



User Guide (ASP Hosted Service)

METAMessage adds a variety of capabilities to your BlackBerry handheld, letting you

- Check spelling
- Print anywhere
- Set custom message alerts
- Viewing special character sets, such as Japanese
- and much, much more!

This document explains how to use all METAMessage features:

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Client Setup

This section includes the following topics:

- Install the Client
- Remove the Client

Install the Client

There are two ways to install the METAMessage client software on your BlackBerry:

- Directly on your handheld using the BlackBerry Browser (requires BlackBerry handheld software v. 4 or later and no previous version of METAMessage)
- Via your desktop computer using the BlackBerry Desktop Manager application.

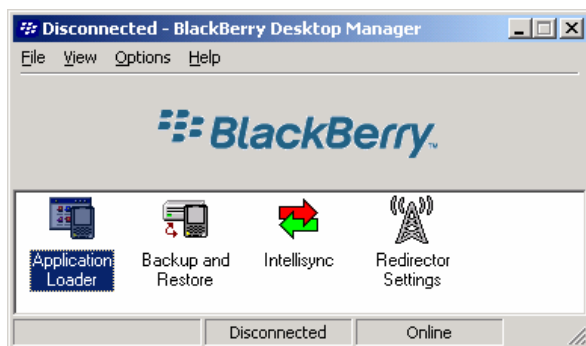
To install the METAMessage client using the BlackBerry Browser:

1. Check that BlackBerry handheld software v. 4 or later is installed on your handheld.
Open *Options* on the BlackBerry main screen and then open *About*.
2. Launch the BlackBerry Browser.
3. Go to www.METAMessage.com/mmota/asp and follow the installation instructions.

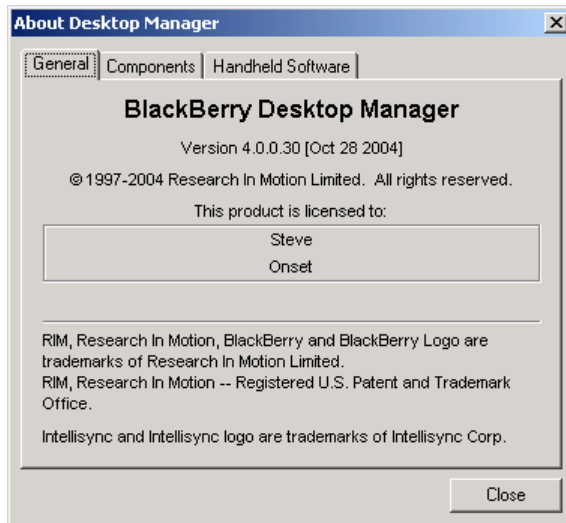
The installation process may take up to ten minutes, during which time you may use BlackBerry applications other than the browser.

To install the METAMessage client using the BlackBerry Desktop Manager:

1. Check that version 3.6.1 or later of the BlackBerry Desktop Manager is installed on your desktop computer.



In the Help menu, choose *About Desktop Manager...*



2. Go to http://www.metamessage.com/MM_Downloads.aspx, select the appropriate METAMessage Product and follow the *Download* link for the Desktop Installation of the METAMessage client.
3. Download the client installer to your desktop computer.
4. Launch and complete the client installer application.
5. If the Desktop Manager window appears and no programs launch automatically, double-click the Application Loader icon and click *Next*.

If the Application Updates Available dialog appears, click *Update Now*.

6. On the *Handheld Application Selection* dialog, make sure the following applications are selected:
 - *BlackBerry Attachment Service* (if present)
 - *Tasks* (if present)
 - *METAMessage*

In addition, select any previously installed applications you wish to keep on your device.

7. On the *Completing the Application Loader Wizard* dialog, click *Advanced*.
8. On the *Handheld Data Presentation* dialog, select *Erase all currently installed applications* and click *Next*.
9. Finish the wizard.
10. On the BlackBerry main screen, click the antenna icon to turn wireless service on.

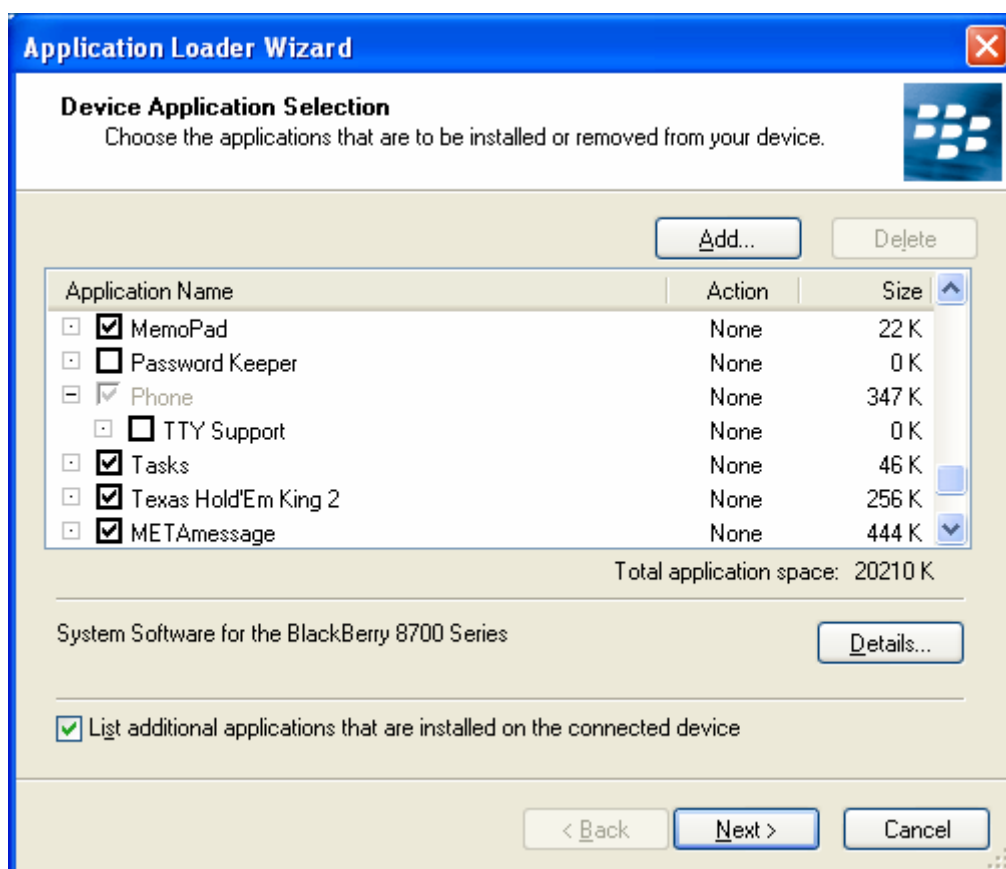
Remove the METAMessage Client

To remove the client installed via the **BlackBerry Browser**:

1. From the BlackBerry Options, select *Applications*.
2. Highlight *METAMessage*, click the trackwheel, and select *Delete*.
3. Follow the prompts to complete the delete process.

To remove the client installed via the **Desktop Manager**:

1. On your PC launch the BlackBerry Desktop Manager and select the *Application Loader* icon.
2. Click *Next* until you reach the *Device Application Selection* screen.



3. Click the mouse button in the checkbox next to the relevant METAMessage application to remove the checkmark.
4. Click *Next* and follow the prompts to complete the delete process.

Basic Features

This section includes the following topics:

- Access Basic METAMessage Services
- Check Spelling
- Print Email Messages, Attachments, and Web Pages
- Message Preview Pane
- Custom Message Alerts
- Compose Fax
- Read Excel Files
- Read PowerPoint Files
- Read MS Word and Other .rtf-based Files
- Concierge Services
- Quick Info

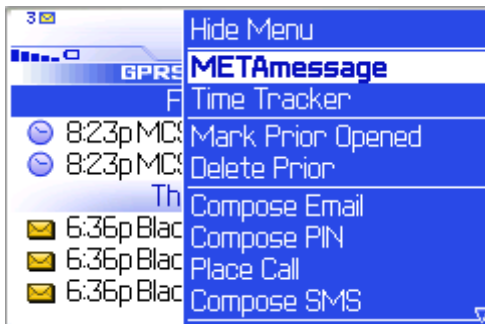
Access Basic METAMessage Services

Once installed, you can access METAMessage features three ways:

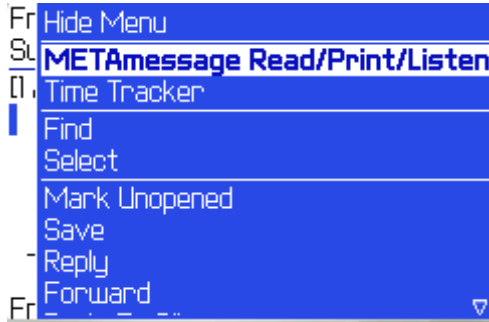
- In the BlackBerry main screen, click the METAMessage arrow. This will let you edit METAMessage settings and access other METAMessage features.



- In the email message screen, click the trackwheel and choose *METAMessage*



- In an opened email message or with the cursor on a highlighted attachment, click the trackwheel and choose the *METAMessage* menu item to open a window with your default *Service* (Read, Print) highlighted. To change the service, press the Space bar.



When METAMessage converts an attachment for reading and sends it back, a message will appear asking if you want to read the message immediately or later. To read later, click *Results* in the main METAMessage menu. Highlight the results you wish to read, click the trackwheel, and select *Open*.

When printing an attachment, you may print a single page or page range by highlighting the attachment in the email message, clicking the trackwheel, and choosing *Set Print Options*.

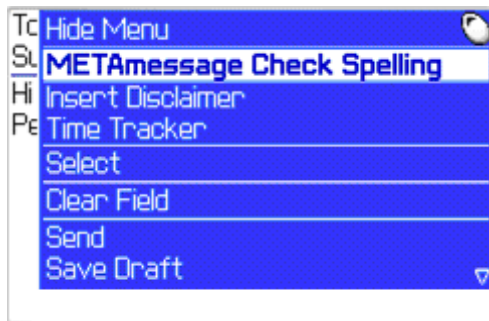
Note that if you are reading a converted Web page on your handheld, the METAMessage print command will print the page itself rather than a link on which the cursor is positioned.

Check Spelling

METAMessage can perform a spell check of a message you're composing, offering alternate spellings and replacing misspelled words.

To check spelling:

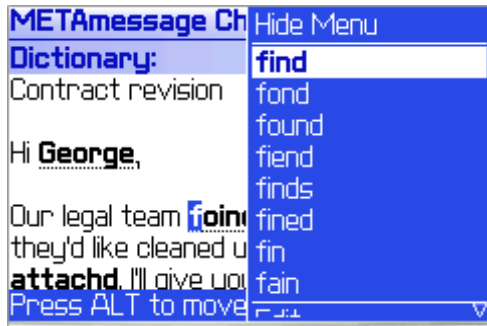
1. In a message you're composing, click the trackwheel and choose *METAMessage Check Spelling*.



METAMessage will check the contents of the message and return the text with possibly misspelled words in bold.

2. Move the cursor to a word in bold and click the trackwheel.

A list of alternative spellings will appear.



3. Highlight the appropriate spelling, *Ignore*, *Edit* or *Add* (add the word to a user dictionary) and click the trackwheel.

A choice of dictionary languages may appear in the upper-right corner of the Check Spelling window. To change the option, highlight it by pressing the Alt key and moving the trackwheel. When highlighted, press *Space* to change languages. Or, click the trackwheel and choose *Change Option*.

4. When finished, click the trackwheel and choose *Continue*. The message reverts to compose mode for further editing or sending.

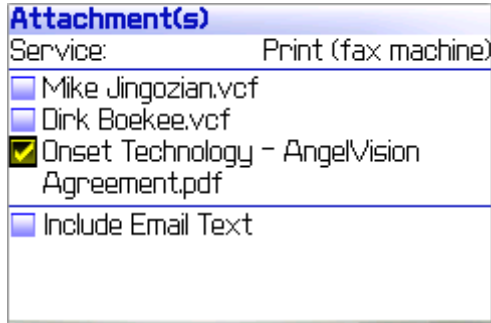
You may also add and delete words in the user dictionary by choosing *User Dictionary* in the main METAMessage menu.

Print Messages, Attachments, and Web Pages

METAmessage lets you print email messages, their attachments, and Web pages using any convenient fax machine.

To print an email message and/or attachment:

1. Within an open message, click the trackwheel and select *METAmessage Read/Print/Listen*.
A list of any attachments will appear.
2. If the *Service:* option is set to other than *Print*, highlight the option and press the Space bar.
3. Select or de-select attachments you want to print by highlighting the attachment and pressing the Space bar.

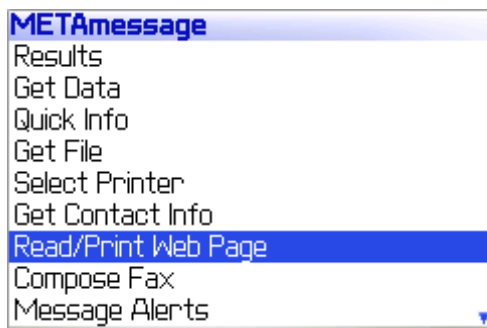


4. To print the email message, select *Include Email Text*.
5. Click the trackwheel and choose *Continue*.
6. Enter the number of the destination fax machine, including the country code. For example: 18005551212. For numbers outside the United States enter the country code followed by the number, for example 442071231234.
7. Click the trackwheel and choose *Print*.

After METAmessage has processed your request and faxed the file(s) or messages, it will send you a confirmation message.

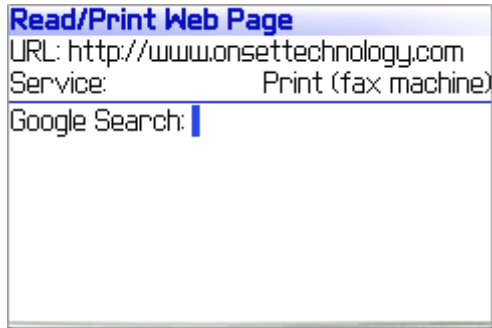
To print a Web page:

1. In the BlackBerry main screen, click the METAmessage arrow.



2. Highlight *Read/Print Web Page* and click the trackwheel.

3. Enter the URL address you want to print.



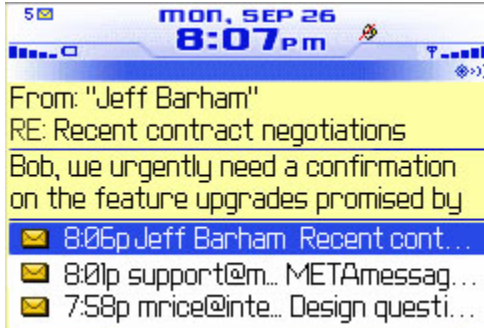
The screenshot shows a dialog box titled "Read/Print Web Page". It contains the following text: "URL: http://www.onsettechnology.com", "Service: Print (fax machine)", and "Google Search: |". The "Google Search" field has a vertical bar at the end, indicating it is a search input field.

4. If the *Service:* option is set to other than *Print*, highlight the option and press the Space bar.
5. Click the trackwheel and choose *Continue*.
6. Enter the number of the destination fax machine, including the country code. For example: 18005551212. For numbers outside the United States enter the country code followed by the number, for example 442071231234.
7. Click the trackwheel and choose *Print*.

After METAMessage has processed your request and faxed the file(s) or messages, it will send you a confirmation message.

Message Preview Pane

METAmessage lets you preview message information and contents in the BlackBerry inbox without having to open the message.

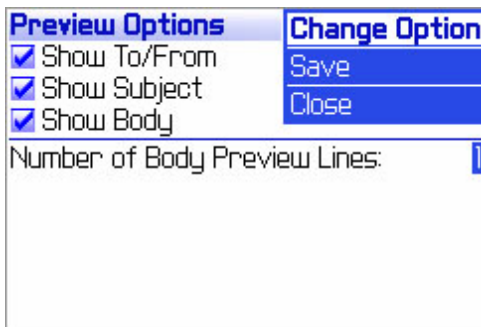


To Show/Hide Preview:

1. In the message list click the trackwheel and select *Show Preview* or *Hide Preview*

To Set Preview Options:

1. In the message list click the trackwheel and select *Preview Options*
2. Preview lets you show the sender and recipients (To/From), the subject and a number of lines of the body. To change an option, move the trackwheel to highlight the desired option. When highlighted, press Space to change activate/deactivate. Or, click the trackwheel and choose *Change Option*.
3. To change the number of lines of preview to display move the trackwheel to highlight *Number of Body Preview Lines*. To change the option, press the Alt key and move the trackwheel. Or, click the trackwheel and choose *Change Option*.
4. Click the trackwheel and choose *Save* to save your settings.



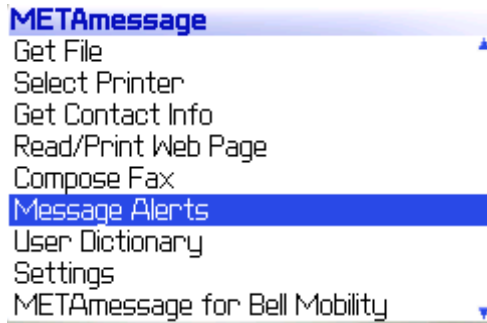
Note: For better results you can reduce the font size of your BlackBerry. To do this, in the main BlackBerry Ribbon click *Options*. Move the trackwheel to highlight *Screen/Keyboard* and click the trackwheel. Move the trackwheel to highlight *Font Size*. To change the option, press the Alt key and move the trackwheel. Or, click the trackwheel and choose *Change Option*.

Custom Message Alerts

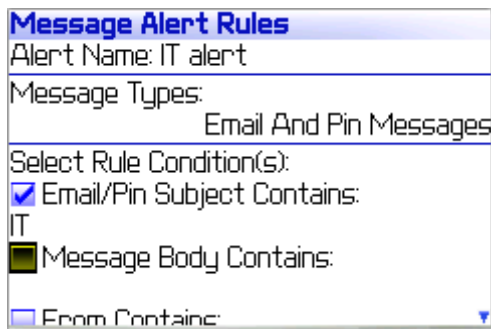
Message alerts let you set different incoming message notifications for different types of messages. For example, you can set your handheld to play a special tune when you receive email from a specific address or domain or when you receive email that contains a specific word or words in the Subject: line.

To create a Message Alert:

1. In the BlackBerry main screen, click the METAMessage arrow.



2. Highlight *Message Alerts* and click the trackwheel.
3. Click the trackwheel and choose *Add New Alert*.
4. Enter an *Alert Name*.
5. Highlight an alert parameter and press the Space bar.
6. Enter a value in the alert parameter.



You may select multiple options.

7. Click the trackwheel and choose *Save Alert*.

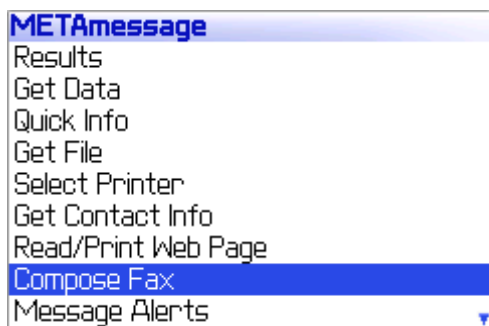
To turn a Message Alert on or off:

1. In the BlackBerry main screen, click the METAMessage gavel and arrow.
2. Highlight *Message Alerts* and click the trackwheel.
3. Highlight an Alert name, click the trackwheel, and choose *Enable Alert* or *Disable Alert*.

Compose Fax

To compose and send a fax from your handheld:

1. In the BlackBerry main screen, click the METAMessage arrow.



2. Highlight *Compose Fax* and click the trackwheel.
3. Enter the number of the destination fax machine, including the country code. For example: 18005551212. For numbers outside the United States enter the country code followed by the number, for example 442071231234.
4. Enter header information and your message.
5. If desired, click the trackwheel and choose *METAMessage Check Spelling*.
6. Click the trackwheel and choose *Send*.

Read Excel Files

In an open Excel attachment, click the trackwheel for access to the following commands:

Go to Cell — Enter the row and column number to jump to the desired cell.

Cell Info — If cell contents have been truncated, displays the cell ID and contents (up to 100 characters) of the highlighted cell. To copy, highlight the content, click the trackwheel, and select Copy Selection. You can then paste the content into an email message.

Freeze Panes — Locks column and row headings. Highlight a cell one row below or one column to the right of the desired row or column you want to freeze. Either click the trackwheel and select Freeze Panes or use the “F” keyboard command.

Column Width — Rotate the trackwheel to change the width of columns to narrow, normal, and wide.

Grid Lines — Rotate the trackwheel to turn grid lines on and off.

Use the following keys to navigate in the document using keyboard commands:

c - go to cell

w - toggle column width

g - toggle grid lines

u - up (one row)

d - down (one row)

r - right (one column)

l - left (one column)

t - top (top of left corner)

b - bottom

n - next sheet

p - previous sheet

f - freeze panes on/off

x or escape - exit

Read PowerPoint Files

In an open PowerPoint attachment, click the trackwheel for access to the following commands:

Find — Enter a keyword to jump to a slide that contains matching data.

Go to Slide — Enter the slide number to jump to the desired slide.

Larger/Smaller Font — Select to view larger- or smaller- sized characters.

Use the following keys to navigate in the document using keyboard commands:

p - Move to the previous slide

n - Move to the next slide

f - Find text (repeated *f*'s will find again)

g - Go to a slide

Read MS Word and Other Rich-text Files

METAmessage can convert .rtf-based attachments (for example, Word documents) into a format you can easily read on your handheld.

In an open .rtf-based attachment, click the trackwheel for access to the following commands:

Larger/Smaller Font — Select to view larger- or smaller- sized characters.

Find — Enter a keyword to jump to matching data.

Use the following key to navigate in the document using keyboard commands:

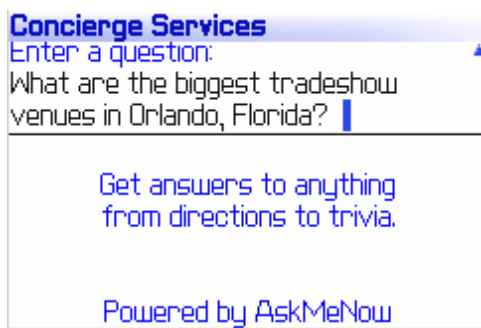
f - Find text (repeated *f*'s will find again)

Concierge Services

These services let you ask virtually any question — hotel availability, local attractions, trivia — and receive an answer from the AskMeNow™ information portal. This feature may not be available in some geographical locations.

To ask Concierge Services a question:

1. In the BlackBerry main screen, click the METAmessage arrow.
2. Highlight *Concierge Services* and click the trackwheel.



3. Enter a question, click the trackwheel and choose *Submit*.
4. It may take a few minutes for the services to research your question. Answers will appear in the METAmessage *Results* folder.

Quick Info — Driving Directions, Flight Information, etc.

With Quick Info you have access to a number of information sources from the Web such as driving directions, flight information, weather, stocks, and more.

Note: This feature is not available outside North America.

To set up access to these information sources, you must first request forms. These forms may change over time, so it is a good idea to request forms every three months or so.

To request forms for Quick Info:

1. In the BlackBerry main screen, click the METAMessage arrow.
2. Highlight *Quick Info* and click the trackwheel.
3. Click *Request/Update Forms*.

METAMessage will reply and automatically make forms available to you in the *Quick Info* screen.

To get Quick Info:

1. In the BlackBerry main screen, click the METAMessage arrow.
2. Highlight *Quick Info* and click the trackwheel.

A list of available information service forms appears.



3. Highlight a form, click the trackwheel and choose *Open*.
4. Enter appropriate information.
5. Click the trackwheel and choose *Submit*.

A notification will appear when METAMessage has processed the request. You can either read the results immediately or later click *Results* in the METAMessage menu.

Voice Message Playback

If you receive voicemail messages in the form of email attachments, METAMessage can call you on any phone and play the message. Supported file formats include MP3, WAV, and LVP.

Note: This feature is not available outside North America.

To playback voicemail attachments:

1. Open the email message that includes a voice message attachment.
2. Click the trackwheel and choose *METAMessage Read/Print/Listen*.
3. Enter the number of the phone on which you want to listen to the message. Enter 1, the area code, and the 7-digit phone number. For example: 18005551212.
Or, highlight a previously used number, click the trackwheel, and choose *Select*.
4. Click the trackwheel and choose *Continue*.
5. Moments later the METAMessage service will call the number you entered and play back the message for you. (**Note: You must speak into the phone in order to start the message playback.**)

METAmessage Language Support

This section includes the following topics:

- Viewing text in the original language
- Japanese Input

Viewing original language

You can view original-language characters in email messages and attachments, Organizer entries (MemoPad, Address Book, Calendar, Tasks, Phone, etc.), PIN messages, and SMS messages.

Text that requires language support appears in the BlackBerry screen represented by question marks or by black boxes as shown below.

When you encounter such text, click the trackwheel and choose *Show* or *Open Original Language*. If you have support for only one language installed, the command will include that name (for example, *Show Japanese*).



Language Support menu commands correspond to normal BlackBerry functionality for the application in which you are working. For example, if you *Show* a task, you can read but not edit the data.

Original-language characters cannot be included when you reply to or forward an SMS message.

To view original-language characters in an email or SMS message, open the message, click the trackwheel, and choose *Show* or *Open Original Language*.

To include original-language characters when you reply to or forward an SMS message, you must first open the BlackBerry Options icon, select *SMS*, select *Data Coding*, and select *UCS2*.

Note: Using the *More* command to view additional message content may clear any original language characters when the screen refreshes. You may find it convenient to turn off the *Auto More* command. To turn off *Auto More*, open the BlackBerry Inbox, choose *Options*, choose *General*, and change the *Auto More* option to *Off*.

Japanese Input Instructions

METAMessage Language Support for Japanese Input enables users to input Japanese text in Email/PIN/SMS messages and PIM data.

To input Japanese, place the caret on the field requiring input and select "Input Japanese" from the menu. This will take you to the "Input Japanese" screen:



Note that at the bottom of the screen it says "Japanese Keypad". This means that the screen is currently in "Japanese Keypad" mode, which accepts Japanese phonetic input. You can toggle this mode with the "Default Keypad" by pressing ALT+SYM.

Note also the < H > indication. This means that the input screen is currently in Hiragana mode. As you type, Hiragana characters will automatically appear:



You can toggle between Hiragana mode and Katakana mode by pressing SHIFT+SPACE:



Note that the word in Hiragana/Katakana is currently selected. If at this point you press ENTER, then the selected word will be inserted into the main text area.



Normally, however, you will want to generate words with Kanji characters. To do this, first type in the word and watch the Hiragana characters appear automatically:



Note that the Hiragana character “ん” is generated by typing “nn”.

To generate the Kanji candidates, press SPACE:



Now, in addition to the Hiragana, Kanji candidates appear as well. As before, you can enter the selected candidate into the main text area by pressing ENTER. You can move the selection to the next candidate by pressing ALT+ENTER and to the previous candidate by pressing SHIFT+ENTER:



Alternatively, you can change the selection by rolling the trackwheel and enter the selected candidate by clicking the trackwheel.

Sometimes the Kanji you are looking for will not appear in the list of candidates. If the word “More” appears in the indication area (see above), this is an indication that not all possibilities have been considered. In such a case you can press SPACE to attempt to generate more candidates. If more are indeed available, they will be displayed. If not, then the word “Done” will appear in the indication area:



Consider the following example:



Here the correct candidate is first on the list. However assuming it was not, you would press SPACE to generate more candidates, which would appear as follows:



The indication specifies that candidates 4 through 12 of 77 are currently being displayed. At this stage you can press SPACE to move to the next page of candidates. Press SHIFT+SPACE to move back to the previous page of candidates. You can always use these key combinations whenever the set of candidates do not fit on a single page.

Thus to enter text into the main text area, you type one word at a time, press SPACE to generate Kanji and ENTER to enter the selected candidate into the main text area.

TIP: ALT+BACKSPACE can be used to quickly delete all the characters accumulated in the pink area.

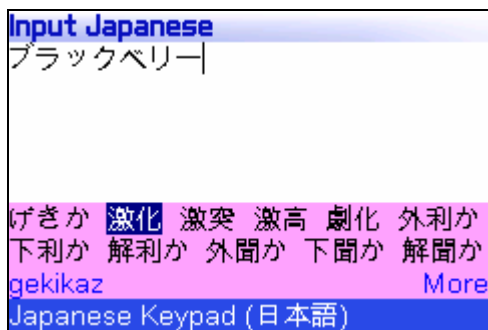
Once the main text area contains the text you want, select Save from the menu. Alternatively, you can exit without saving by selecting Close from the menu (or simply by pressing ESC).

Postpositions

By default, popular Japanese postpositions are recognized and retained in Hiragana:



On the occasion that you need to override this, type an additional “z” at the end of the input. For example:



Without the “z”, the following candidates would have been generated:



Punctuation

The following Punctuation characters are supported:

Enter this:	To get this:
,	、
.	。
;	”
xx	✎
@	○
<	〈
>	〉
{	「
}	」
[{
]	}
-	—

Japanese Input Instructions - 日本語入力 簡略説明

1. 日本語入力へシフトする

文字入力に当たって、Trackwheelを押し、メニューから「Japanese Input」を選択します。

2. キーボードの基礎機能

- * バックスペース - 文字消去します。
- * アルト+バックスペース - 予備入力された文字すべてを消去します。
- * スペース -

予備入力されたかなを漢字に変換します。すでに変換候補が出されている場合には次の変換候補のページに移ります。

- * シフト+スペース -

ひらがなとカタカナのシフトをします。変換候補第2ページ以降が出されている場合には前の変換候補ページに戻ります。

- * エンター - 選択された変換候補を入力します。
- * アルト+エンター - 次の変換候補へ移ります。
- * シフト+エンター - 前の変換候補へ戻ります。
- * Trackwheel -

変換候補が出されている場合にはこちらで候補間を移動できます。また、候補のエンターを押してしま

3. 入力するにあたって

- * まずローマ字でひらがなまたはカタカナの入力をします。
- * 組み込まれている辞書のリミットのため、毎回1単語入力してください。
- * 「ん」は「nn」です。

*

丁寧頭語「お」「ご」は入力後いったんエンターした後、続きの単語を入力してください。(例:「お」「電話」)

*

助詞「は」「が」「の」「を」「に」「へ」、または「と」「も」「か」「な」「ず」「ば」は単語の後に続いて入力されていてもひらがなで入力候補が出されます。これらの文字を最後に含んだ単語があ

る場合には (例: 田畑) 「z」を単語の最後に入力して変換候補を出してください。(例: tahataz)

* 「様」は人名をインプットしたあと分けて入力してください。

4. シンボル・句読点などの入力リスト

入力キー	入力されるシンボル・句読点
------	---------------

,	、
---	---

.	。
---	---

;	”
---	---

xx	✂
----	---

@	○
---	---

<	<
---	---

>	>
---	---

{	「
---	---

}	」
---	---

[{
---	---

]	}
---	---

-	—
---	---

他の通常のシンボルはアルトまたはシンボルリストから英語入力と変わりなく使用できます。