# Account Manager User Guide

## Introduction

Account Manager is a convenient and easy way to manage your account. It is available virtually anytime, day or night. There is no charge to access your account. Access your account to perform the following transactions such as:

- View and print your billing statement
- Make a payment using a credit card or draft from your checking or savings account.
- Set up your account on our Automatic Payment Plan (APP)
- Order a new pager or an exchange on an existing account
- Add Optional Services (such as IntelliMessage)
- Activate a pager in your possession
- Track your AMS Express Order
- View a Pager Profile

Do you have multiple accounts? If so, you may register each account under the same user name and password by entering in the additional account information and clicking "Add" (there's no limit to the number of accounts you can register).  By registering all of your accounts, you will be able to perform transactions on different accounts by selecting the "Access Other Accounts" from the *Account* pull-down menu.

***Helpful Tip:*** *To quickly identify your current account, simply look at the upper center section of any page.*

## Registration Form

After reviewing and accepting our terms and conditions for using the Account Manager online services complete the form with the requested information. Add your account information and complete the registration process.

# Account Tab

## Account > Account Overview

The Overview page provides a brief snapshot of your account as well as links to useful transactions.

- **Statement Summary**

  Informs you of any prior balance carried over from a prior billing period, payments posted to your account, current charges, and the total amount due (as of your last billing cycle).

*Important note*: *Your* **amount due** *may not reflect any credits or adjustments made to your account since the last billing statement.  The* **current balance does** *include credits or adjustments made to your account since the last billing statement.*

- **Service Summary**

  Informs you of the services associated with your account at a quick glance.
- **Billing Address**

  Indicates the address where we currently send the billing statements.
- **Service / Shipping Address**

  Indicates the service / shipping address for your account. Click the Update button at the bottom of the page to make changes to either of these address fields.

## Account > Account Services Info

This feature lists all the recurring services on your account.

- **Pager Phone Number**

  Ten digit pager phone number assigned to your account.  (If you click on this field it will take you to the Pager Profile screen.)
- **Statement Description**

  A brief description (that appears on your billing statements) of the service associated with the pager or enhanced service.  This can be customized as a specific description for identification purposes by selecting "Change Statement Descriptions" in the Billing & Payments Menu.  If a custom description is entered, you may view the default description by selecting the download option at the bottom of the page.
- **Monthly Charge**

  The recurring monthly charge associated with the pager and optional services.
- **Capcode**

  A capcode is a series of numbers that uniquely identifies a pager.  It commonly is 7 to 10 digits in length and may start with an A, E, 0 or 1.  (If you click on this field it will take you to the Pager Profile screen.)

*__Please note:__ The view will only list the first 50 lines of your account services. If your account is larger than 50 line items, you must select the download option to view all of your services.*

You may select to download your account services information and receive additional information by clicking the link at the bottom of the page.  This option will prompt you to either open or save the file in CSV format (comma-separated values).  If you select "open", the file will open with Excel in columns that can easily be manipulated.  The additional information contained in the file is:

- **Serial Number**
  A series of letters that uniquely identifies a pager.
- **Usage Limit**
  The number of calls allowed before an additional fee may be incurred.
- **Usage Cost**
  The fee incurred after the usage limit is surpassed.
- **Date in Service**
  The date the service was activated on your account.
- **Channel Code**
  A number in our system that identifies the frequency of the pager.
- **Frequency**
  The radio frequency that the pager is set to receive a signal.
- **Equipment Type**
  The type of equipment associated with the capcode.
- **Default Statement Description**
  A brief default description (that appears on your billing statements unless a custom description is entered) of the service associated with the pager or enhanced service.
- **Group Call Information**
  If group call is assigned to the pager, it will list the group call leader, type of group call and phone number/capcode of the leader.
- **Special Billing Fields**
  If any special billing fields exist, these will be listed in additional columns in the download.

## Account > Recent Transactions

The recent transactions page allows you to view transaction history for Account Manager.  The data included in the report will only include transactions that are completed through Account Manager.  Any transactions through American Messaging Customer Service will not be included in the report.  The following options are available to select for your report:

- **Account Number**

  This will list all of your registered accounts in Account Manager. You may select all accounts or just the accounts you wish to view.

- **Transaction Type**

  You may select to view all types of transactions for your account(s) or you may select specific transactions you wish to view.

- **User ID**

  This option is available for your system administrator only. All others will only view the transactions for the user that is currently logged in.

- **Beginning Date/Ending Date**

  Transaction history is only available for the previous 12 month period. Your beginning date and ending date can only be a maximum of a 30 day span.

The following fields will be included in the report:

- **Transaction Description**

  The type of transaction that was performed.

- **Company Code**

  The first two characters of your account number.

- **Account Number**

  The account number the transaction occurred.

- **Account Name**

  The name of the account the transaction occurred.

- **Transaction Date**

  The date the transaction was performed.

- **Transaction Time**

  The time the transaction was performed.

- **User ID**

  The user id logged into Account Manager to perform the transaction.

- **Phone Number**

  The phone number used for the transaction.

- **Pager Capcode**

  The capcode of the pager used for the transaction.

- **Distribution Center**

  The first part of the order number.

- **Order Number**

  The order number for the transaction.

You may select one of the following two options for the output of the report:

- **Download CSV**

  This option will prompt you to either open or save the file to your local machine in CSV format (comma-separated values). If you select to open the file, it will open with Excel in columns that can be easily manipulated.

- **Download txt**

  This option will prompt you to either open or save the file to your local machine in .txt format (text). If you select to open the file, it will open with your default text editor.

## Account > Capcode Report

This feature allows you to view all equipment assigned to your account(s). Use the following criteria to narrow the report parameters.

- **Account Number**
- **Equipment Status**
- **Service Type**

The following fields are included in the report:

- **Account**

  The account number the pager is assigned

- **Status**

  The status of the pager (i.e. – Lost, In Service)

- **Capcode**

  A capcode is a series of numbers that uniquely identifies a pager. It commonly is 7 to 10 digits in length and may start with an A, E, 0 or 1.

- **Serial Number**

  A series of letters that uniquely identifies a pager.

- **Channel Code**

  A number in our system that identifies the frequency of the pager.

- **Frequency**

  The radio frequency that the pager is set to receive a signal.

- **Format**

  Also known as the baud rate, it is the speed of the transmission of the signal from the tower to the pager.

- **Service Type**

  The type of paging service (i.e. Alpha, Numeric or 2-Way)

- **Equipment Type**

  The type of equipment associated with the capcode.

- **Statement Description**

  This is a brief description (that usually appears on your billing statements) of the service associated with the pager.

- **Pager Numbers Assigned**

  Displays the pager phone numbers associated with the pager.

You may select one of the following two options for the output of the report:
- **Download CSV**
  This option will prompt you to either open or save the file to your local machine in CSV format (comma-separated values). If you select to open the file, it will open with Excel in columns that can be easily manipulated.
- **Download txt**
  This option will prompt you to either open or save the file to your local machine in .txt format (text). If you select to open the file, it will open with your default text editor.

## Account > Add Additional Accounts
This screen allows you to make changes to your online account information (the information you provided at the time you registered for Account Manager).

<u>Do you have multiple accounts?</u>
If so, you may register each account under the same user name and password by entering in the additional account information during the registration process or by going to "Add Additional Accounts" from the menu bar. By registering all of your accounts, you will be able to quickly change the account you are performing transactions on without having to log back into the Account Manager site. Simply choose one of your accounts from the drop down selection. To remove an account from your drop down selection on the Account Manager site simply go to the "Contact Us" section on the Account Manager site and complete a request informing us of the account(s) you'd like to remove or you may reach us by calling 888-247-7890.

***Please note:*** *Any changes to these fields will change your login information to the Account Manager site.*

***Please note:*** *To switch accounts, you can click the Access Other Accounts link under the Account Tab or click on the Account Number in the top banner.*

## Account > Set Alternate Home
Set Alternate Home allows you to select a page from several options to designate it as your Home Page. Your Home Page is the page displayed when you log into Account Manager and can be selected from any page throughout the application from the "Home" link in the menu path under the Tabs. The options available:

- **Account Overview** – (Default Home Page)
- **Pager Profile**
- **Account Services Info**
- **Statement Summary**
- **View Open Orders**

## Account > Access Other Accounts

This feature is provided for customers who have multiple paging accounts and allows them to change accounts without logging out then back in under the desired account.

Do you have multiple accounts?
If so, you may register each account under the same username and password by entering in the additional account information during the registration process or by going to "Add Additional Accounts" from the menu bar. By registering all of your accounts, you will be able to quickly change the account you are performing transactions on without having to log back into the Account Manager site. Simply choose one of your accounts from the drop down selection.

***Please note:*** *To switch accounts, you can click the Access Other Accounts link under the Account Tab or click on the Account Number in the top banner.*

---

## Billing Tab

### Billing > Statement Summary

The Statement Summary page allows you to view a summary of your statement and choose a statement to view and print.

- **Statement Summary**
  Informs you of any prior balance carried over from a prior billing period, payments posted to your account, current charges, and the total amount due (as of your last billing cycle), and your current balance on your account.

***Important note:*** *Your amount due may not reflect any credits or adjustments made to your account since the last billing statement.*

- **Choose Statement View & Print**
  Allows you to choose a statement to view and print (One rolling year of statements are available). You have four options available:
    - *View HTML* – This option opens another window in your browser, allowing you to view and print the statement online.
    - *Download HTML* – This option will prompt you to either open or save the file to your local machine in Excel format. If you select to open the file, it will open with Excel formatted to look like the invoice you see on the screen.
    - *Download CSV* – This option will prompt you to either open or save the file to your local machine in CSV format (comma-separated values). If you select to open the file, it will open with Excel in columns that can be easily manipulated. This option would normally be used for large invoices to search or sort by specific charges.

- *Download TXT* - This option will prompt you to either open or save the file to your local machine in .txt format (text). If you select to open the file, it will open with your default text editor.

To view information on how to read your bill, **click here**.

- **View Remittance Slip**
  Is a bill cover page that may be used to submit along with your payment.

## Billing > Change Address
Updates to this screen will change the address that we use for mailing your billing statement(s) and/or the service/shipping address for your account. There are many instances where billing and service addresses may be different. In these cases, it's important that we are provided a service/shipping address for the account.

***Please note:*** *The service/shipping address may not be a P.O. Box address; a physical address is required, as most shipping carriers we utilize will not deliver to a P.O. Box address.*

## Billing > Make Payment
To make a one-time payment on your account, please complete all the necessary information on the "Make Payment" screen.
Please allow 2 to 4 business days for your payment to post to your paging account(s). If service has been suspended, a payment for the past due amount will automatically restore service to the account. Reconnect fees may apply.
If you select  "Other Payment Amount", it is less than your current balance and your account is past due, please note that your account may still be subject to late payment fees* and service interruption. We may also charge any costs associated with collecting your unpaid balance. In addition, if your pager is currently suspended it will remain suspended until the account is brought to a current payment status at which time reconnect fees may be charged.

Do you have multiple accounts?
If so, payment would need to be applied separately to each account, as we are unable to distribute your payment to multiple online accounts at this time.
*A "Late Payment Fee" may be assessed up to 1 ½ percent per month (an 18 percent annual rate) on any balances, which remain unpaid, or the current minimum late fee. However, if this late fee exceeds that allowed by applicable law, then the maximum fee allowed by law shall apply.*

## Billing > Payment History
The payment history displays a summary of your payment history for the last 12 months. Here is a description of the fields:

- **Payment Date**
  Indicates the date the payment is applied to your account.
- **Description**
  Indicates the payment method (i.e., credit card, check &/or through our payment lock box).
- **Amount**
  Amount of the payment applied to your account.

## Billing > Automatic Payment Plan

Our "Automatic Payment Plan (APP)" option offers you the ability to pay your bill electronically each month. By signing up for APP, you are authorizing us to automatically debit funds (as electronic transfers from your checking or savings account) or charge your credit card for the amount due on a monthly basis. The authorization applies to all future bills and automatic charges. In order to be set up on APP you must "Accept" the Terms and Conditions online.
You will receive a statement each month through the mail or a statement notification via email (if you are enrolled in the paperless invoice option) at least ten (10) days prior to the automatic debit charge to your checking/savings account or credit/debit card account. If you wish to put a stop payment order on a scheduled auto debit payment from your checking/saving account or credit/debit card, you must contact your financial institution or credit/debit card provider immediately.
If your currently enrolled in APP this screen may be used to modify or change the existing information we have on file. Once submitted, the information will override what we currently have on file.

*__Helpful Tip:__ This could be used to update your credit card expiration date or completely change the account to be debited.*

## Billing > Go Paperless

You can now "Go Paperless" with our Electronic Billing option. After you have signed up for this option, you will receive an email notification when your statement is ready. The email will contain a link to our website to view your statement and pay your bill.

## Billing > Change Statement Description

Change statement description allows you to customize the description (that usually appears on your billing statements) of the services associated with the pager.
Please note: Any changes to the statement description will appear on your next billing statement.

## Billing > View/Change E-Billing Info

This feature allows you to view or change electronic billing information and to override the existing custom Information displayed.

What is Electronic Billing? Electronic Billing is designed to capture customer specific billing fields (org levels, reference types, and identifiers) for each pager on the specified account at the time Of a pager transaction. This provides you with tracking and reporting ability, to assist you in Managing your account.

***Please note:*** *Electronic Billing is not available to all customers and is subject to eligibility requirements.*

***Please note:*** *To switch accounts, you can click the Access Other Accounts link under the Account Tab or click on the Account Number in the top banner.*

## Billing > Electronic Billing File Download

The Electronic Billing File Download options stores any specialized reports for your account. It provides you with one central location to access your reports at any time.

What is Electronic Billing? Electronic Billing is designed to capture customer specific billing fields (org levels, reference types, and identifiers) for each pager on the specified account at the time of a pager transaction. This provides you with tracking and reporting ability, to assist you in managing your account.

***Please note:*** *Electronic Billing is not available to all customers and is subject to eligibility requirements.*

***Please note:*** *To switch accounts, you can click the Access Other Accounts link under the Account Tab or click on the Account Number in the top banner.*

## Billing > Electronic Billing Reports

This option allows you to run predefined custom reports, based on your electronic billing information.

What is Electronic Billing? Electronic Billing is designed to capture customer specific billing fields (org levels, reference types, and identifiers) for each pager on the specified account at the time of a pager transaction. This provides you with tracking and reporting ability, to assist you in managing your account.

***Please note:*** *Electronic Billing is not available to all customers and is subject to eligibility requirements.*

***Please note:*** *To switch accounts, you can click the Access Other Accounts link under the Account Tab or click on the Account Number in the top banner.*

The following reports are available in the electronic billing reports section:

- **Standard Statement Report**
    This report allows you to select a specific billing month and year to download. The report will contain the individual records for all accounts associated with your login.

Once you select "Submit", the report will prompt you to either open or save the file to    your local machine in CSV format (comma-separated values) or txt (text).  If you select to open the file, it will open with Excel in columns that can be easily manipulated.

**Please note**: *If the report generates more than 65,000 lines, it will automatically download to a .txt file.*

- **Statement Summary Report**
    This report allows you to select multiple options for your output:
    - *Select Account Number* – You are required to select at least one account listed in the box. You may select as many accounts as you want from the list.
      **Please note:** *Master accounts are noted after the account number and will include all associated sub accounts for the master account selected.*
    - *Select Billing Period* – You are required to select a billing month and year for your report.
    - *Sort Option 1* – If you would like the report to be sorted by a specific field customization, you may select it in this box.
    - *Sort Option 2* – If you would like a second sort for the report, you may select the specific field in this box.
    - *Include Subtotals at break* – If you have selected to sort the report, you can check the box to include subtotals at break. This will provide subtotals for the sort option (s) selected.
    - *Prorate Taxes* – If you check the prorate taxes box, an additional column will be added to each line item on the report, with the taxes for that line item listed.

Once you have selected the options you want for the report and select "submit", the report will prompt you to either open or save the file to your local machine in CSV format (comma-separated values) or txt (text). If you select to open the file, it will open with Excel in columns that can be easily manipulated.

**Please note:** *If the report generates more than 65,000 lines, it will automatically download to a .txt file.*

- **Statement Analysis by Org Level Report**
    This report will allow you to view or download subsets of custom information based on criteria selected. The options available for the output are:
    - *Select Account Number* – You are required to select at least one account listed in the box. You may select as many accounts as you want from the list.
      **Please note:** *Master accounts are noted after the account number and will include all associated sub accounts for the master account selected.*

- *Select Billing Period* – You are required to select a billing month and year for your report.
- *Select Custom Information* – You may select one or all of your customizations that you would like included in the report.
- *Sort Option 1* – If you would like the report to be sorted by a specific field customization, you may select it in this box.
- *Sort Option 2* – If you would like a second sort for the report, you may select the specific field in this box.
- *Include Subtotals at break* – If you have selected to sort the report, you can check the box to include subtotals at break. This will provide subtotals for the sort option (s) selected.
- *Prorate Taxes* – If you check the prorate taxes box, an additional column will be added to each line item on the report, with the taxes for that line item listed.
- *Select Output for the Report* – You have three options available:

  - *View HTML* – This option opens another window in your browser, allowing you to view and print the report online.

**Please note:** *The view HTML option will display the first 50 lines of the report. If your report contains more than 50 lines of output, you must select the download HTML or CSV option to view the report in its entirety.*

  - *Download HTML* – This option will prompt you to either open or save the file to your local machine in Excel format. If you select to open the file, it will open with Excel, formatted to look like the report you see on the screen with additional data not found in the view HTML option.
  - *Download CSV* – This option will prompt you to either open or save the file to your local machine in CSV format (comma-separated values). If you select to open the file, it will open with Excel in columns that can be easily manipulated and contain additional data not found in the view HTML option.
  - *Download TXT* – This option will prompt you to either open or save the file to your local machine in a .txt format (text).  If you select to open the file, it will open with your default text editor.

**Please note:** *If the report generates more than 65,000 lines, it will automatically download to a .txt file.*

- **Phone Information by Org Level Report**
  This report will allow you to view or download custom information, by pager phone number. The options available to select for the output are:

  - *Select Account Number* – You are required to select at least one account listed in the box. You may select as many accounts as you want from the list.

*Please note:* Master accounts are noted after the account number and will include all associated sub accounts for the master account selected.

- *Select Custom Information* – You may select one or all of your customizations that you want included in the report.
- *Select Output for the Report* – You have four options available:

  - *View HTML* – This option opens another window in your browser, allowing you to view and print the report online.
    *Please note:* The view HTML option will display the first 50 lines of the report. If your report contains more than 50 lines of output, you must select the download HTML or CSV option to view the report in its entirety.
  - *Download HTML* – This option will prompt you to either open or save the file to your local machine in Excel format. If you select to open the file, it will open with Excel, formatted to look like the report you see on the screen with additional data not found in the view HTML option.
  - *Download CSV* – This option will prompt you to either open or save the file to your local machine in CSV format (comma-separated values). If you select to open the file, it will open with Excel in columns that can be easily manipulated and contain additional data not found in the view HTML option.
  - *Download TXT* – This option will prompt you to either open or save the file to your local machine in a .txt format (text).  If you select to open the file, it will open with your default text editor.

*Please note:* If the report generates more than 65,000 lines, it will  automatically download to a .txt file.
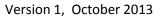
## Transactions Tab

### Transactions > Activations > Order a New Pager
This option allows you to order a new pager for your existing paging account.
When selecting an area code and exchange for the new pager, please enter numbers that are local to your area. This information is required to program the correct local coverage on the new unit (for example, you may use another pager number, home, office, or cellular phone number with a local area code and exchange).
To simplify your request, we have provided the "Copy a Pager" feature.
This feature allows you to either:

Enter an existing pager number from your account that has similar service options and features that you need on the new pager. You will then have the ability to view the services associated with the copied pager and to confirm which services you would like on the new pager.

Search for a pager to copy by clicking the link "Find a pager to copy". You will then have the ability to search for a pager by selecting specific options you need on the new pager. Once you select the specific services, you will be provided a list of pagers on your account that match your search criteria. Simply click on the pager that best fits your needs and it will populate the number in the pager number to copy field.

The following paging service parameters will be copied to the new pager without the ability to edit or make changes (via the "Account Manager" site):

- **Pager Type**
  If the pager we are copying is a numeric unit, you will be sent a numeric unit. The pager model may or may not be the same as the copied pager depending on product availability.
- **Paging Coverage Area**
  Coverage will be assigned based on the area code and exchange you enter (i.e., if a local Dallas, TX area code and exchange is entered, the new pager will have Dallas, TX coverage). The coverage type will be determined based on the number that you are copying from, for example, if the pager has regional Texas coverage, the new pager will also have regional coverage.
- **Paging Service Airtime Rate**
  The monthly service rate and call allowance on the new pager will match the monthly service rate and call allowance on the copied pager.
- **Primary Toll-Free Numbers**
  If the pager number you are copying has a primary toll-free number, the new pager will also have a toll-free number as the primary number.
- **Secondary Pager Phone Numbers**
  If the pager you are copying has secondary toll-free pager phone number, the new pager will be programmed with secondary toll-free number. Contact customer service to have a local secondary pager phone number added to your pager.

## Transactions > Activations > Order Additional Spares

If you are eligible for the spare program, this option will allow you to order additional spare pagers for your account.

What is a Spare Pager? A spare pager is an inactive unit that is provided to critical care or other major/national account customers to use for immediate exchanges or add-ons to their account.

***Please note:*** *This Spare Pager Program is not available to all customers and is subject to eligibility requirements.*

To simplify your request, we have provided the "Copy a Pager" feature. This feature allows you to either:

Enter an existing pager number or capcode from your account that has the pager type and frequency that you need on the new spare pager(s). You will then have the ability to view the information associated with the copied pager that will be duplicated on the new spare pager(s)

Search for a pager to copy by clicking the link "Find a pager to copy". You will then have the ability to search for a pager by selecting specific options you need on the new pager. Once you select the specific services, you will be provided a list of pagers on your account that match your search criteria. Simply click on the pager that best fits your needs and it will populate the number in the pager number to copy field.

***Please note:*** *Certain search options are not available because the pager is a spare pager and not an active unit for your account.*

The following paging service parameters will be copied to the new pager without the ability to edit or make changes (via the "Account Manager" site):

- **Pager Type**
  If the pager we are copying is a numeric unit, you will be sent a numeric unit. The pager model may or may not be the same as the copied pager depending on product availability.
- **Channel Code**
  A number in our system that identifies the frequency of the pager.
- **Frequency**
  The radio frequency that the pager is set to receive a signal.

## Transactions > Activations > Activate a Spare

This option allows you to activate a spare pager currently in your possession to your existing paging account.

What is a Spare Pager? A spare pager is an inactive unit that is provided to critical care or other major/national account customers to use for immediate exchanges or add-ons to their account.

***Please note:*** *This Spare Pager Program is not available to all customers and is subject to eligibility requirements.*

When selecting an area code and exchange for the new pager, please enter numbers that are local to your area. This information is required to program the correct local coverage on the new unit (for example, you may use another pager number, home, office, or cellular phone number with a local area code and exchange).

To simplify your request, we have provided the "Copy a Pager" feature. This feature allows you to either:

Enter an existing pager number from your account that has similar service options and features that you need on the new pager. You will then have the ability to view the services associated with the copied pager and to confirm which services you would like on the new pager.

Search for a pager to copy by clicking the link "Find a pager to copy". You will then have the ability to search for a pager by selecting specific options you need on the new pager. Once you select the specific services, you will be provided a list of pagers on your account that match your search criteria. Simply click on the pager that best fits your needs and it will populate the number in the pager number to copy field.

***Please note:*** *Some options are predetermined in the search field, based on the spare pager entered.*

The following paging service parameters will be copied to the new pager <u>without</u> the ability to edit or make changes (via the "Account Manager" site):

- **Pager Type**
  If the pager we are copying is a numeric unit, you will be sent a numeric unit. The pager model may or may not be the same as the copied pager depending on product availability.
- **Paging Coverage Area**
  Coverage will be assigned based on the area code and exchange you enter (i.e., if a local Dallas, TX area code and exchange is entered, the new pager will have Dallas, TX coverage). The coverage type will be determined based on the number that you are copying from, for example, if the pager has regional Texas coverage, the new pager will also have regional coverage.
- **Paging Service Airtime Rate**
  The monthly service rate and call allowance on the new pager will match the monthly service rate and call allowance on the copied pager.
- **Primary Toll-Free Numbers**
  If the pager number you are copying has a primary toll-free number, the new pager will also have a toll-free number as the primary number.
- **Secondary Pager Phone Numbers**
  If the pager you are copying has secondary toll-free pager phone number, the new pager will be programmed with secondary toll-free number. Contact customer service to have a local secondary pager phone number added to your pager.

## Transactions > Activations > Optional Services

You have the ability to add optional or enhanced services to your pager. These enhanced services have recurring charges that will be billed to your account. Examples of enhanced services are:

- **Common Address Group Call**

  Defined as the same text or numeric message being distributed to a pre-established group of pagers, which can be managed by the customer with the use of equipment programmers. Group paging can be accomplished by either American Messaging applying additional common cap codes to the pagers.

- **IntelliMessage® Mobile and Desktop**

  Applications are an enhancement to the paging experience. The IntelliMessage® application for smart devices and desktop delivers and intrusively displays critical messages on any PC, tablet or smartphone in seconds. Messages are intrusively received and displayed in an application separate from text and email.

- **Voicemail**

  Enables the customer to personally greet those who call the pager and allows callers to leave personal voice messages in the pager's private mailbox; the pager then notifies the owner that a message is waiting. Click **here** to view detailed user instructions.

- **PageSaver™**

  Ensures that pages are not missed if the pager is left at home, leaves the coverage area, or if the battery runs down. With PageSaver™ the owner simply calls the pager number and retrieves the most recent 15 pages including the time and date the pages were sent. Click **here** to view detailed user instructions.

- **Pagesaver Plus**

  Allows you to resend text pages to your pager. It works with Pagesaver and comes with page sequencing. (Numbers each page sequentially to 32 and then starts over). This service is also helpful if your pager is lost, not working or you are out of your coverage area. Click **here** to view detailed user instructions.

- **Custom Greeting**

  Enables the pager owner to personally greet those who call the pager. The greeting message can be updated as often as desired. Click **here** to view detailed user instructions.

- **Secondary/Toll-Free Numbers**

  Perfect for distribution to clients or associates who are located nationwide

- **Page Forwarding**

  Allows messages that are sent to a one-way pager to be delivered to another pager

- **PageCopy™**

  Allows customers to have messages that are sent to their pager, to be *copied* to an unlimited number of addresses or devices such as email and SMS.

- **Pager Replacement Program (PRP)**

  A program designed to protect your pager against theft, loss or damage beyond repair. This service allows you to purchase/replace the pager at a reduced rate

.

Activation of enhanced services in the middle of a billing cycle will result in a **prorated charge*** on your next billing statement in addition to your standard recurring charges.

## Transactions > Activations > Add Additional Number

This feature allows you to add an additional number to the primary pager number (i.e. - having a local pager number and a secondary regional or nationwide pager number).

***Please Note:*** *You must currently have a secondary number from which to copy pager information.*

## Transactions > Exchanges > Order an Exchange

By default, this function will send you a replacement for your current pager with a like for like model (meaning if you currently have a numeric pager, a numeric unit will be sent to you. If you have a text pager, a text unit will be sent). You can change the service to another type of service on your account by selecting the "Change Pager Type" box (some restrictions apply).

***Please note:*** *The desired new type of service must currently be active on your account in order to utilize the "Change Pager Type" option.*

If you select to change the service on your pager, we have provided the ability to "Copy a Pager" from your account. This feature allows you to either:

Enter an existing pager number from your account that has similar service options and features that you need on the new pager. You will then have the ability to view the services associated with the copied pager and to confirm which services you would like on the new pager.

Search for a pager to copy by clicking the link "Find a pager to copy". You will then have the ability to search for a pager by selecting specific options you need on the new pager. Once you select the specific services, you will be provided a list of pagers on your account that match your search criteria. Simply click on the pager that best fits your needs and it will populate the number in the pager number to copy field.

***Please note:*** *Some options are predetermined in the search field, based on the pager number being exchanged.*

The following paging service parameters will be copied to the new pager <u>without</u> the ability to edit or make changes (via the "Account Manager" site):

- **Pager Type**
  If the pager we are copying is a numeric unit, you will be sent a numeric unit. The pager model may or may not be the same as the copied pager depending on product availability.

American Messaging
*The Dependable Choice℠*

- **Paging Coverage Area**
  Coverage will be assigned based on the area code and exchange you enter (i.e., if a local Dallas, TX area code and exchange is entered, the new pager will have Dallas, TX coverage). The coverage type will be determined based on the number that you are copying from, for example, if the pager has regional Texas coverage, the new pager will also have regional coverage.
- **Paging Service Airtime Rate**
  The monthly service rate and call allowance on the new pager will match the monthly service rate and call allowance on the existing pager.
- **Exchange Fee**
  A fee charged for new (style) equipment exchanges.
- **Total Monthly Recurring Costs per pager**
  This amount may change based on the services you select/deselect. Click the "Recalculate" button to recalculate your monthly recurring costs after you've made your service selections. Activation of a pager in the middle of a billing cycle will result in a **prorated charge*** on your next billing statement in addition to your standard recurring charges.

*Please note:* *Monthly recurring costs do not include taxes. Taxes will appear on your next billing statement.*

An order confirmation will be sent to the email address entered when your order is shipped that will include the order details and tracking information.

## Transactions > Exchanges > Exchange Using a Spare

This option allows you to utilize a spare pager currently in your possession for an exchange on your existing paging account.

What is a Spare Pager? A spare pager is an inactive unit that is provided to critical care or other major/national account customers to use for immediate exchanges or add-ons to their account.

*Please note:* *This Spare Pager Program is not available to all customers and is subject to eligibility requirements.*

If the spare capcode entered is a different pager type than the pager being exchanged, you must select a pager from your account to copy. We have provided the ability to "Copy a Pager" from your account. This feature allows you to either:

Enter an existing pager number from your account that has similar service options and features that you need on the new pager. You will then have the ability to view the services associated with the copied pager and to confirm which services you would like on the new pager.

Search for a pager to copy by clicking the link "Find a pager to copy". You will then have the ability to search for a pager by selecting specific options you need on the new pager. Once you select the specific services, you will be provided a list of pagers on your account that match your search criteria. Simply click on the pager that best fits your needs and it will populate the number in the pager number to copy field.

***Please note:*** *Some options are predetermined in the search field, based on the pager number being exchanged.*

The following paging service parameters will be copied to the new pager <u>without</u> the ability to edit or make changes (via the "Account Manager" site):

- **Pager Type**
  If the pager we are copying is a numeric unit, you will be sent a numeric unit. The pager model may or may not be the same as the copied pager depending on product availability.
- **Paging Coverage Area**
  Coverage will be assigned based on the area code and exchange you enter (i.e., if a local Dallas, TX area code and exchange is entered, the new pager will have Dallas, TX coverage). The coverage type will be determined based on the number that you are copying from, for example, if the pager has regional Texas coverage, the new pager will also have regional coverage.
- **Paging Service Airtime Rate**
  The monthly service rate and call allowance on the new pager will match the monthly service rate and call allowance on the existing pager.

## Transactions > Exchanges > Complete an Exchange
This feature allows you to activate a pager that was sent to you as an exchange. You can enter a pager number, order number or view all the pending orders for the account.

## Transactions > Exchanges > Change Access Code
This option allows you to change the access code for Voicemail, Custom Greeting and Pagesaver pager enhancements.

***Please Note:*** *Your access code must be 4 numeric digits in length and cannot start with a "0" or end with a "2". Repeating or sequential numbers like "3333" or "1234" should be avoided for security reasons.*

## Transactions > Disconnects > Disconnect Pager
This option allows eligible accounts to disconnect pager service. Equipment charges and early termination fees may apply according to the terms of your contract. You may disconnect up to

10 phone numbers or capcodes at a time. If the pager you have selected has multiple pager phone numbers attached, all numbers will be disconnected.

*Please note:* *By disconnecting service, the pager phone number may be reassigned.*

## Transactions > Disconnects > Disconnect into a Spare

This option allows eligible accounts to disconnect pager service and leave the pager as a spare pager on the account. If the pager number you are disconnecting has multiple phone numbers and/or enhanced services, all the phone numbers and/or services will be disconnected.

*Please note:* *By disconnecting service, the pager phone number may be reassigned.*

What is a Spare Pager? A spare pager is an inactive unit that is provided to critical care or other major/national account customers to use for immediate exchanges or add-ons to their account.

*Please note:* *This Spare Pager Program is not available to all customers and is subject to eligibility requirements.*

## Transactions > Disconnects > Disconnect Optional Services

This function allows for each additional service that has been added to a pager to be disconnected from that pager.

## Transactions > Disconnects > Disconnect Additional Numbers

This feature allows for an additional number that is attached to the primary number to be disconnected from the primary pager.

*Please note:* *The additional number may be reassigned and not available if you chose to add an additional number at a later time.*

*Please Note*: *By disconnecting an additional number from your pager, all additional services associated with this number will be disconnected (IntelliMessage addresses will NOT be removed from the Address Book).*

## Transactions > PageCopy

PageCopy takes all your incoming pages and duplicates them to an unlimited number of addresses of your choice, such as pager numbers, cellular text messages or email. This maintenance page allows for the entry of pager numbers, cellular numbers or email addresses.

## Transactions > Group Call > Group Call Inquiry

The group call inquiry function allows you to view group call information stored in a file. You can inquire by group call leader or group call follower. If you inquire using a group call leader, the pager numbers assigned to the leader entered will be displayed. If you inquire by a group

call follower, the group call leader numbers will be displayed that are associated with the follower number entered.

## Transactions > Group Call > Group Call Maintenance

The group call maintenance function allows you to update group call information by adding or removing a pager number from a group call leader.

**_Please Note_:** *Updating this information does not program the unit for the group call or affect the current programming of either pager. This is only an information file.*

## Transactions > Group Call > Group Call Summary

The group call summary function allows you to view a summary of phone numbers and email addresses that are in a Group Call with the pager.

## Transactions > IntelliMessage > IntelliMessage Client ID

The IntelliMessage Client function allows you to set up new pager users in IntelliMessage.

- **Account Information**
  This includes Company Code, Account Number and Account Number.
- **Pager Information**
  - *Pager phone number*
  - *New phone number*
    - *Area Code*
    - *Exchange*
    - *Service Code*
    - *Reserve Phone Number* – Searches for a Reserved Phone Number. Enter an Area Code and Exchange then press button.
    - *Phone Number Reserved* – Displays Reserved Phone Number.
    - *Clear* – Pushing this button clears the Phone Number Reserved field.
- **User Information**
  - *Number Used By* – Enter the name of the user.
  - *First Name* – Should be auto-populated when Number Used By is filled in.
  - *Last Name* – Should be auto-populated when Number Used By is filled in.
  - *IntelliMessage Client* – Should auto-populate with an address for IntelliMessage by using the name of the user that was input, however the name can be modified.
  - *Contact Email Address* – Enter the user's email address.
  - *Contact Phone Number* – Enter the user's phone number and extension.

**_Please note_:** *This is only for those who have access to IntelliMessage Admin to set up users for IntelliMessage.*

# Support Tab

## Support > Pager Profile

The pager profile allows you to enter a pager phone number or capcode assigned to one of your registered account(s) and the following information for the pager will be displayed, along with all associated services for that pager:

- **Pager Information**
  - *Capcode* – A capcode is a series of numbers that uniquely identifies a pager. It commonly is 7 to 10 digits in length and may start with an A, E, 0 or 1.
  - *Serial Number* – A series of letters that uniquely identifies a pager.
  - *Channel Code* – A number in our system that identifies the frequency of the pager.
  - *Frequency* – The radio frequency that the pager is set to receive a signal.
  - *Format* – Also known as the baud rate, it is the speed of the transmission of the signal from the tower to the pager.
  - *Equipment Type* – The type of equipment associated with the capcode.
  - *Pager Status* – The status of the pager (i.e. -Lost, In Service
- **Service Information**
  - *Pager Phone Number*
  - *Service Type* – The type of paging service (i.e. Alpha, Numeric or 2-Way)
  - *Date In Service* – The date the pager was assigned to your account.
  - *Statement Description* – A brief description (that usually appears on your billing statements) of the service associated with the pager.
  - *Message History* – The View History button will show the message history for the corresponding pager number.
    **_Please note_**: *This history is limited to SMTP, WCTP and SNPP traffic only.*
  - *Test Pager* – The Send Test button will send a test page to the corresponding pager.
- **Group Call Information**

  If group call exists for the pager entered, the group call leader information will be displayed.
- **PageCopy Information**

  If additional destination entries are found, they will be displayed.
- **Electronic Billing Information**

  If electronic billing information exists for the pager entered, the information will be displayed.

  A list of available transactions for the pager entered will be displayed. If you select a transaction in the drop down selection box, you will be redirected to the selected page to perform a transaction using the pager entered. If no transactions are available for the pager entered, the drop down selection box will not be displayed.

## Support > View Open Orders

An open order is a transaction that has not been submitted for fulfillment and can be modified, deleted or added to, before it is submitted. There are three types of transactions that are associated with Open Orders — Order a New Pager, Order Additional Spares and Order an Exchange. If one of the above transactions is performed, you will be directed to the open order page before the order is submitted for fulfillment. From the Open Order page, you have six options:

- **Edit Item**
  This option allows you to edit certain fields for a line item on the order. You may change the statement description, power up banner and group call if allowed on the selected pager. If any special billing exists, these fields may also be modified in the edit mode.
- **Add to the order**
  You may add additional transactions to the open order, by selecting the desired transaction.
- **Delete Checked Items**
  You may select a line item in the open order and delete it from the order.
- **Save Order**
  If you select "Save Order", your order will be saved in the open orders and can be completed at a later time.*
- **Cancel Order**
  You may cancel the entire order.
- **Complete Order**
  If you select "Complete Order", the order will be submitted for fulfillment.

***Please note**: The order will be saved for 10 days. At any time during the 10 days you can modify, delete or add to the order. The order must be submitted within the 10 days or the order will be removed.*

## Support > Tracking Information

Tracking your paging order has never been simpler! All you need is your pager number or order number. You can even view all orders submitted within the last 30 days on your account and choose which orders you'd like to track. You may track up to 10 orders at a time however you may only track orders from one shipping carrier at a time. The status of the order will be displayed, using one of the following descriptions:

- **Pending**
  The order is the process of being fulfilled.
- **Backorder**
  The order is in a backorder status, usually due to special inventory requirements.

- **Partially Filled**
  The order has been partially fulfilled and the details page will show the specific details of the order.
- **Fulfilled**
  The order has been shipped.
- **Cancelled**
  The order has been cancelled.

---

## Misc. Help, Tips and Definitions

### Payment Extension (Restore Service)

If your account is in a past due status the "Payment Extension" feature provides you a 7-day payment and service extension of your paging service to allow additional time to mail your payment to us (please note, that your account may still be subject to late payment fees*). If your paging service has previously been suspended, this function will restore your service for the 7-day period and your account will be charged a reconnect fee.

*Please note*: *In the event your payment is not received within 7 days, your account will be suspended and your account may be subject to further collection actions. Additional charges may be applied to your account.*

*\* A "Late Payment Fee" may be assessed up to 1 ½ percent per month (an 18 percent annual rate) on any balances, which remain unpaid, or the current minimum late fee. However, if this late fee exceeds that allowed by applicable law, then the maximum fee allowed by law shall apply.*

### Copy a Pager
- **Total Equipment Costs**
  If your account has customer-owned equipment, you will be required to purchase the new pager or you will be billed an exchange fee before completing this transaction.

*Please note*: *The total equipment costs do not include taxes, which will be added after your pager is activated and will appear on your next billing statement.*

- **Exchange Fee**
  A fee charged for new (style) equipment exchanges.
- **Total Monthly Recurring Costs per pager**
  This amount may change based on the services you select/deselect. Click the "Recalculate" button to recalculate your monthly recurring costs after you've made your service selections. Activation of a pager in the middle of a billing cycle will result in

a **prorated charge\*** on your next billing statement in addition to your standard recurring charges.

***Please note***: *Monthly recurring costs do not include taxes. Taxes will appear on your next billing statement.*

## Prorated Charges

*What are prorated charges?

Prorated charges are the amounts you pay for service from the time you activate service until your next billing period (we bill in advance for paging service). As an example, if you are set up on monthly billing your July 1st statement bills for service from July 1st through July 31st. If you activate a pager on your account on July 15th, you will not see the service charge until your August billing. On your August statement, you will see a charge for the service that began on July 15th through July 31st and a separate charge for the month of August (as we bill in advance). Here's an example of what you might see on your invoice:

Pager Number | Description | Billing Period | Cost
--- | --- | --- | ---
123-123-4567 | Display Paging | 07/15/04 – 07/31/04 | $X.XX
123-123-4567 | Display Paging | 08/01/04 – 08/30/04 | $X.XX

## DATACAST®

What is DATACAST®?

DATACAST® Classic\*\* is a group of general interest information services. The categories of service are fixed, like the sections of your newspaper. With DATACAST® Classic\*\*, you are always informed by concise and timely information updates, delivered at regular intervals. DATACAST®\*\* is an enhanced service that comes free of charge with our alphanumeric units. It provides the following updates directly to your alphanumeric pager (service updates may vary per area):

- **Local weather**
- **Breaking news**
- **Horoscope**
- **Stock Quotes**

***Please note:*** *You must request DATACAST when ordering pagers as it can't be added or removed once equipment is received.*

*DATACAST® and DATACAST® Classic are registered trademarks of A.M. Communications Specialists, Inc. d/b/a DATACAST®*

## Power Up Banner

What is a Power Up Banner? The information your paging device will display on power up.

***Please note:*** *Only available on selected paging models.*

## Capcode

What is a Capcode? A capcode is a series of numbers that uniquely identifies a pager. It commonly is 7 to 10 digits in length and may start with an A, E, 0 or 1.



## Group Call

What is Group Call? Group Call is a program that allows multiple pagers to be simultaneously paged by dialing one phone number. Group Call is accomplished by sharing a common address (capcode) with multiple pagers. When the Group Call number is paged, all pagers with the common address (capcode) receive the page (assuming the pager is in our coverage area).

*Please note*: *There may be additional charges associated with this service.*

## Payment & Shipping

- **Total Amount Due for Equipment**
  If your account has customer-owned equipment, you will be required to purchase the new pager before completing this transaction.

*Please note*: *The total equipment costs do not include taxes, which will be added after your pager is activated and will appear on your next billing statement.*

- **Email Address**
  An order confirmation will be sent to the email address entered when your order is shipped that will include the order details and tracking information.

## Shipping Information

- **Email Address**
  An order confirmation will be sent to the email address entered when your order is shipped that will include the order details and tracking information.
- **Return Label**

American Messaging
*The Dependable Choice℠*

If you are returning equipment, a preprinted/prepaid ARS (Authorized Return Service) Label will be provided. The package with the label will contain detailed instructions on how to return the equipment.

## Order Summary/Confirmation

- **Total Equipment Costs**
  If your account has customer-owned equipment that is not on the exchange program, you will be required to purchase the new pager or you will be billed an exchange fee before completing this transaction.

**_Please note_**: *The total equipment costs do not include taxes, which will be added after your pager is activated and will appear on your next billing statement.*

- **Exchange Fee**
  A fee charged for new (style) equipment exchanges.
- **Total Monthly Recurring Costs per pager**
  This amount may change based on the services you select/deselect. Click the "Recalculate" button to recalculate your monthly recurring costs after you've made your service selections. Activation of a pager in the middle of a billing cycle will result in a **prorated charge\*** on your next billing statement in addition to your standard recurring charges.

**_Please note_**: *Monthly recurring costs do not include taxes. Taxes will appear on your next billing statement.*

- **Shipping Address**
  The service/shipping address may not be a P.O. Box address; a physical address is required, as most shipping carriers we utilize will not deliver to a P.O. Box address.

## Order Details

Provides a summary of your order, including the following:

- **Order Date**
  The date the order was submitted.
- **Shipping Address**
  The address where the package will be or was shipped.
- **Pager Numbers**
  Displays the pager numbers associated with the order.
- **Transaction Type**
  The type of transaction that was performed on the specified pager number.
- **Order Status**
  The status of your order (i.e., fulfilled). If the order is in the status of backorder, it will display a new order number to view.
- **Ship Date**
  The date the package was shipped.