

# Two-Way Messaging System

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U S E R   G U I D E



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## Welcome

The Arch Wireless Two-Way User Guide will help you to use your service to the fullest. With Arch’s Two-Way service, you are connected all other Two-Way subscribers and with any e-mail address in the world...anytime, anyplace.

Each customer has a unique email address, consisting of either a **7 digit PIN** (Personal Identification Number) or a **10 digit phone number @archwireless.net**. With this address, you can:

- reply to emails and two way messages
- send pages via telephone or the internet
- access your voicemail from your wireless device

## Depending on your service plan, you have been assigned:

- a 7 digit Personal Identification Number (PIN) or
- a 10 digit phone number

## PIN Access

A **PIN** is a unique 7-digit number assigned to your device. Messages will be sent to your device via this 7-digit number.

1. From a touch tone phone, dial 1-800-946-4646
2. Enter your PIN
3. Press 0 + Passcode for any procedure other than sending single messages
4. Follow voice prompts

## Phone Number Access

A unique 10 digit phone number is assigned to your device. All phone numbers will begin with 800, 866, 877, 888 or any area code.

1. From a touch tone phone, dial your 10 digit phone number
2. Press 0 + Passcode for any procedure other than sending single messages
3. Follow the voice prompts

## How to Send and Receive Messages

### Originating messages from the device

- Type your message
- Type the recipient's:
  - email address
  - two-way PIN or phone number
  - one-way alphanumeric email address, PIN or phone number
- Enter the "Send" command

\* For more information on composing and replying to messages, refer to the device user guide

### Replying to Messages Received

Choose

- A "Canned" reply (a pre-programmed message already loaded on your device) or
- A "Custom" reply (a message specifically created by you)

**NOTE:** Only messages originating from email or from [www.arch.com](http://www.arch.com) with a '**reply return**' address attached can be replied to.

## Forwarding Messages

This function allows you to forward incoming email messages directly to your wireless device.

For additional details and requirements, visit: <http://content.arch.com/products/forward/>

### MORE function

The "**MORE**" function is a message management tool that controls the length of the email viewed on your device.

Every message sent via email will allow the first 350 characters to be delivered (excluding the characters used on the sender and subject lines).

If the message length exceeds 350 characters, simply press '**Reply**' and then press "**More**".

### This feature will give you the:

- Number of characters remaining in the email message
- Option to view (or not to view) the entire email on a message-by-message basis

If you choose to view the full message, the next 750 characters will be sent your device. This process will continue up to 5,000 characters.

## **Sending messages to your device**

This section covers how people can reach you via telephone, 2 way devices and other messaging avenues.

### **Telephone:**

#### **1. PIN**

- Dial 1-800-946-4646 on a touch tone phone
- Callers enter your 7-digit PIN to access your personal message center

#### **2. Phone Number**

- Callers dial the toll free number (above) and are connected to your personal message center
- Enter the phone number **excluding** the 800, 877, 888 or area code prefix

## **3. Subscriber Passcode**

Once you dial into your personal message center, you'll be asked for the Passcode to access subscriber functions. Be sure to change it regularly to ensure privacy.

## **Two-Way**

There are several ways to send a message to a Two - Way subscribers.

- **Touch tone phone** – Sends a numeric message via a touch one keypad. Simply enter your number and press “#”
- **Email** – Callers can send a message by simply typing in your PIN@archwireless.net **or** phonenumber@archwireless.net
- **Send – A Page** – Go to [www.arch.com](http://www.arch.com) and click on 'send a page'. Type a message to the subscriber. A registration area will prompt the sender for a return address. The sender can enter up to six 15 character custom replies that will attach to the message

### **Additional features include:**

- The sender can elect to be notified when the message is delivered
- The subscriber can reply to message with custom replies attached or compose a new reply

- **Custom Messaging Service-** Callers connect to an operator, who sends a text message
- **Word Messaging Software-** Callers with any modem –equipped computer (Windows, DOS, Macintosh) can send messages directly to the subscriber
- **Word message entry terminals-** Callers send messages with an entry terminal attached to a phone line

## Sending a Voicemail Message to a Subscriber

As a voicemail subscriber, you can receive voice messages. When a voice message arrives, you will be notified with the caller's 7-digit PIN or 10-digit phone number.

### To send a voice message:

1. Dial the subscriber's phone number, or 1-800-946-4646 and enter the subscriber's PIN
2. After the greeting and tone, record your message

## Sending a Numeric Message to the Device

Callers can send a numeric message (up to 20 digits) to subscribers. They can be sent to numeric or word messaging pagers and can communicate a telephone number, PIN, pricing update or special code. To send a numeric message:

1. Dial the subscribers phone number, or 1-800-946-4646, followed by the subscribers PIN
2. Enter numeric message
3. Press “#” to send message

## Changing a Passcode

Protect your privacy, subscriber functions and access to your message center by changing your Passcode often.

### To change a Passcode

1. Dial either:
  - a) phone number + 0 + Passcode  
or
  - b) 1-800-946-4646 + PIN + 0 + Passcode
2. Press 1 7 to change Passcode
3. Press 3 to enter your new 4-8 digit Passcode
4. Press 4 to play current Passcode
5. Press 1 0 to return to main menu

## How to Access, Listen and Resend messages

Page Listen/Resend allows you to check your check your messages, toll free, at any time.

1. Dial either:
  - a) phone number + 0 + Passcode
  - b) 1-800-946-4646 + PIN+ 0+ Passcode
2. Press 1 4 to access numeric message retrieval
3. Press 2 to delete a message
4. Press 3 to play newest to oldest message
5. Press 4 to play oldest to newest message
6. Press 5 to replay message
7. Press 6 to replay all messages
8. Press \* to access help menu
9. Press 9 to retransmit/resend message\*

\*To activate this feature, please contact your Arch representative

## Play Options Menu

The voice mail prompt will offer you the following options:

1. Press 1 4 to access numeric mailbox
2. Press 2 to delete a message
3. Press 3 to play newest to oldest message
4. Press 4 to play oldest to newest message
5. Press 5 to replay message
6. Press 6 to replay all messages
7. Press \* to access help menu

## Important Service Information

The information that follows details how your Two-Way service works- for others and for you.

Since your device is already activated, your friends and associates can reach you by following the simple directions.

You will also learn to access your subscriber functions (via the numbers/codes contained in the device's packaging, as well as on your Sales and Service Agreements).

## Send a Test Message

Insert the battery and turn your device on, making sure the battery is charged.

1. Dial either:
  - a) your phone number
  - b) 1-800-946-4646 and enter your PIN
2. Follow the voice prompts
3. Enter your area code, phone number, and press “#”  
The automated attendant will repeat the number you dialed

**Note:** The device must be turned on to receive notification of a new message. To check the messages received while your device was turned off, simply turn the device on and press “Message Listen/Resend”.

### **Beep!**

Congratulations! You can now receive messages on your device. Follow the instructions below to view and manage your messages.

## **Personalized Greeting**

Let callers know immediately that they have reached you by creating a personalized greeting. Simply use your Passcode and follow the instructions below.

1. Dial either:
  - a) your phone number
  - b) 1-800-946-4646 and enter your PIN
2. Interrupt the voice prompts by pressing 0+ Passcode
3. Press 1 1 to change greeting
4. Press 3 0 to begin recording
5. Press 1 to end recording
6. Press 4 0 to playback greeting

7. Press \* to access help menu
8. Press 1 0 to return to main menu

## **Subscriber Greeting**

All callers will hear a recorded greeting when they dial your device number to send a message. Callers may leave a voice mail or send a numeric message by entering the numbers from the telephone keypad. Subscribers with one number access will be prompted to leave a numeric message, transfer to a text message operator or to voicemail.

## Make Sure You Get Every Message

**Message Listen/Resend-** Check messages anytime, toll free!

**Note:** This feature applies to numeric or alphanumeric devices that offer mailbox message options.

1. Dial 1-800-946-4646 and enter your 7 digit PIN or 10 digit phone number
2. Follow the voice prompts and press 0+Passcode
3. Press # for additional options
4. Press 1 4 to access numeric mailbox
5. Press 9 to retransmit/resend\*

\*To activate this feature, please contact your Arch representative

## Coverage Capabilities

### Nationwide Coverage

As an Arch subscriber, you will be covered by at least 1 of 3 service levels:

- Send and Receive Messages (or Full Service)
- Receive Messages Only (or Basic Service)
- Storing Messages

### When your device screen reads: Send and Receive Messages (or Full Service)

You are in prime coverage range. In this service area you can:

- Send and receive messages from your device
- Receive all new messages
- Receive undelivered, stored messages

### When your device reads: Receive Messages Only (or Basic Service)

You will be unable to send messages but can all receive messages except those that are undelivered or stored.

### When your device screen reads: Storing Messages You are out of coverage range and cannot send or receive messages. However:

- All messages are being stored
- All sent and received messages will be automatically delivered if your return to coverage area within 72 hours
- All messages will carry a time stamp so you will know when the message was originally sent\*

\*Our system sends your messages through a combined satellite/ground transmitter system. Transmissions can't penetrate all building and subterranean locations. When you return into Send and Receive Messages (or Full Service) range, your messages received in the last 72 hours are automatically delivered to your device.

## When your Device reads “Storing Messages”

You are out of coverage range and cannot send or receive messages. However:

- All messages are being stored
- All sent and received messages will be automatically delivered if your return to coverage area within 72 hours
- All messages will carry a time stamp so you will know when the message was originally sent\*

**Note:** When your device reads “Storing Messages”, you can still use Message Listen/Resend to check your messages

\*Our system sends your messages through a combined satellite/ground transmitter system. Transmissions can't penetrate all building and subterranean locations. When you return into a “Send and Receive Messages” or “Full Service” your messages received in the last 96 hours are automatically delivered to your device.

## How to Access Feature items

1. Dial 1-800-946-4646
2. Enter you 7 digit PIN or Phone Number
3. Press 0+Passcode

## Feature

Message management features

For voice mailbox

For numeric mailbox

Message Listen/Resend

To retransmit (numeric mailbox only)\*

To hear user options

To exit the system

To delete voicemail

To replay voice messages

To keep (save) message

\*To activate this feature, please contact your Arch representative

## Press

3

1 0

1 4

3, Next

9

\*

#

2

5

# or 3

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