

connect

SASKTEL

Di@-up

INTERNET



- Web based e-mail
- No long distance fees
- 100 free hours in your first month

SaskTel 

You Can: get connected

Quick Start

1. Exit any applications or programs and disable any virus protection.
2. Insert the SaskTel Dial-up Internet software CD into your CD-ROM drive.

3. **Windows ME/2000/XP:**

Wait a few seconds. The SaskTel Dial-up Internet installer will usually start automatically. If it doesn't, double-click the **My Computer** icon on your desktop, and then double click the **SaskTel Internet** icon (D:).

Macintosh:

Wait a few seconds. The SaskTel Dial-up Internet folder will automatically open on your desktop. Double-click the **Install** icon to start the Internet installation program.

4. Follow the instructions on screen and/or in the User Guide to complete the installation process.

Internet Access

Internet access with no long distance charges within Saskatchewan or while travelling in Canada.

Support at Your Fingertips

Call for help through the SaskTel Internet Help Desk and receive toll-free technical help 24 hours a day, 7 days a week.

E-mail

E-mail friends and family all over the world. We'll help you be secure with free e-mail virus scanning.

Personal Webpace

A place to create your own website on the Internet.

Getting Started with SaskTel Dial-up Internet Service

Chapter 1: Welcome	1
What is the SaskTel Internet Service?	1
Becoming a SaskTel Internet subscriber	1
Chapter 2: Installing the SaskTel Internet Service Software	3
Before You Start	3
Minimum Hardware Requirements	3
Preparing to Install the Software	5
Installing on Windows	6
Chapter 3: Installing on a Macintosh	9
Chapter 4: Setting up your SaskTel Internet Account	11
Preparing to Set up your Account	11
Setting up your Account on Windows	12
Setting up your Account on a Macintosh	15
Connecting to the Internet with Mac OS X	20
Chapter 5: Using the SaskTel Internet Software	23
Connecting to the Internet	23
Disconnecting from the Internet	23
Electronic mail (e-mail): www.sasktel.net	24
sasktel.net electronic mail (e-mail): www.sasktel.net	24
Using different ways to access your sasktel.net e-mail	24
Tips on Managing your E-mail	25
Using the Internet Explorer Software	26
Chapter 6: Troubleshooting and Advanced Use	29
General Tips and Troubleshooting (for both Windows and Macintosh)	29
Windows tips and troubleshooting	31
Macintosh tips and troubleshooting	34
Other troubleshooting resources	35
Chapter 7: What is Visual IP InSight™?	36
How does it work?	36
What are the benefits of using this tool?	37
Personal Reference Sheet	38

QuickStart

SD-E-031-SaskTel

Getting Started with the SaskTel Dial-up Internet Service

© 1995-2004 Bell Canada

All rights reserved

Printed in Canada

The software and services described in this document are furnished under license and service agreements. Your service provider reserves the right to revise this document and the software, and to make changes to the content of the document and software, without notice. This document may not be copied in whole or in part without the written consent of your service provider.

Netscape Communicator is a trademark of Netscape Communications Corporation. Microsoft Internet Explorer, Microsoft Outlook Express, and Windows are registered trademarks of Microsoft Corporation. All other brand names and product names are trademarks or registered trademarks of their respective companies.

Chapter 1: Welcome

What is the SaskTel Internet Service?

With the SaskTel Internet Service, you can send electronic mail, surf the World Wide Web, and join discussion groups with people all over the world. The SaskTel Internet Service has something for everyone. You can find information for your science project, read today's headline news, play a game, shop online, and do a thousand other things as well.

As a SaskTel Dial-up Internet subscriber, you will enjoy:

- easy to install and use Internet software (CD with Microsoft Internet Explorer™ software)
- reliable access to everything that the Internet has to offer
- friendly and knowledgeable support through comprehensive SaskTel Internet Online Help, and the SaskTel Internet Help Desk
- Instant access to **mysask.com**.

mysask.com - Your link to Saskatchewan, your window to the world. It focuses on meeting your information needs both at home and beyond. **mysask.com** provides you easy access to your SaskTel e-mail account, online directories, online shopping, searching the web, discussion forums and much more. You'll also find information on the latest news, weather, sports and entertainment, and you can submit information on your own events and attractions for others to see. You'll even have the ability to customize your very own page within **mysask.com** that provides you with regularly updated content, relevant to you. With **mysask.com** membership is free and the possibilities are endless.

Becoming a SaskTel Internet subscriber

Joining the SaskTel Internet community is simple. This guide will show you how to get online with the SaskTel Service:

Chapter 2: Installing the SaskTel Internet Service Software

Chapter 4: Setting up your SaskTel Internet Account

Chapter 5: Using the SaskTel Internet Software

Chapter 2: Installing the SaskTel Internet Service Software

Before You Start

If you already have a more recent version of Microsoft Internet Explorer installed on your computer, please call the Internet Help Desk to set up your Internet account. The SaskTel Internet Help Desk number is 1-800-773-2121.

How do I tell which version of Microsoft Internet Explorer is currently installed on my computer?

Open Microsoft Internet Explorer, click the **Help** menu, and click **About Internet Explorer**. This will open a window displaying the version of the current browser you are using.

If you have an earlier version of Internet Explorer installed on your computer and you wish to retain your current address book, bookmarks, and e-mail, we strongly recommend that you install the SaskTel Internet software included in this kit **before** removing other browser software from your hard drive. If you are upgrading your SaskTel Internet Service Software and continue to use the same browser, your e-mail, addresses, and bookmarks are imported automatically.

If you encounter any problems or errors while installing the SaskTel Internet Service Software, please refer to *Chapter 6: Troubleshooting and Advanced Use* on page 29.

Minimum Hardware Requirements

For the SaskTel Internet Service Software to work reliably and efficiently, your computer must meet or exceed the *minimum* requirements specified in the following table:

	Windows	Macintosh
Processor	Pentium 233 or similar	Power PC
System	Windows XP*/Me/98/ 2000**/NT 4**	Mac OS 8.1 - 9***
Memory	64 MB RAM	64 MB RAM
Hard drive	200 MB free	
Video card and display	16 bit colour at 800x600 resolution	Thousands of colours at 832x624 (800x600 on a Powerbook)
Modem	33.6 Kbps or faster	
CD-ROM drive	Mandatory	

* If you have Windows XP, the minimum requirements are greater:

Processor: 300 MHz

Memory: 128 MB RAM

** If you are using Windows 2000 or NT, you must have the latest Service Packs installed.

*** If you have Mac OS X, do not install the software. Please turn to *Connecting to the Internet with Mac OS X* on page 20.

If you are using Windows, you may need your Windows CD to perform some of the software configurations in this guide.

Minimum Hardware Requirements

For the SaskTel Internet Service Software to work reliably and efficiently, your computer must meet or exceed the minimum requirements specified in the following table:

Requirement	Windows	Macintosh
CD-ROM drive	Mandatory	Mandatory
Modem	33.6 Kbps or faster	33.6 Kbps or faster
Video card and display	800x600 resolution 16 bit colour or 24 bit colour or 32 bit colour or 3270 (800x600 or higher) resolution or PowerBook	Thousands of colours at 800x600 or higher resolution or PowerBook
Hard drive	200 MB free	200 MB free
Memory	64 MB RAM	64 MB RAM
System	Windows XP/NT/2000/NT 4.0	Mac OS 8.1 - 9.1**
Processor	Pentium 233 or similar	Power PC


Preparing to Install the Software

This section only applies to Windows users. If you are using a Macintosh, please skip this section and proceed to *Chapter 3: Installing on a Macintosh* on page 9.

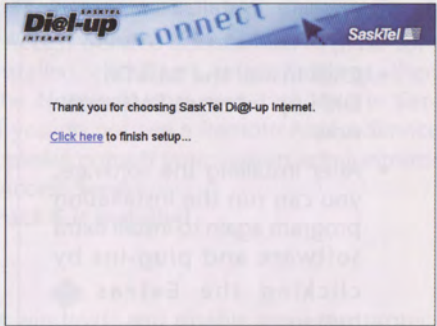
In order for your browser software to work with Windows, you should log in and ensure that necessary operating system software components are installed on your computer. Please follow these instructions:

- **Log in to Windows.** When you start your computer you might be prompted to enter your Windows user name and password. If this happens, you should enter your user name and password, then click OK.
 - If you do not want to log in with a password, enter your user name, leave the password box empty, then click **OK** (do *not* click **Cancel**). When you are asked to confirm your password, click **OK** again. By leaving the password box empty, you will not be asked to log in again.
 - If you *do* click **Cancel** when prompted to enter a Windows user name and password, you will have to enter your SaskTel User ID and Password every time you want to connect to the SaskTel service.

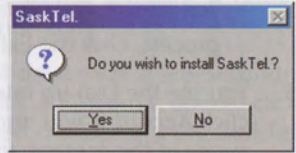
Preparing to install on Windows 98

- **Ensure that Dial-Up Networking is installed.** To make sure that Windows Dial-Up Networking is installed, double-click the **My Computer** icon on your desktop.
 - If you do not see a **Dial-Up Networking** folder in the My Computer window, follow these instructions to install Dial-Up Networking (you may need your original Windows CD):
 - a. Click , select **Settings**, then click **Control Panel**.
 - b. Double-click the **Add/Remove Programs** icon.
 - c. Click the **Windows Setup** tab at the top of the window.
 - d. Double-click **Communications**.
 - e. Click the check box next to **Dial-Up Networking** and the check box next to **HyperTerminal**.
 - f. Click **OK**.
 - g. Click **OK** again in the **Add/Remove Programs** window. If prompted, insert your Windows CD and follow the instructions on the screen to install Dial-Up Networking.
 - h. Restart your computer when prompted.
 - i. Once you have entered your Windows user name and password (if prompted), and ensured that Dial-Up Networking is installed, you can proceed with *Installing on Windows* below.

5. After your computer has restarted, a window appears saying you must click to continue the installation. Click **Click here**.




6. A window appears asking if you wish to install SaskTel. Click **Yes**.



You have successfully installed the Internet Explorer software. Proceed to *Chapter 4: Setting up your SaskTel Internet Account* on page 11.


Chapter 3: Installing on a Macintosh

If you have Mac OS X, please proceed to *Connecting to the Internet with Mac OS X* on page 20.

1. Exit any applications and disable any virus protection software before installing the SaskTel Internet Service Software. (Consult the instructions that come with your virus protection software.)
2. Insert the SaskTel Internet Service Software CD into your CD-ROM drive. If the folder does not automatically open, double-click the **SaskTel** icon on your desktop.
3. Double-click **Installer**  to start the SaskTel Internet Service installation program.
4. The main installation window appears.

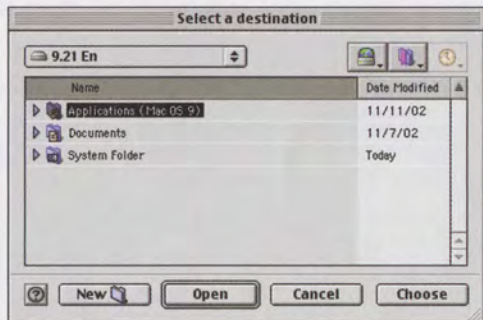
- Click **Install the SaskTel Di@l-up Internet Software now** to install the SaskTel Internet Service Software.
- After installing the SaskTel Internet Service Software, you can run the installation program again to install extra software by clicking the **Install Extras**  button.



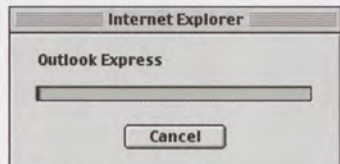
- To stop the installation process, click the **Exit**  button.

5. Click the **Applications** folder once, then click **Choose**.

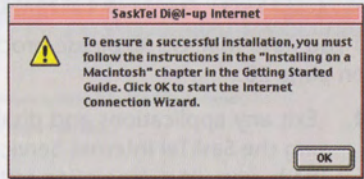
This is the folder where the software will be installed.



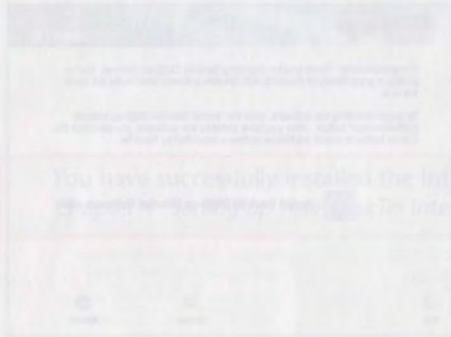
6. A progress bar displays the Internet Explorer software being copied to your hard drive.



7. A window appears saying that the Internet Connect Wizard will start. Click OK.



You have successfully installed Internet Explorer. Proceed to *Setting up your Account on a Macintosh* on page 15.



Chapter 4: Setting up your SaskTel Internet Account

You must have already installed the SaskTel Internet software (in *Chapter 2*) before you can set-up your SaskTel Internet service account.

Preparing to Set up your Account

During the Account Setup process, you will be asked to provide specific information. You should have this information ready before performing the setup process:

- **User ID:** This is one piece of information provided to you when you first register as a SaskTel Internet Service subscriber. It usually consists of between 3 and 8 characters from your first and last name.
- **Password:** This is the password that you will use to access the SaskTel Internet Service. It is either the password that is provided to you when you first register as a SaskTel Internet Service subscriber

OR

if you are an *existing* SaskTel Internet subscriber who has changed your password, it is the most recent password that you have used for the SaskTel Internet Service.

- **E-mail Address:** This is another piece of information, which includes @sasktel.net, provided to you when you first register as a SaskTel Internet Service subscriber.

If you have **Windows**, please go to *Setting up your Account on Windows* on page 12.

If you have **Mac OS 8.1 - 9**, please go to *Setting up your Account on a Macintosh* on page 15.

If you have **Mac OS X**, please go to *Connecting to the Internet with Mac OS X* on page 20.

Setting up your Account on Windows

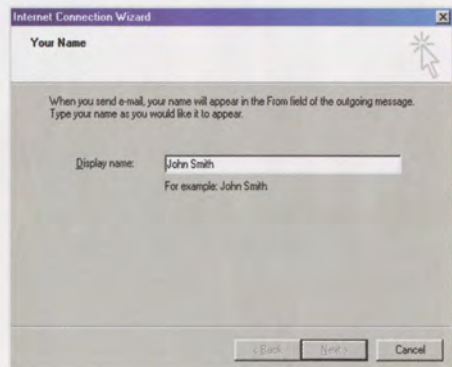
1. Double-click the **SaskTel** icon on the desktop.
2. Type your username and password in the appropriate boxes.



3. If you do not want to have to type your password every time you connect, check the **Save password** box.
4. In the main window, click **Connect** to connect to the SaskTel Internet Service.

Setting up a New E-mail Account in Outlook Express

1. Start Outlook Express by double-clicking the **Outlook Express** icon on the desktop.
2. If the Internet Connection Wizard does not start, click the **Tools** menu, then click **Accounts**. Click **Add**, then click **Mail**.
3. Follow the steps below to set up an email address. Repeat these steps for each additional e-mail address you want to configure (up to four).
4. Enter your name in the **Display name** field, then click **Next**.



5. Enter your e-mail address in the **E-mail Address** field, then click **Next**. Your e-mail address should read: **e-mailaddress@sasktel.net**. This is the address provided to you by a SaskTel Internet Customer Services Representative.
6. In the next screen, your SaskTel Internet Incoming mail (POP) server and Outgoing mail (SMTP) server should be entered in the boxes provided. Ensure that **POP3** is selected in the pull-down menu. Click **Next**.

The servers are as follows:

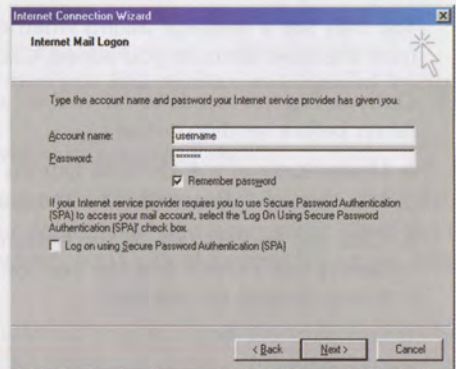
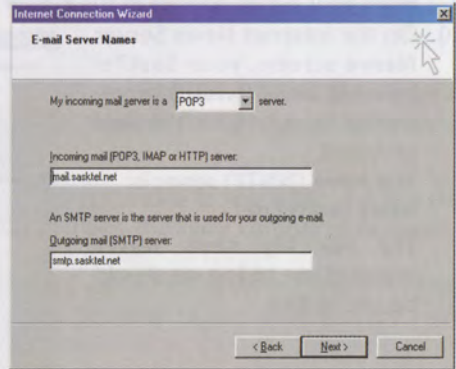
Incoming Mail Server:

mail.sasktel.net

Outgoing Mail Server:

smtp.sasktel.net

7. Enter your SaskTel Internet User ID and **Password** in the **Account name** and **Password** boxes respectively. If you do not want to enter your SaskTel Internet password each time you check for e-mail, ensure that **Remember password** is checked.



The box **Log on using Secure Password Authentication (SPA)** should be unchecked.

Click **Next**, then click **Finish**.

Setting up a News Account in Outlook Express

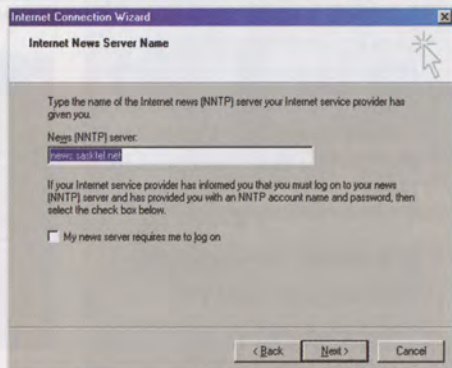
- Enter your name in the **Display Name** field, then click **Next**.
- Enter your e-mail address in the **E-mail address** field, then click **Next**

- On the **Internet News Server Name** screen, your SaskTel Internet news (NNTP) server should be entered in the field provided.

The News (NNTP) server is:

news.sasktel.net

The box **My news server requires me to log on** should be unchecked.



- Click **Next**, then click **Finish**.

You may see a message asking whether you want to download newsgroups from the news account you added. Click **No**.

- Outlook Express needs to be told to authenticate with the outgoing e-mail server before sending e-mail.
 - Under tools in the Outlook Express menu select **Account**, click the **Mail** tab, then click **Properties** for the e-mail server that needs configuration.
 - Click the **Servers** tab. At the bottom of this screen under **Outgoing Mail Server** put a check into the box for **My Server Requires Authentication**. It may already be checked.

Congratulations and welcome! You are the newest member of the SaskTel Internet community! When you are ready to start surfing the World Wide Web, please go to *Chapter 5: Using the SaskTel Internet Software* on page 23.

Setting up your Account on a Macintosh

If you have Mac OS X, please proceed to *Connecting to the Internet with Mac OS X* on page 20.

Preparing to Set up your Account

During the Account Setup process, you will be asked to provide specific information. You should have this information ready before performing the setup process:

- **User ID:** This is one piece of information provided to you when you first register as a SaskTel Internet Service subscriber. It usually consists of between 3 and 8 characters from your first and last name.
- **Password:** This is the password that you will use to access the SaskTel Internet Service. It is either the password that is provided to you when you first register as a SaskTel Internet Service subscriber

OR

if you are an *existing* SaskTel Internet subscriber who has changed your password, it is the most recent password that you have used for the SaskTel Internet Service.

- **E-mail Address:** This is another piece of information, which includes @sasktel.net, provided to you when you first register as a SaskTel Internet Service subscriber.

1. The Internet Connection Wizard will start automatically.
2. You will be asked whether you want to make Internet Explorer your default browser and Outlook Express your default mail and news client. Click **Yes** to both if you plan to use Internet Explorer and Outlook Express for e-mail, news, and Web browsing.
3. You will see a progress bar as Internet Explorer and Outlook Express are installed. You will only see this the first time you run Internet Explorer or Outlook Express.
4. You will be asked whether you want to install additional fonts. Click **Skip** or **Install**.
5. You will see the first screen of the Internet Connection Wizard. Click the **Next** button.



6. On the next screen, click **Next**.

7. On the next screen, click **Next**.
8. On the next screen, select your modem and the port in the pull-down menus provided. Click **Next**. If the pull-down menu is blank, click **Next**.



9. On the next screen, select **Canada** in the pull-down menu and enter your area code in the box provided. Click **Next**.
10. On the next screen, you should specify any special dialing prefixes or codes to turn off Call Waiting™ or to access an outside line before dialing.

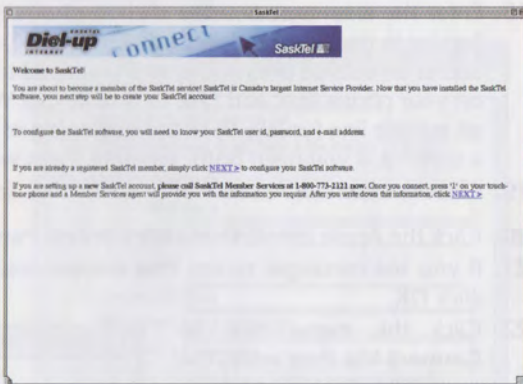
If you have a pulse (often called “rotary”) telephone line (instead of a Touch-Tone™ line), uncheck the checkbox next to **Use Touch Tone**.



If your modem uses an office phone line which requires you to dial a number to access an outside line, type that number in the **To reach an outside line for local calls, dial** box. Most offices and hotels use **9**.

- If you don't have Call Waiting, or are unsure, leave the default option (**To disable call waiting, dial**) unchecked.
 - If you have the Call Waiting service on the same phone line used by your modem, check the checkbox next to **To disable call waiting, dial**. Type ***70**, (be sure to include the comma) to disable Call Waiting. To turn off Call Waiting for pulse telephone lines, type **1170**. Call Waiting is automatically re-enabled when you disconnect from the SaskTel Internet service.
11. Once your dialing settings have been configured correctly, click **Next** to continue.

12. You will see the **View Signup Information** screen. Click **Next**.



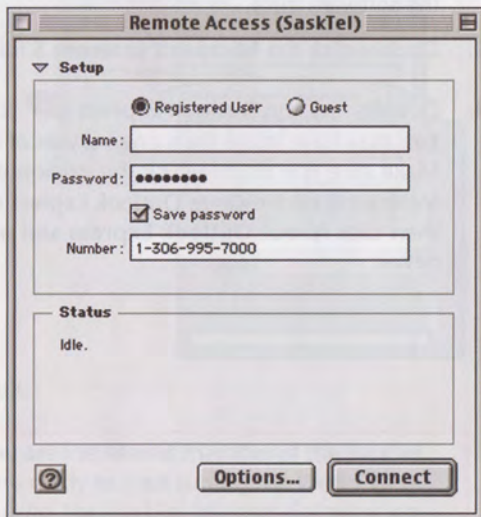
13. On the next screen, click **Finished**.



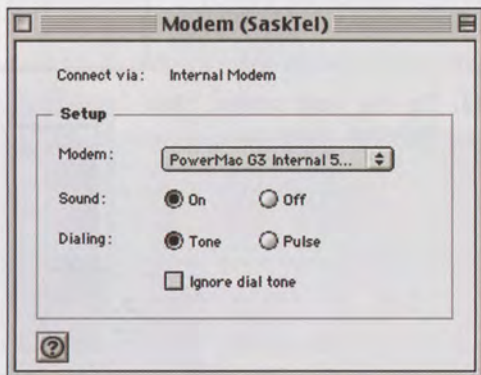
14. Click the Apple  menu.
15. Click **Control Panels**.
16. Click **Remote Access** (or **PPP**).

17. Enter your SaskTel Internet User ID in the **Name** box and your SaskTel Internet password in the **Password** box.



If you do not want to enter your password each time you connect to the SaskTel Internet service, check the **Save Password** checkbox.



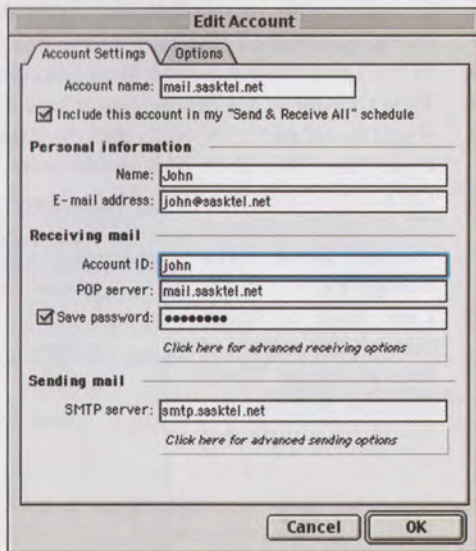
18. Enter the area code and the dial-up phone number for the SaskTel Internet Service in the **Number** box (1 306 995 7000). If you need to dial a number to access an outside phone line, or if you need to disable the Call Waiting option on your phone line, add ***70**, to disable Call Waiting, or the number to access an outside line (usually **9**) to the beginning of the phone number, followed by a comma. If you need both, separate them with a comma (i.e. ***70,9**).
19. Close the Remote Access window and click **Save** to save the configuration.
20. Click the Apple menu, then click **Control Panels**, then click **Modem**.
21. If you see messages saying that the previously selected port is unavailable, click **OK**.
22. Click the menu next to **Connect Via** then select the port that your modem is connected to.
23. Click the menu beside **Modem**, then select your modem in the list.
24. Close the **Modem** window and click **Save** to save the configuration.



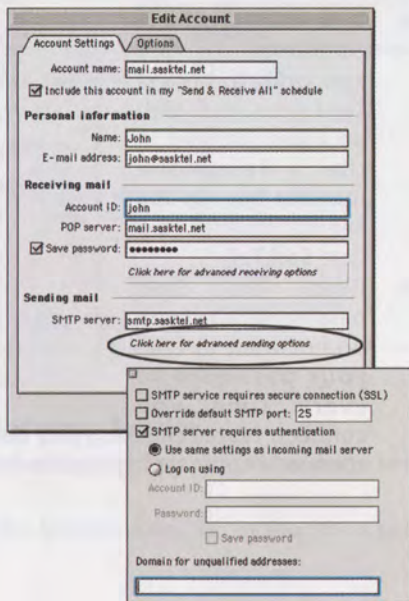
Setting up your Email Account

1. Double-click your hard drive icon.
2. Double-click the **Applications** folder (or whatever folder you chose to install the software into).
3. Double-click the **Microsoft Internet 5** folder.
4. Double-click the **Outlook Express**  icon.
You may have more than one version of Outlook Express on your computer. Make sure you double-click the version of Outlook Express in the **Microsoft Internet 5** folder. Once Outlook Express is running, click the Apple  menu, then click **About Outlook Express** and make sure that the version is **5.02** or newer.

5. In Outlook Express, click the **Tools** menu, then click **Accounts**.
6. In the Accounts window, double-click the **mail.sasktel.net** account.
7. In the Edit Account window, type your name in the **Name** box, and your e-mail address in the **E-mail address** box.
8. Type your SaskTel Internet User ID in the **Account ID** box. If you do not want to have to enter your password each time you check your e-mail, click the **Save password** checkbox and enter your password in the box provided.



9. At the bottom of the Edit Account window, click **Click here for advanced sending options**, check the box marked **SMTP server requires authentication**, and ensure that **Use same settings as incoming mail server** is selected.
10. Close this window to save these settings.
11. Click **OK** in the Edit Account window.
12. Close the Accounts window.

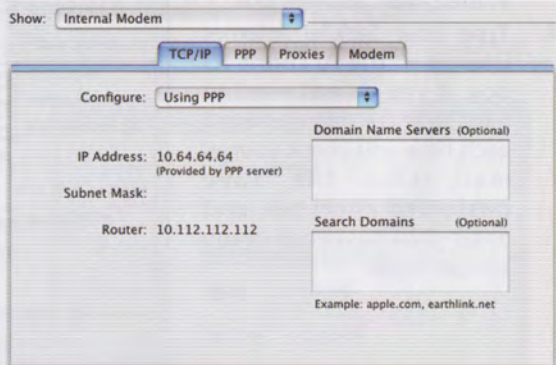


13. Click the **File** menu, then click **Quit**.

Congratulations and welcome! You are the newest member of the SaskTel Internet community! When you are ready to start surfing the World Wide Web, please go to *Chapter 5: Using the SaskTel Internet Software* on page 23.

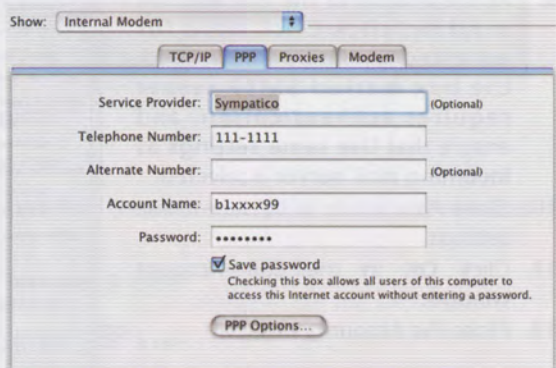
Connecting to the Internet with Mac OS X

1. Click the Apple menu, then click **System Preferences**.
2. In the System Preferences window, click **Network**.
3. In the Location menu, click **New Location**.
4. Type **Dial-up** as the name of your new location, then click **OK**.
5. If you have Mac OS X 10.2, click the **Show** menu, then click **Modem**.
If you have Mac OS X 10.3, double-click **Modem**.
6. Click the **TCP/IP** tab.
Click the **Configure** menu, then click **Using PPP**.
7. Click **Save** or **Apply Now** at the bottom of the window. Then click the **PPP** tab.



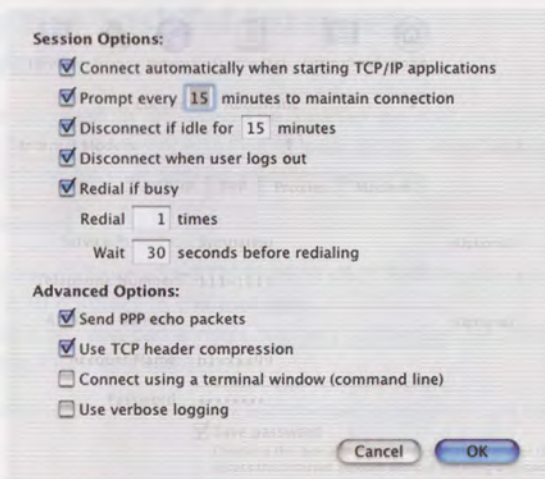
8. Type your User ID and password in the appropriate boxes. Type your local dial-up access number in the Telephone number box. In the Service Provider box, type **SaskTel**.

9. Check the **Save password** box if you do not want to type your password in every time you

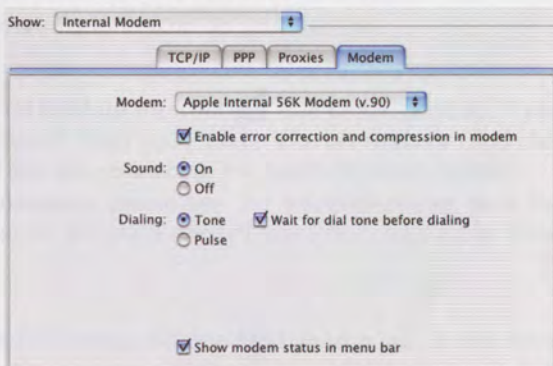


connect. **Note:** checking this box will allow all users of this computer to connect without typing a password.



10. Click the **PPP Options** button.
11. If you check **Connect automatically** when starting TCP/IP applications, then you will automatically be connected to the service when you start your browser or e-mail program.
12. Make sure that **Disconnect when user logs out** is checked.



13. Click **OK** to close the Options window, then click the **Save** or **Apply Now** button at the bottom of the System Preferences window. Then click the **Modem** tab.
14. Make sure that your modem is selected in the **Modem** menu.
15. Make sure that **Show modem status in menu bar** is checked.
16. Click **Save** or **Apply Now**, then quit System Preferences.



Connecting to the SaskTel Dial-up Internet Service

1. To connect to the SaskTel service, click the Modem icon  in the menu bar, then click **Connect**.
2. To disconnect from the service, click the Modem icon  in the menu bar, then click **Disconnect**.

Congratulations and welcome! You are the newest member of the SaskTel Internet community! When you are ready to start surfing the World Wide Web, please go to *Chapter 5: Using the SaskTel Internet Software* on page 23.

Chapter 5: Using the SaskTel Internet Software


At this point you should have successfully installed the SaskTel Internet software (Chapter 2: *Installing the SaskTel Internet Service Software*) and set-up your SaskTel Internet account (Chapter 4: *Setting up your SaskTel Internet Account*).

Connecting to the Internet

NOTE: If you have Windows, you will have a **SaskTel** icon on your desktop. **Do not delete this icon.** You will use it to connect to the Internet.

If you do happen to delete this icon, you can always connect to the SaskTel Di@-up Internet service by launching Internet Explorer.


Once your account is set up, connecting to the SaskTel Internet service to surf the World Wide Web is simple:

- **Windows:**
 - a. Double-click the **SaskTel** icon on your desktop.
 - b. Click **Connect**. Your modem will dial and connect to the SaskTel Internet Service.
 - c. Double-click the **Internet Explorer** icon on your desktop.
- **Mac OS 8.1 - 9:**
 - Double-click the **SaskTel Di@-up Internet**  icon on the desktop. If you are asked for your password, enter your SaskTel Internet password and click **OK**. Your modem will dial and connect to the SaskTel Internet Service.
 - If you get an error message, please see the troubleshooting item *The connection failed or that the previously selected connection could not be found* on page 34.
- **Mac OS X:**
 - a. To connect to the SaskTel Service, click the Modem icon  in the menu bar, then click **Connect**.

Disconnecting from the Internet

When you are finished exploring the Internet, follow these steps to disconnect from the SaskTel Internet service and exit your software:

- **Windows:** Click the **File** menu, then click **Close**.
Right-click the **SaskTel Internet** icon in the lower right corner of your screen, then click **Disconnect**.
- **Mac OS 8.1 - 9:**
 - a. Click the **File** menu, then click **Quit**.
 - b. Click the Apple menu, click Control Panels, and click **PPP** (or **Remote Access**). Click **Disconnect** in the **PPP** (or **Remote Access**) window.
 - c. Close the **PPP** (or **Remote Access**) window.

- **Mac OS X:**
 - a. To disconnect from the service, click the Modem icon  in the menu bar, then click **Disconnect**.

Electronic mail (e-mail): www.sasktel.net

To send e-mail and check your sasktel.net e-mail box go to www.sasktel.net. Click on the login box located on the right hand side of the screen. Enter your User ID and password to access your sasktel.net mail account.

sasktel.net electronic mail (e-mail): www.sasktel.net

This applies to both Windows and Macintosh users:

To login to your sasktel.net e-mail account:

1. Open Microsoft Internet Explorer.
2. In the **Location** box, type www.sasktel.net.
3. Click on the **Login** box located on the right hand side of the screen.
4. Enter your user ID and password provided to you by SaskTel.
5. Click the Log In button located under the password field.
6. Your Inbox Folder will open and new messages are displayed.

To retrieve and read e-mail

1. Click **Get Mail** in your Inbox Folder. This will refresh your mail, bringing any new mail messages into your Inbox.
2. Double click the blue underlined item in the subject line of the message you would like to read.

To compose and send e-mail

1. Click on the Compose icon on the menu bar.
2. Enter the e-mail address of the person you want to send a message to and select one of **To**, **Cc**, or **Bcc**.
3. Click the Subject field and enter the subject of your e-mail.
4. Click in the open window below the Subject field and enter your e-mail message.
5. Click the Send icon to send your message.

To close your sasktel.net account

1. Click the **File** menu.
2. Click **Close** (or **Quit** on Macintosh).

Using different ways to access your sasktel.net e-mail

Using the Internet www.sasktel.net

[sasktel.net](http://www.sasktel.net) is a web based e-mail service that enables you to check your e-mail over the Internet from any location in the world. You can access your e-mail via the web site www.sasktel.net and login to your e-mail account. You do not have to use an e-mail program such as Microsoft Outlook Express.

Using an e-mail program- Outlook Express

You can also access your e-mail using a software program, which is included with your browser: Microsoft Outlook Express. These software packages are configured specifically for you on your computer with settings provided to you by SaskTel. If you need to access your e-mail account from somewhere other than your own computer you must manually configuring the computer you are using with your SaskTel Internet settings. These settings are located in the *Personal Reference Sheet* on the last page of this guide.

There are important differences between how your e-mail messages are handled when accessing your e-mail online at www.sasktel.net and accessing e-mail using a program such as Outlook Express. Outlook Express downloads the e-mail message from the server to your local hard drive. Once the message is downloaded to your computer, the e-mail server deletes the message from the server.

When you view your e-mail online at www.sasktel.net, the e-mail server does not download your e-mail to your computer. It will leave the message on the server until you choose to delete it.

If you use Outlook Express to retrieve and view your e-mail, the e-mail will be downloaded to your computer and deleted from the e-mail server. This means if you go to www.sasktel.net to view e-mail that you have viewed using Microsoft Outlook Express, it will not be available.

More information about retrieving e-mail using Microsoft Outlook Express is available at our online help site.

Tips on Managing your E-mail

Your e-mail storage capacity includes all of the messages in your Inbox, Draft, Sent and Trash folder. You can determine the total amount of e-mail space you have available with your Internet package and the amount of space you have used by looking at the bottom of your Inbox.

If your e-mail account reaches or exceeds available space, all e-mail sent to your e-mail box will be returned to the sender. You will also receive an e-mail from SaskTel informing you that you have reached or exceeded your limit. This e-mail will also provide instructions about how to make space in your e-mail box.

Deleting unwanted e-mail messages is important to prevent you from exceeding your mailbox limit. It is also a good idea to keep your Sent and Trash Folders empty.

Detailed user instructions, tips and information in a printable format are available at www.sasktel.net.

Using the Internet Explorer Software



The Internet Explorer software included in your SaskTel Internet Software starter kit includes the web browser, Internet Explorer, and the e-mail and newsgroup reader, Outlook Express. The web browser and e-mail reader are separate components so you can run one without running the other.

Electronic mail (e-mail)

Outlook Express is the default program used to send and receive electronic mail (e-mail) with Internet Explorer.


To start Outlook Express (Windows)

You can start Outlook Express in two ways:

- In Internet Explorer, click the **Mail**  button. From the pop-up menu, click **Read E-mail**.
- Click the **Start**  button. Select the **Internet Explorer** program group, then select **Outlook Express**.

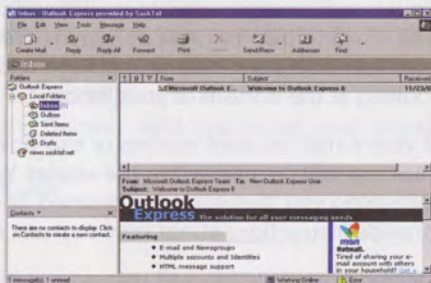
To start Outlook Express (Macintosh)

You can start Outlook Express in two ways:

- In Internet Explorer, click the **Mail** button.
- Double-click the **Internet Explorer**  icon in the **Microsoft Internet 5** folder.

To retrieve and read e-mail (Windows and Macintosh)

1. Click the **Send and Receive** button on the toolbar to check for new e-mail. New messages will be placed in the **Inbox** folder.
2. Click the **Inbox** folder in the left pane to see all the messages in your **Inbox**.
3. In the **Message List** pane (the top right pane), click the message you want to read. If you double-click the message, it will appear in its own window.



To compose and send e-mail (Windows and Macintosh)

1. Click the **New Mail** button (the **New** button with Macintosh) in the Outlook Express toolbar.
2. In the **To:** box, type the e-mail address (in lower case) of the person to whom you are sending the message. If you want to send your message to more than one person, press the **Enter** key and type in the second e-mail address.
3. Press **Tab** to move to the **Subject** box and type the subject of your message.
4. Press **Tab** again to move to the message area. Type your message.
5. Click the **Send** button to send your message.



To close Outlook Express (Windows and Macintosh)

When you are finished using Outlook Express, click the **File** menu, then click **Exit** (**Quit** with Macintosh).

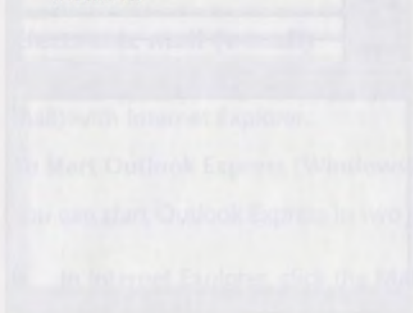
How do I install the extra software?

1. Follow the instructions under *Installing on Windows* on page 6 or *Chapter 3: Installing on a Macintosh* on page 9 to start the SaskTel Internet Service Software.
2. When you see the main installation screen, click the **Extras** button.



3. If you have Windows, you can install WinZip, Adobe Acrobat, RealOne Player, Shockwave, and Ad-aware.
If you have a Macintosh, you can install Adobe Acrobat, RealPlayer, Shockwave, and iCab.
Just click a program's icon to install it.
4. The SaskTel Internet CD also contains Netscape and Mozilla.
To install them on Windows, open Windows Explorer and browse to the

- 5. To install them on a Macintosh, double-click the SaskTel Internet CD icon on the desktop. Netscape and Mozilla are in the **English** folder, in folders called **Netscape** and **Mozilla**. Double-click the folder, then double-click the icon to install it.



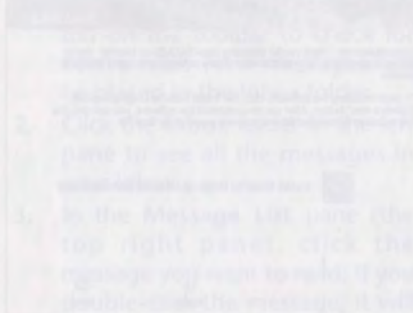
Click the **Install** button.

To close Outlook Express (Windows and Macintosh) click the **Quit** button.

When you are finished using Outlook Express, click the **Quit** button (Macintosh) or the **Quit** button (Windows).

How do I install the extra software? Follow the instructions under installing on Windows on page 8 or Chapter 3.

including on a Macintosh on page 9 to start the SaskTel Internet Service Software.



When you see the **Install** button, click it.

If you have Windows, you can install WinZip, Adobe Acrobat Reader, PowerPoint, Shockwave, and Ad-aware.

If you have a Macintosh, you can install Adobe Acrobat Reader, Shockwave, and iCan.

Just click a program's icon to install it.

Chapter 6: Troubleshooting and Advanced Use


As a member of the SaskTel Internet service, support is always available to you. Most problems are easy to solve. Here are the solutions to some of the most common problems you might encounter.

General Tips and Troubleshooting (for both Windows and Macintosh)

I don't have enough free hard drive space to install the SaskTel Internet software

During the installation process (*Chapter 2: Installing the SaskTel Internet Service Software*), you may be told that you do not have enough free hard drive space to install the SaskTel Internet software. Delete any files you don't need. Empty the Recycle Bin or Trash. Try to install the SaskTel Internet software again.

There is no dial tone on my phone line

- Pick up the receiver of your telephone and listen for a dial tone. If you do not hear a dial tone, another telephone on the same line might be off the hook. Or, there might be something wrong with your phone line.
- Make sure that the modem is turned on, and that the phone cables are properly connected to the modem and the phone line. Most modems have two ports on the back. One should be connected to your telephone wall jack, and the other may be connected to a standard telephone. Dial tone errors may result if the two lines are reversed. External modems will also have a cable which connects the modem to the back of your computer, and a power cord which reaches from the modem to the electrical wall outlet. Make sure all cables and the power cord are firmly plugged in. If the modem has external lights, at least one of them should be on.
- If you have Call Answer or Message Manager service on the phone line used by your modem, and you have new messages waiting, most modems require that you listen to your messages before trying to connect. Often these extra phone services provide warnings and notifications to the customer by sending a slightly different dial tone, which may not be properly detected by your modem.
- Check to see if Call Waiting option has been turned on but the phone line you are using does not have Call Waiting.
 - a. Click  **Start**, select **Settings**, then click **Control Panel**.
 - b. Double-click the **Modem** icon, then click **Dialing Properties**. If you need to use special dialing prefixes or codes – to turn off Call Waiting or to access an outside line before dialing, for example – be sure that you have entered the information correctly.
 - c. Click **OK**, then click **Close**.

I can't connect to the SaskTel Internet service

- Check for a dial tone on your phone line. For more information, please consult *There is no dial tone on my phone line* above.
- Your modem may need to be reset for it to initialize properly. If you have an external modem, you can reset it simply by turning it off and then on again. If you have an internal modem, you will need to shut down your computer and restart it again. Once your modem has been reset, try connecting again.
- Verify that any required software for your modem has been installed properly. If you are not sure about whether your modem includes special software, look in the user guide that came with your modem. If you are not sure whether the software is present on your computer, reinstall the software according to the manufacturer's instructions.
- Make sure that no other programs are currently using your modem, such as FAX software waiting for an incoming FAX.
- Check to see that your modem is configured correctly. See *My new modem does not seem to be working* on page 33 for Windows and on page 35 for Macintosh.

If none of these suggestions work, there might be a problem with your modem (the modem might not be operating properly) or with your computer. Consult your computer dealer for assistance.

Error: "Unable to negotiate dial-in connection (failed)"

If you have an external modem, turn it off and then back on. Restart your computer and try to set up your SaskTel Internet account again.

If you have already set up your SaskTel Internet account when this error occurs, please consult the troubleshooting item *The browser is unable to connect to the network* on page 31 for Windows and on page 34 for Macintosh.

My computer crashed while I was using my browser (computer will not respond to mouse)

If your browser crashes (buttons stop working and menus don't open), restart your computer, and then start the browser again.

If your browser continues to crash, you may have a configuration problem. The most common problems are:

- **Low disk space:** Make sure that you have sufficient free disk space on your computer. Empty the Recycle Bin or Trash. You may need to delete some files from your hard drive. Please consult the manual that came with your computer for more assistance.
- **Corrupt cache:**
Windows
 - a. In Internet Explorer, click **Internet Options** in the **Tools** menu.
 - b. Click the **General** tab, then click the **Delete Files** button.
 - c. Click **OK**, then click **OK** again.

Macintosh

- a. In Internet Explorer, click the **Edit** menu.
- b. Click **Web Browser**.
- c. Click **Advanced**.
- d. Click **Empty Now**.

Errors: "System Error", "Application Error", or "General Protection Fault"

These are operating system errors. Please refer to the user manual that came with your computer. If you can connect to the Internet, you might try searching Microsoft's on-line help (support.microsoft.com) which explains many of these errors in greater detail.

I have recently installed other Internet software, or have modified my configuration/preferences, and now I am having problems accessing or using the SaskTel Internet service

This solution only applies if you have successfully been able to access and use the SaskTel Internet service in the past.

If you have recently installed other Internet software on your computer, or you have changed your Dial-Up Networking configuration or browser preference settings, you may encounter difficulties accessing or using the SaskTel Internet service. Restore your settings using the information on the *Personal Reference Sheet* on page 38.

Windows tips and troubleshooting

Connection manager dials two ones before the phone number

- a. In Connection Manager, click **Properties**.
- b. In the Properties window, ensure that **Use Dialing Rules** is unchecked.

There is no dial tone present on my phone line

If your connection software tells you that your phone line does not have a dial tone, and you have already consulted the *General tips and troubleshooting* section, then exit your browser software and do the following:

- a. Double-click the **SaskTel Internet** icon on the desktop.
- b. Click the **Properties** button.
- c. Click the **Phone Book** button.
- d. If you need to use special dialing prefixes or codes – to turn off Call Waiting or to access an outside line before dialing, for example – be sure that you have entered the information correctly. It is possible that you have specified a code (e.g., *70) to disable Call Waiting, but that your phone line does not have Call Waiting.

The browser is unable to connect to the network

Examples of this include the following:


- "The disk cannot be found."
- "A network error has occurred."

You should not assume that the SaskTel Internet service is unavailable. Exit the browser, then restart your computer and try connecting again.

Error: "Your system is configured for another Domain Name System (DNS) server"

If SaskTel is your only Internet Service Provider, disable your global DNS settings by following these steps:

Please note: if you connect to another Internet Service Provider in addition to the SaskTel Internet service, write down the settings before you follow the instructions below.

- a. Click , select **Settings**, then click **Control Panel**.
- b. Double-click the **Network** icon. (You may have to scroll to see this icon).
- c. Select **TCP/IP-> Dial-up Adapter** (or, if not listed, select **TCP/IP**) then click **Properties**.
- d. Click the **DNS Configuration** tab at the top of the window, then click the button next to **Disable DNS**.
- e. Click the **Gateway** tab, then click **Remove** to remove any installed gateways.
- f. Click the **IP Address** tab, then click the radio button next to **Obtain an IP address automatically**.
- g. Click the **WINS Configuration** tab, then click **Disable WINS Resolution**.
- h. Click **OK**, then **OK** again. You will have to restart your computer.
- i. Once your computer has restarted, try to set up your account again.

If you connect to another Internet Service Provider in addition to the SaskTel Internet service, and disabling your global DNS settings prevents your computer from connecting with them, please call the SaskTel Internet Help Desk.

If your computer is connected to a local area network (LAN), you should consult your system administrator for assistance (1 800 773 2121 option #2).

My browser does not start when double-clicked


- a. Give your computer some time (about 20 seconds) before clicking the browser icon again.
- b. Look for your browser icon on the taskbar at the bottom of the screen. If you see it, click it once.
- c. To prevent this from happening in the future, click **Close** from your browser's **File** menu when you're finished rather than simply minimizing the window.

It may also be that your browser shortcut has been configured to start minimized.


- a. Right-click the browser shortcut on your desktop and click **Properties**.
- b. In the Properties window, click the **Shortcut** tab, and ensure that **Normal** window is selected in the Run pop-up menu.

My new modem does not seem to be working


When you change modems you need to update your modem settings to be able to connect to the SaskTel Internet service. Once you have installed the new modem and any driver software that came with it, follow these instructions:

- a. Exit your browser. Click the **File** menu then click **Exit**.
- b. Click , select **Settings**, then click **Control Panel**.
- c. Double-click the **Modem** icon, then click **Properties**. Verify that your modem has been installed properly. If you are not sure about whether your modem is correctly installed, look in the user guide that came with your modem.
- d. Click **OK**, then click **Dialing Properties**. Check to see that the information is correct. If you need to use special dialing prefixes or codes – to turn off Call Waiting or to access an outside line before dialing, for example – be sure that you have entered the information correctly.
- e. Click **Ok**, then click **Close**.

If that does not clear up the problem, try reinstalling your modem software:

- Click , select **Settings**, then click **Control Panel**. Double-click **Modems**, then click **Add**. Follow the instructions on the screen to configure your new modem.

How do I remove the SaskTel Internet software from my computer?

- a. Click , click **Settings**, then click **Control Panel**.
- b. Double-click **Add/Remove Programs**.
- c. Click **Microsoft Connection Manager**.
- d. Click the **Add/Remove** button, and follow the instructions.
- e. In the Add/Remove Programs window, click **Microsoft Internet Explorer X and Internet Tools** (or **MSIE X and Internet Tools**) where X is the version number.
- f. Click the **Add/Remove** button, and follow the instructions.

Macintosh tips and troubleshooting


The browser is unable to connect to the network

Examples of this include the following:


"There may be insufficient system resources or the network may be down"

"A network error has occurred."

You should not assume that the SaskTel Internet service is unavailable.


- a. **Restart your Macintosh.**
- b. Open the Apple  menu.
- c. Click **Control Panels**.
- d. Click **Remote Access**.
- e. Click **Connect**.
- f. Once a connection is established, double-click the **SaskTel Di@l-up Internet** icon on the desktop.
- g. When you later quit the browser software, you will have to go to the **Remote Access** window, then click **Disconnect**.

The connection failed or that the previously selected connection could not be found

- a. Click the Apple  menu.
- b. Click **Control Panels**.
- c. Double-click **Modem**.
- d. When you see a message that the previous selection for the port could not be found, click **OK**.
- e. Close the Modem control panel and click **Save** to save the changes.
- f. Try to dial again by following the instructions in *Chapter 5: Using the Sask-Tel Internet Software* on page 23.

There is no dial tone present on my phone line

If your connection software tells you that your phone line does not have a dial tone, and you have already consulted the *General tips and troubleshooting* section, then quit your browser software and do the following:

- a. Click the Apple  menu.
- b. Click **Control Panels**.
- c. Double-click **Remote Access**.
- d. Ensure that the phone number is correct.

My browser does not start when double-clicked

- a. Give your computer some time (about 20 seconds) before clicking the browser icon again.
- b. Look for your browser's icon in the application menu at the top right of your screen.
- c. To prevent this from happening in the future, select **Close** from the **File** menu when you're finished rather than simply closing the window.

My new modem does not seem to be working

When you change modems you need to update your modem settings to be able to connect to the SaskTel Internet service. Once you have installed the new modem and any driver software that came with it, follow these instructions:

- a. Exit your browser software.
- b. Click the Apple menu, click **Control Panels**, then click **Modem**.
- c. Check to see that your modem settings are correct. Check the documentation that came with your modem.

How do I remove the SaskTel Internet software from my computer?

If you installed Internet Explorer, drag the **Microsoft Internet** folder to the trash.

If you have reinstalled the SaskTel Internet software, a folder entitled **Old Communications Files** was created on your desktop. Within this folder is a text file entitled **About These Items**. Double-click **About These Items...** to read more information about removing the Netscape Communicator software.

Other troubleshooting resources

As part of being a SaskTel Internet subscriber, you have access to our online Help section of the sasktel.com site. It is a great resource for up-to-date information about your account and how to use the SaskTel Internet Service Software. At any time you are connected to the Internet go to www.sasktel.com and select the **Manage My Internet Service** section. You will be linked to the latest news and tips about your SaskTel Internet service, including information about available upgrades, help information, set up instructions and SaskTel Internet service announcements and much more.

If you need help using your browser software, you can consult each browser's built-in program by opening the browser software, clicking the **Help** menu, then clicking **Help Contents**.

If you receive an error message on your screen, please write it down before contacting the SaskTel Internet Help Desk. Also, if the error occurred while following the instructions in this guide, note the page and step you were at. This information will help the SaskTel Internet Help Desk Agents give you the assistance you need as quickly as possible.

If you cannot connect to the SaskTel Internet Help Desk service, you should send an e-mail message to SaskTel Internet with your questions or comments. To do this, select the **Contact Us** button from the SaskTel Internet help site. Please include details about your computer, modem and any error messages you received.

If you cannot send e-mail to the SaskTel Internet Help Desk, please have your personal SaskTel Internet account information in front of you, then dial **1-800-773-2121** and select option **2** for technical support.

Please remember that the SaskTel Internet Help Desk is only equipped to answer questions related to the SaskTel Internet software described in this guide.

Chapter 7: What is Visual IP InSight™?

Visual IP InSight™ is a **FREE** service that uses a downloadable software tool to test the performance of your SaskTel Internet service connection. These tests will allow us to discover connectivity issues on a network level and fix them before you even notice. Using the Visual IP InSight™ tool ensures a more consistent internet connection.

How does it work?

The Visual IP InSight™ software monitors and tests the performance of your internet connection. Like other test and diagnostic software, it's goal is to improve the quality of service you receive, without impacting your PC's performance or invading your privacy. The information recorded consists of statistics on network traffic, type of modem used, operating system, and dial-up networking configuration. **No personal or confidential information is gathered or transferred to Visual Networks' IP InSight™ database.**

After you have connected to the internet the Visual IP InSight™ software uploads the quality of service metrics details to a server provided by Visual Networks®.

The software tool is configured to gather the following kinds of information relating to your networking access and uploaded them after each successful Internet connection:

- SaskTel User ID
- IP InSight Agent version release number (e.g., **5.5.0.27**)
- Upload protocol version format of the uploaded data
- OEM ID e.g., **SaskTel**
- Phone number dialed by dialup modem. e.g. **(1 306 995 7000)**
- Your country code **(1)**
- Your area code **(306)**
- Your time zone in seconds from Greenwich time
- SaskTel PPP server IP address e.g., **142.165.123.085**
- Dial-Up Networking Connection name as entered by user
- Your modem name e.g., **U.S. Robotics 56K FAX EXT V4.9.1** (dial-up only)
- OS type and version, e.g., **Windows 4.0.950**
- Network configuration settings such as compression, flow control
- CPU type, disk space available, total physical memory
- Browser type and version, e.g., **Internet Explorer 6.0.2800.1106**
- For each session attempt since last connect:
 - Date and time of session
 - session result (success/failure code)
 - Time taken to login
 - Initial connect speed

SaskTel's network manager may customize both the types of information collected by the software as well as the location(s) to which that information is delivered.

What are the benefits of using this tool?

The benefits are quite simple. Most importantly, better customer service!

Visual IP InSight™ will provide our Help Desk Agents with the very information they ask callers for at the beginning of a call. With this information they can get right down to trouble shooting your problem. The reports they receive, will give your Agent a better idea of the path that needs to be taken to resolve the problem.

If a call is placed to the SaskTel Internet Help Desk, Visual IP InSight™ can help reduce talk time which, in turn, reducing your time spent waiting.

Visual IP InSight™ is a **FREE** tool provided exclusively to SaskTel internet customers.

Personal Reference Sheet

Use this page to write down important information for future reference. Keep it in a safe place. If you need to re-enter this information, remember that it should be typed in lower-case letters.

SaskTel Internet User ID:

E-mail Password:

E-mail Address (@sasktel.net):

Date Service Activated:

Outgoing mail (SMTP) server: smtp.sasktel.net

Incoming mail (POP) server: mail.sasktel.net

News (NNTP) server: news.sasktel.net

Manage your SaskTel Internet Service

Go to www.sasktel.com and choose the **Manage My Internet Service** section to:

- Change your passwords
- Check your time spent online
- Access online help for answers to common Internet problems
- Get information about SaskTel Internet Service enhancements
- View a summary of your Internet services account information
- Login to your **sasktel.net** e-mail account

Check the Bookmarks or Favorites section of your browser software for "one click" links to more information about your SaskTel Internet service, **sasktel.com** and **mysask.com**.

SASKTEL **Di@-up** **INTERNET**

Contains Netscape Communicator™ software © 2003 Netscape Communicator Corporation. All rights reserved. Contains Microsoft Internet Explorer™ software © 2003 Microsoft Corporation. All rights reserved. Netscape Communicator™ is a trademark of Netscape Communications Corporation. Microsoft Internet Explorer is a trademark of Microsoft Corporation. Sympatico and related designs are trademarks of Bell Canada.™ Adobe Acrobat Reader are trademarks of Adobe Systems Incorporated.™ WinZip is a registered trademark of Nico Mak Computing Inc.™ Made with Macromedia is a trademark of Macromedia Inc. © 2003 Sympatico.ca, division of Bell Canada.

SASKTEL
Di@-up
INTERNET

Version SDS-EF-03

SaskTel 

761009182709225010

SaskTel Internet Help Desk Support Number:

1.800.773.2121

SASKTEL Dial-up INTERNET

Now you can do so much, so easily! Research, e-mail, discuss, debate, explore, play, investigate, enjoy – all with your SaskTel Dial-up Internet service. Visit mysask.com where you have access to daily news, weather, sports, movie and TV listings, and so much more.

SYSTEM REQUIREMENTS*

	If you are using Windows ME/2000/XP	If you are using a Power Macintosh
Processor	Pentium-class (233 or similar) XP 300MHz single CPU for Home edition, or single or dual for Professional edition	Power PC (with System 8.1 to 9)
Memory	64 MB RAM XP 128 MB RAM	64 MB RAM
Hard drive	200 MB free	200 MB free
Video card and display	16 bit colour at 800 x 600 resolution	Thousands of colours at 832 x 624 resolution (800 x 600 on a Powerbook)
Modem	33.6 or higher	33.6 or higher
CD-ROM drive	Mandatory for software installation	Mandatory for software installation

*Not compatible with Windows XP Service Pack 2.

*Microsoft may be discontinuing support for Windows 98, Windows 98 Second Edition, and Windows NT.

If this occurs SaskTel may be unable to provide Help Desk support for customers using these operating systems.

With SaskTel Dial-up Internet service you get:

- 100 free hours in your first month
- CD-ROM with easy to use internet software
- User guide with step-by-step instructions to help you install the software and get connected
- A web based e-mail account
- With SaskTel Dial-up Internet you won't pay long distance charges for internet access, no matter where you live in Saskatchewan or while travelling in Canada
- mysask.com

Software provided by Sympatico Lycos Inc. Software included:

This software is intended for use by Saskatchewan residents only.
Use in other locations will require manual configurations.

100 hours free is applicable to first month of access only. Limited to one offer per SaskTel Internet Dial-up account.
Service is available in areas where technology exists.

™Sympatico and related designs are trademarks of Bell Canada and its licensors.

™Netscape Communicator is a trademark of Netscape Communications Corporation.

™Adobe Acrobat Reader are trademarks of Adobe Systems Incorporated.

™WinZip is a registered trademark of Nico Mak Computing Inc.

™Made with Macromedia is a trademark of Macromedia Inc.

™Microsoft Internet Explorer is a trademark of Microsoft Corporation.

Printed in Canada

SDLSUG-0104



SaskTel