



SASKTEL
INTERNET

SOFTWARE SETUP AND USER GUIDE



You can stay connected

SaskTel 



Quick Start

1. Exit any applications or programs and disable any virus protection.
2. Insert the SaskTel User Guide CD into your CD-ROM drive.

3. Windows

When

start

click



4. Follow the instructions on the disc to complete the installation.

How to use the SaskTel Internet Software Setup CD and User Guide

The **SaskTel Internet Software Setup and User Guide** has been designed to setup internet software for **Dial-up, High Speed and Wireless Internet** subscribers.

The enclosed **CD** will first:

- check your computer's software and hardware to ensure it meets minimum requirements,
- take you through the SaskTel Internet terms of service,
- add SaskTel bookmarks to your system,
- and, if you are a Dial-up subscriber, setup a dialer for you.

The **User Guide**, you are reading now, will then:

- provide instructions to configure your computer's software for the Internet,
- explain how to setup e-mail programs,
- and present additional information to assist you with a successful software installation and internet experience.

Please follow the steps below, found in the Table of Contents, to help you complete the setup of your internet software:

Windows users (see page 1) or **Macintosh users** (see page 49)

A. High Speed or Wireless Internet subscribers:

Step 1 - Chapters 1 and 2

Step 2 - Chapter 3: High Speed and Wireless Internet Instruction Guide

1. Using the Internet Software Setup CD
2. a) Setting up a High Speed or Wireless connection
or
b) Setting up a High Speed or Wireless connection with the additional Static IP package
3. (optional) Setting up a Dial-up connection manually: For High Speed or Wireless users

Step 3 - Chapter 3: E-mail Instruction Guide

Step 4 - Chapter 3: Setting up the Homepage on your Internet Browser

B. Dial-up Internet subscribers:

Step 1 - Chapters 1 and 2

Step 2 - Chapter 3: Dial-up Internet Instruction Guide

- Using the Internet Software Setup CD to prepare a Dial-up Internet Connection (Windows users)
or
- Setting up a Dial-up connection (Macintosh users)

Step 3 - Chapter 3: E-mail Instruction Guide

Step 4 - Chapter 3: Setting up the Homepage on your Internet Browser

SaskTel Internet Software User Guide for Windows

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2. Zielsetzung Software User Guide für Windows

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Chapter 1: Welcome

Thank you for subscribing to **SaskTel's Internet Service**. As a SaskTel Internet customer you'll benefit from the technology and experience of the pre-eminent Internet Service Provider in Saskatchewan and one of the most innovative telecommunications companies in the world.

Your **SaskTel Internet Service** includes:

- the SaskTel Internet Software Setup and User Guide CD
- reliable internet access
- web based e-mail – offers you the ability, from any computer with an internet connection in the world, to retrieve your personal e-mail
- friendly and knowledgeable 7/24 technical support from the SaskTel Internet Help Desk at 1-800-773-2121
- anti-virus protection for all e-mails and attachments to help reduce the risk of virus infection on your computer
- customizable spam filtering for your e-mail account
- free roaming while traveling in Canada and access to International roaming through iPass
- Personal WebSpace provides tools to create your own web page on the internet
- five hours of free remote dial-up access (high speed customers), for use when you are away from your regular connection location (local call from anywhere within Saskatchewan)
- Instant access to important SaskTel sites:
 - **sasktel.com** – **www.sasktel.com/internetservices/** – check your time online (dial-up customers), change your internet passwords, view your internet account information, and more.
 - **help.sasknet.com** – SaskTel's help site provides answers to questions and problems, quick references, tips and advice, announcements, up-to-date security alerts, and general internet support information.
 - **sasktel.net e-mail** – conveniently get online access to your e-mail account from anywhere with internet access. Once logged in you can read, write, forward and create directories within your personal e-mail account.
 - **mysask.com** – **mysask.com** puts Saskatchewan, and the world, at your fingertips. 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, online music, 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** which provides you with regularly updated content that is relevant to you. With **mysask.com**, membership is free and the possibilities are endless.

Chapter 2: Before you begin the Internet setup

Internet Browsers

What is an Internet Browser?

A browser is an application program that provides a way to look at and interact with all the information on the Internet. Some examples of browsers are Microsoft Internet Explorer, Mozilla and Netscape. Some browsers also support e-mail.

If you currently have a version of a SaskTel supported browser but wish to update your browser, go to help.sasknet.com to reach our SaskTel Internet Support site where we have provided links to allow you to update your browser.

How do I tell which version of a browser is currently installed on my computer?

Open the browser, click the **Help** menu, and click **About "browser name"**. 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.

Please be aware you may need your Windows CD to perform some of the software configurations in this guide.

Preparing to Install the Software

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

Disable Antivirus software

To prevent your antivirus from interfering with the setup of this software you should disable it.

- a. Antivirus software when running typically has an Icon in the tray beside the clock normally in the bottom right corner of your screen.
- b. Right click on the icon for the antivirus software.
- c. There should be an option to disable or exit your antivirus software.
- d. For your continued protection be sure to re-enable this software when you are finished with this CD.

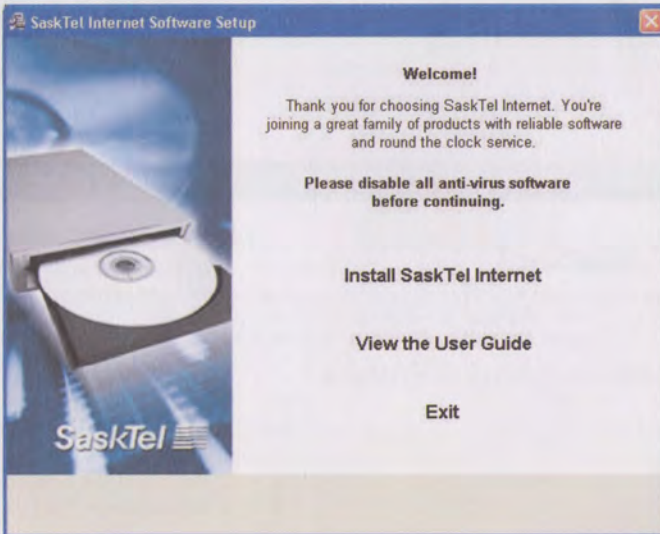
Chapter 3: Internet Software Setup – for Windows

Using the Internet Software Setup CD to setup a High Speed or Wireless Internet connection.

1. Exit any applications or programs and disable any virus protection software before installing this software. For instructions, see the manual that came with your virus protection software. You must remember to re-enable this following the internet install and configuration.
2. Insert the SaskTel Internet Software Setup and User Guide CD into your CD-ROM drive. Wait a few seconds. The installer will usually start automatically. If it doesn't, open **My Computer** and double-click the **SaskTel Internet** icon. Open the Windows folder then double-click the **Install.exe** icon to start the setup program.

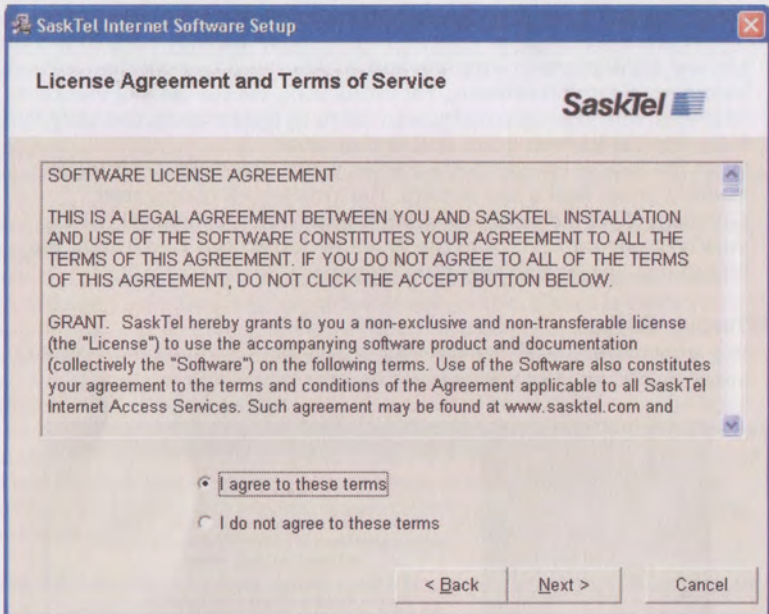
Software Setup

3. You are presented with the Welcome screen which includes the option to Install SaskTel Internet Software or View the User Guide.

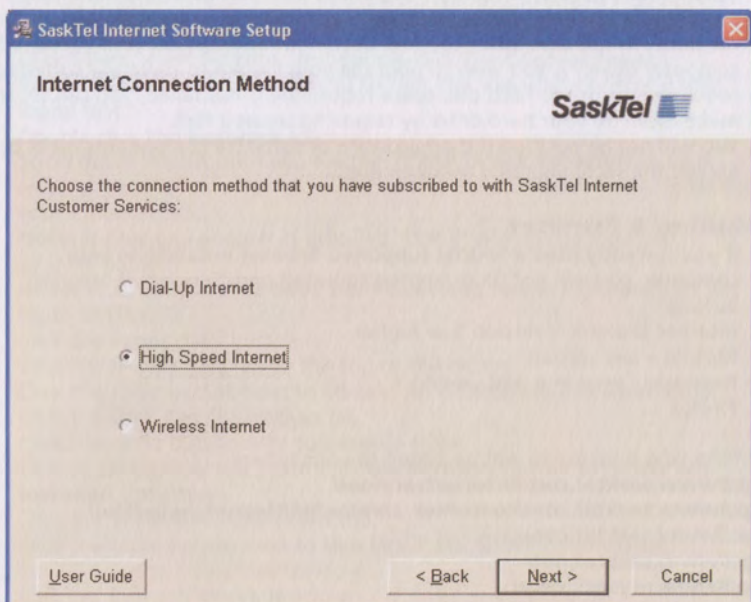


- If you would like to open the User Guide, click on **View the User Guide**. (Note: You must have Adobe Acrobat Reader software installed. If it is not installed on your computer, you will be prompted to install. Click **Yes** and the Reader install program will begin and you will have to restart your system. The initial install screen will remain in the background. After Reader has installed, the User Guide will be opened. If you click **No**, you will not be able to view the User Guide until later in the setup.)

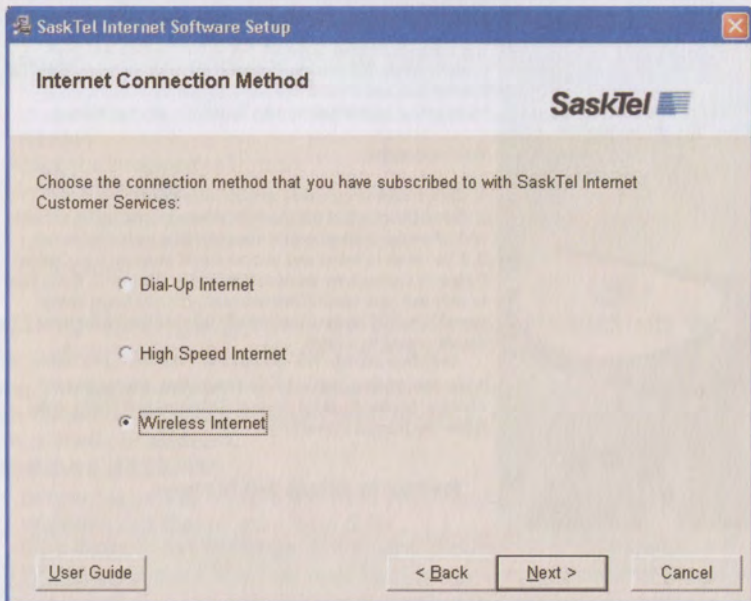
- To begin the installation, click on **Install SaskTel Internet Software**.
- The screen displays the SaskTel License Agreement and Terms of Service. Review the license agreement. Acceptance of the agreement and terms assumes you are aware of the content. Declining the agreements will stop the installation. If you are in agreement, click **I agree to these terms**, then click **Next**.



6. Choose the connection method that you subscribed to with SaskTel Internet Customer Services (either **High Speed Internet** or **Wireless Internet**).



or



- Tests are run to ensure that your computer is ready to run the SaskTel Internet Software CD.
- When a hardware or software component does not meet the minimum requirements, a text document is displayed and the installation cannot continue. In this case, print the text document and contact your preferred computer dealer if you wish to upgrade your system to meet the software requirements. If the hard disk space requirement has failed, you can try to make room on your hard drive by removing unused files.
- You will not be notified if the hardware or software components meet or exceed the recommended requirements.

Installing a Browser

- If you currently have a SaskTel supported browser installed on your computer, you will not be prompted to install one. Supported browsers include:
 - Internet Explorer – version 5 or higher
 - Mozilla – any version
 - Netscape – version 4 and version 7
 - Firefox

The following bookmarks will be added to your system:

<http://www.sasktel.com/internetservices/>

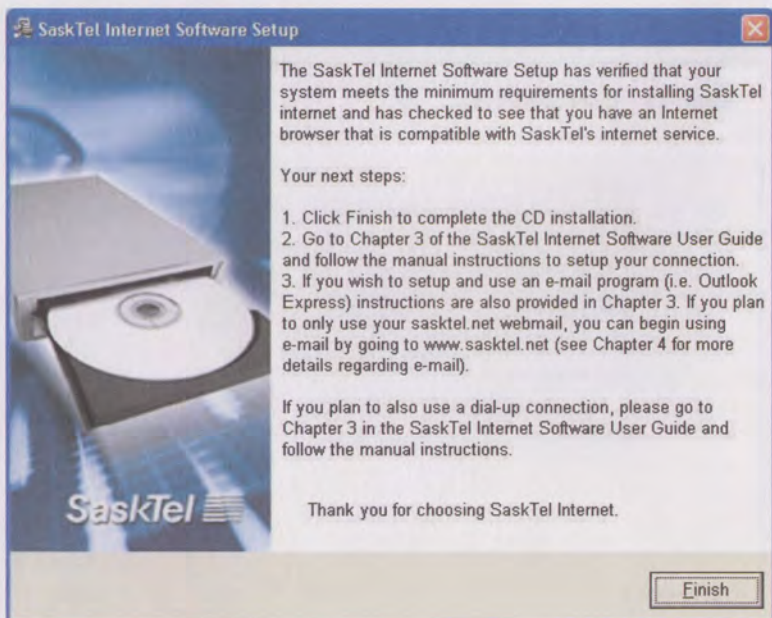
http://www.sasktel.com/customer_care/help/internet_help.html

<http://www.sasktel.com/>

<http://www.sasktel.net/>

<http://www.mysask.com/>

7. Click **Finish**. You will be prompted to restart your computer if you installed Internet Explorer as your browser.



Setting up a High Speed or Wireless connection

Windows 98SE/ME

1. Before beginning, be sure you have your Windows CD-ROM, or the Windows cab files on your hard drive.
2. Click **Start**, select **Settings**, and double-click the **Control Panel**.
3. With Windows ME You may need to click the **View all control panel icons** first
4. Double-click the **Network** icon.
5. Scroll down the list until you see the **TCP/IP -> xxx Ethernet** or **LAN** (where "xxx" is the make of your Ethernet adapter or card) that goes with your Ethernet card.
6. **Note:** If only one adapter is installed, **TCP/IP** will not be followed by its adapter name.
7. Under **This Connection Uses The Following Items** highlight Internet Protocol (TCP/IP)
8. Click the **Properties** button.
9. Click the **IP Address** tab at the top of the dialog.
10. Click the radio button next to **Obtain an IP address automatically**.
11. Click the **DNS Configuration** tab.
12. Click the radio button next to **Disable DNS**.
13. Click the **Gateway** tab. Then click the **Remove** button to delete any **Installed gateways**.
14. Click the **WINS Configuration** tab.
15. Click the radio button next to **Use DHCP for WINS Resolution**.
16. Click **OK** in the Properties window.
17. Click **OK** in the Network window.
18. Click **YES** when prompted to restart your computer.

Windows 2000/XP/2003

1. In Windows 2000, click **Start**, click **Settings**, then click **Control Panel**.
2. In Windows XP/2003, click **Start**, then click **Control Panel**, then **Switch to Classic View** to view the Control Panel icons if they are not available.
3. Double click **Network and Dial-Up Connections** or **Network Connections**.
4. Right click **Local Area Connection**, and click **Properties**.
5. Under This Connection Uses The Following Items highlight Internet Protocol (TCP/IP)
6. Click the **Properties** button.
7. In the Properties window, make sure that Obtain an IP address automatically and Obtain DNS server address automatically are selected.
8. Click **OK** at the bottom of the window.
9. Click **Close**

Setting up High Speed or Wireless connection with the additional Static IP package

Note: The following instructions are for customers who have purchased High Speed or Wireless Internet with Static IP and have been provided with a Static IP address.

Windows 98SE/ME

1. Before beginning, be sure you have your Windows CD-ROM, or the Windows cab files on your hard drive.
2. Click **Start**, select **Settings**, and double-click the **Control Panel**.
3. With Windows ME You may need to click the **View all control panel icons** first

4. Double-click the **Network** icon.
5. Scroll down the list until you see the **TCP/IP -> xxx Ethernet** or **LAN** (where "xxx" is the make of your Ethernet adapter or card) that goes with your Ethernet card.
6. **Note:** If only one adapter is installed, TCP/IP will not be followed by its adapter name.
7. Under **This Connection Uses The Following** items highlight **Internet Protocol (TCP/IP)**
8. Click the **Properties** button.
9. Click the **IP Address** tab at the top of the dialog.
10. Click the radio button next to **Specify an IP address**.
11. Enter the **Static IP address** that you were given by SaskTel.
12. Enter the **Subnet Mask** as **255.255.255.0**
13. Click the **DNS Configuration** tab.
14. Click the radio button next to **Enable DNS**.
15. Type the word **Host** in the **Host Field**.
16. Type **sasktel.net** in the **Domain Field**.
17. Type **142.165.21.5** in the **DNS Server Search Order** box and click the **Add** button. The address will move to the box below. Again enter **142.165.200.5** and click the **Add** button.
18. Click the **Gateway** tab. Enter the **gateway address** that you were given by SaskTel in the **New Gateway** field.
19. Click the **Add** button
20. Click the **WINS Configuration** tab.
21. Click the radio button next to **Disable WINS Resolution**.
22. Click **OK** in the **Properties** window.
23. Click **OK** in the **Network** window.
24. Click **YES** when prompted to restart your computer.

Windows 2000/XP/2003

1. In **Windows 2000**, click **Start**, click **Settings**, then click **Control Panel**. In **Windows XP/2003**, click **Start**, click **Control Panel**, then **Switch to Classic View** to view the **Control Panel** icons if they are not available.
2. Double click **Network and Dial-Up Connections** or **Network Connections**.
3. Right click **Local Area Connection**, and click **Properties**.
4. Under **This Connection Uses The Following** items highlight **Internet Protocol (TCP/IP)**
5. Click the **Properties** button.
6. In the **Properties** window, select **Use the following IP address**
7. **Enter your IP Address: Provided by SaskTel**
8. **Enter Subnet Mask as: 255.255.255.0**
9. **Enter your Default Gateway: Provided by SaskTel**
10. **Enter the Preferred DNS as: 142.165.21.5**
11. **Enter the Alternate DSN as: 142.165.200.5**
12. Click **OK** at the bottom of the window.
13. Click **OK**
14. Click **Close**

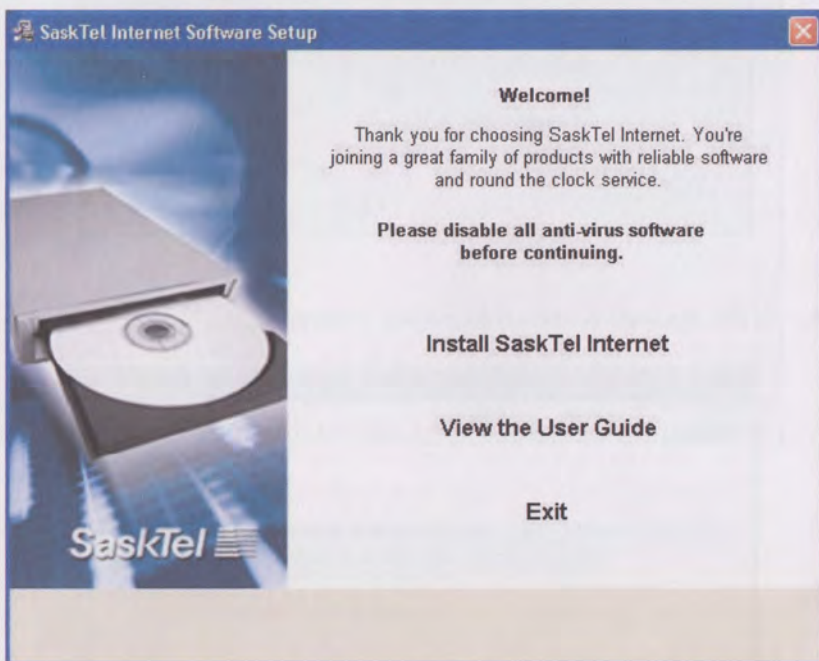
Your next step is to go to Setting up E-mail Program on page 19.

Using the Internet Software Setup CD to setup a Dial-up Internet connection.

1. Exit any applications or programs and disable any virus protection software before installing this software. For instructions, see the manual that came with your virus protection software. You must remember to re-enable this following the internet install and configuration.
2. Insert the SaskTel Internet Software Setup and User Guide CD into your CD-ROM drive. Wait a few seconds. The installer will usually start automatically. **If it doesn't, open My Computer** and double-click the SaskTel Internet Software Setup icon. Open the Windows folder then double-click the **Install.exe** icon to start the setup program.

Software Setup

3. You are presented with the Welcome screen which includes the option to Install SaskTel Internet Software or View the User Guide.

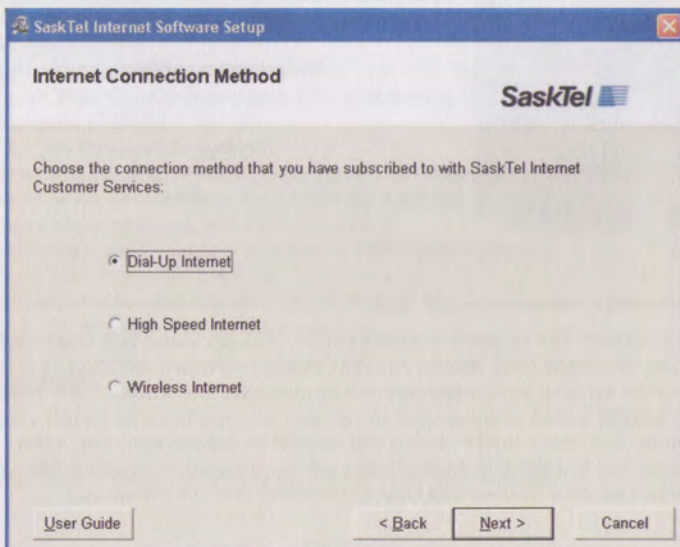


- If you would like to open the User Guide, click on **View the User Guide**. (Note: You must have Adobe Acrobat Reader software installed. If it is not installed on your computer, you will be prompted to install. Click **Yes** and the Reader install program will install and you will have to restart your system. The initial install screen will remain in the background. After Reader has installed, the User Guide will be opened. If you click **No**, you will not be able to view the User Guide until later in the setup.)

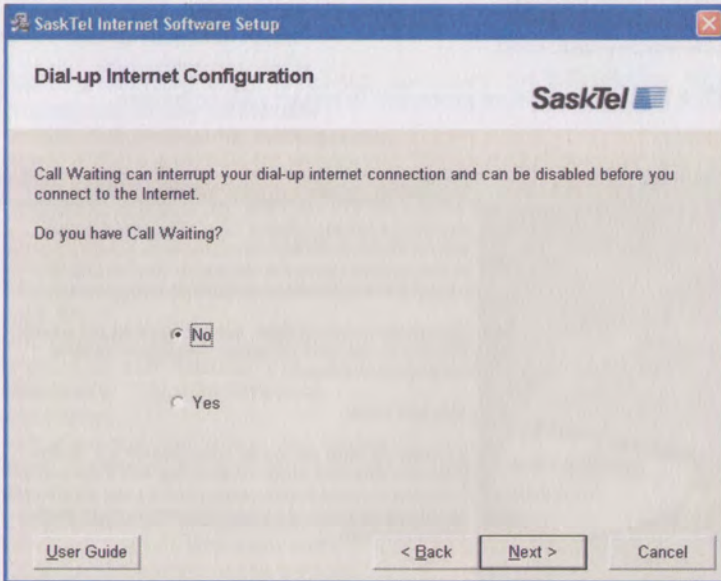
- To begin the installation, click on **Install SaskTel Internet Software**.
- The screen displays the SaskTel License Agreement and Terms of Service. Review the license agreement. Acceptance of the agreement and terms assumes you are aware of the content. Declining the agreements will stop the installation. **If you are in agreement**, click **I agree to these terms**, then click **Next**.



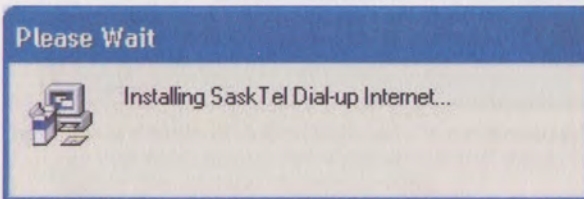
- Choose the Dial-Up Internet connection method.



- Tests are run to ensure that your computer is ready to run the SaskTel Internet Software CD.
- When a hardware or software component does not meet the minimum requirements, a text document is displayed and the installation cannot continue. In this case, print the text document and contact your preferred computer dealer if you wish to upgrade your system to meet the software requirements. If the hard disk space requirement has failed, you can try to make room on your hard drive by removing unused files.
- You will not be notified if the hardware or software components meet or exceed the recommended requirements.
- If you currently have Call Waiting on your telephone line, your internet access will be ste accordingly. Select **Yes** if you have Call Waiting.



- The following will appear:



Installing a Browser

- If you currently have a SaskTel supported browser installed on your computer, you will not be prompted to install one. Supported browsers include:
 - Internet Explorer - version 5 or higher
 - Mozilla - any version
 - Netscape - version 4 and version 7
 - Firefox

The following bookmarks will be added to your system:

<http://www.sasktel.com/internetservices/>

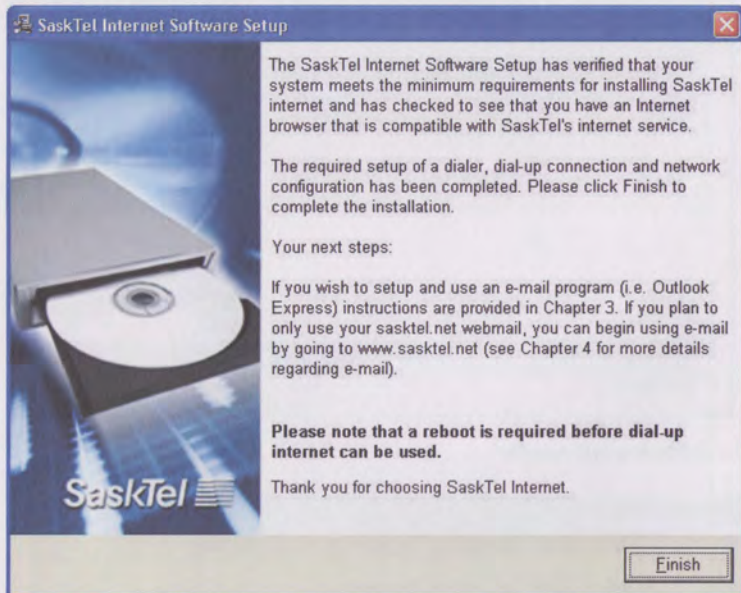
http://www.sasktel.com/customer_care/help/internet_help.html

<http://www.sasktel.com/>

<http://www.sasktel.net/>

<http://www.mysask.com/>

7. Click **Finish**. You will be prompted to restart your computer.



The following icon will appear on your desktop after your computer is restarted:



Your next step is to go to Setting up E-mail Program on page 19.

Setting up a Dial-up connection manually

If you have used the CD to set up your dial connection, you do not need to do a manual connection.

Dial-up users requiring manual configuration and High Speed or Wireless users wishing to connect to the Internet outside their home or office should use the manual instructions provided below.

For added protection, it is recommended that you ensure the "Never Dial a Connection" dialer setting option is selected. The steps to select this dialer option are as follows: Go into your Control Panel and select Internet Options. Click the Connections tab and select Never Dial a Connection.

Dial-up, High Speed and Wireless Internet customers with this dialer setting option selected must remember to always launch the dialer before the browser to make a dial-up Internet connection.

Manually setting up a Dial-up connection Windows 98SE

1. Double-click on **My Computer**
2. Double-click on **Dial-Up Networking**
Note: If there is no Dial-Up Networking folder in My Computer, you need to install Dial-Up Networking first.
3. In Dial-Up Networking, double-click on **Make New Connection**
4. Type **SaskTel** where it says **Type a name for the computer you are dialing**
5. Make sure **your modem** is listed under **Select a Device**
6. Click **Next**
7. Put **13069957000** in the **Telephone Number**
8. If you have **call waiting**, put a ***70**, in front of the phone number to **disable it. *70, 13069957000**
9. Click **Next**
10. In the window that opens click **Finish**
11. **Right Click on the SaskTel connection and click Properties**
12. **Confirm** that the **Phone Number** is correct **13069957000 (*70, 13069957000** if you have call waiting)
13. **Uncheck** the box **Use area code** and **Dialing Properties**
14. Click the **OK** button at the bottom.
15. Double Click on the **SaskTel** connection
16. You can now put your **User name** and **Password** in the dialer
17. If you want the password to be saved in the dialer put a check mark in **Save Password**
18. Click **Connect** to test your new connection
19. Once connected, launch the browser you wish to use to surf or check e-mail

Manually setting up a Dial-up connection Windows ME

1. Click on **Start** , Click **Settings** and click on **Control Panel**
2. You may need to click the **View all control panel icons** first
3. Double Click on **Dial-Up Networking**
4. Double Click on **Make New Connection**
5. Type in **SaskTel** for the name of the computer you are dialing
6. Make sure **your modem** is listed under **"Select a Device"**
7. Click **Next**
8. Enter **13069957000** in the **Telephone number**
9. If you have call waiting, add ***70** to the beginning of the telephone number (***70,13069957000**)

10. Click **Next**
11. Click on **Finish**
12. Now in the **dial-up Networking** window, right click on the **SaskTel** icon
13. Click on **Properties** in the drop down menu that appears
14. **Confirm** that the phone number is correct
15. Remove checkmark for **Use area code and Dialing Properties**
16. Click **OK**
17. Double Click on the **SaskTel** icon
18. Enter your **User Name** and **Password**
19. If you want the password to be saved in the dialer put a check mark in **Save Password**
20. Click **Connect** to test your new connection
21. Once connected, launch the browser you wish to use to surf or check e-mail

Manually setting up a Dial-up connection Windows 2000

1. Click **Start**, then click **Settings**, then click **Control Panel**.
2. Double click on **Make New Connection**
3. The **Welcome to the Network Connection Wizard** will come up, click **Next**
4. Select **Dial-up to the Internet** and click **Next**
5. The **Internet Connection Wizard** will now come up, Select the third option to **set up the internet connection manually** and click **Next**
6. Select **I connect through a phone line and a modem** and click **Next**
7. Leave the **Area Code** field blank, In the **Telephone number** field type in **13069957000**
8. Uncheck the box for **Use area code and dialing rules** and click **Next**
9. Type in your **User Name**
10. Type in your **Password** and click **Next**
11. For **Connection Name** type **SaskTel** and click **Next**
12. **Set Up Your Internet Mail Account** select **No**
13. Select **Finish**
14. Now that you have created a connection, go to the desktop and double click on your connection
15. If you wish to save the password, check the box for **Save this username and password for the following users**
16. You will be given the option of selecting you only or anyone that uses this computer - Put a dot in the appropriate option
17. Click **Dial** to connect to the internet
18. Once connected, launch the browser you wish to use to surf or check e-mail
19. If you selected **Yes** to set up your mail click **Next** (follow steps 14-18 when finished setting up your mail)
20. Select **Create a new Internet mail account** and click **Next**
21. For **Display name**, type the **name** you wish to appear on e-mail messages
22. Click **Next**
23. Enter your **e-mail address** provided by SaskTel
24. Click **Next**
25. My incoming mail server should be set to **POP3**
26. Incoming mail server should be **mail.sasktel.net**
27. Outgoing mail should be **smtp.sasktel.net**
28. Click **Next**
29. For **Account Name**, enter your **e-mail UserID** provided by SaskTel
30. Enter your **password** in the password field and check **remember password** if you want to save the password
31. Click **Next**

32. Click **Finish**
33. You must still enable outgoing authentication
34. With the Outlook Express window open
35. Click **Tools**
36. Click **Accounts**
37. Select the new **sasktel.net** account and click **Properties**
38. Select the **Servers tab**
39. Click the box for **My Server Requires Outgoing Authentication**
40. Click **Next** on the **accounts** window.
41. Click **Finish**
42. You are now ready to use this **new Profile** for e-mail

Manually setting up a Dial-up connection Windows XP

1. Click on **Start** and go to **Control Panel**
2. Double Click on **Network Connections**
3. **Note:** If you do not see Network Connections - Click on **Switch to Classic View** at the top of the left side menu
4. Click on **Make New Connection**
5. Select **Connect to the Internet**
6. Click **Next**
7. Select **Set up my connection manually**
8. Click **Next**
9. Select **Connect using a dial-up modem**
10. Click **Next**
11. Type **SaskTel** for the name of this connection
12. Click **Next**
13. Type **13069957000** for the phone number (Add ***70**, to the front of the number if you have call waiting ***70, 13069957000**)
14. Click **Next**
15. Type your username in the **User name** field
16. Enter your password in the **Password** and the **Confirm password** fields
17. Create a shortcut for this connection, check the **Add a shortcut to this connection to my desktop**
18. Click **Finish** to complete the setup
19. Now that you have created a connection, go to the desktop and double click on your connection
20. If you wish to save the password, check the box for **Save this username and password for the following users**
21. You will be given the option of selecting you only or anyone that uses this computer - Put a dot in the appropriate option
22. Click **Dial** to connect to the internet
23. Once connected, launch the browser you wish to use to surf or check e-mail

Manually setting up a Dial-up connection Windows 2003

1. Click on **Start** and go to **Control Panel**
2. Double Click on **Network Connections**
3. **Note:** If you do not see Network Connections - Click on **Switch to Classic View** at the top of the left side menu
4. Double click on **Make New Connection**
5. Select **Set up my connection manually**
6. Click **Next**
7. Select **Connect using a dial-up modem**
8. Click **Next**

9. Type **SaskTel** for the name of this connection
10. Click **Next**
11. Type **13069957000** for the phone number (Add ***70**, to the front of the number if you have call waiting ***70, 13069957000**)
12. Click **Next**
13. **Create this connection for** you only or anyone that uses this computer - Put a dot in the appropriate option
14. Click **Next**
15. Type your username in the **Username** field
16. Enter your password in the **Password** and the **Confirm password** fields
17. Create a shortcut for this connection, check the **Add a shortcut to this connection to my desktop**
18. Click **Finish** to complete the setup
19. Now that you have created a connection, it should pop up on your screen, if it does not go to the desktop and double click on your connection
20. If you wish to save the password, check the box for **Save this username and password for the following users**
21. Click **Dial** to connect to the internet
22. Once connected, launch the browser you wish to use to surf or check e-mail

Setting up E-mail Programs

Manually setting up E-mail with Outlook Express

Setting up E-mail with Outlook Express for the first time

1. With **Outlook Express** open, click on **Tools, Accounts** and select **Mail** tab.
2. Click the **Add** button and select **Mail**
3. The Internet Mail setup wizard should come up
4. Type the **name** you wish to appear on e-mail messages
5. Click **Next**
6. Enter your **e-mail address** provided by SaskTel
7. Click **Next**
8. My incoming mail server should be set to **POP3**
9. Incoming mail server should be **mail.sasktel.net**
10. Outgoing mail should be **smtp.sasktel.net**
11. Click **Next**
12. For **Account Name**, enter your **e-mail UserID** provided by SaskTel
13. Enter your **password** in the password field and check **remember password** if you want to save the password
14. Click **Next**
15. Click **Finish**
16. You may specify this e-mail address as default by clicking on the profile under the **Account** heading and pressing the **Set Default** button.
17. Now click the **Properties** button and the **Servers** tab
18. Click the box for **My Server Requires Outgoing Authentication**
19. Click **OK** and close the **Accounts** window.
20. You are now ready to use this **new identity** for e-mail

Setting up additional E-mail identities with Outlook Express

1. With **Outlook Express** open, click on File, go to **Identities** and select add **new Identity**
2. Type a name for your **identity**
3. Click **OK**
4. You will be asked if you want to **switch to the new account**
5. Choose **Yes**
6. The Internet Mail setup wizard should come up
7. Set it to **create a new account**
8. Click **Next**
9. Type the **name** you wish to appear on e-mail messages
10. Click **Next**
11. Enter your **e-mail address** provided by SaskTel
12. Click **Next**
13. My incoming mail server should be set to **POP3**
14. Incoming mail server should be **mail.sasktel.net**
15. Outgoing mail should be **smtp.sasktel.net**
16. Click **Next**
17. For Account Name, enter your **e-mail UserID** provided by SaskTel
18. Enter your **password** in the password field and check **remember password** if you want to save the password
19. Click **Next**
20. Click **Finish**

21. You may specify this e-mail address as default by clicking on the profile under the Account heading and pressing the **Set Default** button.
22. Now click the **Properties** button and the **Servers** tab
23. Click the box for **My Server Requires Outgoing Authentication**
24. Click **OK** and close the **Accounts** window.
25. You are now ready to use this **new identity** for e-mail

Manually setting up E-mail with Microsoft Outlook

Setting up E-mail with Microsoft Outlook for the first time

1. With **Outlook** open, click on **Tools**
2. Click **E-mail Accounts** and select **Add a new e-mail account** click **Next**.
3. Select **POP3** and click **Next**
4. **Your Name:** Type the **name** you wish to appear on e-mail messages
5. **E-mail Address:** Enter your **e-mail address** provided by SaskTel
6. **Incoming mail server (POP3):** Enter **mail.sasktel.net**
7. **Outgoing mail server (SMTP):** Enter **smtp.sasktel.net**
8. **User Name:** Enter your **e-mail UserID** provided by SaskTel
9. Enter your **password** in the password field and check **remember password** if you want to save the password
10. Now click the **More Settings** button and the **Outgoing Servers** tab
11. Click the box for **My Server Requires Outgoing Authentication**
12. Click **Next** on the **accounts** window.
13. Click **Finish**
14. You are now ready to use this **new identity** for e-mail

Setting up additional E-mail Profiles with Microsoft Outlook

Additional Profiles

Profiles are similar to Identities in Outlook Express. There are some differences. In Outlook Express, Identities are configured inside of Outlook Express. Profiles are part of Microsoft's Mail services, and are configured in the control panel.

1. Click **Start**
2. Click **Settings**
3. Click **Control Panel**
4. Double-click the **Mail** icon
5. Click **Show Profiles**
6. Click **Add**
7. Type a name for the profile and then click **OK**
8. At this point you will be able to add an e-mail account to use in the new profile.
9. Select **Add a new e-mail account** click **Next**.
10. Select **POP3** and click **Next**
11. **Your Name:** Type the **name** you wish to appear on e-mail messages
12. **E-mail Address:** Enter your **e-mail address** provided by SaskTel
13. **Incoming mail server (POP3):** Enter **mail.sasktel.net**
14. **Outgoing mail server (SMTP):** Enter **smtp.sasktel.net**
15. **User Name:** Enter your **e-mail UserID** provided by SaskTel

16. Enter your **password** in the password field and check **remember password** if you want to save the password
17. Now click the **More Settings** button and the **Outgoing Servers** tab
18. Click the box for **My Server Requires Outgoing Authentication**
19. Click **Next** on the **accounts window**.
20. Click **Finish**
21. You are now ready to use this **new Profile** for e-mail

Manually setting up E-mail with Netscape Communicator 4.7x - 4.8x

We recommend that you use a version of Netscape that is at least 4.7 to take full advantage of the added features of your Sasktel.net e-mail.

Setting up E-mail with Netscape Communicator for the first time

The first time Netscape Communicator is run the New Account Setup Wizard should pop up. Once the Wizard starts, follow the instructions below beginning at Step 3.

If you already have Netscape Communicator installed, you can create a new profile

The following instructions are for configuring Netscape Communicator version 4.7 (or newer) using the Profile Manager.

Please be aware that if you configure Netscape to access mail using the Messenger, messages will be downloaded to your computer. This will mean that you will not be able to retrieve these downloaded messages using WebMail access.

Netscape must be closed before following the following procedure

1. Click **Start, Programs, Netscape, Utilities, User Profile Manager**
2. When the 'Profile Manager' box appears, click the **'New'** button.
Note: Some users may see a dialog box asking about which settings to use, select the third option.
Click **Next**
The 'New Profile Setup' window appears, click **Next**.
3. Insert **your name** as you wish it to appear in e-mail, such as John Smith
4. Insert your **e-mail address**, as issued to you (Such as jsmith@sasktel.net)
5. Click **Next**
6. **Name your profile** with a recognizable name
7. The profile directory location will be completed by default
8. Click **Next**
9. **Outgoing mail (SMTP) server is: smtp.sasktel.net**
10. Click **Next**
11. Mail server **user name** is the **UserID** provided by SaskTel
12. **Incoming Mail server: mail.sasktel.net**
13. Mark **POP3** as server type
14. Click **Next**
15. Click on **Edit**
16. Select **Preferences**
17. In the preference panel, select **Navigator**
18. If necessary, modify the **home page location** to read **http://www.mysask.com** (or whatever you would like to use as your home page)

19. Click on the plus sign (+) in front of **Mail & Groups**
20. Select **Identity**
21. Your previous steps of setting up the profile, should result in your e-mail address and name appearing here
22. If desired, enter a **reply-to address** (if different from your sasktel.net address)
23. Enter a **company name**, if desired, in the Organization line
24. Select **Mail Servers** on the left
25. **Incoming mail servers** should appear as **mail.sasktel.net**
26. **Outgoing mail server** should appear as **smtp.sasktel.net**
27. **Outgoing mail server username** should be your username
28. Put a dot beside **Never** for use **Secure Socket Layer (SSL)**
29. If you wish the mail program to remember your password between sessions, click **Edit**
30. On the 'General' tab, mark **Remember My Mail Password** setting
31. Confirm that the **username** is correct here
32. Also, you can **set Netscape to check for mail at certain intervals** (i.e. every 15 minutes)
33. Click **OK** on the 'Mail Server Properties' box
34. Click on **OK** and you are done.

Manually setting up E-mail with Netscape 7.x

Setting up E-mail with Netscape 7.x for the first time.

1. Open the mail Window either by clicking the **Envelope** at the bottom of the screen or click **Window** and then **Mail & NewsGroups**.
2. Click on **Edit** and go to **Mail and Newsgroups Account Settings**
3. Click the **Add Account** button
4. Select **E-mail account** and click **Next**
5. Insert **your name** as you wish it to appear in e-mail, such as John Smith
6. Insert your **e-mail address**, as issued to you (Such as jsmith@sasktel.net)
7. Click **Next**
8. Mark **POP3** as server type
9. **Incoming server: mail.sasktel.net**
10. Click **Next**
11. **User Name:** is the **e-mail UserID** provided by SaskTel
12. **Account Name:** can be your e-mail address or your name. It is used to identify different profiles if you have more than one.
13. Click **Next**
14. Click **Finish**
15. Click **Outgoing Server (SMTP)** in the left column
16. **Server Name:** Enter **smtp.sasktel.net** if it is not already entered
17. **Port:** Enter **25**
18. Click the check box beside **User Name and Password**
19. **User Name:** is the e-mail UserID provided by SaskTel
20. Click **OK**

If you already have Netscape 7.x installed, you can create a new profile. Netscape must be closed before following the following procedure

1. Click **Start, Programs, Netscape 7.x, Profile Manager**
2. When the 'Profile Manager' box appears, click the '**Create Profile**' button.
Note: Some users may see a dialog box asking about which settings to use, select the third option.
Click **Next**
The 'New Profile Setup' window appears, click **Next**.
3. Enter **New Profile Name** (This is only used when Netscape starts so you can tell which user profile you are opening)
4. Click **Finish**
5. Select the **New Profile** from the list and click the **Start Netscape 7.x** button
6. ***** The following screen asks for a SCREEN NAME and PASSWORD, this is not a service SaskTel provides. We recommend you click Cancel on this screen to continue. Click the Yes button to confirm the cancellation.**
7. **Open** the mail Window either by clicking the **Envelope** at the bottom of the screen or click **Window** and then **Mail & NewsGroups**
8. The **New Account Setup Wizard** should pop up
9. Select **E-mail Account**
10. Click **Next**
11. Insert **your name** as you wish it to appear in e-mail, such as John Smith
12. Insert **your e-mail address**, as issued to you (Such as jsmith@sasktel.net)
13. Click **Next**
14. Mark **POP3** as server type
15. **Incoming Mail server: mail.sasktel.net**
16. **Outgoing mail (SMTP) server is: smtp.sasktel.net**
17. Click **Next**
18. Mail server **user name** is the **UserID** provided by SaskTel
19. Click **Next**
20. **Account Name:** Enter your e-mail address here.
21. Click **Next**
22. Click **Finish**

Manually setting up E-mail with Mozilla 1.x

Setting up E-mail with Mozilla 1.x for the first time.

1. Open the mail window either by clicking the **Envelope** at the bottom of the screen or click **Window** and then **Mail & NewsGroups**. The **New Account Setup Wizard** should pop up
2. Select E-mail account and click Next
3. Insert **your name** as you wish it to appear in e-mail, such as John Smith
4. Insert **your e-mail address**, as issued to you (Such as jsmith@sasktel.net)
5. Click **Next**
6. Mark **POP3** as server type
7. **Incoming server: mail.sasktel.net**
8. Click **Next**
9. **Incoming User Name:** is the **e-mail UserID** provided by SaskTel
10. **Account Name:** can be your e-mail address or your name. It is used to identify different profiles if you have more than one.
11. Click **Next**
12. Click **Finish**

13. Click on **Edit** and go to **Mail and Newsgroups Account Settings**
14. Click **Outgoing Server (SMTP)** in the left column
15. **Server Name:** Enter **smtp.sasktel.net** if it is not already entered
16. **Port:** Enter **25**
17. Click the check box beside **User Name and Password**
18. **User Name:** is the **e-mail UserID** provided by SaskTel
19. Click **OK**

If you already have Mozilla 1.x installed, you can create a new profile

1. Open the mail window either by clicking the **Envelope** at the bottom of the screen or click **Window** and then **Mail & NewsGroups**.
2. Click on **Edit** and go to **Mail and Newsgroups Account Settings**
3. Click the **Add Account** button
4. Select **E-mail account** and click **Next**
5. Insert **your name** as you wish it to appear in e-mail, such as John Smith
6. Insert **your e-mail address**, as issued to you (Such as **jsmith@sasktel.net**)
7. Click **Next**
8. Mark **POP3** as server type
9. **Incoming server:** **mail.sasktel.net**
10. Click **Next**
11. **User Name:** is the **e-mail UserID** provided by SaskTel
12. **Account Name:** can be your e-mail address or your name. It is used to identify different profiles if you have more than one.
13. Click **Next**
14. Click **Finish**
15. Click **Outgoing Server (SMTP)** in the left column
16. **Server Name:** Enter **smtp.sasktel.net** if it is not already entered
17. **Port:** Enter **25**
18. Click the check box beside **User Name and Password**
19. **User Name:** is the **e-mail UserID** provided by SaskTel
20. Click **OK**

Your next step is to go to Setting up the Homepage on your Internet browser on page 25.

Setting up the Homepage on your Internet Browser

Internet Explorer

1. Start **Internet Explorer**
2. Click **Tools**
3. Click **Internet Options**
4. On the **General** tab you will see the **Homepage Address** field, erase the contents of this field and change it to <http://www.mysask.com>
5. Click **Apply**
6. Click **OK**
7. Click the **Home** button in **Internet Explorer**

Netscape and Mozilla

1. Start **Netscape** or **Mozilla**
2. Click **Edit**
3. Click **Preferences**
4. On the **Navigator** tab you will see the **Homepage Address** field, erase the contents of this field and change it to <http://www.mysask.com>
5. Click **OK**
6. Click the **Home** button in either **Netscape** or **Mozilla**

Chapter 4: Using the SaskTel Internet Service and E-mail

At this point you should have successfully setup the SaskTel Internet software for Windows and setup your e-mail account (Chapter 3: Internet Software Setup - for Windows).

Maintaining a healthy computer and e-mail protection

Protecting your computer from Internet threats is essential in maintaining a healthy computer. Here are some easy steps to assist you with protecting your computer from these threats:

- A. Install Anti-virus software
 - Although SaskTel does provide anti-virus protection for your sasktel.net e-mail, this form of protection only guards your computer from e-mail borne viruses. We recommend you also install anti-virus software to protect your computer from viruses obtained by other means through the Internet
- B. Install an Internet Firewall
 - A firewall helps to reduce the risk of hackers attacking your computer allowing viruses into your system.
- C. Update your anti-virus, firewall and operating system software on a regular basis.
- D. Be cautious when receiving e-mail from an unknown source or when considering downloading and installing software from the Internet.
 - SaskTel recommends you do not open any suspicious e-mail, and consider the source and potential risk before downloading and installing software from the Internet.
- E. Dial-up users should reduce the risk of potential dialer scams by disconnecting your modem if you detect unauthorized activity.
 - Monitor your modem while on the Internet to ensure it does not disconnect, reconnect and then redial.

For more detailed information on protecting your computer please visit SaskTel's on-line support centre at help.sasknet.com.

SaskTel has taken additional steps to assist you in protecting your computer with Spam and e-mail virus filtering. SaskTel has an agreement with Postini, a leading e-mail protection supplier, to provide you with customizable spam filtering for your sasktel.net e-mail.

What is Spam e-mail? Spam is considered unsolicited e-mail and viewed as junk e-mail from a receiver. Often it is advertising products, services, websites and it may be used as a means of defrauding people by soliciting personal information. Spam has been recognized as one of the leading problems with the internet as it is also used as a delivery method for viruses. It is recommend users do not open or reply to spam e-mail.

Each sasktel.net e-mail address will be provided with a Message Center where your spam and viruses are filtered and quarantined. Your legitimate e-mail messages are delivered to your e-mail inbox, just as they always have, but junk and virus-infected e-mail is routed to your Message Center. You can also

customize the level of filtering you receive and can designate individuals to an Approved Sender List or Blocked Senders List.

Once your account has been activated you will receive a "Welcome" letter with login information for your Message Center.

For instructions on how to use your Postini E-mail Message Centre please go to help.sasknet.com.

Accessing the Internet

Dial-up Internet users

Dial-up Internet users access the Internet by first using a Dialer, allowing you to dial and connect to the SaskTel Dial-up Internet service, and then using an internet browser to reach the internet.

Accessing the Internet

- 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 your Internet browser (for example, **Internet Explorer** or **Mozilla**) icon on your desktop.

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:

- a. Click the **File** menu, then click **Close**.
- b. Right-click the **SaskTel Internet** icon in the lower right corner of your screen, then click **Disconnect**.

High Speed or Wireless Internet users

High Speed or Wireless Internet users are always connected to the internet so the use of a Dialer is not required to access your High Speed Internet service.

Accessing the Internet:

- Double-click your internet browser (for example Internet Explorer or Mozilla) icon on your desktop.

Disconnecting from the Internet

- Click the File menu, then click Close.

E-mail basics

With sasktel.net e-mail you may select between SaskTel's web based e-mail (webmail) and/or PC based e-mail (e-mail programs such as Outlook Express). Each e-mail option has its own unique characteristics to meet the needs of different users.

SaskTel recommends you setup an e-mail program on your primary computer to download your e-mail, to help manage your e-mail storage capacity, and use webmail when you need to access e-mail away from your primary computer. The following material outlines the unique differences between the two e-mail options available with your sasktel.net service:

PC based e-mail (e-mail programs)

You can access your e-mail using a software program, which is included with some browsers (ex: Microsoft Outlook Express). These e-mail software packages are configured specifically for your computer (settings for specific programs are available at help.sasknet.com).

Benefits of using an e-mail program

- e-mail programs, such as Outlook Express, downloads the e-mail message from SaskTel's e-mail server to the local hard drive on your computer. Downloading the message(s) to your computer will help you manage your e-mail storage capacity on the SaskTel server by removing e-mail from the server to your computer. This will free up your allowable capacity on the server.
- in addition, by downloading e-mail to your computer you can then disconnect from the Internet and review your e-mails off line. This is especially useful for Dial-up customers concerned with the time spent on-line.

Web based e-mail (webmail)

Unlike conventional PC based e-mail (e-mail programs such as Microsoft's Outlook Express), which is accessed through an e-mail program configured for use on a specific computer, webmail allows you to access your e-mail account on a Web page, using your Internet browser. This means you can read, send, and organize your e-mail on any electronic device with the capability of connecting to the Internet, anywhere in the world. Webmail is particular useful for those individuals who travel, use a laptop, etc. who may need to access the Internet in places other than a permanent location.

E-mail is stored on an e-mail server waiting for you to open it, and, unlike PC based e-mail, will remain on the e-mail server even after you view it (unless you delete the e-mail).

Benefits of using webmail

- because your e-mail remains on SaskTel's e-mail server, even after opening a message, you may review the same e-mail from various Internet accessible devices without losing the message. Consequently, there is no requirement to download e-mail to one system.
- your e-mail is accessible from any Internet device with an Internet browser. This is especially beneficial for people on the move and needing to reach their e-mail from various computers, laptops or Internet cafés.

Tips on managing your e-mail storage capacity using webmail

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.

If you do not wish to delete e-mail, you can also access your PC based e-mail which will download your mail to your computer.

Using PC based e-mail (e-mail programs): Outlook Express

To start Outlook Express

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 retrieve and read e-mail

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

1. Click the **New Mail** button 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

When you are finished using Outlook Express, click the **File** menu, then click **Exit**.

Using Web based e-mail (webmail): www.sasktel.net

To login to your sasktel.net webmail account

1. Open your Internet browser (ex: Internet Explorer, Mozilla, etc.).
2. In the **Location or Address** box, type **www.sasktel.net** and press the **Enter** key on your keyboard
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 the following - 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

Chapter 5: Roaming

Roaming is a feature provided to all SaskTel Dial-up Internet customers and SaskTel High Speed Internet customers using the 5-hour dial-up portion of their package. Roaming allows customers that are away from home or work to connect to the SaskTel network with in Canada at no additional charge for long distance. However, overtime usage charges still apply if package limits are exceeded. International roaming is available through iPass.

- When working or traveling within the province of Saskatchewan, SaskTel Internet customers should dial into 1-306-995-7000. SaskTel Internet customers will not be charged long distance charges, as per their monthly access package terms.
- When working or traveling outside Saskatchewan but within Canada, SaskTel Internet customers should dial into 1-866-276-3252. This is a specific roaming number for Canada only and the customer's computer needs to be configured to ensure this toll-free number is accessing the network
- When working or traveling outside Canada, SaskTel offers an international roaming option called iPass.

The instructions below tell you how to create a dialer for use with SaskTel's dial-up internet service while roaming outside of Saskatchewan but still within Canada.

Roaming anywhere outside of Saskatchewan, but within Canada

Dialer Setup for Windows 98

1. Double-click on **My Computer**
2. Double-click on **Dial-Up Networking**
Note: If there is no Dial-Up Networking folder in My Computer, you need to install Dial-Up Networking first.
3. In Dial-Up Networking, double-click on **Make New Connection**
4. Type **SaskTel Roaming** where it says **Type a name for the computer you are dialing**
5. Make sure **your modem** is listed under **Select a Device**
6. Click **Next**
7. Enter **18662763252** in the **Telephone Number**
8. If you have to use a number such as 8 or 9 for an outside line simple put it in front of the phone number followed by a comma.
For example **8, 18662763252**
9. Click **Next**
10. In the window that opens click **Finish**
11. **Right Click** on the **SaskTel** connection and click **Properties**
12. **Confirm** that the **Phone Number** is correct **18662763252 (8, 18662763252** for an outside line when in an office or hotel)
13. **Uncheck** the box **Use area code and Dialing Properties**
14. Click the **OK** button at the bottom.
15. **Double Click** on the **SaskTel Roaming** connection
16. You can now put your **User name** and **Password** in the dialer and then hit **Connect** to test your new connection.
17. If you want the dialer to remember your password, put a check beside **Save Password** before hitting **Connect**.

Dialer Setup for Windows ME

1. Click on **Start**, highlight **Settings** and click on **Control Panel**
2. You may need to click the **View all control panel icons** first
3. Double Click on **Dial-Up Networking**
4. Double Click on **Make New Connection**
5. Type in **SaskTel Roaming** for the name of the computer you are dialing
6. Make sure **your modem** is listed under "Select a Device"
7. Click **Next**
8. Enter **18662763252** in the **Telephone Number**
9. If you have to use a number such as 8 or 9 for an **outside line** simple put it in front of the phone number followed by a comma. For example **8, 18662763252**
10. Click **Next**
11. Click **Next**
12. Click on **Finish**
13. Now in the **dial-up Networking** window, right click on the **SaskTel** icon
14. Click on **Properties** in the drop down menu that appears
15. **Confirm** that the phone number is correct
16. Remove checkmark for **Use area code and Dialing Properties**
17. Click **OK**
18. Double Click on the **SaskTel Roaming** icon
19. Enter your **User Name** and **Password**
20. If you want the password to be saved in the dialer put a check mark in **Save Password**
21. Click **Connect** to test your new connection

Roaming anywhere outside of Canada - Connecting with iPass

To roam outside of Canada, SaskTel Internet customers can use the iPass dialer. When travelling internationally, the iPass dialer will allow you to access your Internet account for much less than long distance charges. You dial a local number in the city you are visiting, which connects you to the iPass service. There are local dial-up numbers in most countries. You should download the dialer before you travel to ensure that there is a local dial-up number for the location you will be visiting

When you connect to the Internet using the iPass dialer, you log in with your SaskTel userid and password. When you enter your login information, it will say "@qlo.com". Do not worry about this, as this is the SaskTel domain that iPass is associated with. There is a monthly fee of \$4.95/month (only for the months that you use it) and an hourly fee while accessing the Internet.

Tip: Make sure you compare the hourly rates of the different dial-up numbers at your location. They can vary greatly.

The **iPass dialer** can be downloaded from the following location:
<http://help.sasknet.com/roaming/ipass.html>

Directions for setting up an iPass connection

1. Double click on the setup file.
2. Scroll and select the country you wish to dial from.
3. Next, select the region/province you will be dialing from.
4. You then need to select what city you are in.
5. Once you have selected a city, you must choose which connection you want to use. **The speeds and prices of connections vary, so you should choose one that is affordable and takes full advantage of your modem's maximum speed.**
6. The connect button is not available until a City is Selected, this can be found by clicking on the red arrows besides Phonebook entries such as Modem and ISDN.
7. When the connect button is hit, a window will open to prompt for username, domain, and password. You can also save password in here. (Note: the only domain that will work in here is qlo.com. It is possible for SaskTel users to use iPass, but they must use qlo.com as the billing is linked to that domain.) The dialer should then dial and connect.
8. If you are out of the local dialing area, you can set the iPass dialer to dial a point of presence that is close. To do so, you will have to go to dialing properties and tell it to dial 1 and the area code first. Long distance charges will apply.
9. Once the user information is entered, the connect window will open and the modem will dial. Hitting the Info button will show the status of the connection attempt. When connected, the normal connect icon will appear in the system tray.
10. If you need to change the user info (i.e. you have misspelled the username or password), then you can access the user info window from the Options menu.
11. Because there is no connectoid created, if you plan to dial from the same location many times, it is a good idea to bookmark the location. This will save the connection information for that point of presence.
12. The settings window (from the Options menu) has a few general connection settings and can also be set to launch a program (i.e. a browser) after the connection is established.
13. Finally, the Options menu also has a selection called Update Phonebook. This will cause iPass to dial into the main iPass servers and download the latest phone book with any changes to local numbers and rates. If you haven't accessed the iPass service for a few months, you may want to download the phonebook before you travel internationally.

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

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

During the installation process, you may be told that you do not have enough free hard drive space to install the SaskTel Internet software. Delete any applications you don't need. Empty the Recycle Bin or Trash. Try to install the SaskTel Internet software again.

My computer doesn't have enough memory

Your computer contains RAM or Random Access Memory. If your computer does not have enough memory you will need to contact your computer vendor to upgrade your RAM to meet minimum requirements.

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 www.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 Page or Reinstall your SaskTel software

Why do I have a UserID and Password

SaskTel provides its customer with UserIDs and Passwords in order to allow connection to Dial-up internet accounts and e-mail accounts. Keep your UserID and password in a safe place, you may be required to enter this information from time to time.

Other troubleshooting resources

Can't find what you are looking for? Try the following websites for additional support information

<http://help.sasknet.com>

We encourage you to try these self help pages first when you have a problem.

<http://support.microsoft.com/>

Microsoft has a Solution Center for information about Windows troubleshooting steps, solutions to common issues, Knowledge Base (KB) search, how-tos, and latest downloads.

www.netscape.com

www.mozilla.com

www.google.ca

Google is a search engine and a great resource for finding many solutions to many different internet related problems. If you are getting a specific error message when having a problem just type in all or part of the error and click the Search button. Believe it or not most internet related problems have solutions documented on the internet. All you have to do is a little research and follow the steps that others have used to solve their related problems.

If you still have questions or need more help. Please contact our friendly and knowledgeable 7/24 technical support at the SaskTel Internet Help Desk at 1-800-773-2121

Dial-up Connection Problems

I can't connect to the SaskTel Internet service

- Check for a dial tone on your phone line. For more information, please consult **Error 680: No Dial Tone** below.
- 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 must completely 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**. 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. Completely shut down your computer and restart it again 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**.

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.

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.

If your computer is connected to a local area network (LAN), you should consult your system administrator before following these steps.

1. Click **Start**, select **Settings**, click **Control Panel**.
2. Double-click the **Network** icon. (You may have to scroll to see this icon).
3. Select **TCP/IP-> Dial-up Adapter** (or, if not listed, select **TCP/IP**) then click **Properties**.
4. Click the **DNS Configuration** tab at the top of the window, then click the button next to **Disable DNS**.
5. Click the **Gateway** tab, then click **Remove** to remove any installed gateways.
6. Click the **IP Address** tab, then click the radio button next to **Obtain an IP address automatically**.
7. Click the **WINS Configuration** tab, click **Disable WINS Resolution**.
8. Click **OK**, then **OK** again. You will have to restart your computer.
9. 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 for assistance (**1 800 773 2121**).

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:

1. Exit your browser. Click the **File** menu then click **Exit**.
2. Click **Start**, select **Settings**, double-click the **Control Panel**.
3. Double-click the **Modem** icon, 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.
4. Click **OK**, 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.
5. Click **OK**, click **Close**. If that does not clear up the problem, try reinstalling your modem software.

Error 680: No dial tone

- 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. Turn the modem off then back 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 the Call Waiting option *70, has been turned on but the phone line you are using does not have Call Waiting.
 1. Click **Start**, select **Settings**, double-click the **Control Panel**.
 2. Double-click the **Modem** icon, 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.
 3. Click **OK**, click **Close**.

Error 797: The modem could not be found

Applies to: Windows 2000, Windows XP

1. The error can occur if the modem is no longer visible to the system, and may be a problem related to the modem driver, or system conflicts that cause the modem to work only some of the time.
2. In some cases, rebooting the machine may "solve" the problem.
3. If the error persists: Please contact your computer vendor to check to see if there is an updated driver for your modem. Updated drivers may be available at <http://www.modemsite.com/56k/drivers.asp>

Error 629: You Have Been Disconnected from the Computer You have Dialed

When attempting to dial-up you may get the error message "You have been disconnected from the computer you have dialed".

There are several reasons why you may be receiving the error 629. Below are a few examples:

1. The modem driver is corrupt (See your computer vendor to have your modem driver reinstalled or updated)
2. The DUN connection is dialing an invalid number (The Dial-up number is 13069957000)
3. Authentication failure (invalid username or password)
4. Invalid or corrupt DUN connection settings (see Chapter 3. Manually setting up a Dial-up connection)

Error 691: The computer you are dialing in to cannot establish a Dial-Up Networking connection. Check your password, and then try again.

Error 691: Access was denied because the username and/or password was invalid on the domain.

Error 734: The PPP link control protocol was terminated.

This behavior can occur if any of the following conditions are true:

1. An incorrect user name or password is used.
2. The Dial-up connection's security option is incorrectly configured to use the Require secured password setting. (WinXP)
3. The Include Windows logon domain check box is selected in the Options tab of the Dial-up connection's Properties dialog box. (WinXP)

Main resolution

UserID and password is invalid. Refer to the information you were provided when you signed up for your account.

Make sure you are not confusing a lowercase B with the number 6, a lowercase L with the number one, a lowercase O with a zero?

Make sure your **caps lock** key is not on. Passwords are normally lowercase with no spaces

Secondary resolution

Windows XP

1. Verify **Domain and Security** settings:
2. Click **Start**, point to **Settings** and then **Control Panel**
3. Open up **Network connections**
4. Open the **Dial-up connection**
5. Click **Properties**
6. Click the **Options** tab.
7. Click to clear the Include Windows logon domain check box (if it is selected), and then click **OK** .
8. Test the connection
9. Click **Start** , point to **Connect To** , and then click your Dial-up connection.
10. In the **Connect** dialog box, click **Properties** .
11. Click the **Security** tab.
12. Click **Allow unsecured password** in the **Validate my identity as follows** box, and then click **OK**.

There is no Dial-Up Networking folder in My Computer

You will require your Windows CD in order to install Dial-Up Networking. You should put it into the CD Rom Drive before starting.

1. Click **Start**
2. Click **Settings**
3. Click **Control Panel**
4. Double click **Add/Remove Programs**
5. Click the **Windows Setup** tab
6. Click on **Communications** once so it is highlighted
7. Click on **Details**
8. Put a check into the box for **Dial-Up Networking**
9. Click **OK**
10. Click **Apply** and then **OK** again if prompted
11. Windows will ask your for your Windows CD, you may be prompted for the path to the Windows CD (usually something like **d:\win98**) or Windows may just start copying files.
12. You will be asked to restart windows at this point.
13. After restarting, Dial-Up Networking should be installed and you may go configure a dialer.

Dial-up modems

Before purchasing a dial-up modem it is recommended to consider a number of factors. You should consider the location that you will be connecting from, urban use vs. rural use. You should also consider the type and number of pieces of telephone equipment on the line now and possibly in the future. For example, the combined number of standard telephones, cordless phones, call display phones, satellite dishes, alarm systems, fax machines, other computers, phone line splitters, phone cords longer than ten feet, and surge protectors all have an effect on the voltage of the phone line. Low voltage can cause the signal strength to be reduced causing connection problems. It is not recommended to have any more than five pieces of equipment on any one phone line coming into a home.

There are basically two different types of dial-up modems that are on the market today. A low cost software or winmodem is the most common these days. They are okay for a customer who has ideal conditions on their phone line. For example, a winmodem should be fine for a user who lives in a urban location with one standard phone and a computer in good working condition. A hardware modem is typically more expensive but works better for a customer who lives in a rural location with up to the maximum recommended pieces of equipment on the line. A hardware modem would be recommended for any customer in any situation as they are more reliable and normally of better quality.

High Speed Connection Problems

Troubleshooting Checklist

The more things that can be ruled out as the cause the quicker the connection can be restored. Keep notes of tests you have tried and any abnormalities. The following list provides just some of the things that you can check if you are having problems with your High Speed connection. It is not possible to fully explain or cover all conditions or resolutions here. Detailed explanations of the terminology can be found in any computer dictionary or online. More common, simple solutions are listed first and more advanced technical solutions are lower in the list. More than one of these issues may also exist at the same time. Refer to the Hardware Setup Guide included with your High Speed self install kit for proper connection instructions.

Was the connection working previously?

Has anything changed that would explain the problem?

Has anything been turned off, moved or unplugged?

Can you reproduce the problem?

Can you determine if the problem is related to the computer hardware, software, wiring or modem?

Have you run a scandisk, defrag, windows update, virus scan, spyware scan recently?

Is this a self install? Were all the steps followed? Refer to the Hardware setup guide for these steps

During troubleshooting ensure that the computer experiencing difficulty is a stand-alone machine connected only to the high-speed modem.

(You may be required to setup a stand-alone connection to receive support from the internet helpdesk if you cannot solve your connection problems yourself.)

Cold-boot or power off the computer. Watch for error messages as the computer starts.

Disable any and all firewall applications. These applications may need to be uninstalled to resolve some of the issues they cause.

Is the problem related to the browser you are using? Do you have more than one browser that you can test with? What does the browser say if it cannot resolve a webpage?

Do you have more than one computer that you can test with?

Check the lights on the modem and confirm that they indicate normal operational mode.

Recycle the modem by powering it down for 3 minutes. Turn it back on and wait 2 minutes for synchronization to occur.

Verify that the modem and cables have not been unplugged or damaged

Check all cable connections.

Your network card may have a light that is lit when it detects a signal from your modem. The computer and modem must both be powered up for this light to come on.

Your Operating System may tell you if a network cable is unplugged if you see this it may indicated that the cable is unplugged, damaged or the ports that the cable is plugged into on either end is damaged.

Is the Operating System experiencing error messages, system lockups, or application failures? Record any specific error messages in full as they may help solve the problem.

Check for trouble with the phone such as static, humming or cross talk.
Ensure that the Network card has a driver properly installed.
Ensure that only one adapter exists per network card.
Ensure the network adapter type is the same in both Network Properties and WINIPCFG.
Release/renew the connection with winipcfg or ipconfig.
Ensure the connection is not disabled in the Network Connections control panel.
Ensure the DHCP Client service has been started in the Component Services Administrative tools.
Rule out hardware conflicts in the System Control Panel.
Check proxy settings if it is a software-specific problem.
Uninstall / reinstall affected client software to address software or software-specific registry corruption.
Rule out incomplete software configuration, either in the Network control panel or in the Internet client applications.
Verify that you are running a current version of browser with java enabled.
Ensure that the Adapter's MAC Address is not completely filled with zeros indicating a failed network card.
Ping 127.0.0.1 to do a loopback test of the TCP/IP stack.
Ping the assigned IP address to ensure that the TCP/IP stack can talk to the Network Card.
Ping the default gateway and DNS server (142.165.21.5) to ensure connectivity through the high speed network segment.
Ping the SaskTel homepage by IP (142.165.150.211) and monitor the lights on the modem to verify that traffic is getting to the modem from your computer.
Ping the SaskTel homepage by name (www.sasktel.com) and monitor the lights on the modem to verify that traffic is getting to the modem from your computer.

Browser Problems

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:**
 - a. In Internet Explorer, click Internet Options in the Tools menu.
 - b. Click the General tab, click the Delete Files button.
 - c. Click **OK**, click **OK** again.

The browser is unable to connect to the network

Examples of this include the following:

"The page 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.

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

How do I upgrade my Browser?

Browser upgrades are available at the browser developer website. The software may be downloaded to your computer and then an installation program will need to be run by the user. On screen instructions will direct the user through customizable setup procedures

"Unable to create a network socket connection."

"There may be insufficient system resources or the network may be down (Reason: Network is down),"

"Page cannot be displayed"

"A network error has occurred"

If you receive any of the above error messages you should not assume that the SaskTel High Speed Internet service is unavailable. Exit the browser software, then restart your computer and try connecting again. If you are using Internet Explorer, click the Tools menu, then click the Internet Options menu, then clear the Temporary Internet Files and History and try again.

"The server does not have a DNS entry,"

Try reloading the page using the Reload button on the browser toolbar. If this does not work after a couple of tries, exit the browser, disconnect if using dial-up, and follow the directions above for Error: "unable to create a network socket connection.

"Error 404, document not found"

"Error 500, internal server error"

These error messages are used to let you know that the current webpage you are trying to access is unavailable. This means that your internet connection is working fine and that you should try accessing these pages at a later time.

E-mail Problems

Can't send or receive e-mail or password problems

UserID / Password related

TIP: Test the UserID/password in notepad, to ensure you aren't using capital letters, misspelling the password or having problems with the keyboard.

Verify Mail settings

See **Setting Up E-mail Programs in Chapter 3**, to verify your e-mail browser settings. In this chapter you can manually setup different versions of Outlook Express, Microsoft Outlook, Netscape and Mozilla

Connection problems

If you are unable to send or receive mail the problem may be that you have no connection to the internet. The fastest way to test if you are connected with a High Speed or Dial-up is to open your web browser and make sure you can surf to a few webpages. If you are unable to surf, reconnect and try again. If you can surf go through the step below for Third Party Software and make sure another application is not causing the problem.

Third Party Software

Check for 3rd party software that could be interfering with the mail sending/receiving process. Your worst offenders are programs such as:

1. Antivirus software (Norton, McAfee)
2. Hardware / software based firewalls
3. Proxy server

You can sometimes resolve these problems by disabling these products, however frequently the product needs to be completely uninstalled before the problem will be fixed.

MailBox Full or quota exceeded message

To quickly resolve this issue please read the following two sections in **Chapter 4: Using the SaskTel Internet Service & E-mail Basics**

Outlook Express - Removed access to the following unsafe attachments

1. With Outlook Express open, click on **Tools, Options** and then the **Security** Tab.
2. Remove the check mark in front of the option "**Do not allow attachments to be saved or opened that could potentially be a virus.**"
3. Click on **OK**.

Outlook Express - 551 delivery not allowed to non-local recipient

1. The settings for Outlook Express need to be changed. Outlook Express needs to be told to authenticate with the outgoing e-mail server before sending e-mail.
2. With Outlook Express open Click **Tools**
3. Click **Account**
4. Click the **Mail** tab
5. After selecting your SaskTel e-mail profile click **Properties**
6. Click the **Servers** tab
7. At the bottom of this screen under **Outgoing Mail Server** put a check into the box beside **My Server Requires Authentication**.

Personal Reference Page

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.

Date Service was Activated: _____

Your local dial-up access number: _____ **13069957000**

Dial-Up User ID: _____

Dial-Up Password: _____

E-mail User ID: _____

E-mail Password: _____

E-mail Address (@sasktel.net): _____

E-mail User ID: _____

E-mail Password: _____

E-mail Address (@sasktel.net): _____

E-mail User ID: _____

E-mail Password: _____

E-mail Address (@sasktel.net): _____

E-mail User ID: _____

E-mail Password: _____

E-mail Address (@sasktel.net): _____

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

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

News (NNTP) server: _____ **news.sasktel.net**

IP Address: _____

Gateway: _____

Subnet Mask: _____

Domain Name: _____ **sasktel.net**

Primary DNS - only with the additional Static IP package: _____ **142.165.215**

Primary DNS - only with the additional Static IP package: _____ **142.165.200.5**

Manage your SaskTel Internet Service

Go to www.sasktel.com/internetservices/ to:

- Change your passwords
- Check your Dial-up 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 www.sasktel.net e-mail account

SaskTel Internet Software User Guide for Macintosh

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Chapter 1: Welcome

Thank you for subscribing to **SaskTel's Internet Service**. As a SaskTel Internet customer you'll benefit from the technology and experience of the pre-eminent Internet Service Provider in Saskatchewan and one of the most innovative telecommunications companies in the world.

Your **SaskTel Internet Service** includes:

- the SaskTel Internet Software Setup and User Guide CD
- reliable internet access
- web based e-mail - offers you the ability, from any computer with an internet connection in the world, to retrieve your personal e-mail
- friendly and knowledgeable 7/24 technical support from the SaskTel Internet Help Desk at 1-800-773-2121
- anti-virus protection for all e-mails and attachments to help reduce the risk of virus infection on your computer
- customizable spam filtering for your e-mail account
- free roaming while traveling in Canada and access to International roaming through iPass
- Personal WebSpace provides tools to create your own web page on the internet
- five hours of free remote dial-up access (high speed customers), for use when you are away from your regular connection location (local call from anywhere within Saskatchewan)
- Instant access to important SaskTel sites:
 - **sasktel.com** - **www.sasktel.com/internetservices/** - check your time online (dial-up customers), change your internet passwords, view your internet account information, and more.
 - **help.sasknet.com** - SaskTel's help site provides answers to questions and problems, quick references, tips and advice, announcements, up-to-date security alerts, and general internet support information.
 - **sasktel.net e-mail** - conveniently get online access to your e-mail account from anywhere with internet access. Once logged in you can read, write, forward and create directories within your personal e-mail account.
 - **mysask.com** - **mysask.com** puts Saskatchewan, and the world, at your fingertips. 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 which provides you with regularly updated content that is relevant to you. With **mysask.com**, membership is free and the possibilities are endless.

Chapter 2: Before you begin the Internet setup

Internet Browsers

What is an Internet Browser?

A browser is an application program that provides a way to look at and interact with all the information on the Internet. Some examples of browsers are Safari, Mozilla, Internet Explorer and Netscape. Some browsers also support e-mail.

If you currently have a version of a SaskTel supported browser but wish to update your browser, go to help.sasknet.com to reach our SaskTel Internet Support site where we have provided links to allow you to update your browser.

How do I tell which version of a browser is currently installed on my computer?

Open the browser, click the **Help** menu, and click **About "browser name"**. 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*.

Disable Antivirus software

To prevent your antivirus from interfering with the setup of this software you should disable it. Please refer to the manual provided with your antivirus software for further details on disabling the software.

Chapter 3: Internet Software Setup – for Macintosh

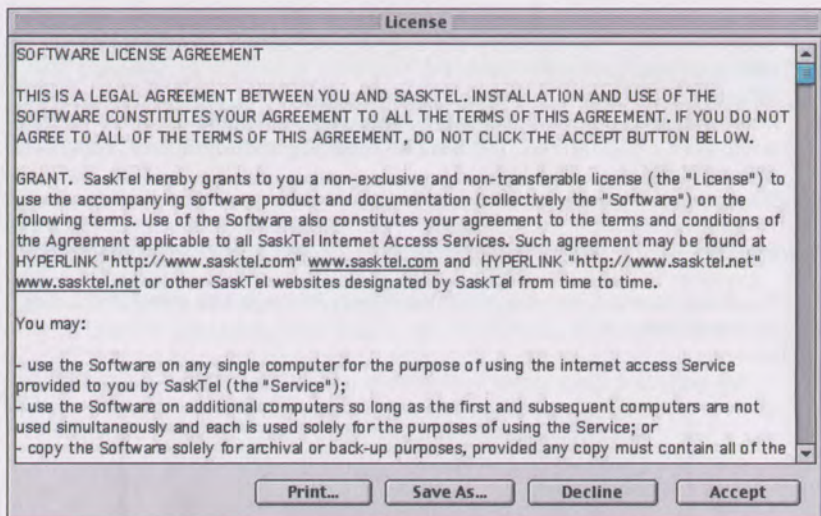
Using the Internet Software Setup CD to setup an Internet connection on Mac OS 9.

Installing the SaskTel Internet Software on Macintosh OS 9

- Exit any applications or programs and disable any virus protection software before installing this software. For instructions, see the manual that came with your virus protection software. You must remember to re-enable this following the internet install and configuration.
- Insert the SaskTel Internet Software Setup and User Guide CD into your CD drive. Wait a few seconds. The **SaskTel Internet Software** icon will appear on your desktop.
- Double-click the **SaskTel Internet Software** icon then open the Mac OS 9 folder.
- Double-click the SaskTel OS 9 Installer icon to start the setup program.
- You are presented with the Welcome screen. To begin the installation, click on **Continue**.



- The screen displays the SaskTel License Agreement and Terms of Service. Review the information. Agreeing to the license and terms assumes you are aware of the content. If you are in agreement, click **Accept**.
- **Decline** will exit the installation.
- If you want to save a copy onto your hard drive, click the **Save As** button.
- If you want to print a copy, click **Print**.



- You will be prompted to view the User Guide. Click **View** to open the full guide now. Click **No** if you do not want to view the guide at this time. You will not be prompted again during the install.
- Acrobat Reader 5 or higher is required to view the User Guide. If the program is not installed or an older version is installed, you will be prompted to install Acrobat Reader 5.
- If you have chosen to install Acrobat Reader 5, the installer splash screen will appear. Press **Continue**.
- To install Acrobat Reader 5, choose an install location and press **Install**.
- This CD will expire after three years from its release date. If you receive a message indicating this, contact your dealer for a newer CD.
- Tests are run to ensure that your computer is ready to install the SaskTel Internet Software CD.
- You will not be notified if all the hardware or software components meet or exceed the recommended requirements.
- When one or more hardware or software component does not meet the minimum requirement, a report is displayed and the installation cannot continue.

- If the requirements are not met, the SaskTel Requirements Report will be added to your desktop after the Installer quits. You can review and print this report. Contact your preferred computer dealer if you wish to upgrade your system to meet the software requirements. If the hard disk space requirement has failed, you can try to make room on your hard drive by removing unused files.
- Note: After the installation has successfully completed, you can delete this report from your desktop.
- A progress bar is displayed. Although the progress bar may not move, please be patient as the install continues.



- If you currently have a SaskTel supported browser installed on your computer, you will not be prompted to install one. Supported browsers include:
 - Mozilla - any version
 - Internet Explorer - version 5 or higher
 - Netscape - version 4 and 7
- If a SaskTel supported browser is not already installed on your system, you will be prompted to install one now. Select a browser and click **Install**.
- If you choose **No** or **Cancel** the installer will exit.
- If you've selected to install Mozilla, the **Mozilla Installer** will launch.
- Follow the on screen instructions to complete the Mozilla install.
- If Mozilla was previously installed, you will be asked to set the homepage to mysask.com
- If you chose **Yes** and Mozilla is currently running, you will be asked if you want to quit Mozilla for the change to take place. Select Yes to complete the change.
- If you selected to install Internet Explorer (IE), a Microsoft License Agreement will appear. You must click **Agree** to complete the IE install.
- If you click **Disagree**, IE will not be installed and you may not have a supported browser installed.
- To install IE, select the installation folder and click **Choose** to continue.

- If Outlook Express (mail client) is not installed or an older unsupported version is installed, you will be prompted to install Outlook Express.
- To continue the installation of Outlook Express, click **Install**.
- If you selected to install Outlook Express, a Microsoft License Agreement will appear. You must click **Agree** to complete the Outlook Express install.
- If you click **Disagree**, Outlook Express will not be installed and you may not have a supported mail client installed.
- To install Outlook Express, select the installation folder and click **Choose** to continue.
- A progress bar will be displayed to show the installation of Outlook Express.

The screen prompts to install a file of helpful bookmarks on your desktop. Click **Continue** to add the following bookmarks:

<http://www.sasktel.com/internetservices/>

http://www.sasktel.com/customer_care/help/internet_help.html

<http://www.sasktel.com/>

<http://www.sasktel.net/>

<http://www.mysask.com/>



A file of helpful bookmarks called "SaskTel Bookmarks" will be added to your Desktop.

Continue

The SaskTel Internet Software Setup has verified that your system meets the minimum requirements for installing SaskTel Internet and has checked to see that you have an Internet browser that is compatible with SaskTel's Internet service.

Your next steps to complete the configuration of your SaskTel Internet service:

1. Click **Finish** to complete the CD installation.
2. Please go to Chapter 3 of the **SaskTel Internet Software User Guide** and follow the manual instructions to setup the network
3. If you wish to setup and use an e-mail program (i.e. Outlook Express) instructions are also provided in Chapter 3. If you plan to only use your [sasktel.net](http://www.sasktel.net) webmail, your e-mail account is already setup and you can begin using e-mail by going to www.sasktel.net (see Chapter 4 for more details regarding e-mail).

High Speed or Wireless Internet users planning to also use a dial-up connection:

1. Please go to Chapter 3 of the **SaskTel Internet Software User Guide** and follow the manual instructions for High Speed or Wireless Internet users with optional Dial-up Connection.

Thank you for choosing SaskTel Internet.

Finish

- To complete this program install, click **Finish**.

Your next step is to go to Setting up a High Speed connection on page 61 or Setting up a Wireless connection on page 62.

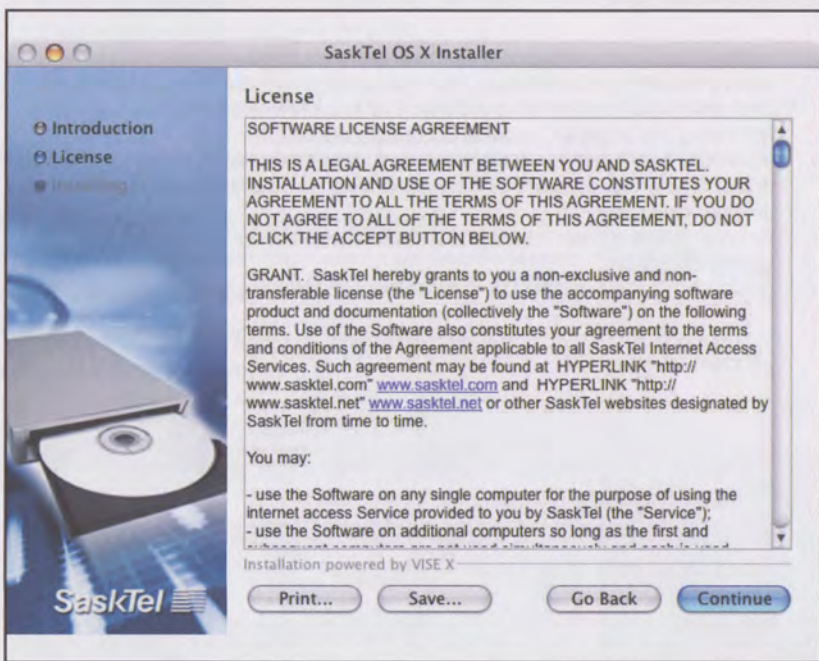
Using the Internet Software Setup CD to setup an Internet connection with Mac OS X.

Installing the SaskTel Internet Software on Macintosh OS X

- Exit any applications or programs and disable any virus protection software before installing this software. For instructions, see the manual that came with your virus protection software. You must remember to re-enable this following the internet install and configuration.
- Insert the SaskTel Internet Software Setup and User Guide CD into your CD drive. Wait a few seconds. The **SaskTel Internet Software** icon will appear on your desktop.
- Double-click the **SaskTel Internet Software** icon then open the Mac OS X operating system.
- Double-click the **SaskTel OS X Installer** icon to start the setup program.
- You are presented with the Welcome screen. To begin the installation, click on **Continue**.

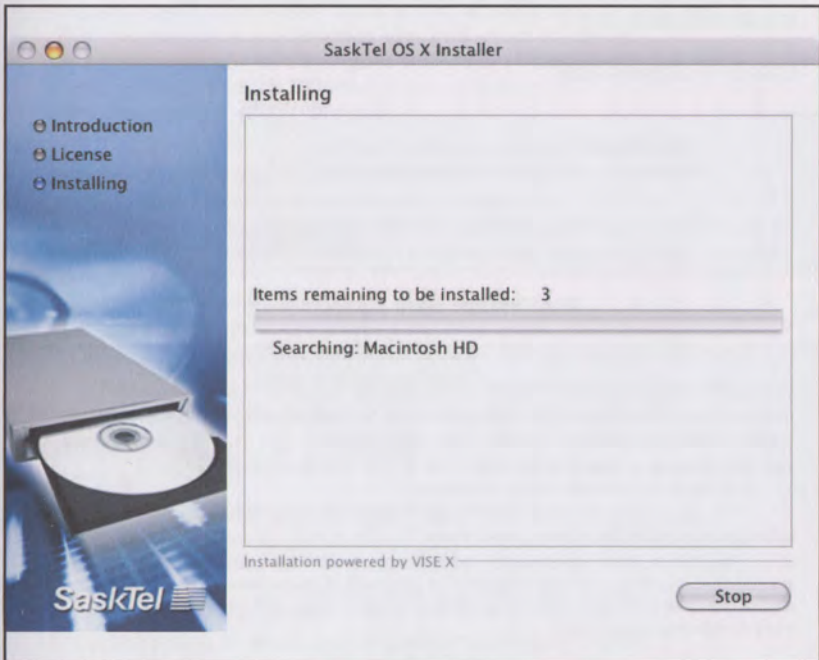


- The screen displays the SaskTel License Agreement and Terms of Service. Review the information, click **Continue**.
- If you want to save a copy onto your hard drive, click the **Save** button.
- If you want to print a copy, click **Print**.



- Agreeing to the license and terms assumes you are aware of the content. If you are in agreement, click **Agree**. **Disagree** will not allow you to continue the installation.
- You will be prompted to view the User Guide. Click **View** to open the full guide now. Click **No** if you do not want to view the guide at this time. You will not be prompted again during the install.
- This CD will expire after three years from its release date. If you receive a message indicating this, contact your dealer for a newer CD.
- Tests are run to ensure that your computer is ready to install the SaskTel Internet Software CD.
- You will not be notified if all the hardware or software components meet or exceed the recommended requirements.
- When one or more hardware or software component does not meet the minimum requirement, a report is displayed and the installation cannot continue.
- If the requirements are not met, the SaskTel Requirements Report will be added to your desktop after the Installer quits. You can review and print this report. Contact your preferred computer dealer if you wish to upgrade your system to meet the software requirements. If the hard disk space requirement has failed, you can try to make room on your hard drive by removing unused files.

- A progress bar is displayed. Although the progress bar may not move, please be patient as the install continues.



- If you currently have a SaskTel supported browser installed on your computer, you will not be prompted to install one. For more information, refer to Chapter 2 in the User Guide. Supported browsers include:
 - Safari
 - Mozilla - any version
 - Internet Explorer - version 5 or higher
 - Netscape - version 4 and 7
- If a SaskTel supported browser is not already installed on your system, you will be prompted to install one now. Select a browser and click **Install**.
- If you choose **No** or **Cancel** the installer will exit.
- If you've selected to install Mozilla, you will be prompted to choose an installation folder. By default the installation folder will be set to the systems Applications folder.
- A progress bar will be displayed to show the installation of Mozilla.
- If Mozilla was previously installed, you will be asked to set the homepage to mysask.com
- If you chose **Yes** and Mozilla is currently running, you will be asked if you want to quit Mozilla for the change to take place. Select **Yes** to complete the change.
- If you've selected to install Internet Explorer, this screen will appear. Click **Continue**.

The screen prompts to install a file of helpful bookmarks on your desktop. Click

Continue to add the following bookmarks:

<http://www.sasktel.com/internetservices/>

http://www.sasktel.com/customer_care/help/internet_help.html

<http://www.sasktel.com/>

<http://www.sasktel.net/>

<http://www.mysask.com/>



A file of helpful bookmarks called "SaskTel Bookmarks" will be added to your Desktop.

Continue

- To complete this program install, click **Finish**.

The SaskTel Internet Software Setup has verified that your system meets the minimum requirements for installing SaskTel Internet and has checked to see that you have an Internet browser that is compatible with SaskTel's Internet service.

Your next steps to complete the configuration of your SaskTel Internet service:

1. Click **Finish** to complete the CD installation.
2. Please go to Chapter 3 of the *SaskTel Internet Software User Guide* and follow the manual instructions to setup the network connection.
3. If you wish to setup and use an e-mail program (i.e. OS X Mail) instructions are also provided in Chapter 3. If you plan to only use your sasktel.net webmail, your e-mail account is already setup and you can begin using e-mail by going to www.sasktel.net (see Chapter 4 for more details regarding e-mail).

High Speed or Wireless Internet users planning to also use a dial-up connection:

1. Please go to Chapter 3 of the *SaskTel Internet Software User Guide* and follow the manual instructions for High Speed or Wireless Internet users with optional Dial-up Connection.

Thank you for choosing SaskTel Internet.

Finish

Your next step is to go to Setting up a High Speed connection on page 61 or Setting up a Wireless connection on page 62.

Setting up a High Speed Connection

Mac OS 9

1. Click the **Apple** menu in the top-left corner of the screen.
2. Select **Control Panels**, select **TCP/IP** from the sub-menu. If you see a message saying that **TCP/IP** is not active, activate it by clicking **Yes**.
3. Click the menu next to **Connect Via:** and select **Ethernet**.
4. Click the menu next to **Configure** then select **Using DHCP Server**.
5. Click the **File** menu, click **Quit**.
6. Click **Save** to save your settings.

Mac OS X

1. Click the **Apple** menu, click **System Preferences**.
2. In the System Preferences window, click **Network**.
3. In the **Show** menu, click **Network Port Configurations**. Uncheck the ports you do not need. Normally you should only have **Built-in Ethernet** checked.
4. Click the **Show** menu again, click **Built-in Ethernet**.
5. Click the **TCP/IP** tab. In the **Configure IPv4** menu, click **Using DHCP**.
6. Click the **Apply Now** button at the bottom of the System Preferences window, click **Quit System Preferences**.

Setting up a High Speed Connection with the additional Static IP Package

Mac OS 9

1. Click the **Apple** menu in the top-left corner of the screen.
2. Select **Control Panels**, select **TCP/IP** from the sub-menu. If you see a message saying that **TCP/IP** is not active, activate it by clicking **Yes**.
3. Click the menu next to **Connect Via:** and select **Ethernet**.
4. Select configure **Manually**
5. Enter the **Static IP address** that you were given by SaskTel.
6. Enter the **Subnet Mask** as **255.255.255.0**
7. Enter the **Router address**. This will be your **Gateway Address** provided by SaskTel
8. Enter the **Name server addresses** **142.165.21.5** and **142.165.200.5**
9. Enter the **additional search domains** as **sasktel.net**.
10. Now **Close the window** and **Save** your changes when prompted.

Mac OS X

1. Click the **Apple** menu, click **System Preferences**.
2. In the System Preferences window, click on the **Network** icon, located in the **Internet & Networking** section
3. In the **Show** menu, click **Network Port Configurations**. Uncheck the ports you do not need. Normally you should only have **Built-in Ethernet** checked.
4. Click the **Show** menu again, click **Built-in Ethernet**.
5. Click the **TCP/IP** tab. In the **Configure IPv4** menu, click **Manually**.
6. Enter the **Static IP address** that you were given by SaskTel.
7. Enter the **Subnet mask** as **255.255.255.0**
8. Enter the **Router address**. This will be your **Gateway Address** provided by SaskTel
9. Enter the **DNS Servers**. The **Preferred DNS address** is **142.165.21.5** and the **Alternate DNS** is **142.165.200.5**.
10. Enter the **search domain** as **sasktel.net**.
11. Now Press **Apply Now**, and **Close & Save** your changes.

Your next step is to go to Setting up an E-mail Program on page 65.

Setting up a Wireless High Speed Connection

Mac OS 9

1. Click the **Apple** menu in the top-left corner of the screen.
2. Select **Control Panels**, select **TCP/IP** from the sub-menu. If you see a message saying that **TCP/IP** is not active, activate it by clicking **Yes**.
3. Click the menu next to **Connect Via:** and select **Ethernet**.
4. Click the menu next to **Configure** then select **Using DHCP Server**.
5. Click the **File** menu, click **Quit**.
6. Click **Save** to save your settings.

Mac OS X

1. Click the **Apple** menu, click **System Preferences**.
2. In the **System Preferences** window, click **Network**.
3. In the **Show** menu, click **Network Port Configurations**. Uncheck the ports you do not need. Normally you should only have **Built-in Ethernet** checked.
4. Click the **Show** menu again, click **Built-in Ethernet**.
5. Click the **TCP/IP** tab. In the **Configure IPv4** menu, click **DCHP**.
6. Click the **Apply Now** button at the bottom of the **System Preferences** window, click **Quit System Preferences**.

Setting up a Wireless High Speed Connection with the additional Static IP Package

Mac OS 9

1. Click the **Apple** menu in the top-left corner of the screen.
2. Select **Control Panels**, select **TCP/IP** from the sub-menu. If you see a message saying that **TCP/IP** is not active, activate it by clicking **Yes**.
3. Click the menu next to **Connect Via:** and select **Ethernet**.
4. Select configure **Manually**
5. Enter the **Static IP address** that you were given by SaskTel.
6. Enter the **Subnet Mask** as **255.255.255.0**
7. Enter the **Router address**. This will be your **Gateway Address** provided by SaskTel
8. Enter the **Name server addresses** **142.165.21.5** and **142.165.200.5**
9. Enter the **additional search domains** as **sasktel.net**.
10. Now **Close the window** and **Save** your changes when prompted.

Mac OS X

1. Click the **Apple** menu, click **System Preferences**.
2. In the System Preferences window, click on the **Network** icon, located in the **Internet & Networking** section
3. In the **Show** menu, click **Network Port Configurations**. Uncheck the ports you do not need. Normally you should only have **Built-in Ethernet** checked.
4. Click the **Show** menu again, click **Built-in Ethernet**.
5. Click the **TCP/IP** tab. In the **Configure IPv4** menu, click **Manually**.
6. Enter the **Static IP address** that you were given by SaskTel.
7. Enter the **Subnet mask** as **255.255.255.0**
8. Enter the **Router address**. This will be your **Gateway Address** provided by SaskTel
9. Enter the **DNS Servers**. The **Preferred DNS address** is **142.165.21.5** and the **Alternate DNS** is **142.165.200.5**.
10. Enter the **search domain** as **sasktel.net**.
11. Now Press **Apply Now**, and **Close & Save** your changes.

Your next step is to go to Setting up an E-mail Program on page 65.

Setting up a Dial-up connection:

Dial-up users and High Speed or Wireless users connecting to the Internet outside their home or office should use the instructions provided below.

Reminder: High Speed and Wireless Internet customers must always launch their dialer before their browser to make a dial-up connection.

Manually setting up a Dial-up connection MAC OS 9

1. Click the **Apple** (menu) in the top left corner
2. Go to **Control Panels**
3. Click on **Remote Access**
4. If the **Remote Access Control Panel** does not show the name, password and phone number it is hidden
5. Click the **Triangle** in the top left corner to expand the window
6. Select **Registered User**
7. For **Name** put your SaskTel **username (UserID)**
8. Enter your **password** in the **Password** field and check the **save password** if you do not want to have to enter your password every time you connect
9. Enter **13069957000** in the **Number** field
10. To disable **Call Waiting** on the phone line used by the modem enter ***70**, (comma included) before the telephone number.
For Example ***70, 13069957000**
11. Click the **Options** Button
12. Open the **Redialing** tab
13. Set **Redial** to **Redial main number only**
14. Put **1** in **Redial ___ Times**
15. Set the Time **Between Retries** to **5 seconds**
16. Open the **Connection** tab
17. Uncheck **Use verbose logging**
18. You can put a check beside **Flash icon in menu bar while connected** if you wish
19. Uncheck **Prompt every 5 minutes to maintain connection**
20. Put a check beside **Disconnect if Idle** and set the time to 15 minutes
21. Open the **Protocol** tab
22. Set **Use Protocol** to **PPP**
23. Put a check beside **Connect automatically when starting**
24. Put a check beside **Allow error correction and compression in modem**
25. Put a check beside **Use TCP header compression**
26. Uncheck **Connect to a command-line host**
27. Click **OK**
28. Close the **Remote Access** window
29. Click **Save** in the window that pops open
30. You also need to set up your **modem** and then **TCP/IP**

Modem

1. Click the **Apple** (menu) in the top left corner
2. Go to **Control Panels**
3. Click on **Modem**
4. Select **Modem Port** under **Connect via**
5. Select your modem from the drop down list beside **Modem**
6. Put a dot beside **On or OFF** next to **Sound** (your choice)
7. **Select Tone** if you have a touch tone phone line
8. Put a check beside **Ignore Dial Tone** if you have **MessageManager** or **Talkmail**
9. Close the **Modem** window

TCP/IP

1. Set **Connect via** to **PPP** or **FreePPP** in the drop down menu, depending on what you are using
2. Set **Configure** to **Using PPP Server**
3. **IP Address** should say **supplied by server**
4. **Subnet Mask** should say **supplied by server**
5. **Router Address** should say **supplied by server**
6. Under **Name server address** leave blank
7. Under **Search Domains** leave blank
8. Close the window
9. Click the **Save Button** in the window that opens

Manually setting up a Dial-up connection MAC OS X

1. Select the **System Preferences** icon from the task bar
2. Click on the **Network** icon
3. Show should be set to **Internal Modem**
4. Under the **TCP/IP** tab, **Configure IPv4** should be set to **Using PPP**
5. **DNS Servers** leave blank
6. For **Search Domains** leave blank
7. Click on the **PPP** tab
8. Enter **SaskTel** for the **Service Provider**
9. **Telephone Number** should be **13069957000**
10. To disable **Call Waiting** on the phone line used by the modem enter ***70**, (commas included) before the telephone number.
For Example ***70, 13069957000**
11. **Alternate number** leave blank
12. **Account Name** should be your **UserID**
13. Enter your **password** in the **Password** field and check the **save password** button if you do not want to have to enter your password every time you connect
14. Click on the **Proxies** tab
15. There should not be any setting changes in this window
16. Select the **Modem** tab
17. Make sure your modem is selected next to **Modem**
18. Put a check beside **Enable error correction and compression in modem**
19. **Sound** should be **on** and **dialing** should be set to **tone**
20. Put a check beside **wait for dial tone before dialing**
21. Click **Apply Now**
22. You are now ready to connect to the Internet

Your next step is to go to Setting up an E-mail Program on page 65.

Setting up E-mail Programs

Manually setting up E-mail with Outlook Express

Setting up E-mail with Outlook Express for the first time

1. While In **Outlook Express**, click the **Tools** menu and click **Accounts**.
2. In the **Accounts** window, click **New**
3. Type **your name** in the **Display Name** box
4. Click **Next**
5. Select **I already have an e-mail address that I'd like to use** and enter your e-mail address
6. Click **Next**
7. For the **Incoming Server** enter **mail.sasktel.net**
8. For the **Outgoing Server** enter **smtp.sasktel.net**
9. Click **Next**
10. Type your SaskTel Internet User ID in the **Account ID** box.
11. 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.
12. Click **Next**
13. **Account Name** can be your **E-mail Address**
14. Click **Finish**
15. In the Accounts window double-click on the new account you have just made
16. At the bottom of the **Account Settings** window, select **Click here for advanced sending options**
17. Check the box marked **SMTP server requires authentication**, and ensure that Use same settings as incoming mail server is selected.
18. Close this window to save these settings.
19. Click **OK** in the **Edit Account** window.
20. Select the new account and click **Make Default** if you want to use this account to send e-mail.
21. Close the Accounts window.

Setting up additional E-mail identities with Outlook Express

1. With Outlook Express open
 2. Go to **File**,
 3. Select **Switch Identity**.
 4. Click on **Switch**.
 5. You can rename the main account.
 6. To setup additional e-mail accounts click on **New**
 7. Type in the **Identity name**.
- Note:** You may not delete here. Removal of accounts is by finding the **identity** in **Preferences in System** and **Trashing**.
8. Click on **OK**.
 9. Select the second bullet: **I already have an Internet e-mail account**.
 10. Click **Next**
 11. Type in the full name of the sender. Click **Next**.
 12. Type in the **e-mail address**. Click **Next**.
 13. Select **POP server**.
 14. Enter the **Incoming Server: mail.sasktel.net**
 15. Enter the **Outgoing Server: smtp.sasktel.net**
 16. Click on **Next**
 17. Enter **username** and **password**.

18. Check **Save password**
19. Click **Next**
20. Account name can be **SaskTel** or **your e-mail address**
21. Select **Include this account in my "Send & Receive All"**
22. Click on **Finish**
23. With Outlook Express open Click **Tools**
24. Click **Account**
25. Click the **Mail** tab
26. After selecting your SaskTel e-mail profile click **Edit**
27. At the bottom of this screen under **Sending Mail** your outgoing server should say **smtp.sasktel.net**
28. Click the box below that says **Click here for advanced sending options**
29. Check the box marked **SMTP server requires authentication**, and ensure that **Use same settings as incoming mail server** is selected
30. Close this window to save these settings
31. Click **OK** in the **Edit Account** window.

Manually setting up E-mail with Netscape Communicator 4.7x - 4.8x

We recommend that you use a version of Netscape that is at least 4.7 to take full advantage of the added features of your Sasktel.net e-mail.

Setting up E-mail with Netscape Communicator for the first time

1. Close all Netscape windows before beginning
2. Double-click the **User Profile Manager** icon in the **SaskTel Internet** folder. The User Profile Manager will start.
3. Click **New**.
4. On the **Creating a New Profile** screen. Click **Next**.
5. Enter your full name and SaskTel **e-mail address**. Click **Next**.
6. The screen displays your profile name. Check to see that this is correct. Click **Next**.
7. The screen displays the folder where you will store your preferences, bookmarks, and stored e-mail. Check to see that this is correct.
8. Click **Next**.
9. Outgoing mail (SMTP) server should be **smtp.sasktel.net**.
10. Click **Next**.
11. Enter your **SaskTel UserID** in the box provided.
12. **Incoming mail (POP) server** should be **mail.sasktel.net**.
13. Click **Next**.
14. On the **Shortcut Icons** screen, check any items that you want to create desktop shortcuts for, if any.
15. Click **Next**.
16. On the next screen, click **Next** if you want to import information from other mail programs. If you don't want to import anything, uncheck the box and click **Next**.
17. Click **Done** to complete the new profile setup.
18. Netscape Communicator will start. If you chose to import preferences from other programs, you will see the Netscape Import Utility. Select an import format, click **Next**, and follow the instructions on the screen to import your preferences.

If you do not want to enter your SaskTel password each time you check for e-mail, follow these instructions after Netscape Communicator has started:

1. Click the **Edit** menu then click **Preferences**.
2. Click the blue triangle beside **Mail & Newsgroups**.
3. Click **Mail Servers**.
4. Click the **incoming mail server**, click **Edit**, and click to check the box beside **Remember password**. Click **OK**.

If you already have Netscape Communicator installed, you can create a new profile

1. Close all Netscape windows before beginning.
2. Double-click the **User Profile Manager** icon in the **SaskTel Internet** folder. The User Profile Manager will start.
3. Click **New**.
4. On the **Creating a New Profile** screen, click **Next**.
5. Enter your full name and SaskTel **e-mail address**, Click **Next**.
6. The screen displays your profile name. Check to see that this is correct, click **Next**.
7. The screen displays the folder where you will store your preferences, bookmarks, and stored e-mail. Check to see that this is correct
8. Click **Next**.
9. **Outgoing mail (SMTP) server** should be **smtp.sasktel.net**.
10. Click **Next**.
11. Enter your **SaskTel UserID** in the box provided.
12. **Incoming mail (POP) server** should be **mail.sasktel.net**.
13. Click **Next**.
14. On the **Shortcut Icons** screen, check any items that you want to create desktop shortcuts for, if any.
15. Click **Next**.
16. On the next screen, click **Next** if you want to import information from other mail programs. If you don't want to import anything, uncheck the box and click **Next**.
17. Click **Done** to complete the new profile setup.
18. Netscape Communicator will start. If you chose to import preferences from other programs, you will see the Netscape Import Utility. Select an import format, click **Next**, and follow the instructions on the screen to import your preferences.

If you do not want to enter your SaskTel password each time you check for e-mail, follow these instructions after Netscape Communicator has started:

1. Click the **Edit** menu then click **Preferences**.
2. Click the **blue triangle** beside **Mail & Newsgroups**.
3. Click **Mail Servers**.
4. Click the **incoming mail server**, click **Edit**, and click to check the box beside **Remember password**. Click **OK**.
5. Repeat these instructions for each additional e-mail address you want to configure

Manually setting up E-mail with Netscape 7.x (available only on OS X)

Setting up E-mail with Netscape 7.x for the first time.

1. Open the mail Window either by clicking the **Envelope** at the bottom of the screen or click **Window** and then **Mail & NewsGroups**. The **New Account Setup Wizard** should pop up
2. If the wizard does not pop up: Click on **Edit** and go to **Mail and Newsgroups Account Settings**. Click the **Add Account** button
3. Select **E-mail account** and click **Next**

***NOTE:** You will be prompted to fill in the following information which may be asked in a different order due to the version of the software being installed:*

4. **Your Name:** as you wish it to appear in e-mail, (Such as John Smith)
5. **E-mail Address:** as provided by SaskTel, (Such as jsmith@sasktel.net)
6. **Incoming Server Type:** is **POP3**
7. **Incoming Server:** is **mail.sasktel.net**
8. **Outgoing Server:** is **smtp.sasktel.net**
9. **Incoming User Name, Outgoing User Name or User Name:** is the **e-mail UserID** provided by SaskTel
10. **Account Name:** can be your e-mail address or your name. It is used to identify different profiles if you have more than one.
11. Click **Finish** when all information has been filled in to complete the setup

***NOTE:** You will may be prompted for your password as provided by SaskTel*

12. Click on **Edit** and go to **Mail and Newsgroups Account Settings**
13. Click **Outgoing Server (SMTP)** in the left column
14. **Server Name:** Enter **smtp.sasktel.net** if it is not already entered
15. **Port:** Enter **25**
16. Click the check box beside **Use Name and Password**
17. **User Name:** is the **e-mail UserID** provided by SaskTel
18. Click **OK**

If you already have Netscape 7.x installed and you have more than one E-mail address that you would like to view at the same time. You can add an E-mail account.

1. Open the mail Window either by clicking the **Envelope** at the bottom of the screen or click **Window** and then **Mail & NewsGroups**. The **New Account Setup Wizard** should pop up
2. If the wizard does not pop up: Click on **Edit** and go to **Mail and Newsgroups Account Settings**. Click the **Add Account** button
3. Select **E-mail account** and click **Next**

***NOTE:** You will be prompted to fill in the following information which may be asked in a different order due to the version of the software being installed:*

4. **Your Name:** as you wish it to appear in e-mail, (Such as John Smith)
5. **E-mail Address:** as provided by SaskTel, (Such as jsmith@sasktel.net)
6. **Incoming Server Type:** is **POP3**
7. **Incoming Server:** is **mail.sasktel.net**
8. **Outgoing Server:** is **smtp.sasktel.net**

9. **Incoming User Name, Outgoing User Name or User Name:** is the **e-mail UserID** provided by SaskTel
10. **Account Name:** can be your e-mail address or your name. It is used to identify different profiles if you have more than one.
11. Click **Finish** when all information has been filled in to complete the setup

NOTE: You will may be prompted for your password as provided by SaskTel

12. Click the **Set as Default** button if you want to use this account to send e-mail.
13. Click **Outgoing Server (SMTP)** in the left column
14. **Server Name:** Enter **smtp.sasktel.net** if it is not already entered
15. **Port:** Enter **25**
16. Click the check box beside **Use Name and Password**
17. **User Name:** is the **e-mail UserID** provided by SaskTel
18. Click **OK**

If you already have Netscape 7.x installed, you can create a new profile (available only on OS X)

Netscape must be closed before following the following procedure

1. Press and hold the **Option** key and then double click the **Netscape** icon, wait for the **Profile Manager** to open then release the **Option** key.
2. When the **Profile Manager** box appears, click **Manage Profile** then click **Create Profile**.
Note: Some users may see a dialog box asking about which settings to use, select the third option.
3. Click **Next**
4. The '**New Profile Setup**' window appears, click **Next**.
5. Enter **New Profile Name** (This is only used when Netscape starts so you can tell which user profile you are opening)
6. Click **Finish**
7. Select the **New Profile** from the list and click the **Start Netscape** button
8. Open the mail Window either by clicking the **Envelope** at the bottom of the screen or click **Window** and then **Mail & NewsGroups**
9. The **New Account Setup Wizard** should pop up
10. If the wizard does not pop up: Click on **Edit** and go to **Mail and Newsgroups Account Settings**. Click the **Add Account** button
11. Select **E-mail account** and click **Next**
NOTE: You will be prompted to fill in the following information which may be asked in a different order due to the version of the software being installed:
12. **Your Name:** as you wish it to appear in e-mail, (Such as John Smith)
13. **E-mail Address:** as provided by SaskTel, (Such as jsmith@sasktel.net)
14. **Incoming Server Type:** is **POP3**
15. **Incoming Server:** is **mail.sasktel.net**
16. **Outgoing Server:** is **smtp.sasktel.net**
17. **Incoming User Name, Outgoing User Name or User Name:** is the **e-mail UserID** provided by SaskTel
18. **Account Name:** can be your e-mail address or your name. It is used to identify different profiles if you have more than one.
19. Click **Finish** when all information has been filled in to complete the setup
NOTE: You will may be prompted for your password as provided by SaskTel

Manually setting up E-mail with Mozilla 1.x

Setting up E-mail with Mozilla 1.x for the first time.

1. Open the mail Window either by clicking the **Envelope** at the bottom of the screen or click **Window** and then **Mail & NewsGroups**. The **New Account Setup Wizard** should pop up
2. **If the wizard does not pop up:** Click on **Edit** and go to **Mail and Newsgroups Account Settings**. Click the **Add Account** button
3. Select **E-mail account** and click **Next**

***NOTE:** You will be prompted to fill in the following information which may be asked in a different order due to the version of the software being installed:*

4. **Your Name:** as you wish it to appear in e-mail, (Such as John Smith)
5. **E-mail Address:** as provided by SaskTel, (Such as jsmith@sasktel.net)
6. **Incoming Server Type:** is **POP3**
7. **Incoming Server:** is **mail.sasktel.net**
8. **Outgoing Server:** is **smtp.sasktel.net**
9. **Incoming User Name, Outgoing User Name or User Name:** is the **e-mail UserID** provided by SaskTel
10. **Account Name:** can be your e-mail address or your name. It is used to identify different profiles if you have more than one.
11. Click **Finish** when all information has been filled in to complete the setup

***NOTE:** You will may be prompted for your password as provided by SaskTel*

12. Click on **Edit** and go to **Mail and Newsgroups Account Settings**
13. Click **Outgoing Server (SMTP)** in the left column
14. **Server Name:** Enter **smtp.sasktel.net** if it is not already entered
15. **Port:** Enter **25**
16. Click the check box beside **Use Name and Password**
17. **User Name:** is the **e-mail UserID** provided by SaskTel
18. Click **OK**

If you already have Mozilla 1.x installed and you have more than one E-mail address that you would like to view at the same time. You can add an E-mail account.

1. Open the mail Window either by clicking the **Envelope** at the bottom of the screen or click **Window** and then **Mail & NewsGroups**. The **New Account Setup Wizard** should pop up
2. If the wizard does not pop up: Click on **Edit** and go to **Mail and Newsgroups Account Settings**. Click the **Add Account** button
3. Select **E-mail account** and click **Next**

***NOTE:** You will be prompted to fill in the following information which may be asked in a different order due to the version of the software being installed:*

4. **Your Name:** as you wish it to appear in e-mail, (Such as John Smith)
5. **E-mail Address:** as provided by SaskTel, (Such as jsmith@sasktel.net)
6. **Incoming Server Type:** is **POP3**
7. **Incoming Server:** is **mail.sasktel.net**
8. **Outgoing Server:** is **smtp.sasktel.net**

9. **Incoming User Name, Outgoing User Name or User Name:** is the **e-mail UserID** provided by SaskTel
10. **Account Name:** can be your e-mail address or your name. It is used to identify different profiles if you have more than one.
11. Click **Finish** when all information has been filled in to complete the setup
NOTE: You will may be prompted for your password as provided by SaskTel
12. Click the **Set as Default** button if you want to use this account to send e-mail.
13. Click **Outgoing Server (SMTP)** in the left column
14. **Server Name:** Enter **smtp.sasktel.net** if it is not already entered
15. **Port:** Enter **25**
16. Click the check box beside **Use Name and Password**
17. **User Name:** is the **e-mail UserID** provided by SaskTel
18. Click **OK**

If you already have Mozilla 1.x installed and you have more than one person who wants to use separate bookmarks, E-mail addresses, and address books.

1. Press and hold the **Option** key and then double click the **Mozilla** icon, wait for the **Profile Manager** to open then release the **Option** key.
2. When the **Profile Manager** box appears, click **Manage Profile** then click **Create Profile**.

Note: Some users may see a dialog box asking about which settings to use, select the third option.

3. Click **Next**
4. The '**New Profile Setup**' window appears, click **Next**.
5. Enter **New Profile Name** (This is only used when **Mozilla** starts so you can tell which user profile you are opening)
6. Click **Finish**
7. Select the **New Profile** from the list and click the **Start Mozilla** button
8. **Open** the mail Window either by clicking the **Envelope** at the bottom of the screen or click **Window** and then **Mail & NewsGroups**
9. The **New Account Setup** Wizard should pop up
10. **If the wizard does not pop up:** Click on **Edit** and go to **Mail and Newsgroups Account Settings**. Click the **Add Account** button
11. Select **E-mail account** and click **Next**

NOTE: You will be prompted to fill in the following information which may be asked in a different order due to the version of the software being installed:

12. **Your Name:** as you wish it to appear in e-mail, (Such as **John Smith**)
13. **E-mail Address:** as provided by SaskTel, (Such as **jsmith@sasktel.net**)
14. **Incoming Server Type:** is **POP3**
15. **Incoming Server:** is **mail.sasktel.net**
16. **Outgoing Server:** is **smtp.sasktel.net**
17. **Incoming User Name, Outgoing User Name or User Name:** is the **e-mail UserID** provided by SaskTel
18. **Account Name:** can be your e-mail address or your name. It is used to identify different profiles if you have more than one.
19. Click **Finish** when all information has been filled in to complete the setup
NOTE: You will may be prompted for your password as provided by SaskTel

Manually setting up E-mail with Mac OS X Mail

1. Macintosh's OS X provides a mail program. To access it click on the **mail stamp** icon in the either in the **Dock** or the system **Applications** folder
2. Select **Mail** from the menu at the top and go to **preferences**
3. Click on the **Accounts** icon in the **Preferences** window.
4. Click on the **+** sign at the bottom left to begin creating a **new account**
5. Under the **Account Information** tab, set **Account Type** to **POP**
6. **Description** can have anything entered
7. Insert your **e-mail address**, as issued to you (Such as jsmith@sasktel.net)
8. **Full name** is your name or the name you would like to appear when sending e-mail
9. Enter **mail.sasktel.net** for **Incoming Mail Server**
10. Enter your **UserID** in the **User Name** field and your **password** in the **Password** field
11. In the **Outgoing Mail Server (SMTP)** menu, select "**Add Server...**"
12. In the **SMTP Server Options** window, enter **smtp.sasktel.net** for **Outgoing Mail Server**.
13. Set **Authentication** to **Password**.
14. Enter your **UserID** for the **User Name** and your **password** for **Password**
37. Click **OK** to return to the Preferences window

Optional - if you want to add accounts to OS X Mail

Setting up E-mail with Mac Os X Mail using the SaskTel Internet Software CD

Do not complete these steps until you have successfully completed the manual instructions to setup the network connection outlined in Chapter 3 of the SaskTel Internet Software User Guide.

- Insert the **SaskTel Internet Software Setup and User Guide CD** into your CD drive. Wait a few seconds. The SaskTel Internet Software icon will appear on your desktop.
- Double-click the **SaskTel Internet Software** icon then open the correct folder for your Macintosh operating system.
- Double-click the **SaskTel Mail Configuration** icon to start the setup program.

Note: The SaskTel mail configuration program requires a minimum of OS X 10.1.2.

SaskTel E-mail Configuration for OS X Mail

To add a new account to OS X Mail, please fill in the fields below.

Account Name:

SaskTel account

Account Id:

Account Password:

Verify Password:

E-mail Address: @sasktel.net

Full Name:

Message deletion policy:

You must populate the fields as indicated:

Account name: sasktel.net (this is the default value)

SaskTel Account Account ID: Enter your SaskTel Internet Account ID that was given to you when you applied for the internet service

Password: Enter the password that was established when you applied for the internet service

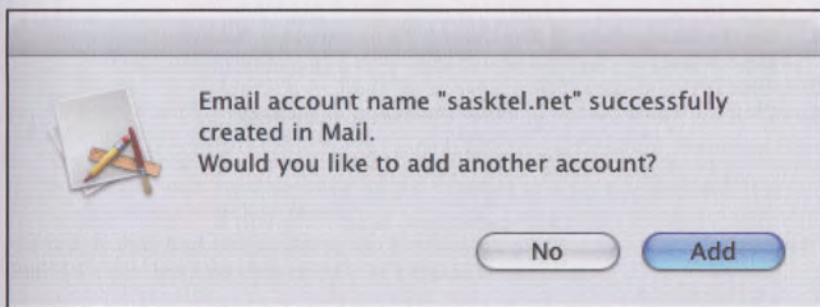
Verify Password: Re-enter the same password to confirm

E-mail Address: Enter the first portion of your e-mail address

Full Name: Enter your first and last name

Message deletion policy: Select from one of these options:

- **Immediately after being downloaded** (default and recommended)
Message(s) will be deleted from the SaskTel mail server immediately after being downloaded to your system.
- **When I remove them from the inbox**
Message(s) will be deleted from the SaskTel mail server after they are removed from the Inbox in OS X Mail.
- **Always leave them on the server**
Message(s) will always remain on the SaskTel mail server after being downloaded to your system.
- You will be prompted when your e-mail account has been successfully created. If you do not want to add another account, click **No**. If you want to set up an additional e-mail account, click **Add**.
- If you select **No**, the basic mail setup is complete.



Your next step is to go to Setting up the Homepage on your Internet browser on page 74.

Setting up the Homepage on your Internet Browser

Safari

1. Start **Safari**
2. Click the **Safari** button in the toolbar at the top left
3. Click **Preferences**
4. On the **General** tab you will see the **Homepage Address** field, erase the contents of this field and change it to <http://www.mysask.com>
5. Close this window to save the settings
6. Click the home button in **Safari**.

Internet Explorer

1. Start **Internet Explorer**
2. Click **Edit**
3. Click **Preferences**
4. Click on the **Browser Display** tab. You will see the **Homepage Address** field, erase the contents of this field and change it to <http://www.mysask.com>
5. Click **OK**
6. Click the home button in **Internet Explorer**

Netscape and Mozilla

1. Start **Netscape** or **Mozilla**
2. Click the **Netscape** or **Mozilla** button in the toolbar at the top left
3. Click **Preferences**
4. On the **Navigator** tab you will see the **Homepage Address** field, erase the contents of this field and change it to <http://www.mysask.com>
5. Click **OK**
6. Click the home button in either **Netscape** or **Mozilla**

Chapter 4: Using the SaskTel Internet Service and E-mail

At this point you should have successfully setup the SaskTel Internet software and setup your e-mail account (Chapter 3: Internet Software Setup - for Macintosh).

Maintaining a healthy computer and e-mail protection

Protecting your computer from Internet threats is essential in maintaining a healthy computer. Here are some easy steps to assist you with protecting your computer from these threats:

- A. Install Anti-virus software
 - Although SaskTel does provide anti-virus protection for your sasktel.net e-mail, this form of protection only guards your computer from e-mail borne viruses. We recommend you also install anti-virus software to protect your computer from viruses obtained by other means through the Internet.
- B. Install an Internet Firewall
 - A firewall helps to reduce the risk of hackers attacking your computer allowing viruses into your system.
- C. Update your anti-virus, firewall and operating system software on a regular basis.
- D. Be cautious when receiving e-mail from an unknown source or when considering downloading and installing software from the Internet.
 - SaskTel recommends you do not open any suspicious e-mail, and consider the source and potential risk before downloading and installing software from the Internet.
- E. Dial-up users should reduce the risk of potential dialer scams by disconnecting your modem if you detect unauthorized activity.
 - Monitor your modem while on the Internet to ensure it does not disconnect and then redial.

For more detailed information on protecting your computer, please visit SaskTel's on-line support centre at help.sasknet.com.

SaskTel has taken additional steps to assist you in protecting your computer with Spam and e-mail virus filtering. SaskTel has an agreement with Postini, a leading e-mail protection supplier, to provide you with customizable spam filtering for your sasktel.net e-mail.

What is Spam e-mail? Spam is considered unsolicited e-mail and viewed as junk e-mail from a receiver. Often it is advertising products, services, websites and it may be used as a means of defrauding people by soliciting personal information. Spam has been recognized as one of the leading problems with the internet as it is also used as a delivery method for viruses. It is recommend users do not open or reply to spam e-mail.

Each sasktel.net e-mail address will be provided with a Message Center where your spam and viruses are filtered and quarantined. Your legitimate e-mail messages are delivered to your e-mail inbox, just as they always have, but junk and virus-infected e-mail is routed to your Message Center. You can also customize the level of filtering you receive and can designate individuals to an Approved Sender List or Blocked Senders List.

Once your account has been activated you will receive a "Welcome" letter with login information for your Message Center.

For instructions on how to use your Postini E-mail Message Centre please go to www.sasktel.net

Accessing the Internet

Dial-up Internet users

Dial-up Internet users access the Internet by first using a Dialer, allowing you to dial and connect to the SaskTel Dial-up Internet service, and then using an internet browser to reach the internet.

Accessing the Internet

- a. Double-click your Internet browser (for example Safari or Mozilla) icon on your desktop.
- b. Your dial-up connection should pop up, then click **Connect**. Your modem will dial and connect to the SaskTel Internet Service.

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:

- a. Click the **File** menu, then click **Close**.
- b. You should be prompted to disconnect your dial-up connection, click **Disconnect**.

High Speed or Wireless Internet users

High Speed or Wireless Internet users are always connected to the internet so the use of a Dialer is not required to access your High Speed Internet service.

Accessing the Internet

- Double-click your internet browser (for example Safari or Mozilla) icon on your desktop.

Disconnecting from the Internet

- Click the **File** menu, then click **Close**.

E-mail basics

With sasktel.net e-mail you may select between SaskTel's web based e-mail (webmail) and/or browser based e-mail (e-mail programs such as Outlook Express). Each e-mail option has its own unique characteristics to meet the needs of different users.

SaskTel recommends you setup an e-mail program on your primary computer to download your e-mail, to help manage your e-mail storage capacity, and use webmail when you need to access e-mail away from your primary computer. The following material outlines the unique differences between the two e-mail options available with your sasktel.net service:

Browser based e-mail (e-mail programs)

You can access your e-mail using a software program, which is included with some browsers (ex: Outlook Express). These e-mail software packages are configured specifically for your computer (settings for specific programs are available at help.sasknet.com).

Benefits of using an e-mail program

- e-mail programs, such as Outlook Express, download the e-mail message from SaskTel's e-mail server to the local hard drive on your computer. Downloading the message(s) to your computer will help you manage your e-mail storage capacity on the SaskTel server by removing e-mail from the server to your computer. This will free up your allowable capacity on the server.
- in addition, by downloading e-mail to your computer you can then disconnect from the Internet and review your e-mails off-line. This is especially useful for Dial-up customers concerned with the time spent on-line.

Web based e-mail (webmail)

Unlike conventional browser based e-mail, which are e-mail programs (example: Outlook Express) configured for use on a specific computer, webmail allows you to access your e-mail account on a Web page, using your Internet browser. This means you can read, send, and organize your e-mail on any electronic device with the capability of connecting to the Internet, anywhere in the world. Webmail is particular useful for those individuals who travel, use a laptop, etc. who may need to access the Internet in places other than a permanent location.

E-mail is stored on an e-mail server waiting for you to open it, and, unlike browser based e-mail, will remain on the e-mail server even after you view it (unless you delete the e-mail).

Benefits of using webmail

- because your e-mail remains on SaskTel's e-mail server when accessing it via webmail, even after opening a message, you may review the same e-mail from various Internet accessible devices without losing the message. Consequently, there is no requirement to download e-mail to one system.
- your e-mail is accessible from any Internet device with an Internet browser. This is especially beneficial for people on the move and needing to reach their e-mail from various computers, laptops or Internet cafés.

Tips on managing your e-mail storage capacity using webmail

Your e-mail storage capacity includes all of the messages in your Inbox, Draft, Sent, and Trash folders. 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.

If you do not wish to delete e-mail, you can also access your browser based e-mail which will download your mail to your computer.

Using Browser based e-mail

- **Mozilla** is a **web browser** and has a built in **e-mail browser**.
- **Safari** is a **web browser** and is normally used with an **e-mail browser** known as **Mail**.
- **Internet Explorer** is a **web browser** and is normally used with an **e-mail browser** known as **Outlook Express**

To start your E-mail browser

You can start an **e-mail browser** in several ways:

Double click the **e-mail browser** icon on you desktop

Or

Double Click the **hard disk, Internet** folder, **Internet Applications** folder, double click for example **Outlook Express** (or other e-mail browser).

Or

While in your **web browser**, click the **mail envelope** icon.

To retrieve and read E-mail using a browser such as Outlook Express

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 a browser such as Outlook Express

1. Click the **New Mail** button 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, press **Enter** on your keyboard. If you want to send your message to more than one person, Click on the **To** field and type in the second e-mail address, press **Enter** on your keyboard
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 your E-mail browser

When you are finished using your **e-mail browser**, click the browser name menu beside the Apple menu, then click **Quit**.

To close your web browser

When you are finished using your **web browser**, click the **browser name** menu beside the apple menu, then click **Quit**.

Using Web based e-mail (webmail): www.sasktel.net

To login to your sasktel.net webmail account

1. Open your Internet browser (ex: Internet Explorer, Mozilla, etc.).
2. In the **Location** or **Address** box, type **www.sasktel.net** and press the **Enter** key on your keyboard
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 the following - **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**

Chapter 5: Roaming

Roaming is a feature provided to all SaskTel Dial-up Internet customers and SaskTel High Speed Internet customers using the 5-hour dial-up portion of their package. Roaming allows customers that are away from home or work to connect to the SaskTel network within Canada at no additional charge for long distance. However, overtime usage charges still apply if package limits are exceeded. International roaming is available through iPass.

- When working or traveling within the province of Saskatchewan, SaskTel Internet customers should dial into 1-306-995-7000. SaskTel Internet customers will not be charged long distance charges, as per their monthly access package terms.
- When working or traveling outside Saskatchewan but within Canada, SaskTel Internet customers should dial into 1-866-276-3252. This is a specific roaming number for Canada only and your computer needs to be configured to ensure this toll-free number is accessing the network.
- When working or traveling outside Canada, SaskTel offers an international roaming option called iPass.

The instructions below tell you how to create a dialer for use with SaskTel's dial-up internet service while roaming outside of Saskatchewan but still within Canada.

Roaming anywhere outside of Saskatchewan but within Canada

Dialer Setup for MAC OS 9

1. Click the **Apple (menu)** in the top left corner
2. Go to **Control Panels**
3. Click on **Remote Access**
4. If the **Remote Access Control Panel** does not show the name, password and phone number it is hidden
5. Click the **Triangle** in the top left corner to expand the window
6. Select **Registered User**
7. For **Name** put your SaskTel **username (UserID)**
8. Enter your **password** in the **Password** field and check **save password** if you do not want to have to enter your password every time you connect
9. Enter **18662763252** in the **Number** field
10. If you have to use a number such as 8 or 9 for an outside line simply put it in front of the phone number followed by a comma.
For example **8, 18662763252**
11. Click the Options Button
12. Open the **Redialing** tab
13. Set **Redial** to **Redial main number only**
14. Put **1** in **Redial ___ Times**
15. Set the Time **Between Retries** to **5 seconds**
16. Open the **Connection** tab
17. Uncheck **Use verbose logging** if it is checked
18. You can put a check beside **Flash icon in menu bar while connected** if you wish
19. Uncheck **Prompt every 5 minutes to maintain connection**
20. Put a check beside **Disconnect if Idle** and set the time to **15 minutes**
21. Open the **Protocol** tab
22. Set **Use Protocol** to **PPP**
23. Put a check beside **Connect automatically when starting**
24. Put a check beside **Allow error correction and compression in modem**

25. Put a check beside **Use TCP header compression**
26. Uncheck **Connect to a command-line host**
27. Click **OK**
28. Close the **Remote Access** window
29. Click **Save** in the window that pops open
30. You also need to set up your **modem** and then **TCP/IP**

Modem

1. Click the **Apple** (menu) in the top left corner
2. Go to **Control Panels**
3. Click on **Modem**
4. Select **Modem Port** under **Connect via**
5. Select **your modem** from the drop down list beside **Modem**
6. Put a dot beside **On** or **OFF** next to **Sound** (your choice)
7. Select **Tone** if you have a touch tone phone line
8. Put a check beside **Ignore Dial Tone** if you have **Message Manager** or **Talkmail**
9. Close the **Modem** window

TCP/IP

1. Set **Connect via** to **PPP** or **FreePPP** in the drop down menu, depending on what you are using
2. Set **Configure** to **Using PPP Server**
3. **IP Address** should say **supplied by server**
4. **Subnet Mask** should say **supplied by server**
5. **Router Address** should say **supplied by server**
6. Under **Name server address** leave blank
7. Under **Search Domains** leave blank
8. Close the window
9. Click the **Save Button** in the window that opens

Dialer Setup for MAC OSX

1. Select the **System Preferences** icon from the task bar
2. Click on the **Network** icon
3. **Show** should be set to **Internal Modem**
4. Under the **TCP/IP** tab, **Configure IPv4** should be set to **Using PPP**
5. **DNS Servers** leave blank
6. For **Search Domains** leave blank
7. Click on the **PPP** tab
8. Enter Sasktel.net for the **Service Provider**
9. **Telephone Number** should be **18662763252**
10. If you have to use a number such as 8 or 9 for an outside line simply put it in front of the phone number followed by a comma.
For example **8, 18662763252**
11. **Alternate number** leave blank
12. **Account Name** should be your UserID
13. Enter your **password** in the **Password** field and check **save password** if you do not want to have to enter your password every time you connect
14. Click on the **Proxies** tab
15. There should not be any setting changes in this window
16. Select the **Modem** tab
17. Make sure your modem is selected next to **Modem**
18. Put a check beside the **Enable error correction and compression in modem**
19. **Sound** should be **on** and **dialing** should be set to **tone**
20. Put a check beside **wait for dial tone before dialing**
21. Click **Apply Now**
22. You are now ready to connect to the Internet.

Roaming anywhere outside of Canada - Connecting with iPass

To roam outside of Canada, SaskTel Internet customers can use the iPass dialer. When travelling internationally, the iPass dialer will allow you to access your Internet account for much less than long distance charges. You dial a local number in the city you are visiting, which connects you to the iPass service. There are local dial-up numbers in most countries. You should download the dialer before you travel to ensure that there is a local dial-up number for the location you will be visiting.

When you connect to the Internet using the iPass dialer, you log in with your SaskTel userid and password. When you enter your login information, it will say "@qlo.com". Do not worry about this, as this is the SaskTel domain that iPass is associated with. There is a monthly fee of \$4.95/month (only for the months that you use it) and an hourly fee while accessing the Internet.

Tip: Make sure you compare the hourly rates of the different dial-up numbers at your location. They can vary greatly.

The **iPass dialer** can be downloaded from the following location:

<http://help.sasknet.com/roaming/ipass.html>

Directions for setting up an iPass connection

1. Double click on the setup file.
2. Scroll and select the country you wish to dial from.
3. Next, select the region/province you will be dialing from.
4. You then need to select what city you are in.
5. Once you have selected a city, you must choose which connection you want to use. **The speeds and prices of connections vary, so you should choose one that is affordable and takes full advantage of your modem's maximum speed.**
6. The connect button is not available until a City is Selected, this can be found by clicking on the red arrows besides Phonebook entries such as Modem and ISDN.
7. When the connect button is hit, a window will open to prompt for username, domain, and password. You can also save password in here. (Note: the only domain that will work in here is qlo.com. It is possible for SaskTel users to use iPass, but they must use qlo.com as the billing is linked to that domain.) The dialer should then dial and connect.
8. If you are out of the local dialing area, you can set the iPass dialer to dial a point of presence that is close. To do so, you will have to go to dialing properties and tell it to dial 1 and the area code first. Long distance charges will apply.
9. Once the user information is entered, the connect window will open and the modem will dial. Hitting the Info button will show the status of the connection attempt. When connected, the normal connect icon will appear in the system tray.
10. If you need to change the user info (i.e. you have misspelled the username or password), then you can access the user info window from the Options menu.
11. Because there is no connectoid created, if you plan to dial from the same location many times, it is a good idea to bookmark the location. This will save the connection information for that point of presence.

12. The settings window (from the Options menu) has a few general connection settings and can also be set to launch a program (i.e. a browser) after the connection is established.
13. Finally, the Options menu also has a selection called Update Phonebook. This will cause iPass to dial into the main iPass servers and download the latest phone book with any changes to local numbers and rates. If you haven't accessed the iPass service for a few months, you may want to download the phonebook before you travel internationally.

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

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

During the installation process, you may be told that you do not have enough free hard drive space to install the SaskTel Internet software. Delete any applications you don't need. Empty the Recycle Bin or Trash. Try to install the SaskTel Internet software again.

My computer doesn't have enough memory

Your computer contains **RAM** or **R**andom **A**ccess **M**emory. If your computer does not have enough memory you will need to contact your computer vendor to upgrade your **RAM** to meet minimum requirements.

If you encounter "not enough memory" problems, you can make more memory available for the browser by doing the following:

Click the **Apple** menu, select **Control Panels**, then select **Memory**. Switch Virtual Memory on, close the **Memory** window, and then restart your Macintosh. You can also disable unnecessary extensions and delete unneeded fonts.

TCP/IP control panel isn't installed or doesn't appear in the Control Panels menu or folder

Reinstall Open Transport from the Mac OS CD that came with your computer. Consult the instructions that came with your Mac OS CD for more information.

Why do I have a UserID and Password

SaskTel provides its customer with UserIDs and Passwords in order to allow connection to Dial-up internet accounts and e-mail accounts. Keep your UserID and password in a safe place, you may be required to enter this information from time to time.

Other troubleshooting resources

As part of being a SaskTel Internet subscriber, you have access to our on-line Help section on 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/internetservices/**. 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 can connect to the SaskTel Internet Help Desk service, you should send an e-mail message to SaskTel Internet with your questions or comments. You can send the e-mail by selecting the **Contact Us** button from the SaskTel Internet help site found at **help.sasktel.com**. 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 call **1-800-773-2121**.

Can't find what you are looking for? Try the following websites for additional support information

<http://help.sasknet.com>

We encourage you to try these self help pages first when you have a problem.

<http://www.apple.com/support/>

www.microsoft.com

www.netscape.com

www.mozilla.com

www.google.ca

Google is a search engine and a great resource for finding many solutions to many different internet related problems. If you are getting a specific error message when having a problem just type in all or part of the error and click the Search button. Believe it or not most internet related problems have solutions documented on the internet. All you have to do is a little research and follow the steps that others have used to solve their related problems.

If you still have questions or need more help. Please contact our friendly and knowledgeable 7/24 technical support at the **SaskTel Internet Help Desk at 1-800-773-2121**.

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

Dial-up Connection Problems

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.

OS 9

1. Click the **Apple** (menu) in the top left corner
2. Go to **Control Panels**
3. Click on **Remote Access**
4. If the **Remote Access Control Panel** does not show the name, password and phone number it is hidden
5. Click the **Triangle** in the top left corner to expand the window
6. If you do not have Call Waiting on your phone line the number should be **13069957000** in the **Number** field
7. If it says ***70, 13069957000** remove the ***70**, and save the settings

OS X

1. Select the **System Preferences** icon from the task bar
2. Click on the **Network** icon
3. **Show** should be set to **Modem Port**
4. Click on the **PPP** tab
5. If you do not have Call Waiting on your phone line the **Telephone Number** should be **13069957000**
6. If it says ***70, 13069957000** remove the ***70**, and save the settings

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 must completely 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**. 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.

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

1. Click the **Apple** menu.
2. Click **Control Panels**.
3. Double-click **Modem**.
4. When you see a message that the previous selection for the port could not be found, click **OK**.
5. Close the Modem control panel and click **Save** to save the changes.
6. Try to dial again

Dial-up modems

Before purchasing a dial-up modem it is recommended to consider a number of factors. You should consider the location that you will be connecting from, urban use vs. rural use. You should also consider the type and number of pieces of telephone equipment on the line now and possibly in the future. For example the combined number of standard telephones, cordless phones, call display phones, satellite dishes, alarm systems, fax machines, other computers, phone line splitters, phone cords longer than 10 feet, and surge protectors all have an effect on the voltage of the phone line. Low voltage can cause the signal strength to be reduced causing connection problems. It is not recommended to have any more than 5 pieces of equipment on any one phone line coming into a home.

There are basically two different types of dial-up modems that are on the market today. A low cost software or winmodem is the most common these days, they are okay for a customer who has ideal conditions on their phone line. For example, a winmodem should be fine for a user who lives in a urban location with one standard phone and a computer in good working condition. A hardware modem is typically more expensive but works better for a customer who lives in a rural location with up to the maximum recommended pieces of equipment on the line. A hardware modem would be recommended for any customer in any situation as they are more reliable and normally of better quality.

High Speed Connection Problems

The Connect via: Ethernet option does not appear in the TCP/IP control panel.

1. Click the **Apple** menu
2. Click **Control Panels**
3. Click **Extensions Manager**.
4. In the Extensions Manager list, make sure the **Ethernet (built-in)** extension is selected or checked. If your Ethernet card is not an Apple Ethernet card, select the proper extensions for your card. If the extensions are not present in the Extensions Manager window, reinstall the driver for your Ethernet card from the original disks or from the Mac OS CD-ROM that came with your computer.

Troubleshooting Checklist

The more things that can be ruled out as the cause the quicker the connection can be restored. Keep notes of tests you have tried and any abnormalities. The follow list provides just some of the things that you can check if you are having problems with your High Speed connection. It is not possible to fully explain or cover all conditions or resolutions here. Detailed explanations of the terminology can be found in any computer dictionary or online. More common, simple solutions are listed first and more advanced technical solutions are lower in the list. More than one of these issues may also exist at the same time. Refer to the Hardware Setup Guide included with your High Speed self install kit for proper connection instructions.

Was the connection working previously?

Has anything changed that would explain the problem?

Has anything been turned off, moved or unplugged?

Can you reproduce the problem?

Can you determine if the problem is related to the computer hardware, software, wiring or modem?

Have you run a Disk First Aid, updated the OS, virus scan, spyware scan recently?

Is this a self install? Were all the steps followed? Refer to the Hardware setup guide for these steps

During troubleshooting ensure that the computer experiencing difficulty is a stand-alone machine connected only to the high-speed modem. (You may be required to setup a stand-alone connection to receive support from the internet help desk if you cannot solve your connection problems yourself.)

Cold-boot or power off the computer. Watch for error messages as the computer starts.

Disable any and all firewall applications. These applications may need to be uninstalled to resolve some of the issues they cause.

Is the problem related to the browser you are using? Do you have more than one browser that you can test with? What does the browser say if it cannot resolve a webpage?

Do you have more than one computer that you can test with?
Check the lights on the modem and confirm that they indicate normal operational mode.

Recycle the modem by powering it down for 3 minutes. Turn it back on and wait 2 minutes for synchronization to occur.

Verify that the modem and cables have not been unplugged or damaged
Check all cable connections.

Your network card may have a light that is lit when it detects a signal from your modem. The computer and modem must both be powered up for this light to come on.

Your Operating System may tell you if a network cable is unplugged. If you see this it may indicate that the cable is unplugged, damaged or the ports that the cable is plugged into on either end is damaged.

Is the Operating System experiencing error messages, system lockups, or application failures? Record any specific error messages in full as they may help solve the problem.

Check for trouble with the phone such as static, humming or cross talk

Ensure that the Network card has a driver properly installed

Ensure that only one adapter exists per network card.

Ensure the network adapter type is the same in both Network Properties and WINIPCFG

Release/renew the connection. Simply restarting the computer will do this.
Check proxy settings if it is a software-specific problem.

Uninstall / reinstall affected client software to address software or software-specific registry corruption.

Rule out incomplete software configuration, either in the Network control panel or in the Internet client applications.

Verify that you are running a current version of browser with java enabled

Ensure that the Adapter's MAC Address is not completely filled with zeros indicating a failed network card.

Note: If you are using a version previous to OS X you may want to download an application like MacTCP Watcher to run the following tests before running into problems.

Ping 127.0.0.1 to do a loopback test of the TCP/IP stack.

Ping the assigned IP address to ensure that the TCP/IP stack can talk to the Network Card.

Ping the default gateway and DNS server (142.165.21.5) to ensure connectivity through the high speed network segment.

Ping the SaskTel homepage by IP (142.165.150.211) and monitor the lights on the modem to verify that traffic is getting to the modem from your computer.

Ping the SaskTel homepage by name (www.sasktel.com) and monitor the lights on the modem to verify that traffic is getting to the modem from your computer.

Browser Problems

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:**
 1. With Internet Explorer open click either **Explorer** beside the apple icon or **Edit**.
 2. Click **Preferences**.
 3. Under the **Web Browser** heading select **Advanced** if it is not already selected.
 4. Click **Clear History**
 5. You will be asked if you are sure you would like to clear the history. Click **Yes**.
 6. In the section for Cache, click **Empty Now**
 7. Click **OK**.

My browser does not start when double-clicked

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

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 (Reason: Network is down),"

"The disk cannot be found,"

"A network error has occurred,"

"The server does not have a DNS entry,"

"The specified server could not be found"

Note: These are generic errors. Do not assume the SaskTel Internet service is unavailable.

First, clear the browser's cache:

- With Netscape Communicator, click the **Edit** menu, click **Preferences**. Click the blue triangle beside **Advanced**, and then click **Cache**. Click the **Clear Cache Now** button, and then click **OK**.
- With Internet Explorer, click the **Edit** menu, click **Preferences**. Click **Advanced**, click the **Empty Now** button. Click **OK**.

Try reloading the page using the **Reload** or **Refresh** button on the browser toolbar. If this does not work after a couple of tries, quit the browser, disconnect from the **SaskTel High Speed Internet** service or the **SaskTel dial-up** service (whichever one you are using), and check that your TCP/IP settings are correct. Restart your computer and try connecting again by starting your browser. If this does not work, turn Virtual Memory off (if it was on). To do this, click the **Apple** menu, click **Control Panels**, click **Memory**. Switch **Virtual Memory** off, close the **Memory** window, restart your Macintosh, and then connect and start your browser.

How do I upgrade my Browser?

Browser upgrades are available at the browser developer website. The software may be downloaded to your computer and then an installation program will need to be run by the user. On screen instructions will direct the user through customizable setup procedures

"Unable to create a network socket connection."

"There may be insufficient system resources or the network may be down (Reason: Network is down),"

"Page cannot be displayed"

"A network error has occurred"

If you receive any of the above error messages you should not assume that the SaskTel High Speed Internet service is unavailable. Exit the browser software, then restart your computer and try connecting again. If problems continue try clearing the **History** and **Cache**.

If you are using Internet Explorer:

1. With Internet Explorer open click either **Explorer** beside the Apple icon or **Edit**.
2. Click **preferences**.
3. Under the **Web Browser** heading select **Advanced** if it is not already selected.
4. Click **Clear History**.
5. You will be asked if you are sure you would like to clear the history. Click **Yes**.
6. In the section for Cache, click **Empty Now**
7. Click **OK**.

"The server does not have a DNS entry,"

Try reloading the page using the **Reload** button on the browser toolbar. If this does not work after a couple of tries, exit the browser, disconnect if using dial-up, and follow the directions above for the error: **"unable to create a network socket connection"**.

E-mail Problems

Can't send or receive E-mail or password problems

UserID / Password related

TIP: Test the UserID/password in notepad, to ensure you aren't using capital letters, misspelling the password or having problems with the keyboard.

Verify Mail settings

See **Setting up E-mail Programs in Chapter 3** to verify your e-mail browser settings.

In this chapter you can manually setup different versions of Outlook Express, OS X Mail, Netscape and Mozilla.

Connection problems

If you are unable to send or receive mail the problem may be that you have no connection to the internet. The fastest way to test if you are connected with a High Speed or Dial-up is to open your web browser and make sure you can surf to a few webpages. If you are unable to surf, reconnect and try again. If you can surf go through the step below for Third Party Software and make sure another application is not causing the problem.

Third Party Software

Check for 3rd party software that could be interfering with the mail sending/receiving process. Your worst offenders are programs such as:

1. Antivirus software (Norton, McAfee)
2. Hardware / software based firewalls
3. Proxy server

You can sometime resolves these problems by disabling these products, however frequently the product needs to be completely uninstalled before the problem will be fixed.

Outlook Express - Removed access to the following unsafe attachments

1. With Outlook Express open, click on **Tools, Options** and then the **Security Tab**.
2. Remove the check mark in front of the option "**Do not allow attachments to be saved or opened that could potentially be a virus.**"
3. Click on **OK**.

Outlook Express - Mail could not be sent, SMTP authentication failed.

1. The settings for Outlook Express need to be changed. Outlook Express needs to be told to authenticate with the outgoing e-mail server before sending e-mail.
2. With Outlook Express open Click **Tools**
3. Click **Account**
4. Click the **Mail** tab
5. After selecting your SaskTel e-mail profile click **Edit**
6. At the bottom of this screen under Sending Mail your outgoing server should say smtp.sasktel.net
7. Click the box below that says **Click here for advanced sending options**
8. Check the box marked **SMTP server requires authentication**, and ensure that **Use same settings as incoming mail server** is selected.
9. Close this window to save these settings.
10. Click **OK** in the Edit Account window.

Personal Reference Page

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.

Date Service Activated: _____

Your local dial-up access number: _____ **13069957000**

Dial-Up User ID: _____

Dial-Up Password: _____

E-mail User ID: _____

E-mail Password: _____

E-mail Address (@sasktel.net): _____

E-mail User ID: _____

E-mail Password: _____

E-mail Address (@sasktel.net): _____

E-mail User ID: _____

E-mail Password: _____

E-mail Address (@sasktel.net): _____

E-mail User ID: _____

E-mail Password: _____

E-mail Address (@sasktel.net): _____

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

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

News (NNTP) server: _____ **news.sasktel.net**

IP Address: _____

Gateway: _____

Subnet Mask: _____

Domain Name: _____ **sasktel.net**

Primary DNS - only with the additional Static IP package: _____ **142.165.21.5**

Primary DNS - only with the additional Static IP package: _____ **142.165.200.5**

Manage your SaskTel Internet Service

Go to www.sasktel.com/internetservices/ to:

- Change your passwords
- Check your Dial-up 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 www.sasktel.net e-mail account

System Requirements

| | If you are using Windows 98SE/ME/2000/XP/2003 | If you are using a Power Macintosh |
|---|---|---|
| Processor | Pentium-class (233 or compatible) XP/2003 300 MHz single CPU for Home edition, or single or dual for Professional edition | Power PC System 9 or OSX |
| Memory | 64 MB RAM XP/2003 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 (Dial-up Internet only) | 33.6 Kbps or higher | 33.6 Kbps or higher |
| Network card & cable (High Speed Internet only) | 10baseT Ethernet networking card. RJ-45 Ethernet cable. | 10baseT Ethernet networking cable. RJ-45 Ethernet card. |

Microsoft or Macintosh may discontinue support for an operating system at anytime. If this occurs, SaskTel may be unable to provide Help Desk support for customers using those operating systems.

If you are using **Windows 98SE**, you may need your Windows 98SE CD to perform some of the software configurations in this guide.

You must have administrator privileges in order to configure your system for Dial-up and to install the Dial-up software on **Windows 2000/XP/2003**.

If you are using High Speed and you have a **Dial-up modem** not in use, we suggest unplugging it from the phone jack.

SaskTel Internet

The short cut to where you want to be.

SaskTel Internet gives you:

- Web based e-mail
- Free virus scanning and spam filtering on all sasktel.net e-mail
- ***Dial-up Internet*** customers receive 100 hours free their first month
- ***High Speed Internet*** is always on, always fast and never ties up your phone line plus you get 5 hours free dial-up service within Canada every month

This software is intended for use by Saskatchewan residents only.
Use in other locations will require manual configurations.
No e-mail virus scanning service can provide absolute protection.
Service is available where technology exists.

ISG June 06
Made in Canada

You can stay connected

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