BOSS
RESELLER AUTOMATED ACCESS
PROCEDURAL MANUAL

Table of Contents

Revised 12/2014

spok.com

/ Spoktweets

ACCESSING SPOK'S BOSS ONLINE SYSTEM

Use the following to access the BOSS Online System: **https://gw.spok.com**

Upon accessing the BOSS ONLINE SYSTEM, The *Spok On-line Login screen* will appear as seen in the below illustration.
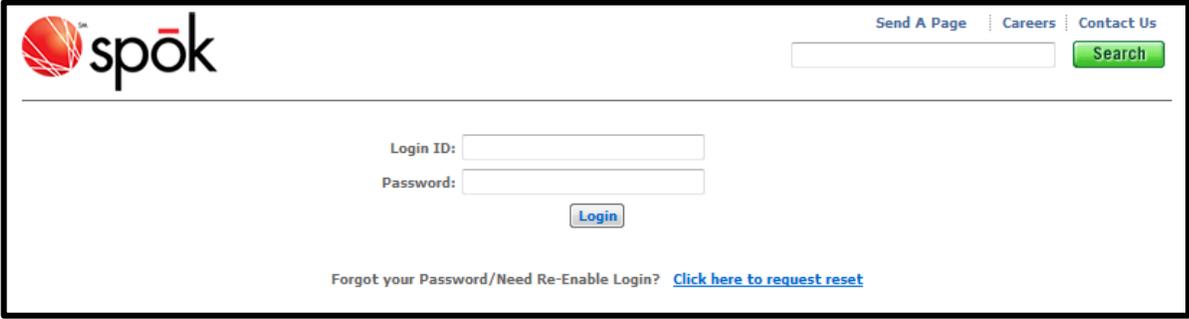
HOW TO SIGN ON

STEP 1   Enter **your customer specific Login ID**

STEP 2   Enter **your customer specific password** and click **Login.**

STEP 3   A **Map** screen will appear.

STEP 4   Click on the appropriate state in which your account is located.

STEP 5   If there are any pertinent messages related to your account the *Indirect Message screen* will display. If there are not any messages then you will be directed to the *Reseller Maintenance* screen.

From the *Indirect Message Screen* press **<Enter>** to go into the *Reseller Maintenance screen*.

NOTE: If the information you entered within the initial On-line Login screen is incorrect, you will receive an error message. Please confirm your LOGIN ID / PASSWORD and retry. You will have two more opportunities to LOG ON. After the third unsuccessful attempt, the system will disable the login and sends a message to the system operator that an illegal entry into the system was attempted. You may re-enable the login using the reset password function on the login screen or contact Spok support personnel for assistance

Revised 12/2014

spok.com

/ Spoktweets

NOTE: For First Time users: On the webpage, https://gw.spok.com enter your "specific" UserID in the Login field and enter your UserID again in the Password field – using this process, your specific Password has been reset to mirror your UserID.

After selecting the appropriate state on the LoginID map, you will be routed to BOSS Online and will be prompted to change your password. In the Current Password field, enter the Password that matches your UserID, followed by a new password of your choice. Passwords must be between 6 and 10 characters and begin with a letter (A-Z). Every 60-days your password will expire and you will be prompted to change it using the same procedure.

You may also be prompted to set up an email address to be used to reset your password as shown below. You may add up to 10 email addresses. This process may be skipped up to a maximum of 3 times (prompt only occurs once per day or until an address is added). The Login Reset Email Maintenance option can be accessed from the (I) Inquiry menu – Option 91

```
        Login Reset Email Address

 Our system has detected that your current login ID does not
 have a Login-Reset-Email-Address setup.  This email address
 will allow you to reset or re-enable your login in case of
 forgotten password.  Please take some time to setup one.

 Press {ENTER} and you will be returned to the Login-Reset-
 Email Maintenance application
```

Revised 12/2014

```
BLLREMDF              Add/Change Reset Login Info           7/05/12
                                                           16:02:51
Please enter up to 10 email addresses that you would like to use
to request reset of your current login:
   █ (E=EXIT)
   Reset Login Email Address
  1 _____
  2 _____
  3 _____
  4 _____
  5 _____
  6 _____
  7 _____
  8 _____
  9 _____
 10 _____
```

HOW TO RESET PASSWORD/RE-ENABLE LOGIN

STEP 1   Click the link at bottom of login page **Click here to request reset**

STEP 2   Enter **your customer specific password** and one of the **login reset email addresses** added during setup.

STEP 3   Click SUBMIT

STEP 4   Confirmation message will appear indicating that password reset has been requested. Retrieve the reset password email sent to the address indicated in step 2.

STEP 5   There will be TWO options indicated on the email. The first option will re-enable your login WITHOUT changing your existing password. The second option will re-enable your login AND reset your password, allowing you to select a new password.

STEP 6   Click SUBMIT

STEP 7   Confirmation message will appear indicating that reset is complete. Click GATEWAY MAIN MENU link to continue log in.

Revised 12/2014

spok.com

/Spoktweets

RESELLER PAGER MAINTENANCE SCREEN

This screen as seen in the sample below allows you to process paging/programming functions by selecting the corresponding Transaction Code for the type of transaction you wish to process. You **DO NOT** need to press the **ENTER** key after the Transaction Code is entered.

```
BL3140RP                        BOSS                        4/29/08
AGENTBAT7   MCBELL4      RESELLER PAGER MAINTENANCE          12:33:19
                        A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: █     D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
                        S=Submit Pager Reprogram
9892835 001 RESELLER ALTERNATE ACCESS      PO#:
-----Pager Info-------------------------------------Exchange Pager Info------
Capcode...: _____                      Capcode...: _____
Tel #.....: _____ Ext/PIN.: _____  Frequency.:
Frequency.:
Status....:     Service...:     Function..: ___ Baud..:       Promo..:
---Service Info--------------------------------------------------------------
Holder: _____    Start Date:....:  0/00/00
Overcall Plan: ___                          Future End Serv: _
Carrier Code.: ___                          End Date.......: 0/00/00
Recurring Rate:        .00                   Last Changed...:  4/29/08 12:33:18
Save Information (Y/N): _                    User...........:
-----Phone Info-------------------Features-----------------------------------
_  S   Telephone   Ext/PIN  PgT Grp COV  VM   Features

   _  _____ _____ ___ _ ___ ___  __ __ __ __ __ __ __ __
   _  _____ _____ ___ _ ___ ___  __ __ __ __ __ __ __ __
   _  _____ _____ ___ _ ___ ___  __ __ __ __ __ __ __ __  +
```

Helpful Hints on the Use of Keys:

TAB:
Moves the cursor forward one validated field at a time without changing that field.

FIELD EXIT:
(Press the far right Plus (+) key. Only available on a Desk Top PC) Moves the cursor to the next validated field as follows: If the cursor were located in a blank space following the data, it will right justify that data. If the cursor were located at the beginning of a field that already contains data, it will delete all data in that field.

RESET:
(Press the CTRL key AND the R key) Releases system lock errors due to incorrect keystrokes or data entry.

Revised 12/2014

ALL NATIONWIDE TRANSACTIONS MUST BE PROCESSED BY SPOK. Also, if you need the "Timing" changed for a unit, please call your Spok Support personnel.

Below are the following options and corresponding codes that are available in this screen along with a brief description.

A - Activate	This is to "turn on" a new capcode and assign a phone number. Added features, such as voice mail can be keyed at this time as well as upgraded coverage.
M - Modify	This is to make changes or add features to a <u>current</u> record in service. You can change the telephone number, holder field, add voice mail, or upgrade coverage with this option.
X - Exchange	This is to exchange/swap one unit with another. The capcode of the old and new unit is needed.
R - Reconnect	This is to turn on a unit that was in temporary disconnect status or canceled (end dated).
V - View	This allows you to view a record that is active or a record that has been out of service. You can enter the phone number or capcode. You are able to see all the information pertaining to this record such as frequency, baud, unit type, coverage, and features.
T - Terms	Used to determine if you have multiple "contracts". Most resellers will not need this.
D - Temporarily Disconnect	This allows you to temporarily interrupt a unit. *The unit will remain on billing until you CANCEL the unit or 90 days from the date you place it in DIS status. The system will automatically CANCEL all units in DIS status after 90 days.*
C - Cancel	This allows you to cancel (end date) a unit off of billing. A unit in DIS (temporary disconnect) can be canceled by using this transaction code. There is no need to reconnect the unit to active status prior to canceling.
P - Page	This allows you to send a test page to a unit in service.
I - Inquiry	This allows you to view available capcodes assigned to you, review overcall history and see your balance owed to Spok.
S – Submit Pager Reprogram	This allows you to reprogram the device to the specified paging terminal.
E - Exit	This allows you to exit the **BOSS** system.

Revised 12/2014

A Note about Domain Feature codes:

The following domain feature codes are used to represent the four **Spok** company domains in which they will indicate the domain address when attached to a specified device.

> **AIR** - Airmessage.net,
> **ARH** - Archwireless.net,
> **M2W** - My2way.com,
> **USA** - Usamobility.net

At this time the Domain address feature will only apply to Two-way devices and under certain circumstances prior to the WME Collapse (August 13th, 2006), one-way devices that had an existing **ALI**, **MCC** or **WGL** feature.

When adding **ALI**, **MCC** or **WGL** features to one-way devices after the WME collapse the user will be required to select the applicable domain feature code.

The domain feature can be changed by using the *Transaction code* of **'M' – Modify**.   If a *'Like Exchange'* is performed the cursor is protected from the features section so that no changes can be made.

HOW TO ACTIVATE A PAGER

STEP 1   TRANSACTION CODE: Enter **A** in the transaction field.

STEP 2   CAPCODE FIELD: Enter the **7-Digit** capcode.

STEP 3   HOLDER FIELD: The holder field is an informational field ONLY and is to be used at your discretion. You may put your customer name or account number in this field. You may enter 20 characters. **TAB** to the S Field.

STEP 4   S FIELD: Enter **X** in the field to the left of the telephone to *free pool* (auto-select) a number. If you already have the complete phone number of your choice, leave this field blank.

STEP 5   TELEPHONE FIELD: Enter the **AREA CODE** or **AREA CODE AND PREFIX** of the local number to be requested. If you have a specific phone number, enter the Area Code and Phone number. Press the **TAB** key to proceed to the COVERAGE field.

Revised 12/2014

STEP 6   COVERAGE FIELD: Enter the **3 CHARACTER** Coverage Code. Please refer to the BOSS CODE BOOK.

STEP 7   VOICE MAIL FIELD: Enter the **3 CHARACTER** Voice Mail Code (if applicable). Please refer to the BOSS CODE BOOK.

STEP 8   FEATURES FIELD: Enter the **3 CHARACTER** Feature Code (if applicable). Please refer to the BOSS CODE BOOK.

STEP 9   **PRESS ENTER**. The system will automatically *free pool* (auto-select) an available phone number at this time. If the specific phone number you selected is unavailable, you will receive and error message. You must select a new telephone number or auto-select a telephone number. If all is correct, press **ENTER** again. (The cursor will be flashing at Save Information.) The message **"Record Added"** will appear. If your information is incorrect, please correct the appropriate field(s) and continue the process.

       This pager will now be in "SER" status.

HOW TO MODIFY A PAGER

STEP 1   TRANSACTION CODE: Enter **M** in the transaction field.

STEP 2   Enter <u>either</u> the **CAPCODE** or the **TELEPHONE NUMBER** in the appropriate field. Then press the **ENTER** key. *The system will automatically display the detail for this pager record.*

STEP 3   Press the **TAB** key to move the cursor to the field(s) you wish to change. Enter your updated information and press **ENTER**. If all is correct, press **ENTER** again. (The cursor will be flashing at Save Information.) The message **"Record Updated"** will appear. If your information is incorrect, please correct the appropriate field(s) and continue the process.

       YOU CAN CHANGE THE HOLDER FIELD, TELEPHONE NUMBER, COVERAGE FIELD, VOICE MAIL FIELD, AND FEATURE FIELD IN THIS TRANSACTION MODE.

HOW TO EXCHANGE/SWAP A PAGER

STEP 1   TRANSACTION CODE: Enter **X** in the transaction field.

STEP 2   Enter the **CAPCODE** of the existing pager in the CAPCODE FIELD. **The cursor will automatically move to the Exchange Pager Info Capcode** field.

STEP 3   Enter the new **CAPCODE** in the CAPCODE FIELD.

STEP 4   Press **ENTER**.

STEP 5   If all is correct, press **ENTER** again. (The cursor will be flashing at Save Information.) The message **"Record Swapped"** will appear. If your information is incorrect, please correct the appropriate field(s) and continue the process.

If the "in service" capcode is unknown, you must VIEW the record via telephone number to obtain the capcode. The new capcode must be in AVL status. At this time you may proceed with the above procedures to process your exchange.

HOW TO RECONNECT A PAGER

STEP 1   TRANSACTION CODE: Enter **R** in the transaction field.

STEP 2   Enter either the **CAPCODE** or the **TELEPHONE NUMBER** of the unit you wish to reconnect, in the appropriate field.

STEP 3   Press **ENTER**.

STEP 4   If all is correct, press **ENTER** again. (The cursor will be flashing at Save Information.) The message **"Record Updated"** will appear. If your information is incorrect, please correct the appropriate field(s) and continue the process.

This option will automatically change the status of a DIS unit (temporarily disconnected record) or an END unit (end-dated) to SER status (In-Service).

HOW TO VIEW A PAGER

STEP 1   TRANSACTION CODE: Enter **V** in the transaction field.

STEP 2   Enter either the **CAPCODE** or **TELEPHONE NUMBER** in the appropriate field. (You can not use the telephone number to view an END (canceled) unit, you must use the capcode.)

STEP 3   Press **ENTER**. The record will appear with all relative information.

Revised 12/2014

HOW TO TEMPORARILY DISCONNECT A PAGER

STEP 1   TRANSACTION CODE: Enter **D** in the transaction field.

STEP 2   Enter <u>either</u> the **CAPCODE** or **TELEPHONE** number in the appropriate field.

STEP 3   Press **ENTER**. If all is correct, press **ENTER** again. (The cursor will be flashing at Save Information.) The message **"Record Updated"** will appear. If your information is incorrect, please correct the appropriate field(s) and continue the process.

This option will change the status of the record from SER (In-Service) to DIS (Temporarily Disconnect) when the transaction is completed.

The unit is still ON BILLING, and you will be responsible for related charges. If you wish to delete the record, please see "How to Cancel".

HOW TO CANCEL A PAGER

STEP 1   TRANSACTION FIELD: Enter **C** in the transaction field.

STEP 2   Enter <u>either</u> the **CAPCODE** or **TELEPHONE NUMBER** in the appropriate field.

STEP 3   Press **ENTER**. The pager information will be displayed.

STEP 4   If the information is correct, press **ENTER** again. (The cursor will be flashing at Save Information.) The message **"Record Deleted"** will appear. If your information is incorrect, please correct the appropriate field(s) and continue the process.

This option will change the status of the record from SER (In-Service) or DIS (temporary disconnect) to END (End-Dated) when the transaction is keyed.

HOW TO SEND A TEST PAGE

STEP 1   TRANSACTION CODE: Enter **P** in the transaction field.

STEP 2   Enter <u>either</u> the **CAPCODE** or **TELEPHONE NUMBER** in the appropriate field.

STEP 3   Press **ENTER**. A page will be sent. The message **"Test Page is Sent"** will appear.

HOW TO USE THE INQUIRY SECTION

This section will allow you to view information pertaining to your account.

To access this section, enter **I** in the Transaction Field. Once **I** is entered the screen will change to INQUIRY OPTION. Below are your options once you are in this section.

01 - Inventory Inquiry

02 - Overcall Inquiry

03 - Overcall History Inquiry

04 - Contract Inquiry by Holder

05 - Account Balance Information

06 - Reseller Equipment Entry

07 - Total In Service Units Inquiry

91 - Login Reset Email Maintenance

99 - Exit

INVENTORY INQUIRY

This section is best utilized to search for capcodes that are assigned to your account. You will be able to view capcode, telephone number (if in service) frequency, type of service, status of unit, model and baud rate, channel, coverage and paging terminal. You will be able to view all units in your account, both in service and available.

You can inquire via capcode, frequency, service type and status. For frequency, enter the 7-Digit frequency with no decimal point. If the frequency is only 6-Digits, add a "0" at the end. You may search for units in SER and AVL status only. Please note that units in END status will list as AVL on this screen. To scroll through the information you will need to enter **F** to scroll forward or **B** to scroll backward. Entering **E** will exit you out of this option.

OVERCALL INQUIRY AND HISTORY

This section will allow you to view total call count per unit and any associated overcall charges on a monthly basis. The total is updated once a month and does not list a "running total" of calls.

Revised 12/2014

spok.com

ACCOUNT BALANCE INFORMATION

This section will allow you to view your total balance due to Spok. This will include unbilled, current and past due charges. This is updated on a daily basis. To request this feature, please contact your Spok representative, as Spok must set up this feature internally.

LOGIN RESET EMAIL MAINTENANCE

This section will allow you to maintain email addresses that can be used for the password reset process. You will be able to add up to 10 email addresses. If no email addresses are populated, you will be prompted to add an address upon next login. You may skip the email address add process up to three times or until an email address is added.

HOW TO ADD EQUIPMENT TO YOUR ACCOUNT

STEP 1	TRANSACTION FIELD: Enter **I** in the transaction field.
STEP 2	Enter **06** to access the Reseller Equipment Entry screen
STEP 3	Enter all equipment attributes of **Baud**, **Format**, **Service**, **Frequency**, **Model**, and **Manufacturer**. "**L**" enables you to look-up valid values.
STEP 4	For Alpha Devices, select "**AANN**".

> STEP 4 *NOTE: If garbled messages are received using this format/function, please contact Customer Service to update pager timing code.*

STEP 5	Enter pager **CAPCODE(s)** or **CAPCODE RANGE** using only numeric values. If the capcode begins w/ an "A" or "E" ignore the letter and replace it with a zero when necessary.

> ***Capcode Rules***:
> *Pocsag capcodes are always 7 digits*
> *Flex capcodes are 7 or 9 digits*
> *Reflex capcodes are always 10 digits*

STEP 6	Press **Enter** Message is displayed: Press Enter to add record(s) Press **Enter** again. Message is displayed: Record(s) added

Revised 12/2014

HOW TO SUBMIT THE PAGER REPROGRAM

STEP 1   TRANSACTION FIELD: Enter **S** in the transaction field.

STEP 2   Enter <u>either</u> the **CAPCODE** or **TELEPHONE NUMBER** in the appropriate field.

STEP 3   Press **ENTER TO SUBMIT** the **REPROGRAM REQUEST**. The pager information will be displayed.

STEP 4   If the *Reprogram Request* is successful, the following confirmation message will display **'Reprogram request successfully sent'**.

HOW TO EXIT SPOK MODEM ACCESS

STEP 1   TRANSACTION CODE: Enter **E** in the transaction field.

There are a limited number of phone lines available to provide access to Spok's system. Consequently, we ask that you exit the system when you have completed your transactions.

Revised 12/2014

spok.com