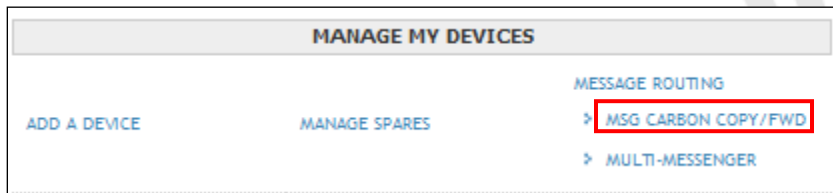


Message Routing

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.




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 a Spok Mobile service record will display the edit fields for Message Forward only since Spok Mobile 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) 495-0570	EMP KENNETH SMITH	OFF	OFF	VIEW/MODIFY
(201) 495-0571	EMP PAMELA ROY	OFF	OFF	VIEW/MODIFY
(800) 946-4646 [1090401]	EMP PAMELA ROY	OFF	OFF	VIEW/MODIFY
(215) 265-0266	EMP ACCOUNT TESTING ONLY	OFF	OFF	VIEW/MODIFY
(215) 265-0339	EMP ACCOUNT TESTING ONLY	OFF	OFF	VIEW/MODIFY
(888) 200-8445	EMP ACCOUNT TESTING ONLY	OFF	OFF	VIEW/MODIFY
(215) 265-0365	EMP ACCOUNT TESTING ONLY	OFF	OFF	VIEW/MODIFY
(215) 265-1853	EMP KEN SMITH	OFF	OFF	VIEW/MODIFY
(215) 265-4980	EMP KEN SMITH	OFF	OFF	VIEW/MODIFY
(256) 433-0007	EMP MIRANDA JACKSON	OFF	OFF	VIEW/MODIFY
(800) 200-3702	EMP ACCOUNT TESTING ONLY	OFF	OFF	VIEW/MODIFY
(877) 216-0809	EMP JANET FISCHER	OFF	OFF	VIEW/MODIFY
(973) 225-6016	EMP KATIE PIKE	OFF	OFF	VIEW/MODIFY

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.

Search

Choose one search criteria and populate the corresponding field below.

Device Number: () - PIN

Holder Name: Holder Name

Cc Device Number: () - PIN

Cc E-Mail Address: Carbon Copy Email

Fwd Device Number: () - PIN

Fwd E-Mail Address: Forward To Email

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 - Katie

[Click Here to return to the search options.](#) [Click Here to return to Device List.](#)

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 | Page#: GO

DEVICE NUMBER	PIN	HOLDER NAME	MSG CC	MSG FWD	ACTION
(973) 225-6016		EMP KATIE PIKE	OFF	OFF	VIEW/MODIFY

Page 1 of 1 | Page#: GO

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

Carbon Copy/Forwarding for: (214) 510-0777

Carbon Copy Address [Delete](#)

() - PIN [UPDATE](#)

Carbon Copy Email [UPDATE](#)

Carbon Copy Email [UPDATE](#)

Forward Address [Delete](#)

() - PIN

Fwd Email

Start Date - Time:
Today - Now

End Date - Time:
No End Date - No End Time

[UPDATE](#)

[CANCEL](#)

Note: An additional charge may be applied for this service

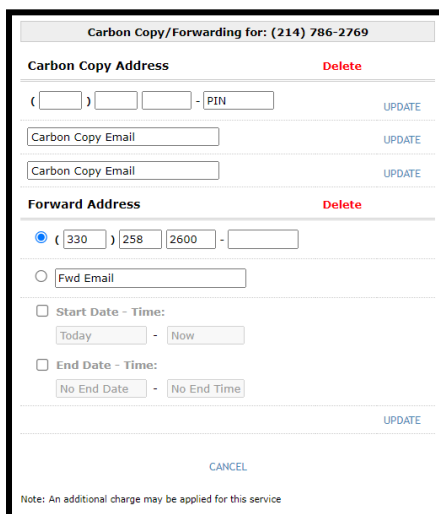
Click the **Update** link to the right of the added or modified address to save changes. A single device can have up to 3 carbon copy recipients (one wireless device and 2 email addresses).

NOTE: If you copy one device's messages to another device, both devices will be responsible for the monthly call/message counts.

Message Forwarding

Message Forwarding allows for only one recipient but can be a wireless device or email address. You also have the option to begin forwarding your messages immediately or scheduling them for a later date/time.

To begin message forwarding immediately click the radio button beside the device number or FWD Email. Input the device number or email address that you wish to forward your messages to, click the **UPDATE** link.

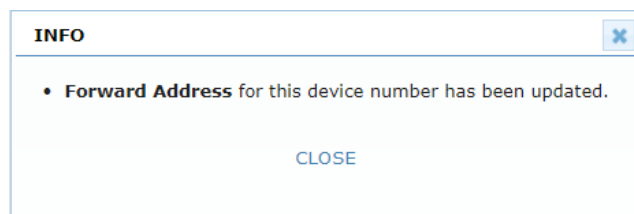


The screenshot shows a configuration page titled "Carbon Copy/Forwarding for: (214) 786-2769". It is divided into two main sections: "Carbon Copy Address" and "Forward Address".

- Carbon Copy Address:** Includes a "Delete" link, a field for a phone number with a "PIN" dropdown, and two "Carbon Copy Email" fields, each with an "UPDATE" link.
- Forward Address:** Includes a "Delete" link, a radio button selected for a phone number (330) 258 2600, and an "Fwd Email" field. Below this are checkboxes for "Start Date - Time" (Today - Now) and "End Date - Time" (No End Date - No End Time), each with an "UPDATE" link.

At the bottom, there is a "CANCEL" button and a note: "Note: An additional charge may be applied for this service".

You will receive the confirmation message "Forward Address for this device number has been updated", click CLOSE.



NOTE: Once the forward begins only the recipient device receives the messages. Messages will no longer be received on the primary device.

The informational message will display below the Forward Address field. For message forwarding that begins immediately the message will be “Forwarded to, followed by the Forward To device number or email address.

Forward to Device Number:

Carbon Copy/Forwarding for: (214) 786-2769

Carbon Copy Address Delete

() - PIN UPDATE

Carbon Copy Email UPDATE

Carbon Copy Email UPDATE

Forward Address Delete

Forwarded to (330) 258-2600

() -

Fwd Email

Start Date - Time:
Today - Now

End Date - Time:
No End Date - No End Time

UPDATE

CANCEL

Note: An additional charge may be applied for this service

Forward to Email Address:

Carbon Copy/Forwarding for: (214) 786-2769

Carbon Copy Address Delete

() - PIN UPDATE

Carbon Copy Email UPDATE

Carbon Copy Email UPDATE

Forward Address Delete

Forwarded to testing@test.com

() - PIN

testing@test.com

Start Date - Time:
Today - Now

End Date - Time:
No End Date - No End Time

UPDATE

CANCEL

Note: An additional charge may be applied for this service

To schedule a future message forwarding click the checkbox beside the Start Date-Time. Place your cursor in the Date field. You may enter a Date to begin the forward or select the date from the calendar.

Carbon Copy/Forwarding for: (214) 786-2769

Carbon Copy Address Delete

()) - PIN UPDATE

Carbon Copy Email UPDATE

Carbon Copy Email UPDATE

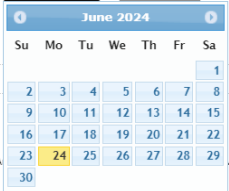
Forward Address Delete

(330) 258 2600 - UPDATE

Fwd Email

Start Date - Time:

- Time

 UPDATE

Note: A

Place your cursor in the Time field. You may enter a Time (ex: 3:00am) to begin the forward or select the time from the list.

Carbon Copy/Forwarding for: (214) 786-2769

Carbon Copy Address Delete

()) - PIN UPDATE

Carbon Copy Email UPDATE

Carbon Copy Email UPDATE

Forward Address Delete

(330) 258 2600 - UPDATE

Fwd Email

Start Date - Time:

06/26/2024 -

End Date - Time:

No End Date

12:00am

12:30am

1:00am

1:30am

2:00am

2:30am

3:00am

3:30am

UPDATE

Note: An additional charge may be applied for this service

To end the forward on a specific Date/Time, click the checkbox beside End Date -Time. Place your cursor in the End Date – Time field, enter the End Date/Time or select from the drop down and click the UPDATE link.

Carbon Copy/Forwarding for: (214) 786-2769

Carbon Copy Address Delete

()) - PIN UPDATE

Carbon Copy Email UPDATE

Carbon Copy Email UPDATE

Forward Address Delete

(330) 258 2600 - UPDATE

Fwd Email

Start Date - Time:
06/26/2024 - 3:00am

End Date - Time:
 - Time UPDATE

June 2024

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Note: A

Carbon Copy/Forwarding for: (214) 786-2769

Carbon Copy Address Delete

()) - PIN UPDATE

Carbon Copy Email UPDATE

Carbon Copy Email UPDATE

Forward Address Delete

(330) 258 2600 - UPDATE

Fwd Email

Start Date - Time:
06/26/2024 - 3:00am

End Date - Time:
06/28/2024 - 11:00am UPDATE

10:30am

11:00am

11:30am

12:00pm

12:30pm

1:00pm

1:30pm

2:00pm

Note: An additional charge may

The informational message will display below the Forward Address field. For future message forwarding the message will state: "Number will be Forwarded to, followed by the Forward To device number or email address.

Carbon Copy/Forwarding for: (214) 786-2769

Carbon Copy Address Delete

() - PIN UPDATE

UPDATE

UPDATE

Forward Address Delete

Number will be forwarded to (330) 258-2600

() - UPDATE

Fwd Email

Start Date - Time:
 -

End Date - Time:
 -

UPDATE

CANCEL

Note: An additional charge may be applied for this service

NOTE: For the example above the forward will automatically be removed on the specified End Date/Time.

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

Carbon Copy/Forwarding for: (973) 225-6016

Carbon Copy Address Delete

() - PIN UPDATE

UPDATE

UPDATE

Forward Address Delete

() - PIN UPDATE

Fwd Email

UPDATE

CANCEL

Note: An additional charge may be applied for this service



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 CANCEL 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.