT the Device Number. To Edit Reference Information for a single Device Number, Click Edit & Save. To Edit Reference Information for multiple Device Numbers, Click the Check Box for all records that you want to update then Mass Edit Link.

 [SEARCH](#) for a specific device.

<< <PREV 1 2 3 4 5 6 7 8 9 10 NEXT >>

Page 1 of 57 | Page#:  GO

**Sort By Device Number**

Clicking on **Device Number** will sort all records by area code. (If multiple numbers exist per device, records will sort using primary pager number.)

Sort By Capcode

Clicking on **Capcode** will sort all records in numerical order.

Sort By Serial Number

Clicking on **Serial Number** will sort all records in numerical order.

Sort By Holder Name.

Clicking on **Holder Name** will sort all records alphabetical order

Sort By Device Reference 1.

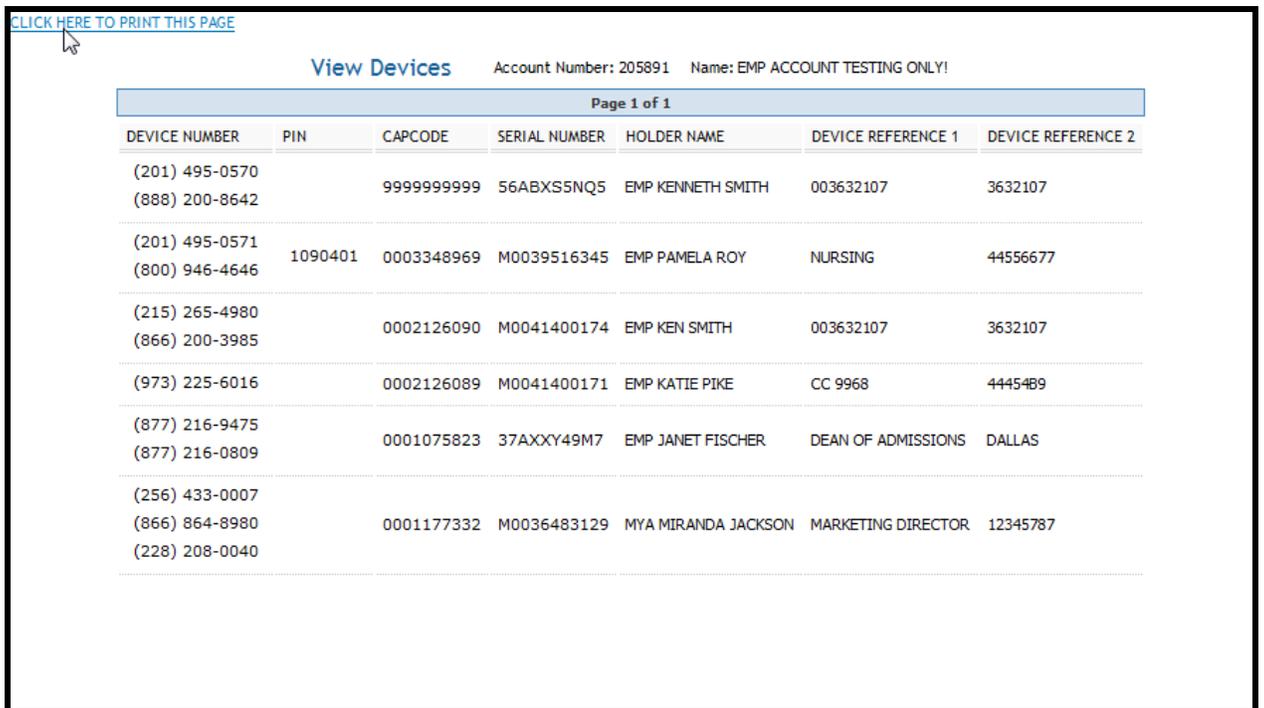
Clicking on **Device Reference 1** will sort all records in alphabetical order

Sort By Device Reference 2.

Clicking on **Device Reference 2** will sort all records in alphabetical order.

Print Records

The user can print a list of the devices assigned to an account by selecting the **Print Icon**. A window with the records to be printed will be launched as shown below. Click the link in the upper left corner to open the print dialogue window. When printing is completed you may close the print browser window to return to the View Devices screen.



The screenshot shows a web interface titled "View Devices" for Account Number 205891 and Name EMP ACCOUNT TESTING ONLY!. It displays a table of device records. A link "CLICK HERE TO PRINT THIS PAGE" is visible in the top left corner of the interface.

Page 1 of 1						
DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	DEVICE REFERENCE 1	DEVICE REFERENCE 2
(201) 495-0570 (888) 200-8642		9999999999	56ABXS5NQ5	EMP KENNETH SMITH	003632107	3632107
(201) 495-0571 (800) 946-4646	1090401	0003348969	M0039516345	EMP PAMELA ROY	NURSING	44556677
(215) 265-4980 (866) 200-3985		0002126090	M0041400174	EMP KEN SMITH	003632107	3632107
(973) 225-6016		0002126089	M0041400171	EMP KATIE PIKE	CC 9968	44454B9
(877) 216-9475 (877) 216-0809		0001075823	37AXXY49M7	EMP JANET FISCHER	DEAN OF ADMISSIONS	DALLAS
(256) 433-0007 (866) 864-8980 (228) 208-0040		0001177332	M0036483129	MYA MIRANDA JACKSON	MARKETING DIRECTOR	12345787

Using the prompt **'Click here'** to search for a specific device will display the search window.

**SEARCH**

Choose one search criteria and populate the corresponding field below.

Device Number: (  )   - PIN

Capcode:

Serial Number:

Holder Name:

Device Ref 1:

Device Ref 2:

CLOSE | SEARCH

This feature will allow you to search for a specific device by *Device number*, *PIN number*, *Capcode*, *Serial Number* or *Holder Name*.

- When conducting a search by *device number*, the user can search by the area code, prefix, suffix, PIN or a combination of all four.
- When conducting a search by *Holder name*, the user must enter the *holder's* name. (Partial matches for records that BEGIN with the entered value will display.)
- When conducting a search for a device by *Capcode* the search field will allow up to 10 digits in length.
- When conducting a search for a device by *Serial Number* the search field will allow up to 15 characters in length.
- When conducting a search for a device by *Device Ref 1* the search field will allow up to 20 characters in length.
- When conducting a search for a device by *Device Ref 2* the search field will allow up to 40 characters in length.

You can enter search information into a specific field to conduct a search for specific unit(s). Click on 'Search' to begin the search process.

### Edit Device Info

To modify data in the Holder Name, Device Reference 1 or Device Reference 2 columns, you may either select a single device to edit or multiple devices for "mass edit". In order to minimize potential errors, a "mouse over" tooltip has been added for these fields during edit mode to indicate any specific format or data requirements (device reference field masking) established for the account.

- **Single Update:** Click the EDIT link to the right of the single line item to be modified. The Holder, Device Reference 1 and Device Reference 2 fields will become accessible for modification as shown below. Click the SAVE link to keep the updates. Click CANCEL to return to the View Devices screen without saving changes.

To View Details, SELECT the Device Number. To Edit Reference Information for a single Device Number, Click Edit & Save. To Edit Reference Information for multiple Device Numbers, Click the Check Box for all records that you want to update then Mass Edit Link.

SEARCH for a specific device.

Page 1 of 1 | Page#:  GO

DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	DEVICE REFERENCE 1	DEVICE REFERENCE 2	SINGLE UPDATE
(866) 200-3991		002192859	56ABAC3359	EMP ACCOUNT TESTING ONLY!			SAVE   CANCEL <input type="checkbox"/>
(201) 495-0570		9999999999	56ABX55NQ5	EMP KENNETH SMITH	003632107	3632107	EDIT <input type="checkbox"/>
(888) 200-8642							

- Mass Edit:** Select the devices to be updated by clicking the check boxes to the right of each device to be updated - OR - select the checkbox found to the immediate right of the column header for SINGLE UPDATE to select ALL records on the page. Click the MASS EDIT link at the bottom of the screen. The records selected for update will be displayed with the Holder, Device Reference 1 and Device Reference 2 fields accessible for modification as shown below.

Edit reference information for the selected records.

DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	DEVICE REFERENCE 1	DEVICE REFERENCE 2
(866) 200-3991		002192859	56ABAC3359	EMP ACCOUNT TESTING ONLY!		
(201) 495-0571	1090401	003348969	M0039516345	EMP PAMELA ROY	NURSING	44556677
(800) 946-4646						
(973) 225-6016		002126089	M0041400171	EMP KATIE PIKE	CC 9968	4445489

CANCEL | SUBMIT CHANGES

You may select CANCEL to go back to the VIEW DEVICES screen without saving any changes.

Click Submit Changes once all updates are complete. A confirmation screen with all of the updated devices will display.

Record(s) listed below processed successfully and have been updated.

DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	DEVICE REFERENCE 1	DEVICE REFERENCE 2
(866) 200-3991		002192859	56ABAC3359	EMP SHEILA TEST	RADIOLOGY	44556789
(201) 495-0571	1090401	003348969	M0039516345	EMP PAMELA ROY	RADIOLOGY	44556677
(800) 946-4646						
(973) 225-6016		002126089	M0041400171	EMP KATIE PIKE	RADIOLOGY	4445489

RETURN TO LIST

Click RETURN TO LIST at the bottom of the display to return to the VIEW DEVICES screen.

**NOTE:** During Device Info Edit, a warning message prompt will appear when the current My Account session is about to expire. Select Y to reset the session timer for an additional 30 minutes. Not responding or selecting N will allow session to expire; you will need to log back in and rekey any changes.

## Modify Features

From the View Devices option, you can click on a device telephone number and you will see a screen as illustrated below with specifics for that device.

Details for the selected device are listed below. [More Info](#)

**Account #:** 205891 **Name:** EMP ACCOUNT TESTING ONLY!

<b>Advisor Elite - Text</b>	<b>Holder Name:</b>	KEN SMITH
	<b>Device # :</b>	( 215 ) 265 - 4980
<a href="#">Click for Device Details</a>	<b>PIN #:</b>	
<a href="#">Send a Page</a>	<b>Capcode:</b>	002126090
	<b>Frequency:</b>	929.6125 MHz
	<b>Model Description:</b>	Advisor Elite - Text
	<b>Service Type:</b>	Text Messaging
	<b>Coverage:</b>	Local Coverage
	<b>Email Domain:</b>	@usamobility.net
	<b>Monthly Rate:</b>	\$0.00

Number of included Calls/Characters are based upon the plan selected with your initial purchase.

**Features**

Feature: Voice Mail Feature

Feature: One Way 5000/.25

Feature: Multi-Messenger

Feature: MyAlias

[Previous Screen](#) [Exchange Device](#) [Modify Features](#) [More Options](#)

You may process an exchange on this device by clicking on the Exchange Device button as well as send a message to the device from the Send a Page link directly below the device image on the left of the screen.

By selecting Modify Features, you will be able to modify/update the device's coverage area or select a new telephone number for the device.

Please select a coverage level and/or number type for your device.  
Your Current Coverage is: StateWide Coverage Coverage

Account #: 205891 Name: MY ACCOUNT TEST ACCOUNT

**Local Coverage**  
Wide Area Coverage  
Coverage is available in most metropolitan areas. It's ideal for on-the-go people who rarely travel out of their local area.

Keep Current Number  
601-461-XXXX  
601-471-XXXX  
601-478-XXXX  
601-640-XXXX  
662-702-XXXX  
662-921-XXXX

with the coverage you selected without changing your device number. Select **ONLY** if you want a new number assigned to your replacement device.

[view a map of the coverage selected.](#)

Previous Screen Continue

[Back to Manage Devices](#)

There is a link for More Info in the upper right corner of the screen that will display additional helpful information as illustrated on page 33.

**My Account supports the following device options:**

**Exchange Device**  
Process an exchange from your current device to a new device. Options may include even exchanges, upgrade exchanges and spare exchanges. Service to your existing device will not be interrupted until the replacement device is received and activated.

**Modify Features**  
Select a new coverage, add or change device features, voicemail and/or pager protection. With this option you will choose a new package for your device. For your new package you will be prompted to make the following selections: Device Coverage, Device Number Type and Device Features.

**More Options**

**Send a Text Page:**  
Request to have a test page sent to your wireless device.

**Reset Voice Mail Passcode:**  
The passcode to access your voicemail account will be reset to a system generated number. You will receive a page informing you of your new passcode. Note: Existing voicemail messages will not be affected.

**Reprogram Device:**  
As a means of troubleshooting missed messages, request to have the programming values reset for your device. Note: Existing voicemail messages will not be affected.

**Cancel Device:**  
Submit an email request to cancel service for your wireless device.

[Close Window](#)

By selecting the More Options button from the View Devices menu, you will be able to reprogram a device, request a cancellation, reset a voice mail password or send a test page.

Please select from the following options for:	
<b>Device Number: ( 601 ) 461 - 0339 PIN Number:</b>	
<b>Account #:</b> 205891	<b>Name:</b> MY ACCOUNT TEST ACCOUNT
<b>Send a Test Page</b>	Request to have a test page sent to your wireless device.
<b>Reset Voice Mail Passcode</b>	The passcode to access your voicemail account will be reset to a system generated number. You will receive a page from USA Mobility informing you of your new passcode.
<b>Reprogram Device</b>	As a means of troubleshooting missed messages, request to have the programming values reset for your device. Note: Existing voicemail messages will not be affected.
<b>Cancel Device</b>	Submit an email request to cancel service for your wireless device.
<a href="#">Previous Screen</a>	
<a href="#">» Back to Manage Devices</a>	

### Alias Maintenance:

Will allow you to substitute the numeric portion of a wireless device's email (domain) address (i.e., [8005551212@archwireless.net](mailto:8005551212@archwireless.net), [8005551212@my2way.com](mailto:8005551212@my2way.com), [8005551212@usamobility.net](mailto:8005551212@usamobility.net) or [8005551212@airmessage.net](mailto:8005551212@airmessage.net)) with text (i.e., [name@archwireless.net](mailto:name@archwireless.net), [name@my2way.com](mailto:name@my2way.com), [name@usamobility.net](mailto:name@usamobility.net) or [name@airmessage.net](mailto:name@airmessage.net)). The phone number portion is still active but the text email address may be easier to remember.

This function provides the ability to view and maintain the device domain and up to four (4) usernames (aliases) for the devices (domain specific) within the My Account application.

The alias cannot be duplicated within any of the following USMO company domain address: archwireless.net, my2way.com, airmessage.net and usamobility.net. While usamobility.net is the default domain, you may select a different domain from the domain drop down menu when editing the alias for a device.

Select the Alias Maintenance menu option

Please select from the following options:	
<b>Account #:</b> 205891	
<b>Name:</b> MY ACCOUNT TEST ACCOUNT	
<b>Add a Device</b>	Order an additional device for your account.
<b>View Device(s)</b>	Search for specific device(s), view a list of devices, edit device reference information, send a test page, reprogram your device, reset your voicemail passcode, or modify the device features.
<b>Alias Maintenance</b>	Modify or Add Alias Names for your active device numbers.
<b>Message Carbon Copy</b>	Modify or Add Message Carbon Copy for your active text capable devices.
<b>Exchange Device</b>	Process an exchange from your current device to a new device. Options include like exchanges, upgrade exchanges and spare exchanges. Service to your existing device will not be interrupted until the replacement device is received and activated.
<b>Activate a Replacement</b>	Select this option once you have received your replacement device. This process will transfer service from your existing device to your replacement device.
<b>Manage Spares</b>	Order a spare device or activate a number and features to a spare device on your account.
<a href="#">» Back to Main</a>	

The screen will display up to 100 device numbers.

To Edit Alias Name for a single Device Number, Click Edit & Save. To Edit Alias Name for Multiple Device Numbers, Click the Check Box for all records that you want to update then Mass Edit Link.

SEARCH for a specific device.

Page 1 of 1 | Page#:  GO

DEVICE NUMBER	PIN	CAPCODE	HOLDER NAME	ALIAS DOMAIN	ALIAS	SINGLE UPDATE	
(866) 200-3991		002192859	EMP SHEILA TEST	usamobility.net		EDIT	<input type="checkbox"/>
(201) 495-0570		9999999999	EMP KENNETH SMITH	usamobility.net		EDIT	<input type="checkbox"/>
(888) 200-8642		9999999999	EMP KENNETH SMITH	usamobility.net		EDIT	<input type="checkbox"/>
(201) 495-0571		003348969	EMP PAMELA ROY	usamobility.net		EDIT	<input type="checkbox"/>
(800) 946-4646	1090401	003348969	EMP PAMELA ROY	usamobility.net		EDIT	<input type="checkbox"/>
(215) 265-4980		002126090	EMP KEN SMITH	usamobility.net	testing999	EDIT	<input checked="" type="checkbox"/>
(866) 200-3985		002126090	EMP KEN SMITH			EDIT	<input type="checkbox"/>
(973) 225-6016		002126089	EMP KATIE PIKE	usamobility.net	Katie	EDIT	<input checked="" type="checkbox"/>
(877) 216-9475		1075823	EMP JANET FISCHER	usamobility.net		EDIT	<input type="checkbox"/>
(877) 216-0809		1075823	EMP JANET FISCHER	usamobility.net		EDIT	<input type="checkbox"/>
(256) 433-0007		1177332	MYA MIRANDA JACKSON			EDIT	<input type="checkbox"/>
(866) 864-8980		1177332	MYA MIRANDA JACKSON			EDIT	<input type="checkbox"/>
(228) 208-0040		1177332	MYA MIRANDA JACKSON			EDIT	<input type="checkbox"/>

Page 1 of 1 | Page#:  GO

MASS EDIT

#### Sort By Device Number

Clicking on **Device Number** will sort all device numbers by area code.

#### Sort By Capcode

Clicking on **Capcode** will sort all capcodes for the devices in numerical order.

#### Sort By Holder Name.

Clicking on **Holder Name** will sort all Holder names in alphabetical order

#### Print Records

The user can print a list of the devices assigned to an account by selecting the **Print Icon**. A window with the records to be printed will be launched as shown below. Click the link in the upper left corner to open the print dialogue window. When printing is completed you may close the print browser window to return to the View Devices screen.

[CLICK HERE TO PRINT THIS PAGE](#)

**Alias Maintenance**      Account Number: 205891      Name: EMP ACCOUNT TESTING ONLY!

Page 1 of 1

DEVICE NUMBER	PIN	CAPCODE	HOLDER NAME	ALIAS DOMAIN	ALIAS
(866) 200-3991		002192859	EMP SHEILA TEST	usamobility.net	
(201) 495-0570		9999999999	EMP KENNETH SMITH	usamobility.net	
(888) 200-8642		9999999999		usamobility.net	test45 ✓
(201) 495-0571		003348969	EMP PAMELA ROY	usamobility.net	test46 ✓
(800) 946-4646	1090401	003348969	EMP PAMELA ROY	usamobility.net	
(215) 265-4980		002126090	EMP KEN SMITH	usamobility.net	testing999 ✓
(866) 200-3985		002126090	EMP KEN SMITH		
(973) 225-6016		002126089	EMP KATIE PIKE	usamobility.net	Katie ✓
(877) 216-9475		1075823	EMP JANET FISCHER	usamobility.net	
(877) 216-0809		1075823	EMP JANET FISCHER	usamobility.net	
(256) 433-0007		1177332	MYA MIRANDA JACKSON		
(866) 864-8980		1177332	MYA MIRANDA JACKSON		
(228) 208-0040		1177332	MYA MIRANDA JACKSON		

**Search**

To search for a specific alias by Device number, Device Number plus PIN, Holder Name, or Alias, choose the “Click [here](#)” prompt and insert the search criteria.

Search requirements:

- Select and enter only one criterion for each search.
- When searching by the device number, the number must be a complete (10 digit) device number.
- When searching by the device number plus PIN, the number must be a complete (10 digit) number plus PIN.

**SEARCH** ✕

**Choose one search criteria and populate the corresponding field below.**

Device Number: (  )   - PIN

Holder Name:

Alias:

CLOSE | SEARCH

**NOTE:** During Alias Edit, a warning message prompt will appear when the current My Account session is about to expire. Select Y to reset the session timer for an additional 30 minutes. Not responding or selecting N will allow session to expire; you will need to log back in and rekey any changes.

You may either select a single device to edit or multiple devices for “mass edit” of the device domain or alias(s). If one or more aliases are assigned to a device, one alias must be selected as the “preferred” alias. The preferred alias will be indicated by the black check mark as seen in the illustration below. To change the preferred alias, simply click the check mark next to the intended alias.

- **Single Update:** Click the EDIT link to the right of the single line item to be modified. The domain and 4 alias fields will become accessible for modification as shown below. Click the SAVE link to retain the updates. Click CANCEL to return to the View Devices screen without saving changes.

- **Mass Edit:** Select the devices to be updated by clicking the checkboxes to the right of each device to be selected for update - OR – select the checkbox found to the immediate right of the column header for SINGLE UPDATE to select ALL records on the page. Click the MASS EDIT link at the bottom of the screen. The records selected for update will be displayed with the domain and 4 alias fields accessible for modification as shown below.

DEVICE NUMBER	PIN	CAPCODE	HOLDER NAME	ALIAS DOMAIN	ALIAS	
(888) 200-8642	999999999		EMP KENNETH SMITH	usamobility.net		✓
						✓
						✓
						✓
(201) 495-0571	003348969		EMP PAMELA ROY	usamobility.net		✓
						✓
						✓
						✓

You may select CANCEL to go back to the VIEW DEVICES screen without saving any changes.

Click Submit Changes once all updates are complete. A confirmation screen with all of the updated devices will display. Click RETURN TO LIST to go back to Alias Maintenance.

Record(s) listed below processed successfully and have been updated.					
DEVICE NUMBER	PIN	CAPCODE	HOLDER NAME	ALIAS DOMAIN	ALIAS
(888) 200-8642		9999999999	EMP KENNETH SMITH	usamobility.net	test45 ✓
(201) 495-0571		003348969	EMP PAMELA ROY	usamobility.net	test46 ✓

[RETURN TO LIST](#)

## Message Routing

The **MESSAGE ROUTING** option will be accessible to authorized users from the main menu. Click on the MESSAGE ROUTING link to access the Message Carbon Copy/Message Forward and Multi-Messenger group management options as shown below.

MANAGE MY DEVICES		
<a href="#">ADD A DEVICE</a>	<a href="#">MANAGE SPARES</a>	<a href="#">MESSAGE ROUTING</a> > <a href="#">MSG CARBON COPY/FWD</a> > <a href="#">MULTI-MESSENGER</a>

## Message Carbon Copy/Message Forward

This option will allow you to have practically any of your wireless device's messages copied or forwarded to another wireless device or an email address (note – there are some exceptions, please speak with Customer Support to determine if there are units on your account not capable of this service). Selecting MSG Carbon Copy/Fwd will display a listing of all devices that are eligible for this service.

**NOTE:** Selecting an AMC Select service record will display the edit fields for Message Forward only since AMC Select service is not eligible for Message Carbon Copy.

To update Message Carbon Copy and/or Message Forward addresses, select the Modify link below for the device number you want to change.

 [SEARCH](#) for a specific device.

**Note:** "ON" indicates that messages are currently being Carbon Copied or Forwarded to the designated address. "Inactive" in the MSG Cc column indicates that although carbon copy address exists, messages are currently NOT being copied to the Cc address because Message Forwarding is enabled. "OFF" indicates that secondary address for Carbon Copy and/or Forwarding does not exist. 

Page 1 of 1

DEVICE NUMBER 	HOLDER NAME 	MSG Cc	MSG FWD	Action
(201) 495-4041	MYA CINDY TEST	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(201) 495-4229	MYA CINDY TEST	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(225) 212-0423	MYA KATIE TURNER	OFF	ON	<a href="#">VIEW/MODIFY</a>
(228) 208-0021	MYA MIRANDA JACKSON	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(256) 433-0007	MYA MIRANDA JACKSON	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(866) 864-8980	MYA MIRANDA JACKSON	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(866) 200-0030	MYA JANET FISCHER	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(877) 216-9475	MYA JANET FISCHER	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(866) 200-3923	MYA SARAH RAE	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(973) 268-0000	MYA MAUREIS ERVIN	OFF	OFF	<a href="#">VIEW/MODIFY</a>

Page 1 of 1

[Previous Screen](#)

[BACK TO TOP](#)

Sort By Device Number

Clicking on **Device Number** will sort all device numbers by area code.

Sort By Holder Name.

Clicking on **Holder Name** will sort all Holder names in alphabetical order

**NOTE:** For more search options, within the header of the screen select '**Click here**' to search for a specific device and the screen will display additional search fields to choose from as shown below.

**Choose one search criteria and populate the corresponding field below:**

Device Number: (  )   - PIN

---

Holder Name:

---

Cc Device Number: (  )   - PIN

---

Cc E-mail Address:

---

Fwd Device Number: (  )   - PIN

---

Fwd E-mail Address:

---

Only one search option can be selected at a time. Enter the applicable search information and click 'Search' to display the search results as shown in the sample below.

**The record(s) below match your search criteria**

**Note:** "ON" indicates that messages are currently being Carbon Copied or Forwarded to the designated address. "Inactive" in the MSG Cc column indicates that although carbon copy address exists, messages are currently NOT being copied to the Cc address because Message Forwarding is enabled. "OFF" indicates that secondary address for Carbon Copy and/or Forwarding does not exist. [?](#)

Page 1 of 1

DEVICE NUMBER	HOLDER NAME	MSG Cc	MSG FWD	Action
(201) 495-4041	MYA CINDY TEST	OFF	OFF	<a href="#">VIEW/MODIFY</a>

Page 1 of 1

[RETURN TO LIST](#)

[BACK TO TOP](#)

By clicking the **VIEW/MODIFY** link to the right of the line item to add or modify the Message Carbon Copy or Forwarding addresses.

Click the **Update** link to the right of the added or modified address to save changes. A single device can have up to 3 carbon copy recipients (one wireless device and 2 email addresses). Message forwarding allows for only recipient, but can be a wireless device or email address. Please note that if you copy one device's messages to another device, both devices will be responsible for the monthly call/message counts. With Message Forwarding, only the recipient device receives the messages. Messages will no longer be received on the primary device.

Check the **Delete** box next to a carbon copy or forwarding address you wish to remove from the device and click UPDATE.

**Message Routing for: (225) 212-0423**

**Carbon Copy Address** Delete

(  )   - PIN UPDATE

Carbon Copy Email UPDATE

Carbon Copy Email UPDATE

---

**Forward Address** Delete

( 888 ) 395 7878 -  UPDATE

testemail@gmail.com UPDATE

[✕](#)

If the transaction is successful the Message Carbon Copy/Forward screen will display a confirmation message that the record(s) were processed and information has been updated. Click the Blue X to close the edit view for a device. Click the VIEW/MODIFY link to view the addresses of another device.

**If Message Carbon Copy and Forwarding are both active on the device, Message Carbon Copy will be suspended until Forwarding is removed.** The status will indicate “inactive” in the MSG Cc status column.

**To update Message Carbon Copy and/or Message Forward addresses, select the Modify link below for the device number you want to change.**

 [SEARCH](#) for a specific device.

**Note:** "ON" indicates that messages are currently being Carbon Copied or Forwarded to the designated address. "Inactive" in the MSG Cc column indicates that although carbon copy address exists, messages are currently NOT being copied to the Cc address because Message Forwarding is enabled. "OFF" indicates that secondary address for Carbon Copy and/or Forwarding does not exist. 

Page 1 of 1

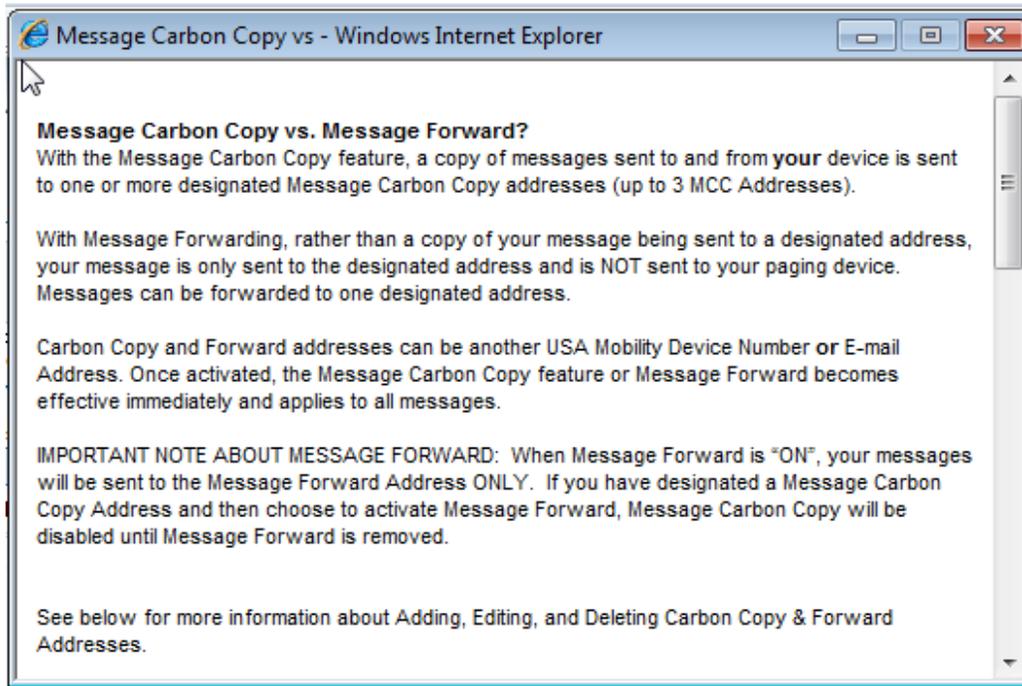
DEVICE NUMBER	HOLDER NAME	MSG Cc	MSG FWD	Action
(201) 495-4041	MYA CINDY TEST	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(201) 495-4229	MYA CINDY TEST	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(225) 212-0423	MYA KATIE TURNER	Inactive	ON	<a href="#">VIEW/MODIFY</a>
(228) 208-0021	MYA MIRANDA JACKSON	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(256) 433-0007	MYA MIRANDA JACKSON	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(866) 864-8980	MYA MIRANDA JACKSON	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(866) 200-0030	MYA JANET FISCHER	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(877) 216-9475	MYA JANET FISCHER	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(866) 200-3923	MYA SARAH RAE	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(973) 268-0000	MYA MAUREIS ERVIN	OFF	OFF	<a href="#">VIEW/MODIFY</a>
(999) 999-9999 [0020412]	MYA KATIE PIKE	OFF	OFF	<a href="#">VIEW/MODIFY</a>

Page 1 of 1

[Previous Screen](#)

[BACK TO TOP](#)

By clicking on the **More Info** link in the upper right hand corner of the screen, you can review additional information regarding Message Carbon Copy and Message Forward.



Use the scroll bar to display additional information within the Message Carbon Copy Options window including: Carbon Copy Address requirements, Resolving Message Carbon copy errors and examples of invalid formats.

## Multi-Messenger Group

The Multi-Messenger Group Management option allows authorized users to self-manage their Multi-Messenger groups. Once activated, users will be able to perform the following transactions:

Create New Groups

Modify Existing Groups, including:

- Add New Group Members
- Delete Group Members
- Update Group Name
- Delete a Group

### Create New Group

**Step 1:** From the Manage Devices menu, select MESSAGE ROUTING, then MULTI-MESSENGER to access Group List View below.

Your existing Groups are listed below. [SEARCH GROUPS](#) | [ADD NEW GROUP](#) 

GROUP LEADER 	GROUP NAME 	EDIT GROUP
(800) 203-0015	MY ACCOUNT TEST GROUP	<a href="#">VIEW/MODIFY</a>

**Total Active Groups: 1**  
Page 1 of 1

[Previous Screen](#)

**Step 2:** Click the ADD NEW GROUP link in the upper right corner of the Group List View to activate a new group. If this link is not activated, please contact customer service for assistance.

**Follow the simple steps below to Create a New Group**

- Select the Contract or corresponding Bill Frequency:
- Select a number type for this new Group Leader:
- Enter a name for your new group:
- Add group member #1: Device Number: (  )  -  PIN:  [or BY EMAIL](#)
- Add group member #2: E-Mail Address:  [or BY PAGER](#)

[Previous Screen](#) [Create New Group](#)

**Step 3:** Item 1: Select the Contract and/or Billing Frequency from the drop down menu.

**Step 4:** Item 2: Select the area code/prefix combination for the Leader Phone number from the drop down menu.

**Step 5:** Item 3: Type in the name for your new group. This field can be up to 40 characters (please do not use commas) (Accounts with active ARMM Masking may be required to complete additional fields. [Click Here](#) for note about ARMM.)

**Step 6:** Items 4 & 5: Enter the Pager Number or Email address for each follower. Please note that two followers must be added to the group during this step. Default entry for these fields is by Pager Number. To enter a user's email address, click the BY EMAIL link for that entry. Click the link again to toggle back to entry by Pager number. Additional followers may be added after the group is created.

**Step 7:** Click **Create New Group** button to create the new group or **Previous Screen** to go back to the Group List View.

If the group is successfully created, you will receive confirmation that the group set up is complete as shown below. Please note the newly activated Group Leader Number that appears at the upper left just below the confirmation message.

**YOUR NEW GROUP HAS BEEN CREATED**  
To add more members, enter the Device # below followed by **+**, or select **Add by Email** to add an email address to your new group.

Group Leader: (800) 203-0016    Group Name:    

---

Add group member: Device #: (  )  -  PIN   or **ADD BY EMAIL**

EXISTING GROUP MEMBERS		Page 1 of 1	MEMBER COUNT: 2
MEMBER ADDRESS	ADDRESS TYPE	MODIFY	
(225) 212-0423	Pager Number	DELETE	
dummyemail2@hotmail.com	Email Address	DELETE	

Page 1 of 1

At this stage, the group creation process is complete. You may now modify this group by adding new members, deleting members, changing the name of the group, or deleting the entire group.

## Modify Existing Group

### Add Group Members

**Step 1:** From the Manage Devices menu, select **MESSAGE ROUTING**, then **MULTI-MESSENGER** to view the group list.

Your existing Groups are listed below.    [SEARCH GROUPS](#) | [ADD NEW GROUP](#)

GROUP LEADER <input type="button" value="⌵"/>	GROUP NAME <input type="button" value="⌵"/>	EDIT GROUP
(800) 203-0015	MY ACCOUNT TEST GROUP	<a href="#">VIEW/MODIFY</a>
(800) 203-0016	TEST GROUP 2	<a href="#">VIEW/MODIFY</a>

**Total Active Groups: 2**  
Page 1 of 1

**Note:** If multiple groups exist, the **SEARCH GROUPS** function can be used to search for a specific group by Group Pager Number, Group Name, Member Pager Number or Member Email Address. You may also sort the list by Group Leader or Group Name by clicking the applicable column name.

**Step 2:** Select the group to edit by clicking the **VIEW/MODIFY** link to the right of the desired group.

**Step 3:** Type in the pager number of the new group member in the Add group member field then click the large green + symbol to the right of this field. You may enter a member by email address instead by clicking the **ADD BY EMAIL** link.

**Note:** Multi-Messenger groups can hold up to 100 followers. You may add as many pager number members or email address members as you wish, up to the 100 member limit.

**Modify group name, view/delete existing members or add new members**

Group Leader: (800) 203-0016 Group Name: TEST GROUP 2 [Update Group Name](#)

Add group member: Device #: ( 888 ) 395 - 7878 PIN  or [ADD BY EMAIL](#)

EXISTING GROUP MEMBERS		Page 1 of 1	MEMBER COUNT: 2
MEMBER ADDRESS	ADDRESS TYPE	MODIFY	
(225) 212-0423	Pager Number	<a href="#">DELETE</a>	
dummyemail2@hotmail.com	Email Address	<a href="#">DELETE</a>	

Page 1 of 1

[DELETE GROUP](#) [Previous Screen](#)

Confirmation of each successful addition of a new group member will display above the group view.

If the program is unable to add the new member to the group, an error message will display in red font at the top of the Group Edit View. You may attempt to re-add the member more than once. If the error persists, please make note of the error message and contact customer care for assistance.

### Delete Group Members

**Step 1:** From the Manage Devices menu, select **MESSAGE ROUTING**, then **MULTI-MESSENGER** to view the group list.

Your existing Groups are listed below. [SEARCH GROUPS](#) | [ADD NEW GROUP](#)

GROUP LEADER	GROUP NAME	EDIT GROUP
(800) 203-0015	MY ACCOUNT TEST GROUP	<a href="#">VIEW/MODIFY</a>
(800) 203-0016	TEST GROUP 2	<a href="#">VIEW/MODIFY</a>

**Total Active Groups: 2**  
Page 1 of 1

[Previous Screen](#)

**Note:** If multiple groups exist, the **SEARCH GROUPS** function can be used to search for a specific group by Group Pager Number, Group Name, Member Pager Number or Member Email

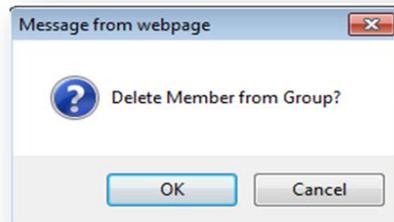
Address. You may also sort the list by Group Leader or Group Name by clicking the applicable column name.

**Step 2:** Select the group to edit by clicking the **VIEW/MODIFY** link to the right of the desired group.

**Step 3:** Click the **DELETE** link to the right of the member you wish to remove from the group. In the example below, we will remove the previously added member 888-395-7878.

Modify group name, view/delete existing members or add new members		
Group Leader: (800) 203-0016	Group Name: TEST GROUP 2	Update Group Name
Add group member:	Device #: ( ) - PIN +	or ADD BY EMAIL
<b>EXISTING GROUP MEMBERS</b> Page 1 of 1 MEMBER COUNT: 3		
MEMBER ADDRESS	ADDRESS TYPE	MODIFY
(225) 212-0423	Pager Number	DELETE
dummyemail2@hotmail.com	Email Address	DELETE
(888) 395-7878	Pager Number	DELETE
Page 1 of 1		
X DELETE GROUP Previous Screen		

**Step 4:** Click OK in the confirmation window to continue with the delete, or click Cancel to return to the Group Edit View.



Confirmation of removal of the selected member of the group will display above the Group Edit View.

You may delete as many group members as you wish from the group; however, if only one member remains, an indicator will appear at the top of the Group Edit View and the Delete link will be disabled.

Deletion of the last member of a group requires use of the [DELETE GROUP](#) function.

**ALERT: Group # 800-203-0016 has only 1 member.**  
To add more members, enter the Device # below followed by +,  
or select Add by Email to add an email address member.  
If this Group is no longer needed, select Delete Group

Group Leader: (800) 203-0016 Group Name:

Add group member: Device #: (  )  -  PIN  + or [ADD BY EMAIL](#)

EXISTING GROUP MEMBERS		Page 1 of 1	MEMBER COUNT: 1
MEMBER ADDRESS	ADDRESS TYPE	MODIFY	
(225) 212-0423	Pager Number	N/A	

Page 1 of 1

### Update Group Name

**Step 1:** From the Manage Devices menu, select **MESSAGE ROUTING**, then **MULTI-MESSENGER** to view the group list.

Your existing Groups are listed below. [SEARCH GROUPS](#) | [ADD NEW GROUP](#)

GROUP LEADER	GROUP NAME	EDIT GROUP
(800) 203-0015	MY ACCOUNT TEST GROUP	<a href="#">VIEW/MODIFY</a>
(800) 203-0016	TEST GROUP 2	<a href="#">VIEW/MODIFY</a>

Total Active Groups: 2  
Page 1 of 1

**Note:** If multiple groups exist, the **SEARCH GROUPS** function can be used to search for a specific group by Group Pager Number, Group Name, Member Pager Number or Member Email Address. You may also sort the list by Group Leader or Group Name by clicking the applicable column name.

**Step 2:** Select the group to edit by clicking the **VIEW/MODIFY** link to the right of the desired group.

**Step 3:** Type in name in the Group Name field then click **UPDATE GROUP NAME** button. The new name will appear in the Group Name window. (Customers with active ARMM Masking may be required to complete additional fields. [Click Here](#) for note about ARMM.)

**YOUR NEW GROUP HAS BEEN CREATED**  
To add more members, enter the Device # below followed by **+**,  
or select Add by Email to add an email address to your new group.

Group Leader: (800) 203-0016    Group Name:     [Update Group Name](#)

---

Add group member: Device #: (  )  -  PIN  **+** or [ADD BY EMAIL](#)

EXISTING GROUP MEMBERS		Page 1 of 1	MEMBER COUNT: 2
MEMBER ADDRESS	ADDRESS TYPE	MODIFY	
(225) 212-0423	Pager Number	<a href="#">DELETE</a>	
dummyemail2@hotmail.com	Email Address	<a href="#">DELETE</a>	

Page 1 of 1

[X DELETE GROUP](#)      [Previous Screen](#)

## Delete a Group

**Step 1:** From the Manage Devices menu, select **MESSAGE ROUTING**, then **MULTI-MESSENGER** to view the group list.

Your existing Groups are listed below.    [SEARCH GROUPS](#) | [ADD NEW GROUP](#)

GROUP LEADER	GROUP NAME	EDIT GROUP
(800) 203-0015	MY ACCOUNT TEST GROUP	<a href="#">VIEW/MODIFY</a>
(800) 203-0016	TEST GROUP 2	<a href="#">VIEW/MODIFY</a>

**Total Active Groups: 2**  
Page 1 of 1

[Previous Screen](#)

**Note:** If multiple groups exist, the **SEARCH GROUPS** function can be used to search for a specific group by Group Pager Number, Group Name, Member Pager Number or Member Email Address. You may also sort the list by Group Leader or Group Name by clicking the applicable column name.

**Step 2:** Select the group to delete by clicking the **VIEW/MODIFY** link to the right of the desired group.

**Step 3:** Click the **DELETE GROUP** link at the bottom left of the Group Edit View. In order to prevent unintentional cancellation of a group, a warning message will appear as shown below.

**Modify group name, view/delete existing members or add new members**

Group Leader: (800) 203-0016 Group Name:

---

Add group member: Device #: (  )  -  PIN   or

EXISTING GROUP MEMBERS		Page 1 of 1	MEMBER COUNT: 2
MEMBER ADDRESS	ADDRESS TYPE		MODIFY
(225) 212-0423	Pager Number		DELETE
dummyemail2@hotmail.com	Email Address		DELETE

Page 1 of 1

**DELETE GROUP**

You have requested the **TEST GROUP 2** to be Deleted.  
 This action will result in the DEACTIVATION of **Group Leader Number: (800) 203-0016** .  
 Once deactivated, the number will be removed from service and will no longer be valid for dispatching group messages to the group members above.  
 If you **DO NOT** want to Delete this Group, [CLICK HERE](#)  
 To continue this action, **DELETE GROUP**, click the Check Box followed by the Red

**Step 4:** If you DO NOT want to delete this group, then click on the **CLICK HERE** link to cancel the request and exit the Group Edit View. You must confirm your intention to delete the entire group by checking the box on the last line and clicking the large red **X**.

**ALERT: Group # 800-203-0016 has only 1 member.**  
 To add more members, enter the Device # below followed by , or select Add by Email to add an email address member.  
 If this Group is no longer needed, select Delete Group

Group Leader: (800) 203-0016 Group Name:

---

Add group member: Device   or

EXISTING GROUP MEMBERS		MEMBER COUNT: 1
MEMBER ADDRESS	MODIFY	
(225) 212-0423	N/A	

Page 1 of 1

**DELETE GROUP**

You have requested the **TEST GROUP 2** to be Deleted.  
 This action will result in the DEACTIVATION of **Group Leader Number: (800) 203-0016** .  
 Once deactivated, the number will be removed from service and will no longer be valid for dispatching group messages to the group members above.  
 If you **DO NOT** want to Delete this Group, [CLICK HERE](#)  
 To continue this action, **DELETE GROUP**, click the Check Box followed by the Red

**Step 5:** Click **OK** to continue or Cancel to exit. Once the second confirmation is received, the group will be deleted. This action will disconnect the group leader number from service and remove it from billing.

Confirmation of the group deletion will appear above the Group Edit View.

## Note about ARMM

If the account has an active ARMM (Account Reference Maintenance Mask), the user will be prompted to input required device reference information during **Add New Group** and **Update Group Name** processes. Variances in the instructions for ARMM Masking are explained below. All other instructions remain the same.

### Create New Group:

Since a group leader pager number is activated during the group creation, any required device reference information must be captured during the creation process. Please note that Item 3 for Group Name (Holder name) will appear below the Add Group Member fields as Item 5. Item 6 and/or Item 7 have been added (depending on masking requirements) and will display account-specific mask details for each field.

The following is an example only. Device reference details will vary by account:

Follow the simple steps below to Create a New Group

1 Select the Contract or corresponding Bill Frequency: METH - Monthly

2 Select a number type for this new Group Leader: GROUP LEADER - NUMBER TYPE

3 Add group member #1: Device Number: ( ) - PIN: or BY EMAIL

4 Add group member #2: Device Number: ( ) - PIN: or BY EMAIL

5 Holder Name:

6 Device Reference 1: FACILITY: This Field Must Not Be Blank

7 Device Reference 2:

Previous Screen Create New Group

### Update Group Name:

**Group Edit View:** Please note that accounts with active ARMM will show the Group Name as display only and will provide a link for authorized users to **UPDATE GROUP REFERENCE** information. Click the **UPDATE GROUP REFERENCE** link to access the Group Name and Device Reference Fields 1 and 2 for the Group Leader as shown below. Account-specific mask details will display for each field.

The following is an example only. Device reference details will vary by account:

**Modify group name, view/delete existing members or add new members**

Group Leader: (210) 513-1291    Group Name: TEST GROUP 2    UPDATE GROUP REFERENCE 

---

Add group member: Device #: (  )  -  PIN   or ADD BY EMAIL

EXISTING GROUP MEMBERS		Page 1 of 1	MEMBER COUNT: 2
MEMBER ADDRESS	ADDRESS TYPE	MODIFY	
test1@hotmail.com	Email Address	DELETE	
test5@gmail.com	Email Address	DELETE	

Page 1 of 1

 DELETE GROUP

**Reference information for # (210) 513-1291**

Holder Name:

---

Device Reference 1:      FACILITY:       This Field Must Not Be Blank

---

Device Reference 2:

## Mobile Connect

Mobile Connect allows for messages sent to USA Mobility pager numbers go right to a person's smartphone. Smartphone users simply download an app to connect to the software, which is hosted and maintained by USA Mobility Wireless. All of this is accomplished without changing the way messages are sent or updating pager numbers. In addition, charges appear on your USA Mobility Wireless statement for ease of administration and billing.

The Mobile Connect management option in My Account will allow you to add, update or remove the Mobile Connect feature for existing eligible pager numbers on your account. Please contact Customer Support to enable this option for your account.

Select **Mobile Connect** from the Main Menu to display a listing of all devices that are eligible for this feature.

**NOTE:** Only pager numbers compatible with Mobile Connect will display. Mobile Connect is not compatible with Multi-Messenger group leader pager numbers or pager numbers activated with the Message CC feature. (Other exceptions may apply – please contact Customer Support for more information.)

Click View/Modify to Add Mobile Connect feature to your existing Pager - <a href="#">LEARN MORE</a> or to Update your Smartphone information for existing Mobile Connect Service						
SEARCH  for a specific device.						
<< <PREV 1 NEXT> >>						Page 1 of 1   Page#: <input type="text"/> GO
DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	MOBILE CONNECT	ACTION
(201) 495-0571	1090401	0002339554	56ABBA2HDM	EMP PAMELA ROY	ON	<a href="#">VIEW/MODIFY</a>
(800) 946-4646					OFF	<a href="#">VIEW/MODIFY</a>
(215) 265-0339		0002246369	ADMFENB998	EMP ACCOUNT TESTING ONLY	ON	<a href="#">VIEW/MODIFY</a>
(888) 200-8445					OFF	<a href="#">VIEW/MODIFY</a>
(215) 265-4980		0002126090	M0041400174	EMP KEN SMITH	ON	<a href="#">VIEW/MODIFY</a>
(215) 265-1853					OFF	<a href="#">VIEW/MODIFY</a>
(215) 265-0365		0006390308	T3120703973	EMP ACCOUNT TESTING ONLY	ON	<a href="#">VIEW/MODIFY</a>
(215) 265-0266					ON	<a href="#">VIEW/MODIFY</a>
(201) 495-0570		0590024081	SN0044583381	EMP KENNETH SMITH	ON	<a href="#">VIEW/MODIFY</a>
(973) 225-6016					OFF	<a href="#">VIEW/MODIFY</a>
(256) 433-0007		0001177332	M0036483129	EMP MIRANDA JACKSON	OFF	<a href="#">VIEW/MODIFY</a>
(866) 864-8980					OFF	<a href="#">VIEW/MODIFY</a>
(228) 208-0040		0590024080	SN0044583378	EMP JANET FISCHER	OFF	<a href="#">VIEW/MODIFY</a>
(877) 216-0809					ON	<a href="#">VIEW/MODIFY</a>

Sort By Device Number

Clicking on **Device Number** will sort all device numbers by area code.

Sort By Holder Name.

Clicking on **Capcode** will sort all capcodes in numeric order

Sort By Serial Number.

Clicking on **Serial Number** will sort all serial numbers in alphabetical order.

Sort By Holder Name.

Clicking on **Holder Name** will sort all Holder names in alphabetical order

**NOTE:** For more search options, within the header of the screen select **SEARCH** to search for a specific device and the screen will display additional search fields to choose from as shown below.

Search

Choose one search criteria and populate the corresponding field below.

Device Number: ( ) - PIN

Capcode: Capcode

Serial Number: Serial Number

Holder Name: Holder Name

SEARCH

Only one search option can be selected at a time. Enter the applicable search information and click 'Search' to display the search results as shown in the sample below.

Search Results for: Holder Name - Pamela						
<a href="#">Click Here</a> to return to the search options. <a href="#">Click Here</a> to return to Device List.						
<< <PREV 1 NEXT> >>			Page 1 of 1   Page#: <input type="text"/> GO			
DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	MOBILE CONNECT	ACTION
(201) 495-0571	1090401	0003348969	M0039516345	EMP PAMELA ROY	OFF	<a href="#">VIEW/MODIFY</a>
(800) 946-4646					OFF	<a href="#">VIEW/MODIFY</a>

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#:  GO

Click the **VIEW/MODIFY** link in the ACTION column for the corresponding pager number to add or modify the Mobile Connect information. In this sample, the Mobile Connect feature has not yet been added for this device.

**Mobile Connect for: (973) 225-6016**

[LEARN MORE ABOUT MOBILE CONNECT](#)

**Edit the text fields below to add or modify Mobile Connect**

**Device Type:**

**Device Email:**

**Status:**

[ADD MOBILE CONNECT](#)

An email will be sent to the email address you provided that includes a link to download the application and a Registration User ID and Password. Access this email from your smart phone device and click the Download link. Once you have downloaded the application, Register by entering your User Name and system generated Password when prompted.  
Once registered, you will begin receiving messages on your Pager and your Smartphone.

**NOTE:** Mobile Connect works as a feature with your existing paging service. Cancellation of pager will also result in termination of the Mobile Connect service.

[CANCEL](#)

Select the **Device Type** from the drop down menu (*Android, Apple or BlackBerry*) and enter the email address for the user's Smartphone in order for the user to receive the registration email with the link to download the app.

Click the **ADD MOBILE CONNECT** link to activate the Mobile Connect feature or **Cancel** to return to the previous screen without saving changes.

The confirmation message "**Mobile Connect Added**" will appear in a pop-up display upon successful activation.

**NOTE:** For more information regarding Mobile Connect, including Mobile Connect app user guides, please click the **LEARN MORE ABOUT MOBILE CONNECT** link in the upper right hand corner of the VIEW/MODIFY screen or the **Mobile Connect Reference** link from the Main Menu.

Once the Mobile Connect feature has been activated, the Mobile Connect indicator will change from OFF to ON for the pager number as shown below. **Please note that Mobile Connect may only be added to ONE pager number per device.** The device will still receive messages from the additional numbers, but the Smartphone will only receive messages from the Mobile Connect pager number.

**Click View/Modify to Add Mobile Connect feature to your existing Pager - [LEARN MORE](#)**  
**or to Update your Smartphone information for existing Mobile Connect Service**  
[SEARCH](#) **for a specific device.**

<< <PREV 1 NEXT> >>
Page 1 of 1 | Page#:  [GO](#)

DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	MOBILE CONNECT	ACTION
(201) 495-0571	1090401	0002339554	56ABBA2HDM	EMP PAMELA ROY	ON	<a href="#">VIEW/MODIFY</a>
(800) 946-4646					OFF	<a href="#">VIEW/MODIFY</a>

Upon activation, the registration email will be sent to the Smartphone for the user to download the app and complete the device registration process. Once the user has installed the Mobile Connect app and registered the device, the status will change from “Not Registered” to “Registered” when viewing the device’s Mobile Connect information as shown below.

To update the details for an existing Mobile Connect user, click the VIEW/MODIFY link for the pager number.

You may change the **Device Type** from the drop down menu (*Android, Apple or BlackBerry*) and/or change the email address for the user’s Smartphone in order for the user to receive the registration email with the link to download the app. Select **UPDATE MOBILE CONNECT** to save the changes.

Mobile Connect for: (215) 265-0365

Edit the text fields below to add or modify Mobile Connect - [LEARN MORE ABOUT MOBILE CONNECT](#)

Device Type:

Device Email:

Status: Not Registered

[UPDATE MOBILE CONNECT](#)

**Other Options:**

[RESEND REGISTRATION EMAIL](#) - Select this option if you need us to resend the registration email. If you updated Device Type and/or Email, another registration email has already been sent.

[REMOVE MOBILE CONNECT FEATURE](#) - if selected, Mobile Connect Feature will be cancelled and messages will no longer be routed to your Smart Phone Device.

[CANCEL](#)

#### **Other Options:**

##### **Resend Registration Email**

If the user accidentally deleted the registration email from their Smartphone or needs to download the Mobile Connect app to a new Smartphone with the same phone number, you may RESEND the registration email to the user using this option.

**NOTE:** It is not necessary to resend the registration email if an update is made to Device Type or Email Address. The registration email will be sent automatically if any changes are made.

##### **Remove Mobile Connect Feature**

This option will remove the Mobile Connect feature from the device and “unregister” the Smartphone.

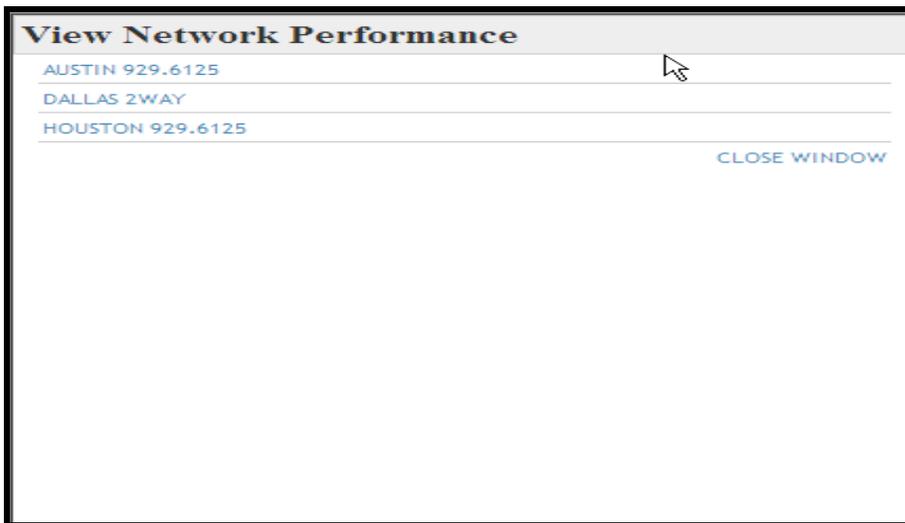
Upon successful de-activation, the confirmation message of “Mobile Connect Removed” will appear in a pop-up display. **Once Mobile Connect is removed, messages will continue to be received on the user’s pager, but will no longer be received on the user’s Smartphone.**

## Network Performance

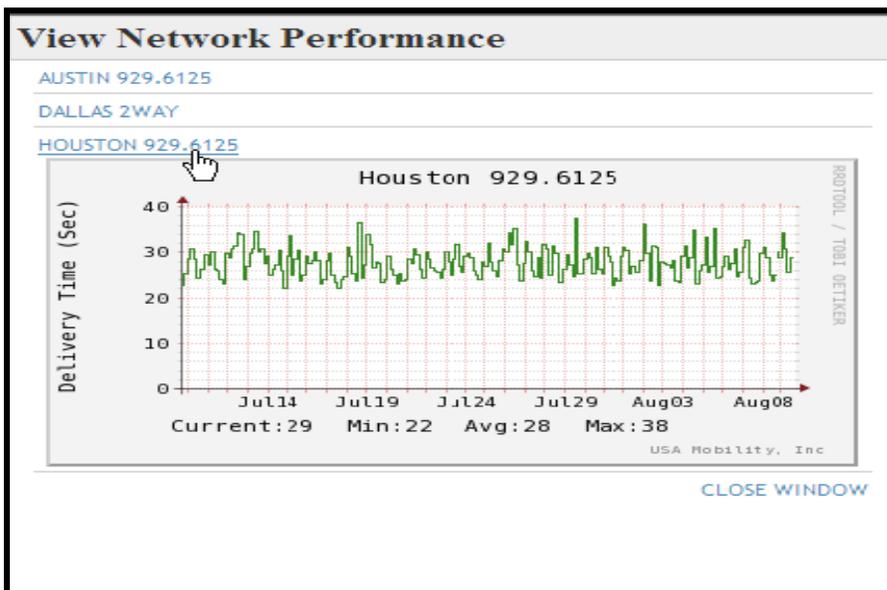
The Network Performance function in My Account will provide an interface to view the monthly Delay graphs as this is USA Mobility's internal monitoring system to view system performance. Only authorized My Account customers will have the link to access and view the selected system performance/specific frequency graphs.

Once the Network Performance option has been selected the paging frequency records for that specific account will display with a link(s) for each specific graph zone as seen in the following sample illustration.

The following sample depicts multiple paging frequency networks available for viewing.



Clicking on the desired link will open the Delay Graph as seen in the sample illustration below. Multiple links if needed, can be accessed and the graphs will display in order.



Delivery time for the messages as seen in the selected Delay graph above is determined by seconds.

The graph per the sample above depicts messages with a current delivery time of 29 seconds, the minimum is 22, the average is 28 and maximum delivery time is 38 seconds.

The dates along the bottom of the graph will display so that the user can see network performance for that specific day / time-line if needed.

## My References

This portion of the main menu is dedicated to providing one-click access to valuable resources such as device user guides and coverage maps from within My Account!

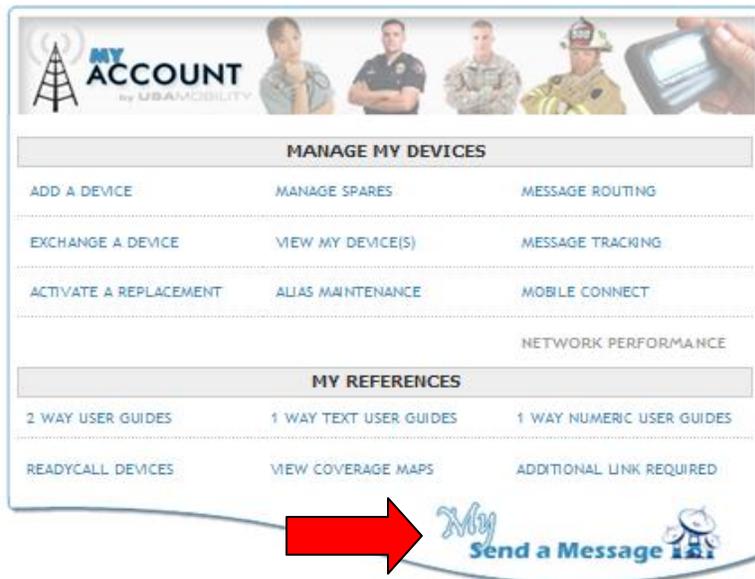
MY REFERENCES		
<a href="#">2 WAY USER GUIDES</a>	<a href="#">1 WAY TEXT USER GUIDES</a>	<a href="#">1 WAY NUMERIC USER GUIDES</a>
<a href="#">READYCALL DEVICES</a>	<a href="#">VIEW COVERAGE MAPS</a>	<a href="#">ADDITIONAL LINK REQUIRED</a>

## My Send a Message

My Send a Message is a personal messaging console providing access to USMO's Send a Message application from within My Account with the added ability to create and maintain an address book for individual and group contacts comprised of valid USMO paging subscribers. The My Send a Message console also allows users to customize their message notification preferences and 2 way messaging options.

My Send a Message is also offered as a standalone application for users who may need to send messages to USMO subscribers regularly but do not manage the wireless account. My Send a Message Only user access is established online via the My Account Registration process.

My Account users will access My Send a Message from the main My Account menu:



My Send Message Only users will log in to My Send a Message from the My Account login page: <https://myaccount.usamobility.com/> to access the My Send a Message Main Menu:



Please note the Send a Message option may be utilized without creating an address book or message groups. The recipient pager number, alias, or pin number for recipients may be entered manually as one-time addresses if no address book entries have been created.

Each My Account or My Send a Message user will access their own personal Address Book and Message Group list. Address Books and Message Group lists are not shared within the account.

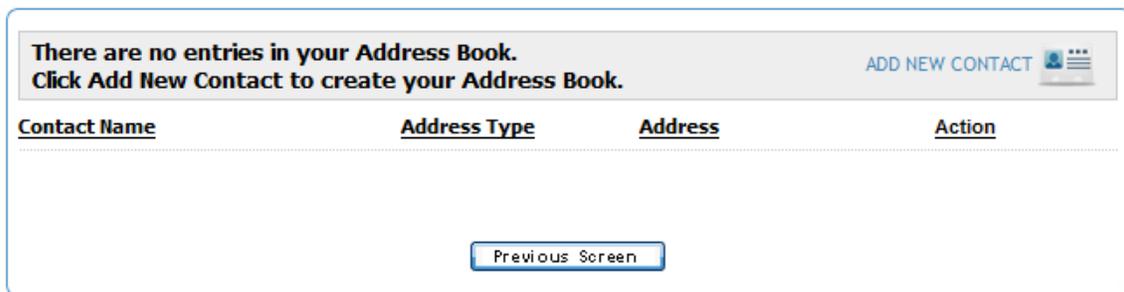
### **Address Book**

The Address Book is used to store USMO subscriber contacts by 10 digit pager number, alias, or by 7 digit pin. The subscribers in the address book must be eligible to receive messages via the Send a Message site.

There is no limit for number of contacts that may be added or maintained in the Address Book.

### **Create Address Book**

- Access the Address Book link from My Send a Message Main Menu or Account Actions Menu



- Click **ADD NEW CONTACT**.

Enter required contact information below, then Save. ADD NEW CONTACT 

Contact Name	Address Type	Address	Action
<input type="text"/>	Device Number ▼	( ) -	SAVE   CANCEL

- Enter the contact name.
- Select the address type for the contact from the drop down menu. (Device Number/PIN Number/Alias)
- Enter the messaging address for the device. The field format will change depending on the address type selected in the previous step.
- Click **SAVE** to add the entry to the address book or **CANCEL** to close the blank contact fields without saving the entry. Duplicate entries are not allowed. If the address already exists in the address book, an error message indicating it is a duplicate will appear in red font.
- The new entry will validate against the USMO messaging server to determine if the address is valid for web messaging. If the new address is invalid or not compatible with Send a Message, the following error message will be indicated in red.

Error: Address is not a valid subscriber.

Enter required contact information below, then Save. ADD NEW CONTACT 

Contact Name	Address Type	Address	Action
Barb	PIN Number ▼	1234567	SAVE   CANCEL
Test User	Device Number	(888) 395-7878	

[Previous Screen](#)

- Please verify the address or contact Customer Support for assistance.
- Once all of the contacts have been added to the Address Book, click the **Previous Screen** button to return to the My Send a Message main menu.

### Manage Address Book Entries

- Select the Address Book link from the My Send a Message main menu.

**My Address Book**
ADD NEW CONTACT

Contact Name	Address Type	Address	Action
Barb	PIN Number	1090401	EDIT   DELETE
Sheila	Alias	testuser	EDIT   DELETE
Test User	Device Number	(888) 395-7878	EDIT   DELETE

- Select **EDIT** next to the entry to be changed. You may change the contact name, address type and/or address. Click **SAVE** to save the changes or **CANCEL** to undo changes and keep the original entry. If the subscriber is no longer valid (not in service, pager number changed, etc.) an error message will be indicated in red.

**Update the contact information below, then Save.**
ADD NEW CONTACT

Contact Name	Address Type	Address	Action
Barb	PIN Number	1090401	EDIT   DELETE
<input type="text" value="Sheila"/>	<input type="text" value="Alias"/>	<input type="text" value="testuser"/>	SAVE   CANCEL
Test User	Device Number	(888) 395-7878	EDIT   DELETE

- Select **DELETE** next to the entry to be removed from the address book. A confirmation prompt will display asking you to confirm the delete request. Click **Yes** to delete, or **No** to cancel the request.

Delete Contact?
✕

Delete contact from address book

**NOTE:** Deleting a contact from the Address Book will also delete the contact from all Message Groups.

### Message Groups

Users may elect to create messaging groups comprised of existing address book members within My Send a Message. This feature allows users to create and manage lists of subscribers so that multiple recipients can be selected more quickly as a single group when sending messages.

- NOTE:** Message Groups may be described as personal distribution lists as opposed to paging groups established in the USMO billing system for account-wide use such as Common Capcode or Multi-Messenger Groups. Message Groups are only accessible to the My Send a Message user that created the groups.

There is no limit to the number of messaging groups that can be created within My Send a Message, but each messaging group has a limit of 100 members.

### Create Message Group

- Access the Message Group link from Main Menu or Account Actions Menu

There are no Groups in your Address Book.  
To create, click Add New Group

[ADD NEW GROUP](#)

<u>Group Name</u>	<u>Action</u>

[Previous Screen](#)

- Click the **ADD NEW GROUP** link

**Enter a name for your new group**

Group Name:  [CREATE](#)

[Previous Screen](#)

- Enter the name of the group. Click the **CREATE** link.

"Green Group" has been successfully created.

**Select Add for each contact that is not already a member of this Group.**

Group Name: **Green Group** [RETURN TO GROUP](#)

**Add Group Members:**

<u>Contact Name</u>	<u>Address Type</u>	<u>Address</u>	<u>Action</u>
<b>Barb</b>	PIN Number	1090401	<a href="#">ADD</a>
<b>Sheila</b>	Alias	testuser	<a href="#">ADD</a>
<b>Test User</b>	Device Number	(888) 395-7878	<a href="#">ADD</a>

[Previous Screen](#)

- All members of the address book that are eligible to be added to the new group will be displayed. Click **ADD** next to each member to add to the new group, up to a maximum of 100 members. As

each member is selected, the entry will appear grayed out and the ADD link will no longer be visible.

"Test User" has been successfully added to the group.

**Select Add for each contact that is not already a member of this Group.**

Group Name: **Green Group** [RETURN TO GROUP](#)

---

**Add Group Members:**

<u>Contact Name</u>	<u>Address Type</u>	<u>Address</u>	<u>Action</u>
Barb	PIN Number	1090401	<a href="#">ADD</a>
Sheila	Alias	testuser	
Test User	Device Number	(888) 395-7878	

[Previous Screen](#)

- Select the **RETURN TO GROUP** link to view/modify the newly created group. Select the **Previous Screen** button to view the Message Groups list.

### Manage Message Groups

- Select the Message Groups link from the My Send a Message main menu.

**My Groups** [ADD NEW GROUP](#)  

<u>Group Name</u>	<u>Action</u>
Blue Group	<a href="#">VIEW/MODIFY</a>
Green Group	<a href="#">VIEW/MODIFY</a>
Red Group	<a href="#">VIEW/MODIFY</a>

[Previous Screen](#)

- Select the **VIEW/MODIFY** link next to the group you wish to edit.

**Modify group name or view/delete existing members from this group.**

Group Name:  [UPDATE](#) [ADD GROUP MEMBERS](#) | [DELETE GROUP](#)

---

**Existing Group Members:**

<u>Contact Name</u>	<u>Address Type</u>	<u>Address</u>	<u>Action</u>
Sheila	Alias	testuser	<a href="#">DELETE</a>
Test User	Device Number	(888) 395-7878	<a href="#">DELETE</a>

[Previous Screen](#)

- **Update Group Name** - Modify the group name and click the **UPDATE** link to save changes. The group name field cannot be blank.
- **Add Members** - Add new group members to the existing group by clicking the **ADD GROUP MEMBERS** link. You may add additional address book contacts that are not already part of the group, up to a maximum of 100 members.

**Select Add for each contact that is not already a member of this Group.**

Group Name: **Green Group** [RETURN TO GROUP](#)

---

**Add Group Members:**

<u>Contact Name</u>	<u>Address Type</u>	<u>Address</u>	<u>Action</u>
Barb	PIN Number	1090401	<a href="#">ADD</a>
Sheila	Alias	testuser	
Test User	Device Number	(888) 395-7878	

[Previous Screen](#)

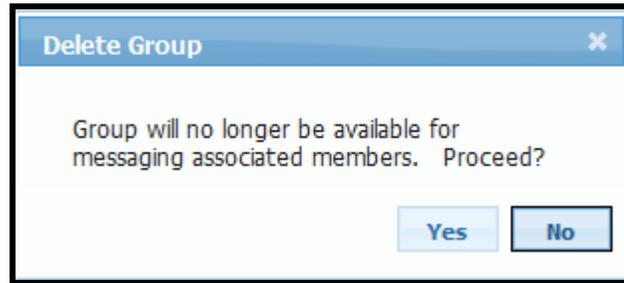
- **Delete Members** – Click the **DELETE** link in the Action column next to the group member you wish to delete. (This will only delete the member from the selected Message Group, not the Address Book.) The following confirmation prompt will appear to confirm your selection. Click **Yes** to delete or **No** to cancel.

**Delete Contact** ✕

Delete?

- **Delete Group** – Click the **DELETE GROUP** link in the upper right corner to dismantle and delete the entire group. The following confirmation prompt will appear to confirm your r

selection. Click **Yes** to delete or **No** to cancel. Once a Group is deleted, it will no longer appear in your Message Groups list or in the Send a Message Address Book option.



### **My Preferences**

This option allows the user to personalize the email notification and 2 way messaging options as the default for messages sent via My Send a Message. You may modify your preferences at any time to be applied to future messages. You may also modify these fields during message creation.

**My Preferences**

**I want to receive the following Notification Emails (check all that apply):**

Message SENT: Notice is sent to advise you of Success or Fail status.

Include the Message Content in my SENT Notification  
 Do not Include the Message Content in my SENT Notification

Message DELIVERED / READ: Available only for message sent to 2way subscribers. Notice is sent when a message has been successfully delivered and when read.

**I want the FROM field to be populated with my Display Name for messages I send to 2way subscribers:**

Display Name:

**I want to include standard Custom Responses when I send messages to 2way subscribers:**

Custom Responses:


**Notification/Response Email Address:**

- **Notification Emails**
  - **Message SENT** – select this option to receive an email notification of send status of all messages sent via My Send a Message. You may choose to include or exclude the original message content in the notification email.
  - **Message DELIVERED/READ** – select this option to receive an email notification when a 2 way message is delivered to the recipient’s device and when it is read by the message recipient. This type of notification is **ONLY** available for messages sent to 2 way devices.
- **Display Name** – enter the default FROM name you wish to appear when sending messages to 2 way recipients.
- **Custom Responses** – Enter up to 6 custom responses to be included with every message. 2 way recipients will be able to select from your pre-set custom responses when responding to your

message. You may also modify your custom responses during message creation to 2 way subscribers.

- **Notification/Email Response Address** – Enter the email address to receive message notification emails and message replies from 2 way subscribers.

### Send a Message

This option may be used to send messages to an individual or multiple word messaging subscribers.

The Address Book links for Individual Contacts and Message Groups will only appear if entries have been added to those options within My Send a Message console.

The screenshot shows a web interface for sending a message. At the top, a grey header box contains the text "Select recipients from Address Book or enter a one-time Address". Below this, there is a form with the following elements: a label "Enter Address:" followed by a text input field, an "ADD" button, and a blue question mark icon. Below the input field, there is a label "Address Book:" followed by two links: "INDIVIDUAL CONTACT" and "MESSAGE GROUP". A large light blue rectangular area with a dashed border contains the text "Recipients CLEAR" and "You need at least one recipient before composing a message." At the bottom right of this area is a "Compose Message" button.

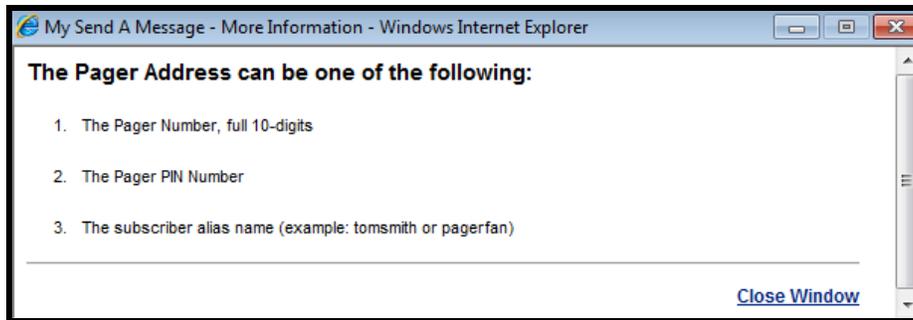
### Selecting Recipients

Message recipients may be added manually by entering the 10 digit pager number, PIN number or Alias of the USMO subscriber as a one-time address or by selecting address or message group members.

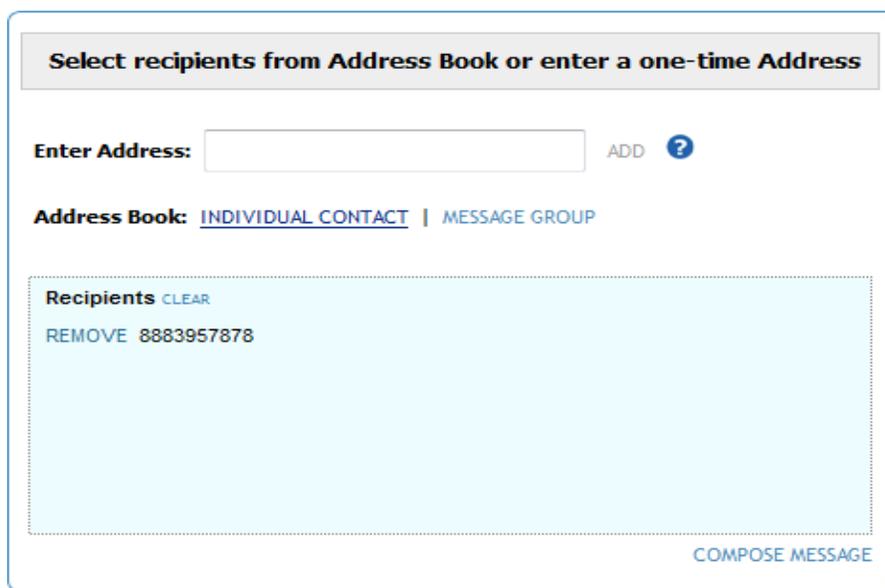
- To add a one-time recipient, enter the address of the subscriber and click the ADD link.

This screenshot is similar to the previous one, but the text input field under "Enter Address:" now contains the number "8883957878". The "ADD" button and the question mark icon are still present.

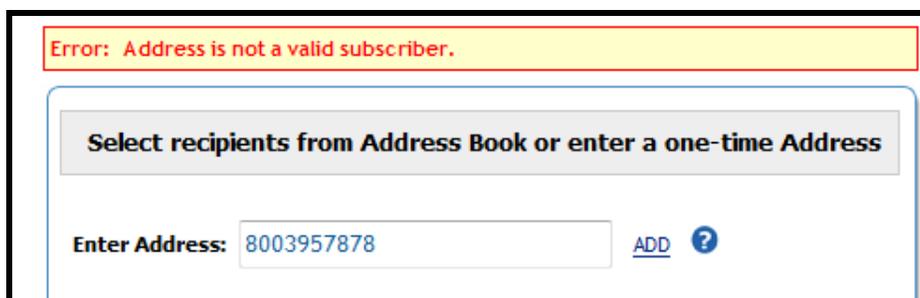
- Click the more info (?) symbol next to the **ADD** link to review valid messaging address formats as shown below:



- If the recipient is a valid USMO subscriber, the address will be added to the recipient list. Recipients added as one-time addresses will NOT be added to the Address Book.



- If the address is not a valid USMO subscriber, an error message will be indicated in red. Verify the address or contact Customer Support for assistance.



**You may also select recipients from your existing Address Book or Message Groups.**

- To select from individual recipients in your Address Book, click the **INDIVIDUAL CONTACT** link. Click each contact name you wish to add to the recipient list. Selected individuals will be indicated by a check mark and will be listed in the Recipients box.

Select recipients from Address Book or enter a one-time Address

Enter Address:  ADD ?

Address Book: **INDIVIDUAL CONTACT** | MESSAGE GROUP

Contact Name	Address
Barb	1090401
✓ Sheila	testuser
✓ Test Number	(888) 200-8617
✓ Test User	(888) 395-7878

Recipients [CLEAR](#)

REMOVE Test Number

REMOVE Test User

REMOVE Sheila

COMPOSE MESSAGE

- To select recipients from your Message Groups, click the **MESSAGE GROUP** link to view your existing Message Groups that contain at least one member. Click the group name to add the group to the recipient list.

NOTE: A maximum of 100 recipients may be selected for a single message. The 100 recipient maximum includes the count of all one-time addresses, individual contacts and individual group members. *For example: Selection of a single group with 98 members will leave only TWO available slots open. You may select two individual contacts or a second group with just two members.*

**Select recipients from Address Book or enter a one-time Address**

**Enter Address:**  ADD [?](#)

**Address Book:** [INDIVIDUAL CONTACT](#) | [MESSAGE GROUP](#)

**Message Group**

**Blue Group**  
Page All Group

**Red Group**

**Recipients** [CLEAR](#)

[REMOVE](#) Test Number

[REMOVE](#) Test User

[REMOVE](#) Sheila

[REMOVE](#) Blue Group

[REMOVE](#) Red Group

[COMPOSE MESSAGE](#)

- Click **REMOVE** next to a contact or group name to delete from the recipient list or **CLEAR** to remove ALL recipients.

### Compose Message

- Once recipients have been selected for a message, click **COMPOSE MESSAGE**.
- Each individual and group member recipient will be validated against the USMO messaging server.
- All group members will display as individual recipients and duplicates will be removed from the recipient list.
- The list of recipients will be grouped as 1 way Alpha, 1 way Numeric and/or 2 Way. The allowable message length depends on the recipient with the lowest messaging capability.
  - 2-way – 500 characters (including subject, custom responses, and from/to address fields)
  - 1 way Alpha – 240 characters
  - 1 way Numeric – 40 digits (numeric entry only)

For example, if the recipient list included a 2 way and a 1 way Numeric, the message length would be limited to 40 numeric digits, since the numeric device has the lowest messaging capability. If recipient list included a 2 way and a 1 way Alpha, the message length would be limited to 240 alphanumeric characters, the messaging capability of the 1 way Alpha.

- Contacts added to the recipient list that are no longer valid (not in service, number changed, etc.) will be removed from the recipient list and noted in red as shown below.

**Modify Recipients if needed / Enter your message / Review your Notification Options**

**Message Recipient(s):** [ADD](#) | [CANCEL MESSAGE](#)

All valid subscribers are text capable. To remove all recipients for a given Service Type, click on the link. To remove individual recipient(s) from the list, click on the address. Invalid subscriber(s) exist, message will not be sent to these subscribers.

[1-Way Alpha](#)

- ✓ Barb
- ✓ Sheila
- ✓ Test User

**Invalid Subscribers:** Test Number

---

**Enter your message in the field below:**

240 characters remaining.

Message SENT: Notice is sent to advise you of Success or Fail status.

Include the Message Content in my SENT Notification.

Message DELIVERED / READ: Available only for message sent to 2way subscribers.

**Notification/Response Email Address:**  [?](#)

[SEND MESSAGE](#)

### Modify Recipients

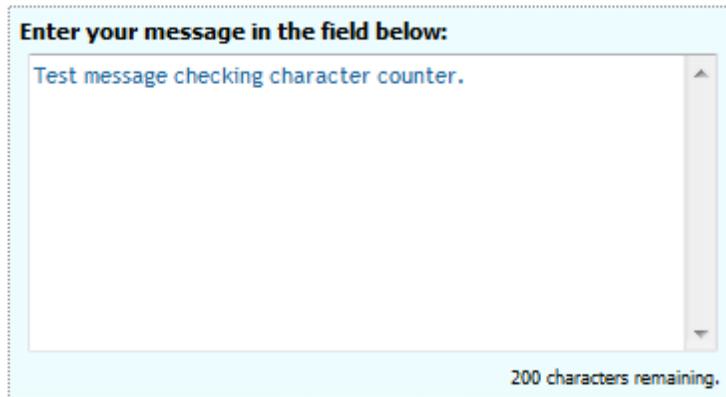
- Click the **ADD** link to add more recipients to the message or click an individual message recipient to remove from the recipient list. To remove all recipients for a messaging type, click the message type link (1-Way Alpha in the example below).



- The removed contact(s) will be “grayed out” in the recipient list. You may click on the entry again to add back to the recipient list.

### Compose Message

- Once you’ve finalized your recipient list, you may compose your message. The character counter in the lower right corner will indicate how many characters you have left to use.



### Notification Options

Any existing preferences will be populated from the My Preferences section, but can be modified here.

- 1 way Alpha and Numeric recipients will display the following message options:

- Message SENT: Notice is sent to advise you of Success or Fail status.
  - Include the Message Content in my SENT Notification.
- Message DELIVERED / READ: Available only for message sent to 2way subscribers.

**Notification/Response Email Address:**



- If the recipient list contains at least ONE 2 way recipient, the following advanced messaging options will also be available. **Note:** If My Preferences have not been established, these fields will be blank.

**From:\***

Test User

**Subject:\***

**Custom Response(s):\***

Yes	No	At Lunch
Acknowledged	Out of Office	Unavailable

Message DELIVERED / READ: Available only for message sent to 2way subscribers.

\* Applies to 2-way subscribers only

- Click **SEND MESSAGE**. A message confirmation will appear listing the recipients and the message.

**Thank You, your message has been sent.**

**Recipient(s):** 2 Way Test

---

**Message:** TESTING TWO WAY

---

**Example of Message SENT email notification that contains message content:**

-----Original Message-----  
 From: postmast@usamobility.net [mailto:postmast@usamobility.net]  
 Sent: Wednesday, November 28, 2012 8:36 PM  
 To: Sheila Test  
 Subject: Message Sent Status - My Send a Message

DO NOT REPLY: This email is for notification purposes only and does not accept replies

---

Information regarding the status of your message is included below:

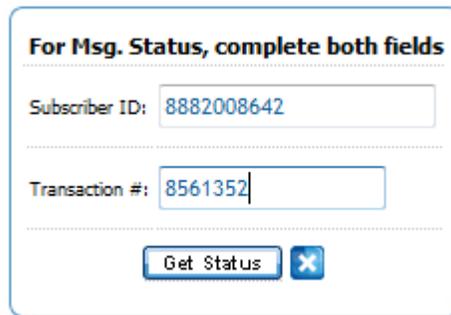
Message Content: TESTING TWO WAY

Message Status by Recipient:  
 2 Way Test (8882008642)                      Status: Sent                      Transaction#: 8561352

## Message Status

This option may be used to track the status of a message submitted to a 2 way recipient.

- Select **MESSAGE STATUS** from the Account Actions section of the My Send a Message main menu.



**For Msg. Status, complete both fields**

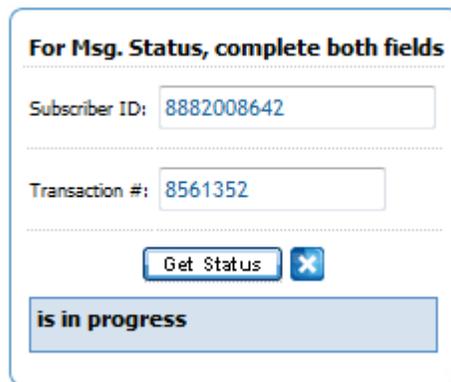
Subscriber ID: 8882008642

Transaction #: 8561352

Get Status X

- Enter the Subscriber ID (10 digit pager number, alias, or PIN number of the recipient).
- Enter the Transaction ID of the Message.
- Click **Get Status**. In the example below, the message is still in progress meaning the 2 way device has not yet received the message.

**NOTE:** The transaction ID may be located on the Message SENT email notification. The Transaction ID will ONLY generate for 2 way recipient messages.



**For Msg. Status, complete both fields**

Subscriber ID: 8882008642

Transaction #: 8561352

Get Status X

**is in progress**

- Click **X** to exit Message Status and return to the main menu.

## My Billing Details

The section on the right of the main menu contains information regarding current balance and payment information as well as links to options for invoices, payments, payment history and general account information management that are detailed below.

## Account Actions

### Make a Payment

Click on Make a Payment and the next window will display your account balance(s). Displayed from left to right are Total Balance, Activity Since Last Invoice (reflects activity that's transpired since your last invoice) and Current Charges for the current month's activity. The final three fields represent dollar amounts that are 30, 60 or 90+ days past due.

**Select the appropriate option to Make a Payment.**

**Account #:** 681373 **Name:** JOHN RORKE

<b>Total Balance</b>	<b>Activity since last invoice</b>	<b>Current Charge</b>	<b>30 days past due</b>	<b>60 days past due</b>	<b>90 days past due</b>
<b>\$1,475.43</b>	\$649.26	\$826.17	\$0.00	\$0.00	\$0.00

**Payment Amount:**

To use the credit card you have on file, select the **Quick Pay** option.  
To use a different payment method or a different credit card select one of the alternative options below.

[▶ Back to Main](#)

You are able to make an electronic payment on line via a banking account or credit card. **NOTE:** *For those that have credit card information on file the **Quick Pay** option will be available.*

To make a payment with a credit card, select the Pay by Credit Card button where you will be prompted to enter your credit card number, C.V.V number, expiration date, credit card type, billing address and zip code as well as payment amount.

**Complete your payment information below.**

**Account #:** 681373 **Name:** JOHN RORKE

<b>Credit Card Number:</b>	<input type="text"/>	<b>C.V.V. #:</b>	<input style="width: 90%;" type="text"/>
<b>Expiration Date:</b>	<input style="width: 40%;" type="text"/> / <input style="width: 40%;" type="text"/>		
<b>Credit Card Type:</b>	<input style="width: 95%;" type="text"/>		
<b>Billing Address:</b>	<input style="width: 95%;" type="text"/> Street Address Only		
<b>City &amp; State:</b>	<input style="width: 45%;" type="text"/>	<input style="width: 5%;" type="text"/>	<input style="width: 40%;" type="text"/>
<b>Zip Code:</b>	<input style="width: 20%;" type="text"/>	-	<input style="width: 20%;" type="text"/>
<b>Payment Amount:</b>	<input style="width: 95%;" type="text"/> 1475.43		

[▶ Back to Main](#)

Click the information icon next to the C.V.V field to display the CVV Details screen as seen in the sample below.

**CARD VERIFICATION VALUE** ✕

**Card Verification Value** is a three or four digit number that is unique to each card and only appears on the physical card; the C.V.V.# cannot be obtained from statements or receipts.

This additional security feature is intended to protect customers by helping to ensure that the actual card is present at the time of payment.

The C.V.V. is found on the **back** of Visa, Mastercard and Discover cards.

The C.V.V. is found on the **front** of the American Express cards.



CVV#



CVV#

Click on Continue to process the transaction.

The Payment Review screen will display as seen in the sample below. If the payment information is correct click **Make a Payment** to continue.

Review your payment information below.	
<b>Account #:</b> 681373	<b>Name:</b> JOHN RORKE
<b>Credit Card Number:</b>	xxxxxxxxxxxx0026
<b>Expiration Date:</b>	12 / 2012
<b>Credit Card Type:</b>	Visa
<b>Billing Address:</b>	3000 technology
<b>City &amp; State:</b>	plano, TX
<b>Zip:</b>	75023
<b>I agree to pay the amount of \$1475.43 on my account.</b>	
<p>If any of the information is incorrect, click the previous screen button to change your information.            To ensure your payment is processed correctly, click the Make a Payment button <b>one time only</b>.            Your payment may require several seconds to process.</p>	
<div style="display: flex; justify-content: space-around;"> <span><b>Previous Screen</b></span> <span><b>Make a Payment</b></span> </div>	
<a href="#">» Back to Main</a>	

**NOTE:** Payments are always posted towards your oldest existing balance first.

If the payment transaction is successful you will receive a confirmation number. Print this screen for your records.

Your payment has been successfully processed. Your confirmation number is: TAS617	
<b>Credit Card Type:</b>	Visa
<b>Credit Card Number:</b>	xxxxxxxxxxxx0026
<b>Payment Amount:</b>	\$1475.43
<p><b>Looking for a faster way? We offer other payment options that make paying your invoice even easier. Choose the electronic payment method that's best for you.</b></p>	
<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>Setup Auto Charge</b></p> <p>Yes, I would like to setup my account for <b>Auto Charge</b> using the credit/debit card information above.</p> <p>Select this option to pay your invoice automatically using the above credit/debit card. Your card will be charged within 5 business days from the time your next invoice is generated. You will receive a statement detailing the charges to your account.</p> <p style="text-align: center;"><b>Add Payment Info.</b></p> </div>	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>No change at this time</b></p> <p>No, I do not want my account setup for automatic bill payment.</p> <p>Select this option to pay your invoice manually each month.</p> <p>The above credit/debit card will not be stored on your account.</p> <p style="text-align: center;"><b>Main Menu</b></p> </div>
<b>Please print this page and keep for your records.</b>	

If your account is not set up for auto-charge with the credit card information that was just entered you will have the option to do so at the time. Click Add Payment Info to continue.

If you would prefer to process payment via a banking account (only available on personal banking accounts as this time, not business), click on the Pay by Bank Account button. You will be prompted to enter bank account number, routing number, check number, first and last name of primary account holder, account address and payment address. Click on Continue to complete the transaction.

Complete your payment information below. To change your payment amount, click the Previous Screen button.	
Account #: 205891	Name: EMP ACCOUNT TESTING ONLY
We are pleased to offer our customers the ability to pay their invoice via their bank account. Currently, this option is only available for Personal, not Business, bank accounts.	
You will need your bank account number and routing id to continue with this process. This information can be found on the bottom of most checks. If you do not have this information it will be necessary for you to contact your bank to obtain the routing number and account number.	
Bank Account Number:	<input type="text"/>
Routing ID:	<input type="text"/>
Check Number:	<input type="text"/> (must be an available check number)
First Name of Primary Account Holder:	<input type="text"/>
Last Name of Primary Account Holder:	<input type="text"/>
Checking Account Address:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip Code:	<input type="text"/> - <input type="text"/>
Payment Amount:	\$7.16 (A minimum payment amount of \$5.00 is required)
<input type="button" value="Previous Screen"/> <input type="button" value="Continue"/>	

To return to the main menu, click on the Back to Main button in the bottom left corner of the My Account window.

## Invoices – View/Print/Download

Click on the Invoices – View/Print/Download link and the next window will display a menu of up to your last ten invoices (current invoice is always available here too), the invoice numbers as well as the dollar amounts. If you're interested in no longer receiving a paper invoice in the mail and would like to receive a monthly email notification of your electronic invoice's availability please contact Customer Support or click the GO GREEN logo at the top of the Invoice Management page.

The *My Account* customer will have the availability to request paperless invoices using the *E-Invoice program* by clicking on the prompt to '**Click Here to Help Us Stop the Presses**'.

The *E-Invoice* screen will display as seen in the following illustration.

**SIGN UP FOR OUR NEW E-INVOICE PROGRAM BELOW AND HELP US STOP THE PRESSES!**

**Account #:** 12345678 **Name:** Jim Smith

**Update your Statement Delivery Preference and Email Address below.**

**Please select your Statement Delivery preference:**

**Electronic Statement Only**  
I would like to stop receiving paper statements in the mail and view my statement online via My Account.

**Print/U.S. Mail**  
I would like to receive a paper statement in the mail. I understand that this service may be subject to a fee.

.....

If you selected the Electronic Statement Only option, it is necessary to maintain a valid e-mail address so that USA Mobility may notify you once your invoice is available for retrieval and payment.

I authorize USA Mobility to send me an e-mail alert when my invoice is available to be viewed on-line.

USA Mobility is not responsible for delays in the transmission of e-mail alerts. In the event you do not receive an anticipated e-mail notice, it is your responsibility to log on to retrieve your invoice and arrange for payment on your account. If your e-mail address changes and you wish to continue the Electronic Statement Only delivery option, you are required to notify USA Mobility's Customer Care group.

I accept these Terms & Conditions

.....

The *E-Invoice selection screen* will allow you to choose from the following options:

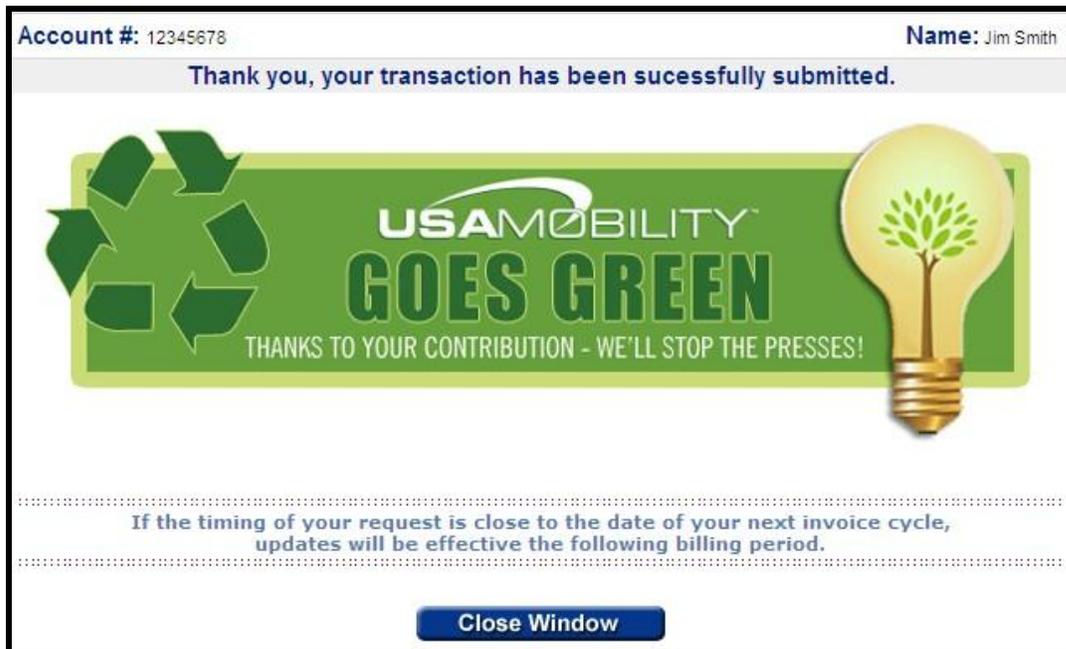
- Electronic Statement - stop receiving paper statements (PDF file)
- Print / U.S. Mail - continue receiving paper statements by mail (May be subjected to a fee)

Select the applicable option by clicking in the respectable radio button.

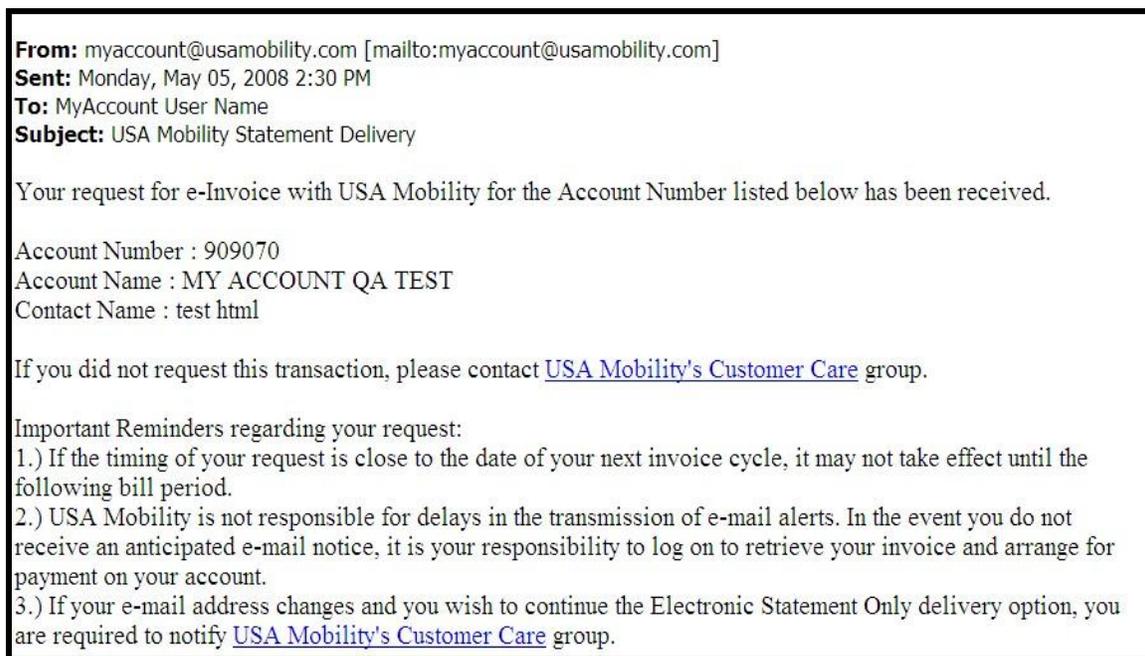
If the *Electronic Statement option* has been selected you will need to enter and re-verify your valid email address for invoice correspondence.

Your contact name will be needed giving USA Mobility the authorization to send you the e-alert via email when the invoice is available to be viewed on-line. Once the *Terms and Conditions* have been accepted click **Submit Request** to continue.

If the request transaction is successful the following confirmation screen will display.



A confirmation email will also be sent to confirm the *E-Invoice option* request. The email sample below illustrates the verbiage contained.



PDF equivalents of the paper invoice are also available by selecting the PDF link for the desired month to print the first page of the invoice, several pages or the entire invoice. (Note, at this time, Adobe Reader v7.0 or higher is required for this option and a link is provided for the free download.)

Invoices can also be downloaded electronically via the E-file Format option for parsed/unparsed files. A window will appear displaying your email address (or a window for an alternate email address should you

want the notification sent to a different individual). Click on Submit and you will receive an email in your Inbox alerting you that your electronic invoice has been compiled and is ready for download. (Note - We do not directly email invoices due to security concerns and file sizes/formats.) Once you receive your email notification log back into the My Account application and from the Main menu select Invoice Management. The next window that will appear displays all of your invoices and you will see an icon next to the file you requested. Click on the applicable icon for Parsed / Un-Parsed file and you will be able to save that invoice data. We recommend setting up a folder labeled Invoice on your hard drive.

### Requesting E-Files

A specific invoice can be selected by clicking on either the PDF icon or desired E-File Format icon(s) for Parsed or Un-Parsed files if available. If there are no E-File format icons available the user can request the specific invoice(s) by clicking in the applicable Request E-Files check box and then click **Continue** to submit the request as seen in the below screen sample.

View an invoice by selecting the PDF icon or available e-Files icon.  
If e-File icons are not displayed, select Request e-Files Check Box and Continue.

**Account #:** 224940 **Name:** A & A FLOORS AND CARPET

Invoice Date	Invoice #	Invoice Total Amount	PDF	E-FILE FORMAT		Request e-Files
				Parsed	UnParsed	
11/13/2009	S0224940K	\$18.11	N/A	--	--	<input checked="" type="checkbox"/>
10/13/2009	S0224940J	\$18.11	N/A	--	--	<input checked="" type="checkbox"/>
09/13/2009	S0224940I	\$18.13	N/A	--	--	<input type="checkbox"/>
08/13/2009	S0224940H	\$18.13	N/A	--	--	<input type="checkbox"/>
07/13/2009	S0224940G	\$18.13	N/A	--	--	<input type="checkbox"/>
06/13/2009	S0224940F	\$17.95	N/A	--	--	<input type="checkbox"/>

[Click Here to Check Balance/Make a Payment.](#) [Click here to download Adobe Acrobat.](#)  
 Balance information and amount due displayed on the PDF Invoice may not reflect your current account status.

Continue

The user will be able to review the requested Report Name with the applicable invoice number and confirm the e-mail address to use for notification once the invoice report is ready.

**Review your request and confirm your email address.**

**Account #:** 224940 **Name:** A & A FLOORS AND CARPET

In most cases electronic reports are processed immediately. Upon completion, email confirmation will be sent to the Login Address below **OR** to an Alternate Address if one is provided. Once you receive notification that your report is ready, you may download it within 5 business days through the Retrieve Report option of My Account/Electronic Reporting.

Report Name	Login Email Address	Alternate Email Address
Invoice Report - S0224940K Invoice Report - S0224940J	ruth.griffin@usamobility.com	griffin@usamobility.com <i>Please verify accuracy</i>

I would like to change the login email address permanently to the address entered above.

[Previous Screen](#)
[Submit](#)

If the submit process is successful the screen will display as seen in the following sample.

**Your request has been submitted.**

**Account #:** 224940 **Name:** A & A FLOORS AND CARPET

When your is available for online retrieval, email notification will be sent to **ruth.griffin@usamobility.com**.

**NOTE:** Once you receive notification, this report will be available for online retrieval for 5 business days.

[Back To Main](#)

An email notification will be sent to the requestor confirming the invoice report is ready for download. Note the prompt in red; the online retrieval for the invoice report in My Account will be available for only five business days.

The following email sample illustrates a confirmation for a requested Invoice Report.

From: CUSTOMER.CARE@USAMOBILITY.COM Sent: Tue 12/8/2009 5:08 PM  
 To: Ruth Griffin  
 Cc:  
 Subject: USA Mobility Invoice Report 08/11/2009 For Account 3235391

Your invoice report is now available for you to download.  
 As a reminder, your report will remain available for you for five (5) days.  
 Thank you for being a part of Arch Wireless/Metrocall, your leader in wireless communications.

Please do not reply to this email.

Once the email confirmation has been received the user can access the requested invoice report for download.

The sample below depicts multiple invoices are available via the E-file format. The user will have a choice to download either *Parsed* or *Unparsed* files.

**View an invoice by selecting the PDF icon or available e-Files icon.  
 If e-File icons are not displayed, select Request e-Files Check Box and Continue.**

**Account #:** 3235391 **Name:** A & A COIN MACHINES

Invoice Date	Invoice #	Invoice Total Amount	PDF	E-FILE FORMAT		Request e-Files
				Parsed	UnParsed	
11/11/2009	S3235391K	\$19.42	N/A			<input type="checkbox"/>
10/11/2009	S3235391J	\$19.31	N/A			<input type="checkbox"/>
09/11/2009	S3235391I	\$19.32	N/A			<input type="checkbox"/>
08/11/2009	S3235391H	\$19.32	N/A			<input type="checkbox"/>
07/11/2009	S3235391G	\$19.32	N/A			<input type="checkbox"/>
06/11/2009	S3235391F	\$30.11	N/A			<input type="checkbox"/>

[Click Here](#) to Check Balance/Make a Payment. [Click here](#) to download Adobe Acrobat.  
 Balance information and amount due displayed on the PDF Invoice may not reflect your current account status.

Click on the *Paper Icon* located at the top of the **Invoice Selection** screen to display additional information.

**View an invoice by selecting the PDF icon or available e-Files icon.  
 If e-File icons are not displayed, select Request e-Files Check Box and Continue.**



A pop-up information window regarding the applicable options through Invoice Management will display as seen in the sample below.



### Overview of the E-Files for Parsed vs. Un-Parsed

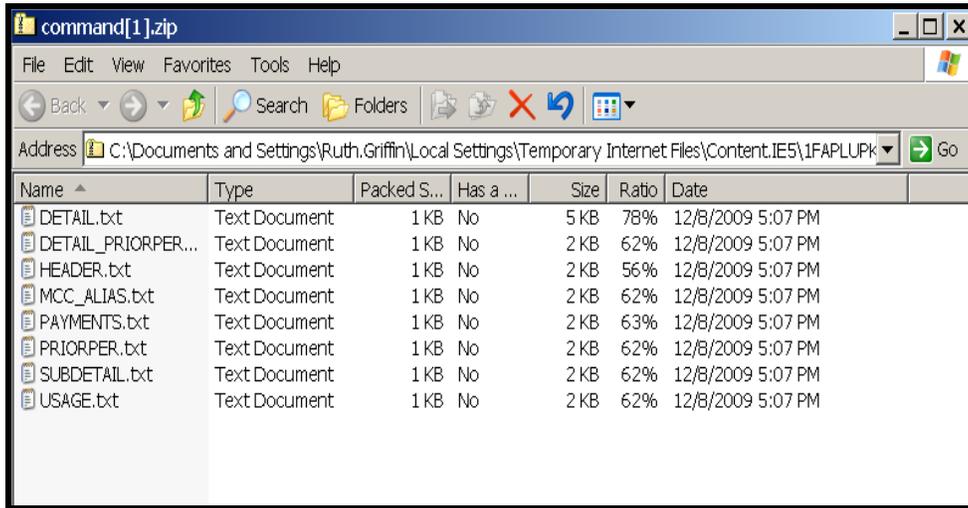
The *Electronic Invoice Program* is designed for customers that wish to receive their billing data electronically. You will have the option to choose between a Parsed or Un-Parsed file. The Parsed option will download a file that has already been parsed and formatted by USA Mobility. (This will eliminate the need for the E-parse software that has been previously used) Once the applicable file has been downloaded you will be able to import/convert the file into the application of your choice. The Un-Parsed file option will download an unparsed, raw .DAT file.

Clicking on the Icon in the *Parsed / Un-Parsed* column will open the File Download Dialog box as seen below.

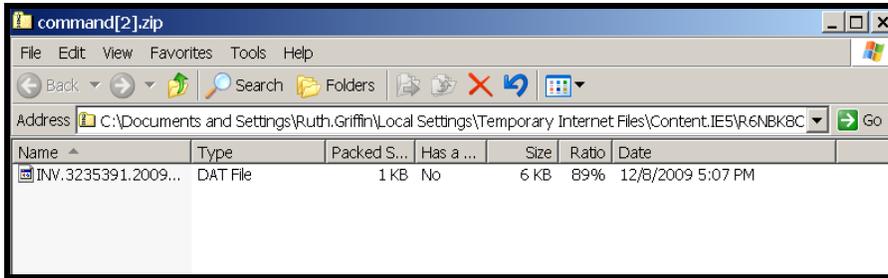


Click **Open** to display the *Parsed / Un-Parsed* file(s) ~Or~ click **Save** to save in a designated folder.

**Parsed files** are already formatted by USA Mobility and will display for the user to download as seen in the sample below. *Note; This will eliminate the need for the E-Parse software as used in the past.*



**Un-Parsed files** are in .DAT file type as seen below and must be formatted as it contains raw data.



## Review Payment History

Click on the Review Payment History button and the next window will display the same information that's available in the previous Check Balance/Make Payment window. You will also be able to view the past five payments posted to the account as well as the date they were posted to the account(s).

Account Balance					
Account #: _____			Name: F _____		
Total Due	Activity since last invoice	Current Charge	30 days past due	60 days past due	90 days past due
<b>\$1,007.94</b>	\$0.00	\$491.37	\$512.92	\$3.65	\$0.00
Payment History					
	August 24, 2005	\$492.67			
	August 09, 2005	\$481.31			
	July 18, 2005	\$480.08			
	May 25, 2005	\$497.80			

» Back to Main

To return to the main menu, click on the Back to Main button in the bottom left corner of the My Account window.

## Account Maintenance

Click on the Account Maintenance button and the next window to appear will allow you access to modify personal account information.

**Review your current account information and make your selection below.**

**Account #:** 205891      **Name:** MY ACCOUNT TEST ACCOUNT

Login Information	Account Information	Payment Information
<p><b>Your My Account login is setup with the following information.</b></p> <p>Todd Morgan  <b>Login ID:</b> nocregion  <b>Password:</b> *****            (914) 555-1212            todd.morgan@usamobility.com</p> <p>Select this option to update your login information.</p> <p><b>Edit Login Info.</b></p>	<p><b>Your billing account is setup with the following information.</b></p> <p>1800 E COUNTY LINE RD            RIDGELAND , MS 39157-1916            (914) 555-1212</p> <p>Select this option to update your account information.</p> <p><b>Edit Account Info.</b></p>	<p><b>An electronic payment method has not been established.</b></p> <p>We now have multiple options available for you to easily pay your account online. Choose the one that's right for you.</p> <p>Select this option to setup an electronic bill payment method.</p> <p><b>Add Payment Info.</b></p>

» **Back to Main**

The first column on the left will display your name, user name, password, telephone number and email address. If you need to modify any of that information (excluding your login), click on Edit Login Info and you will be able to update those fields. Once they're updated in My Account, within minutes it's also updated in our national back office software system as well. Although Customer Support will continue to support you, there's no need to place a follow up call to them – once you've done the transaction in My Account, it's done in both places.

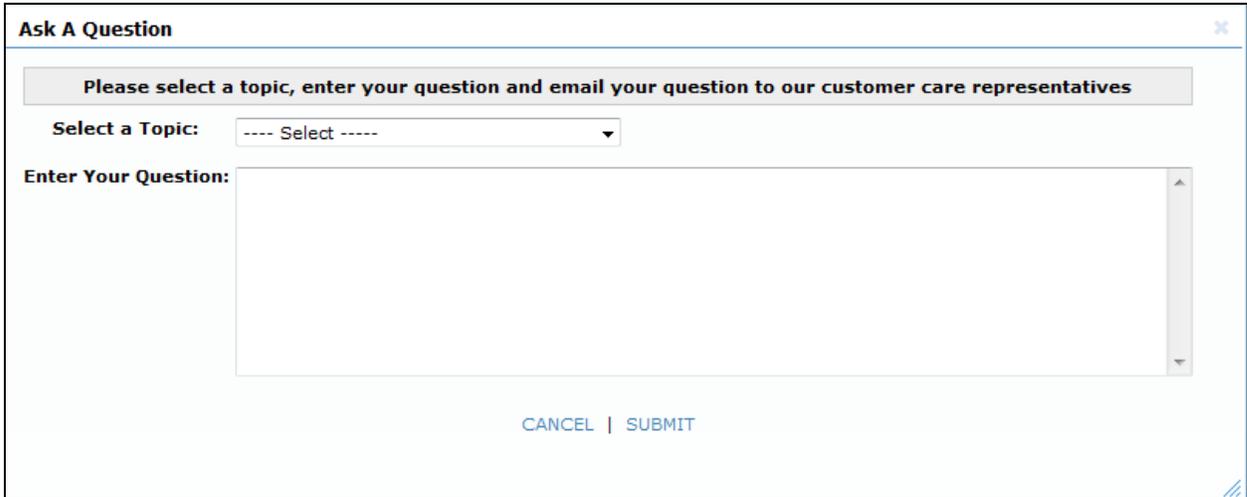
The second column in the middle will display your billing address and telephone number. If you need to modify any of that information, click on Edit Account Info and you will be able to update those fields.

The third column on the right enables you to establish automatic payment options for your invoices. You can select to make auto payments on a credit card or from a banking account. If at any time after establishing auto pay, you would like to deactivate it and return to making manual payments (checks via mail), re-visit this menu option and deactivate the auto pay feature by selecting Edit Payment Info.

To return to the main menu, click on the Back to Main button in the bottom left corner of the My Account window.

## Ask a Question

Access this screen to email feedback, questions or comments to our My Account Customer Support team. This option is not meant to be used for time sensitive transactions that you may not be able to process via My Account. Please call or email Customer Support directly with any time-sensitive questions or concerns.



**Ask A Question**

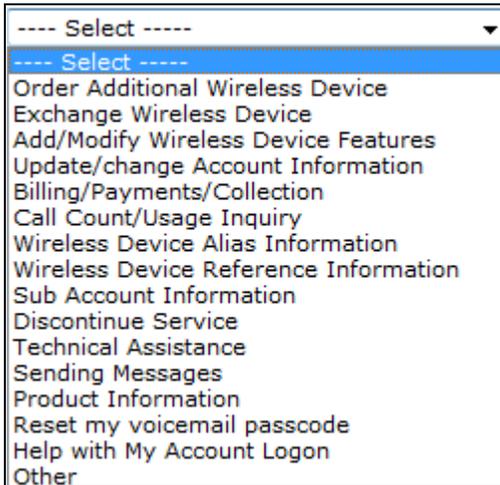
Please select a topic, enter your question and email your question to our customer care representatives

Select a Topic: ---- Select ----

Enter Your Question:

CANCEL | SUBMIT

Available topics include:



---- Select ----

---- Select ----

Order Additional Wireless Device

Exchange Wireless Device

Add/Modify Wireless Device Features

Update/change Account Information

Billing/Payments/Collection

Call Count/Usage Inquiry

Wireless Device Alias Information

Wireless Device Reference Information

Sub Account Information

Discontinue Service

Technical Assistance

Sending Messages

Product Information

Reset my voicemail passcode

Help with My Account Logon

Other