

# Arch Webster 100

## QUICK START GUIDE

This guide will help you get your new Arch Webster 100 Wireless E-Mail Service up and running. For more detailed instructions, go to <http://content.arch.com/products>.

## Table of Contents

<b>Key features and capabilities</b>	<b>3</b>	<b>Basic Operation</b>	<b>9</b>
Turning the device on	4	Mailbox	9
Activating the device	4	Receiving messages	10
Check your coverage capabilities	5	Replying to messages	11
Getting around	6	Sending messages	13
The keyboard	6	Paging	14
Sending a test message	7	Information services	15
<b>Making the most of your new service</b>	<b>8</b>		

## Key features and capabilities

With Arch Webster 100 Wireless E-Mail Service, you can:

- Send and receive e-mail
- Send and receive instant messages (chat) to/from others using Arch service
- Send and receive paging messages
- Receive stock market updates, sports scores, headline news and weather at no extra charge

Your service also includes an Address Book with 250 slots for key contact information.

## Turning the device on

Open the device and press any key to turn it on. It will vibrate for approximately four seconds, then a screen will display time and date. Press **MENU/SPACE** to display the **Main Menu**, or wait a few seconds and it will appear automatically.

Note: If left idle, your device will automatically switch to standby mode (a blank screen with the Motorola logo) to save power.

## Activating the device

If you purchased your device from an Arch Sales Representative or at an Arch location, the Webster 100 service has been pre-activated. Your PIN (to be used as part of your e-mail address), and a telephone number to which messages can be sent if you ordered paging, accompany your device.

If purchased at a retail location, you'll find a toll-free number in your package which you should call to activate your device.

## Check your coverage capabilities

No matter where you go in the U.S., you'll be covered by one of three levels of service. The home screen of your device will indicate which level of service currently applies:

**Send and Receive Messages** – This is prime coverage. It lets you send messages and replies, and receive all new messages including any undelivered, stored messages.

**Receive Messages Only** – In this coverage area you won't be able to send messages, but will receive all new messages except for those that are undelivered and stored.

**Storing Messages** – This means you are outside the coverage area and cannot send or receive messages. Any messages sent to you will be stored. If you return to a Send and Receive area within 96 hours, your messages will be delivered to you automatically with a time stamp indicating when they were sent.

## Getting around

- Go to the **Main Menu** (see *"Turning the device on,"* page 4)
- Using the arrow keys (  $\wedge$  and  $\vee$  ), scroll to the function you wish to use (**Mail Box**, **News/Info Inbox**, **Send Message**, etc.), and press [ENTER]
- To move around in any of these areas, simply scroll until you've highlighted the appropriate category, then press [ENTER]
- To return to a previous screen or category, press [ESCAPE]

## The keyboard

Your device uses the standard (QWERTY) keyboard. Just type as you normally would.

To type numbers or any of the symbols appearing in yellow on the tops of the keys, press the yellow Lock key followed by the corresponding number/symbol key. Press the yellow Lock key two times to hold that function.

For capital letters, press **CAPS** once. To lock in capital letters, press **CAPS** two times.

*Please refer to the Motorola Users Guide for more information on the device.*

## Sending a test message

Once you've activated your service, it's a good idea to test your device by sending an e-mail message to yourself. You may send the message right from your new device (for instructions, see *"Sending messages,"* page 13). Or you may call the Arch operator at **1-877-WEBSTR-0 (1-877-932-7870)** and dictate your test message.

To check for the message, go to **Main Menu**. Highlight **Mailbox** and press [ENTER]. If you do not receive the message, check your coverage status. If you are in **Send and Receive Messages** or **Receive Messages Only** coverage areas, and do not receive the test message within moments, contact Arch.

If you need assistance, please visit the Arch Web site at [www.arch.com](http://www.arch.com) and click on **FAQ's** under *"Support,"* or call Arch.

## Making the most of your new service

Arch Webster 100 service is designed so you'll never miss a message. Make sure you give all your friends and business associates the following addresses and numbers so they know how to reach you:

- **E-mail** Your e-mail address is your seven-digit PIN@archwireless.net  
*Example:* 1234567@archwireless.net
- **Web** Those wishing to contact you can also go to the Arch Web site at [www.arch.com](http://www.arch.com) where they can send you a message from the Send a Page section. They will also need your seven-digit PIN
- **Instant Messaging** Send and receive messages instantly to/from others who also have Arch service. Use each other's seven-digit PIN
- **Phone** When no computer is available, you can be reached through an Arch operator at 1-877-WEBSTR-Ø (1-877-932-7870). The operator will take the message from your caller and forward it to your device in a text message

## Basic Operation

### Mailbox

- Received messages will appear in the Mailbox (under Main Menu)
- Messages will be numbered and listed in the order received
- Next to each message, one of the following symbols will appear:

- √ Message sent
- Message read
- X Message not sent
- ↶ Message transmitting
- Message received

## Receiving messages

- To open a message, highlight it and press [ENTER]

### E-Mail:

- The message will begin with Fr (who the message is from), Su (the subject of the message), and *the first 50-60 characters of the message*. (If there is an attachment, an "&" will appear before the body of the message)
- At the end of the first 50-60 characters, a number will appear indicating how many more characters the message contains
- If you're satisfied with the first 50-60 characters, and choose not to receive more of the message, your account will not be charged for the remainder of the message
- If you wish to reply, see "*Replying to messages*," page 11
- If you wish to read more of the message, scroll to Message Options, highlight **Reply**, and press [ENTER]. Then highlight **More** and press [ENTER]. The next 750 characters, including the subject of the message, will be sent to you in another message transmission and will appear in your **Mailbox**

### Send a Page:

You can receive messages of up to 500 characters from the Arch Web site.

- Direct sender to [www.arch.com](http://www.arch.com) where they will click on Send a Page. They will be prompted to type in the Pager number (your PIN). From there they can send you a message of up to 500 characters
- Along with their message, they can provide a list of pre-selected replies which you, the receiver, can use as your reply *at no charge*

## Replying to messages

At the end of a received message, **Message Options** will be highlighted. Press [ENTER].

You will be given these choices:

- **Next Message** – Select to view your next message
- **Reply to Message** – When selected, three options will appear:
  - 1) **Custom Reply** – Highlight and select if you wish to type your own message

2) **More** – See "Receiving messages," page 10

3) You will also see a list of pre-programmed replies which you can send at *no charge*. To use one of these, simply highlight it and press [ENTER].

Examples: Yes/OK, No, Will call later, Thank you

*Note: You can only reply to e-mail messages that have an e-mail address in the Fr field.*

- **Forward Message** – When selected, you'll be prompted to enter a forwarding e-mail address
- **Move to Folder** – Select to file the message for later reference

## Sending messages

- From **Main Menu**, scroll to highlight **Send Message** and press [ENTER]
- Scroll to **Write Message** and press [ENTER]
- Type your message and press [ENTER]
- **Select Address** will appear
  - Highlight and press [ENTER] on **Address Book** to access an address you've already stored, or
  - Highlight **Pager Number** (for instant messaging with another Arch subscriber), or **E-Mail Address**, depending on how you wish to send your message. Press [ENTER]
  - Type in the appropriate address and press [ENTER]
- **Send Message** will be highlighted. Press [ENTER]. (For best results, close cover when transmitting a message)
- The words **Message Transmitted** will appear on the screen for about three to five seconds indicating that your message is going through

**Instant Messaging** With this "device-to-device" service you can send (and receive) up to 500 characters in one message when communicating with another Arch subscriber. Just address the message to the Arch subscriber's seven-digit PIN. You can store the PIN in the Pager Number file in your Address Book for future use.

## Paging

If you elect to add paging capabilities to your service:

- Arch will provide you with a telephone number at which you can be paged
- A toll-free number is available at no extra charge
- With this "one number access" a sender can leave you a numeric message, a voice-mail, or dictate a message to an operator who will transmit it as text to your device
- There is a nominal extra charge for voicemail service
- With Arch's PageListen/Resend feature, you can phone in toll free any time to get messages for up to 96 hours after they were sent

## Information Services

From the **Main Menu**, scroll to **News/Info InBox** and press **[ENTER]**. This is where you will automatically receive headline news, stock market updates, sports scores and weather reports at *absolutely no extra charge*.

In addition, Arch has partnered with Oracle Mobile to conveniently bring you personalized content-on-demand through your Arch Webster 100 service. To get started, visit the **Ask@OracleMobile** Web site at [www.oraclemobile.com](http://www.oraclemobile.com) and click on **Two Way Pager**. It explains how, with just a short e-mail, you can personalize your service by requesting that pre-set information, such as select stock quotes and regional weather, be sent to you automatically. You'll be charged for the characters used in both the request and delivery of this information, but there is *no charge* for Ask@Oracle service.

*Thank you for choosing Arch Webster 100 Wireless E-Mail Service. Should you have any questions or need assistance, please visit the Arch Web site at [www.arch.com](http://www.arch.com) where you'll find answers to many of your questions by clicking on FAQ's under "Support." Please also check our Web site periodically for news about continuing product upgrades and enhancements.*

**Arch Webster<sup>SM 100</sup> Wireless E-Mail Service**

© 2000, Arch Paging Inc. All rights reserved.