

## Answering Service- Amcom Mobile Connect Instructions

Please send the information in the box below to: [STLCR\\_Support\\_Service@unitypoint.org](mailto:STLCR_Support_Service@unitypoint.org)

You should be able to copy the table below and paste into a new email and fill out electronically.

<b>Your name and cell #</b>	
<b>Service Carrier (AT&amp;T, Sprint, Verizon, US Cellular, etc.)</b>	
<b>Type of Phone (Apple, Android, Blackberry, etc.)</b>	
<b>Email address that is accessible from the device</b>	

### Here is what to expect:

1. Ensure that your device has a screen lock turned on with a PIN, pattern, or password to unlock it.
2. You will receive a download link via the email address you specified to the most recent version of the application (based on the type of phone you listed above).
3. Open email and click on link to download app onto your mobile device.
4. Once App is downloaded, open the new app (currently called mConnect+) on mobile device.
5. Enter **Username** (your 10 digit cellphone number)
6. Enter **Password** (given in registration email)
7. Click **Register** button

Once you do the above process, you will be able to open the application to the home screen. This is where you will have a listing of the pages you have received. Go into the menu from your device to tweak the preferences of the application to your liking including; ringtone, vibrate or not, repeat intervals, time to retain pages, etc.

### Basic troubleshooting:

- If you do not receive the email to your email account, check to see if it was filed to your junk or spam folder by your email provider.
- If your app fails to install, confirm you gave us the correct device type. If you have an apple device, the link will take you to the Appstore. If you told us Android (Droid), your link should take you to the Playstore, etc.
- If your app fails to connect, do you have an Internet signal? Check to see if your Internet Browser can get to Google. If not, you do not have Internet and the app will not connect until you do.

### For troubleshooting assistance contact one of the people below:

Scott Whitson: [scott.whitson@unitypoint.org](mailto:scott.whitson@unitypoint.org) cell 361-6752 or pager 9907

Cathy Rammelsberg: [cathy.rammelsberg@unitypoint.org](mailto:cathy.rammelsberg@unitypoint.org) cell 361-6762 or pager 3277

Paul Miller: [paul.miller@unitypoint.org](mailto:paul.miller@unitypoint.org) cell 361-6753 or pager 1953