

## E-Mail Messaging FAQ's – LOTUS NOTES

USA Mobility subscribers Lotus Notes e-mail\* can keep track of important e-mail messages by forwarding incoming messages to their wireless device while they are out of the office. Following are step-by-step instructions to forward e-mail to your USA Mobility wireless device.

**Step 1:** Create Agent

**Step 2:** Identify Messages to Redirect

**Step 3:** Identify Where to Forward Messages

**Step 4:** Finalize New Agent

\* Please note these instructions are intended for Lotus Notes users with corporate LAN-based systems, such as Microsoft Exchange Server. Because the capabilities of e-mail servers vary these features may not be available if you are using an SMTP/POP3 or IMAP based e-mail account provided by an Internet service provider (ISP). Please direct questions to your network administrator or Internet Service Provider.

### Step 1: Create Agent

1. Select "Agent" from the Notes "Create" menu.  
In some cases your Notes administrator may have to enable "Agent" settings in order to set up forwarding, please consult with your local Lotus Notes Administrator.
2. Select "If New Mail Has Arrived" in the "when should this agent run?" field.  
Be sure to choose only "If New mail Has Arrived" to avoid unexpected consequences, such as forwarding contents of your e-mail database to your wireless device.

### Step 2: Identify Messages to Redirect

1. In the "Design" window, select the "Simple" action(s) option from the drop down menu and click "Add Action".
2. Select "Action: Send Message".

### Step 3: Identify Where to Forward Messages

1. In the "To" field, Enter the e-mail address of your Arch wireless device in the "To field". Your wireless device e-mail address is one of the following:
  - 10digitphonenumber@my2way.com (Legacy Metrocall)
  - 10digitphonenumber@airmessage.net (Legacy WebLink Wireless)
  - 7digitPIN or 10digitphonenumber *either* @archwireless.net or @arch.net

If you have questions about your wireless e-mail address or the e-mail features of your wireless device please call the phone number on your invoice and contract to



Speak with a Customer Care Representative.

2. In the "Subject" enter the name for the new Agent: "Mail forwarded to Wireless Device".

#### **Step 4: Finalize New Agent**

1. Select "OK".
2. Close and Save.

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