Arch Wireless®
Nationwide Messaging

Quick Reference Guide

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Welcome to Arch Wireless™ **Nationwide Messaging**, the service that gives you the peace of mind of knowing you're always in touch.

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To be reached at all times, you must provide callers with the 800 access number and your PIN or with your personal toll-free number.

If you subscribe to Nationwide voice prompt or voice mail, the following pages will instruct you on personalizing your Pass Code and greeting.

You will also find instructions on leaving and retrieving numeric messages, voice messages (if that service is selected), and word messages (a word messaging pager is required).

About Your Pass Code:

Your pre-set Pass Code is the last four digits of your pager capcode. This information may also be found on the back of this User Guide. Change your Pass Code at your earliest convenience to protect your privacy. To set up your personal Pass Code:

1. Dial 1-800-946-4646 and enter your PIN, or
2. Simply dial your personal toll-free number.
3. Interrupt the greeting by pressing 0 (zero).
4. Enter your current Pass Code.
5. Press 17 to reach Pass Code Change Mode. You will hear "You may now change your access code." If you pause, a tutorial will play further commands. The tutorial is optional and may be bypassed by proceeding directly to the steps below.
6. Press 3, enter your 4 to 8 digit personal pass code followed by the # sign.
7. Press 4 to playback the new Pass Code.
8. Press 10 to return to retrieval mode, # to exit, or simply hang up.

About Your Greeting:

Your original greeting will state, "Please leave your voice or numeric message after the tone." You may leave this message or personalize by:

1. Dial 1-800-946-4646 and enter your PIN, or simply dial your personal toll-free number.
2. Interrupt the greeting by pressing 0 (zero).
3. Enter your current Pass Code.
4. Press 11 to reach Greeting Change Mode. You will hear "You may now change your greeting message." If you pause, a tutorial will play further commands. The tutorial is optional and may be bypassed by proceeding directly to the steps below.
5. Press 30 and begin recording. Press 1 when finished. The maximum greeting length is 30 seconds.
6. Press 40 to playback the greeting just recorded.
7. If you are not pleased with your new greeting, press 11 to begin again.
8. Press 10 to return to retrieval mode, # to exit, or simply hang up.

To Send Numeric Messages:

1. Dial 1-800-946-4646 and enter the subscriber's PIN, or simply dial the subscriber's personal toll-free number.
2. During or after the greeting, enter a numeric message or a phone number (up to 20 digits).
3. Press # or simply hang up to send the message.
4. The numeric message will display on the subscriber's pager screen.

To Retrieve Using Numeric Retrieval:

Using this feature you may listen to numeric messages received during the previous 72 hours. Messages must be left using a touch tone phone. This feature is standard for voice mail subscribers and may be added to voice prompt subscribers upon request. This feature is capable of storing approximately 15 messages at a time.

1. Dial 1-800-946-4646 and enter the subscriber's PIN, or simply dial the subscriber's personal toll-free number.
2. Interrupt the greeting by pressing 0.
3. Enter the current Pass Code.
4. Press 14 to reach Numeric Retrieval Mode.
5. Press 6 to play all numeric messages. You may want to have paper and pen ready to write down your messages. Your messages will play back in the order of last in/first out.
6. Press 7 after each numeric message to hear the timestamp for that message.
7. Press 2 to delete.
8. Press * for additional options.

If a 10-digit number is entered, playback will automatically insert the word "space" between the area code and prefix, the word "dash" will be inserted between the prefix and suffix. If a 7-digit number is entered, playback will automatically insert the word "dash" between the prefix and suffix. If the number entered is not a 7 or 10-digit number, playback will be exactly as entered.

Subscribers with Nationwide voice mail capabilities can retrieve voice messages.

To Leave Voice Messages:

1. Dial 1-800-946-4646 and enter the subscriber's PIN, or simply dial the subscriber's personal toll-free number.
2. After the greeting leave a voice message up to 60 seconds.
3. Press # or simply hang up.
4. The subscriber will be alerted by receiving their own pager number on their pager display screen.

To Retrieve Voice Messages:

1. Dial 1-800-946-4646 and enter the subscriber's PIN, or simply dial the subscriber's personal toll-free number.
2. Interrupt the greeting by pressing 0.
3. Enter the current Pass Code.
4. You are automatically in message retrieval mode. Press 6 to play all messages.
5. Press 7 after each message to hear the timestamp for that message.
6. Press 5 to replay the same message.
7. Press 2 to delete.
8. Press * for additional options.

Messages will automatically save for the duration of your normal storage time unless deleted or the maximum number of messages is reached. If the maximum number of messages is reached, the oldest message will drop off to make room for the newest message.

If your pager is capable of text messaging (receiving word messages), callers may send word messages directly to your pager. Using the instructions below, callers leave a message with an operator who will relay the message to you in the form of a typed message that displays directly on your pager screen.

To Send a Word Message Using the Telephone:

1. Dial the word messaging toll-free number printed on the back of this User Guide.
2. Enter the 7-digit PIN or 10-digit personal toll-free number of the subscriber to be paged. (It is mandatory to enter all 10-digits when trying to reach a subscriber with a personal toll-free number.)
3. An operator will ask for the message to be sent.
4. The operator will repeat the message for verification.
5. Once verified, the message will be sent to the subscriber's pager where it will appear as a text message.

To Send a Word Message Using the Send A Page Site

You can also send word messages from our web site, http://www.Arch.com, by selecting the Send A Page tab and following the easy to understand instructions.

To Send a Word Message Using Alpha Self Dispatch

To inquire about the various methods of alpha self dispatch that are available, please contact your sales representative or customer service representative for more information.

Numeric and voice messaging
1-800-946-4646 + PIN
OR
Personal Toll-Free Number

Word Messaging Toll-Free Number

_____

PIN

_____

PassCode

_____

Personal Toll-Free Number (optional)

_____

Quick Reference Card

To Send a Numeric Message:

1. Dial 1-800-946-4646 followed by the subscriber's PIN, or simply dial the subscriber's personal toll-free number.
2. During or after the greeting, enter a numeric message or a phone number (up to 20 digits).
3. Press # or simply hang up.

To Send a Voice Message:

1. Dial 1-800-946-4646 followed by the subscriber's PIN, or simply dial the subscriber's personal toll-free number.
2. After the greeting, leave a voice message up to 60 seconds long.
3. Press # or simply hang up.

To Send a Word Message Using Operator Dispatch:

1. Dial the word messaging toll-free number found on the back of this user guide.
2. Enter the 7-digit PIN or 10-digit personal toll-free number of the subscriber to be paged.
3. Give the operator the message you want to send.
4. Verify the message.
5. Hang up.

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