# Spok Mobile with a Pager Number for Apple

Setting Up the Application

When you receive an email from Spok Mobile, perform the following steps to set up Spok Mobile on your device:

1. You receive an email from Spok Mobile. This information includes your registration username and password that are used to register your device.
2. Access the registration email that you receive from Spok Mobile on your device. The email displays.
3. Click on the download URL that is included in step #1 of the email. If the system can detect the type of device that is being used, the application automatically downloads onto your device.
4. Choose the **Spok Mobile** icon on your device. The Spok Mobile **Registration** screen displays.
5. In the **Username** field, enter the 10-digit Spok wireless number that you were assigned. This information can be found in the email that you receive from Spok Mobile.
6. In the **Password** field, enter the password that is associated with the username that you entered in the **Username** field for your Spok Mobile account. This information can be found in the email that you receive from Spok Mobile.
7. Enable the **Accept the License Agreement** option. When the option is enabled, a check mark displays in the box next to the field. Please note that the License Agreement can be viewed by clicking the **License Agreement** link. You must agree to these terms before being able to sign in and use the application.
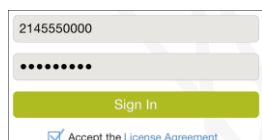
8. Click the **Sign In** button. An iOS dialog displays, asking you to confirm that the Spok Mobile application can send you push notifications (messages).
9. In the **"Spok Mobile" Would Like to Send You Notifications** iOS dialog, click the **OK** button. Please note that if you do not click the **OK** button, you will not receive Spok Mobile messages.
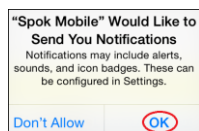
10. Your device is registered with Spok Mobile.
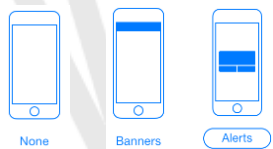
Configuring Required Device Settings

Before the Spok Mobile application can be successfully used on your Apple device, settings need to be configured.

Changing Notification Settings

You have the ability to set preferences for notifications that display on your device. These preferences can also be set for Spok Mobile notifications. For more detailed information on setting notification preferences in iOS, please refer to Apple's product documentation at http://www.apple.com.

1. Click the **Settings** application on your iPhone's home screen. The **Settings** screen displays.
2. Choose the **Notification Center** option. The **Notification Center** screen displays.
3. Choose the **Spok Mobile** option. The **Spok Mobile** screen displays.

4. Change any desired notification settings. Descriptions of each field are described below.

Notification Center	***On:** When selected, Spok Mobile displays in the Notification Center on your iPhone device. **Off:** When selected, Spok Mobile does not display in the Notification Center on your iPhone device.
Show	***1 Recent Item:** When selected, only the most current notification displays. **5 Recent Items:** When selected, the five most current notifications display. **10 Recent Items:** When selected, the ten most current notifications display.
Alert Style	
Badge App Icon	***On:** When a notification displays, the Spok Mobile icon displays as part of the notification. **Off:** When a notification displays, the Spok Mobile icon does not display as part of the notification.
Sounds	***On:** When a Spok Mobile notification is received, a sound occurs. **Off:** When a Spok Mobile notification is received, a sound does not occur.
View in Lock Screen	***On:** When a Spok Mobile notification is received, the notification displays in the lock screen. **Off:** When a Spok Mobile notification is received, the notification does not display in the lock screen.

NOTE: Preference options with a "*" next to the option are the required configurations.

5. Click the **Notifications** button in the **Spok Mobile** screen to save the changes and return to the previous screen. Your changes are saved.

Managing Settings for iPads and iPods

When devices that use iOS but do not have cellular plans (iPads, iPods) are being used with Spok Mobile, specific settings must be configured to ensure that the device receives Spok Mobile messages at all times.

Configuring the Auto-Lock Feature

When Wi-Fi only devices such as iPads or iPods are used to receive Spok Mobile messages, they must be configured to refrain from locking. When devices that only have Wi-Fi connections are locked, the Wi-Fi connection is lost. Because of this, Wi-Fi only devices that are locked cannot receive Spok Mobile messages. When the device is configured to not lock, this ensures that the device receives all Spok Mobile messages that are sent to the device.

1. Click the **Settings** application on your iPhone's home screen. The **Settings** screen displays.
2. In the **Settings** screen, choose the **General** option. The **General** screen displays.
3. In the **General** screen, scroll to the **Auto-Lock** option. The **Auto-Lock** option displays.
4. Choose the **Auto-Lock** option. The **Auto-Lock** screen displays.
5. In the **Auto-Lock** screen, choose the **Never** option. When the **Never** option is chosen, a check mark displays next to the option.

Configuring the Background App Refresh Feature

To ensure that Wi-Fi only devices receive all Spok Mobile messages, the **Background App Refresh** option must be enabled. When this option is enabled, applications that are installed on the Wi-Fi device have the ability to receive push notifications when the device is in sleep mode.
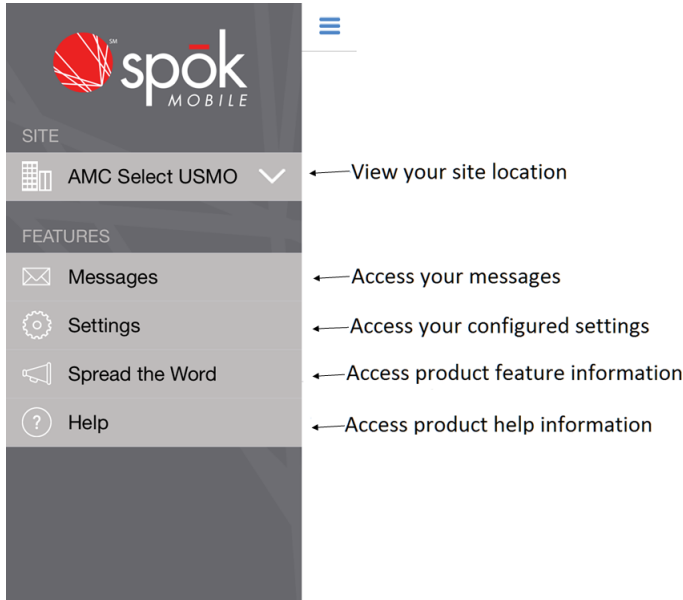
This option can also be enabled on devices that have a cellular internet connection. For example, if a device that has a cellular internet connection enters sleep mode, that internet connection can be lost. When the **Background App Refresh** option is enabled, the Wi-Fi connection on the device ensures that the device receives all push notifications when the device is in sleep mode.

1. Click the **Settings** application on the iPhone's home screen. The **Settings** screen displays.
2. Choose the **General** option. The **General** screen displays.
3. Choose the **Background App Refresh** option. The **Background App Refresh** screen displays.
4. Enable the **Background App Refresh** option. The **Background App Refresh** option is enabled.

Drawer

The application's drawer serves as the main navigation for the application, allowing you to do the following things:
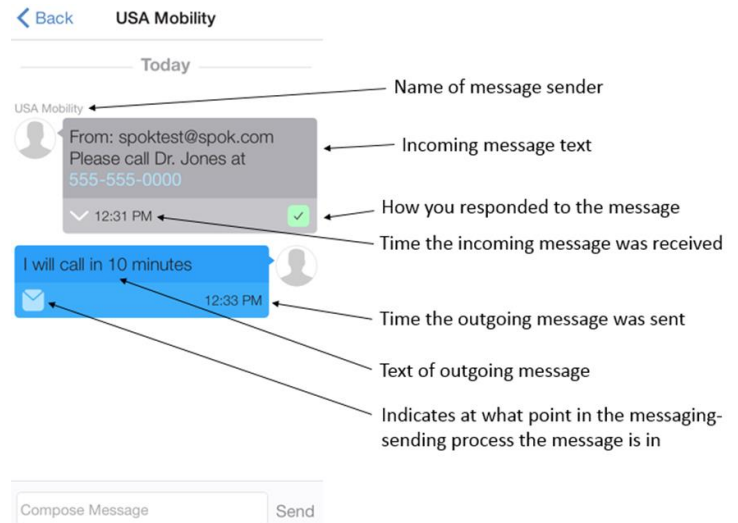
— View your site location

— Access your messages

— Access your configured settings

— Access product feature information

— Access product help information

Settings

The application's **Settings** screen (Drawer|Settings) allows you to configure the following information:

Medium Priority Ringtone	Allows you to configure the ringtones for each priority level of message that could be sent to the application. *The High Priority Ringtone and Low Priority Ringtone options are available; however, this configuration of the product only supports the Medium Priority Ringtone option.
Message Templates	Allows you to create a set of standard messages that allow you to use previously configured text to reply to messages.
Call System	Allows you to set up your application for use with a VoIP client, allowing you to initiate a phone call over a VoIP connection using the Spok Mobile application.
Max Message Age	Allows you to configure how long messages are stored in the application.
Max Messages Stored	Allows you to configure how many messages are stored in the application.
Delete All Messages	Deletes all of the messages that are currently being stored in the application.
Registration	Allows you to access the **Registration** screen.
Push Listener Status	Allows you to access information that notifies you if there are any errors with your push connection. In most configurations, this connection is responsible for ensuring that you receive your push notifications (messages) from the server.
Network Service Status	Allows you to view reports on any network requests that are being executed. For example, these can be any requests that the client sends to the client server to request information, like sending status updates, getting messages, or getting settings.
Enable Health Check	Allows you to configure if the Health Check feature should continuously run to detect potential application errors.
Health Check	Allows you to access the Health Check feature, which identifies potential issues with connections to and from the application.
Access Code	Allows you to set access codes (passwords that must be entered when the application is opened) for the application.
Info	Allows you to view application information.

Message Chat

- Name of message sender
- Incoming message text
- How you responded to the message
- Time the incoming message was received
- Time the outgoing message was sent
- Text of outgoing message
- Indicates at what point in the messaging-sending process the message is in

✓	Indicates that the message recipient accepted the message.	✉	Indicates that a message failed to send.
−	Indicates that the message recipient was unable to successfully receive the message.	1	Indicates that the message is in the process of being sent to the message receiver.
✉	Indicates that a message is in the process of being sent.	1	Indicates that the message recipient has received the message, but has not responded.
✉	Indicates that a message has been successfully received.		

Responding to Messages

1. An incoming Spok Mobile message displays.
2. Respond to the message in one of the following ways:

- **Close**: Choosing the ✓ Close option indicates that you received the message and an acknowledgement message is returned to the sending system.
- **Reply**: Choosing the [Compose Message] [Send] option indicates that you received the message and allows you to respond or reply to the message's content.
- **Call Back**: When a phone number is included in the text of an incoming message, you can click the 📞 Call Back button to initiate a phone call using your device's phone feature or using a VoIP connection.