

SaskTel Voice Mail Online User Guide

Voice Mail Online User Guide

Overview

Welcome to the online version of SaskTel Voice Mail that is now accessible from any computer with Internet access. You can listen to, sort, forward and/or delete your messages, change your settings and find support information. Basically, you can do everything online that you normally do over your phone. This user guide is intended as an introduction to the easy to use online version of **SaskTel Voice Mail**.

You may find that your **voice mail** account doesn't have all the features described in this guide – this is because some **mailbox** options have slightly more functionality and the guide is designed to be used by all **voice mail** customers.

How to Log On from your computer

1. Launch your browser and log on to www.sasktel.com.
2. From the **sasktel.com** homepage you can go to the Voice Mail Services login from two places. Either click **Business services** in the Login box or click on **Manage my services** under the **Business** column.

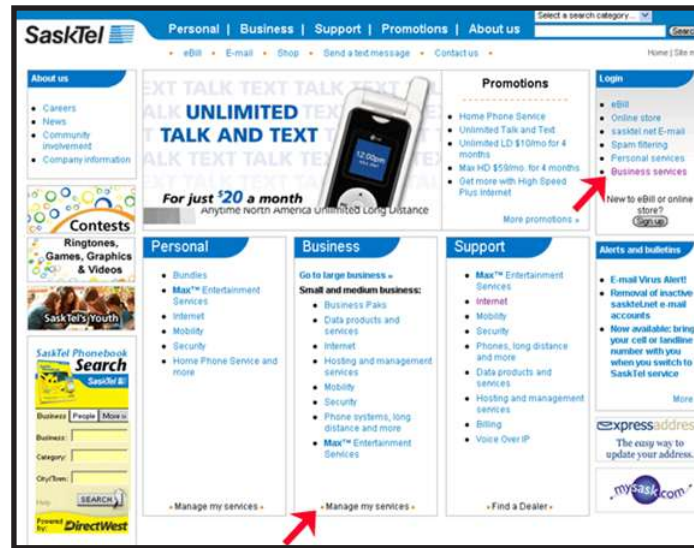


Figure 1

3. Under the heading, **Voice Mail Services**, click on **Manage my voice mail account**.

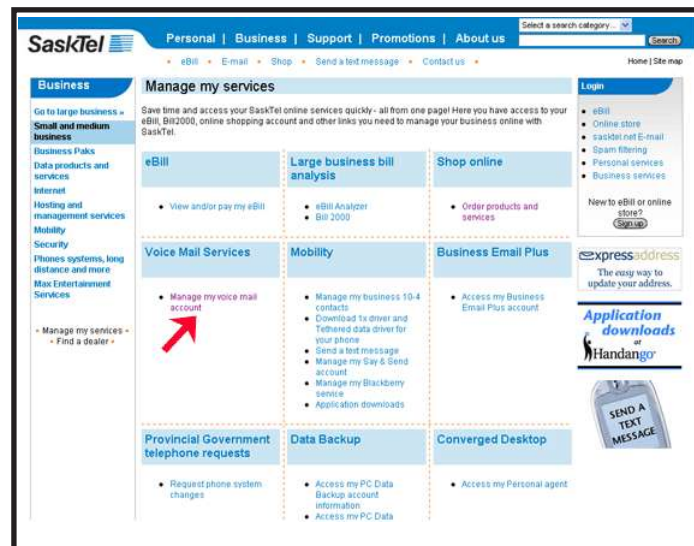


Figure 2

4. On the Login page enter your 10-digit telephone number* in the **Phone number field**.
- example: 3065551234.
5. In the **Password** field enter your voice mail password (same as the one you use on the phone – enter in numeric form)
6. Click the Login button to access your voice mail account.

* *Combined Voice Mail (formerly known as MessageManagerOne)* customers must enter in your 10-digit telephone number and not your cell phone number.

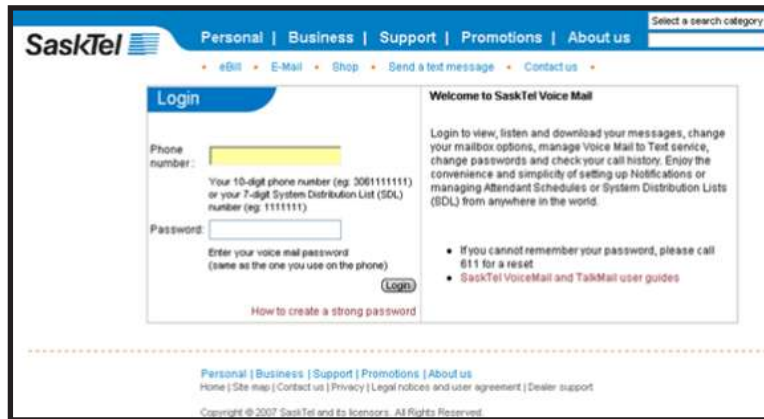


Figure 3

How to check your messages

Inbox

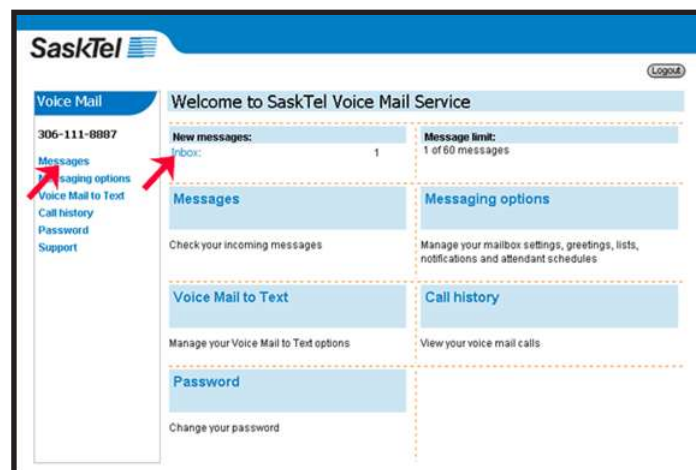


Figure 4

To access your messages, either click on **Messages** on the left hand side of the page or on the **Inbox** link under the **New messages:** area. You will then see the screen shown in figure 5.

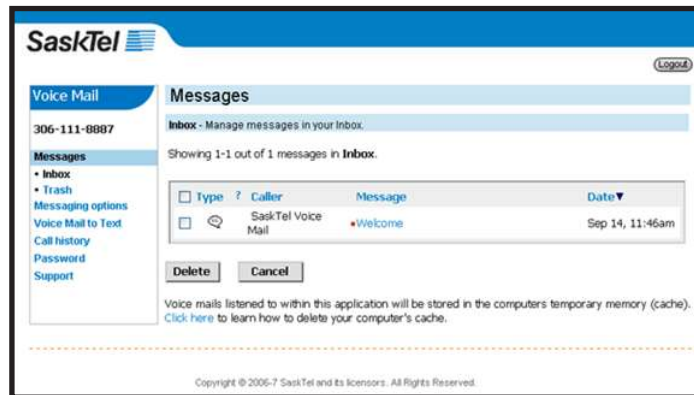


Figure 5

1. By clicking on the title of each column, you can sort your messages by **Type**, **Caller**, **Message**, or **Date**. As a default, messages are arranged so the most recent are placed at the top of the list. Messages with a red dot beside them are new messages.
2. To open your messages click on one of the blue message links e.g. “Welcome.” You will see the screen displayed in figure 6. Once open, the message will start to play automatically.
3. To play it again click on the play control:



If you click on the link **Listen to voice message** your system’s media player will open and play the message.

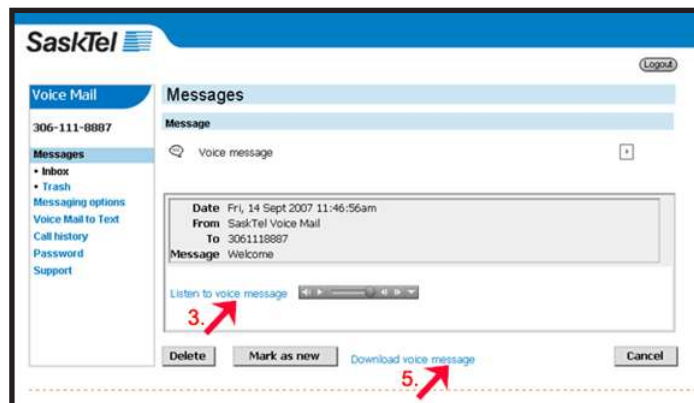


Figure 6

4. The **Mark as new** button will return the message to the Inbox as if unread.
5. To download the message to your computer, click on the **Download voice message** link. This will open a dialog box - click on the **Save** button. The **Save as** window will open - choose the appropriate folder where you want your message saved and click **Save**.
6. To return back to your messages, click on the **Inbox** link on the left navigation area (circled in Figure 6) or click on the **Cancel** button.
7. In the **Inbox** screen (see Figure 5), you can delete one or more messages by clicking the checkbox in front of each message, and then hitting **Delete**. This will move the deleted messages to your trash bin.

Empty your Trash

To manage the messages that have been deleted, click on **Trash** on the left hand side of the page. You will see the screen shown in Figure 7.

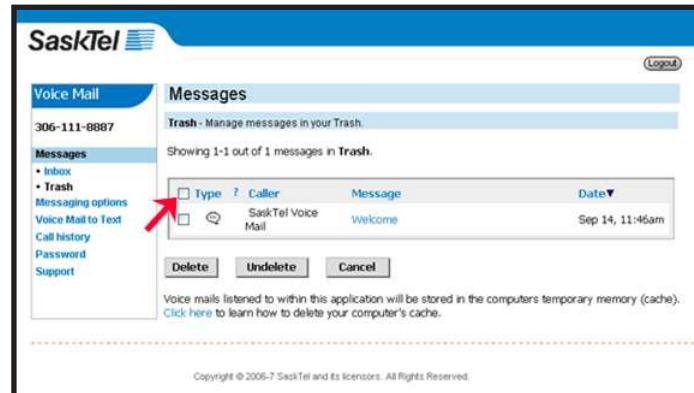


Figure 7

1. To delete all messages from the trash bin, click the checkbox to the left of **Type** to select all messages and then click the **Delete** button.
2. To remove individual messages click the checkbox in front of that message and click the **Delete** button.
3. To undelete messages, click the checkbox of the message you want restored and click the **Undelete** button. This will move the message back into your Inbox.
4. Messages in the Trash can be listened to and downloaded the same way as in the Inbox.

Messaging Options

To change voice mail Settings, Greetings, Lists, Notifications, and Attendant schedules, click on **Messaging Options** on the left hand side of the page. You will then see the screen shown in Figure 8.

How to set your voicemail options

The **Messaging options** link defaults to the **Settings** page.

1. To make any changes to your settings select the option that you want to change, click in the appropriate space (e.g. **Envelope On** or **Off**) and click on the **Update** button to save your changes.
2. A pop-up window will state that “your preferences have been updated.” Click the **OK** button and you will be directed back to the *Voice Mail* home page.

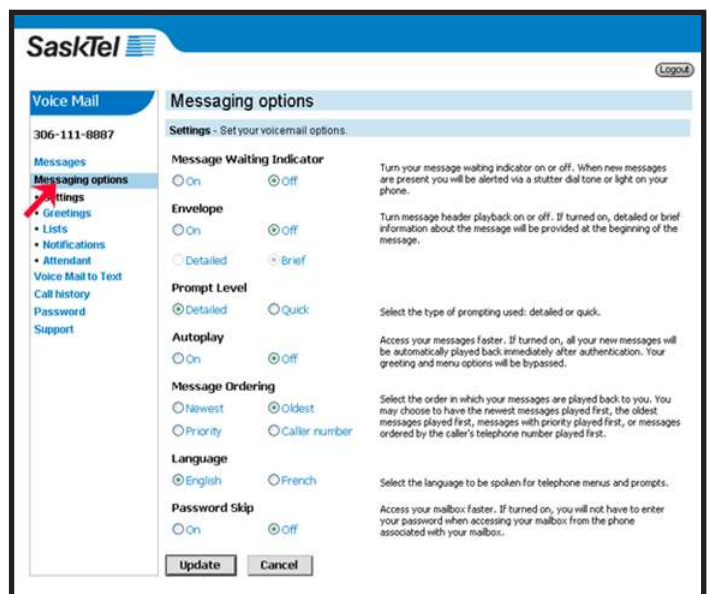


Figure 8

How to set Greetings and Greeting Schedules

To listen to your different greeting options or to change which greeting is played on your telephone, click on **Greetings** on the left hand side of the page under **Messaging options**.

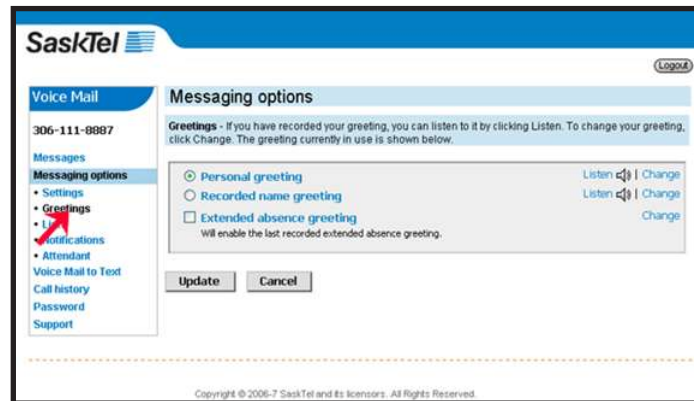


Figure 9

1. The greetings screen will display three types of greetings:
Personal greeting;
Recorded name greeting; and
Extended absence greeting.

The greeting currently in effect will be selected. You can change your greeting by clicking on the circle/box beside the one you wish to enable.


2. The greetings that have a **Listen** link and this icon  beside them indicate that you have already recorded a greeting through your telephone. Click on the **Listen** Link to review your recorded greeting.
3. Click on the **Change** link of the greeting you wish to change. You will see the following



Figure 10

4. You can change your greeting by:
 - calling your local Voice Mail Services access number and accessing your voice mail account,
 - by getting the Voice Mail Services application to call you, or
 - by uploading a WAV file from your computer.
5. If you choose to change your greeting by getting Voice Mail Services to call you, please click on the “Click here and we’ll call you option.” You will then see the following screen and you should enter the 10 digit number at which you can currently be reached.



Figure 11

6. After you enter your 10 digit number and then click the **OK** button you will see the following acknowledgement screen (Figure 12). Click the Close button and you should be called immediately by the Greeting Management system. Follow the prompts over the telephone to change your greeting.
7. If your Voice Mail Services service includes Scheduled **Greetings**, in the bottom half of the Greetings screen you will see the **Greetings Schedule** area which allows you to create and enable a greeting schedule. You can select the day and time callers will receive your selected voice mail greeting.
8. Once you have enabled the greeting and or schedules you want, click the **Update** button. **Your changes will be confirmed.** To return to the home page without making any changes, click **Cancel**.

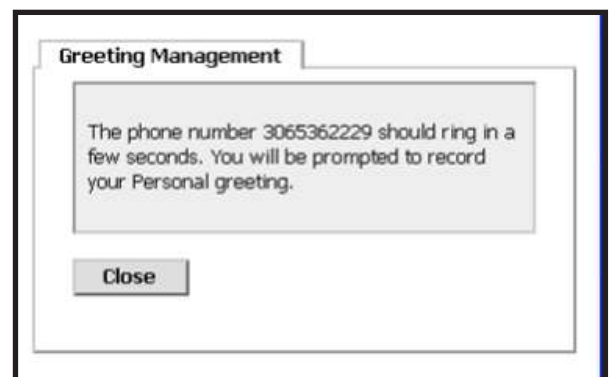


Figure 12

How to Create and Modify Lists

To create or modify Lists, click on **Lists** on the left hand side of the page under **Messaging options**.

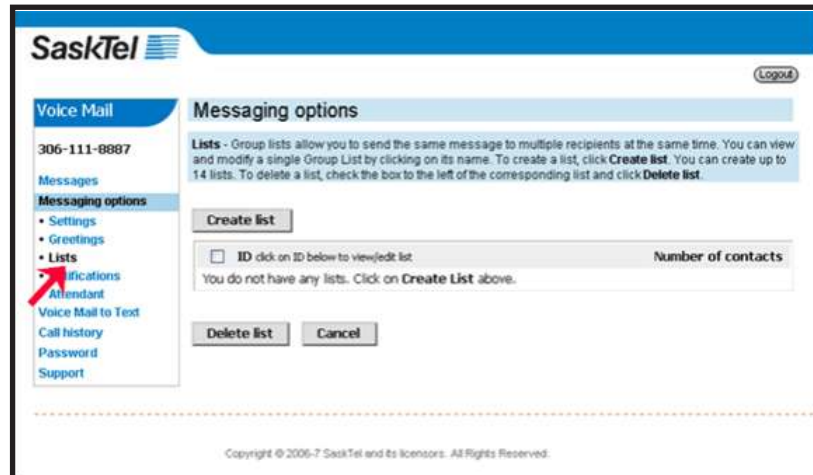


Figure 13

To create a list:

1. Click on the **Create list** button, which will open up the following screen:

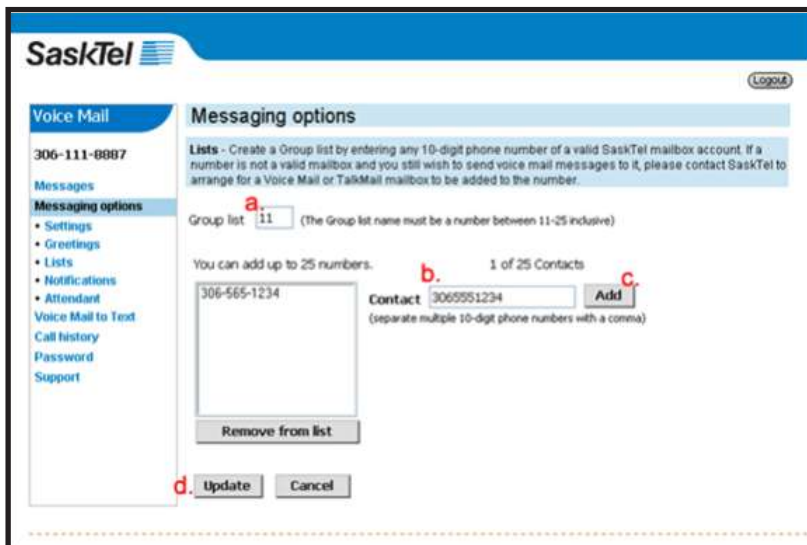


Figure 14

2. Enter a number between 11-25 in the box marked **(a)** in Figure 14 to signify a list name.
3. In the contact field **(b)** enter in a contact phone number.
4. Click the **Add** button **(c)** and the number will show up in the box on the left. Repeat steps **3** and **4** to add more numbers to the Group list.
5. If you want to remove a number from the list – highlight it on the box on the left and click the **Remove from list** button.
6. Once you have all your contacts in the list click the **Update** button **(d)**; or click the **Cancel** button to take you back to the home page, without saving your changes.

To edit a list:

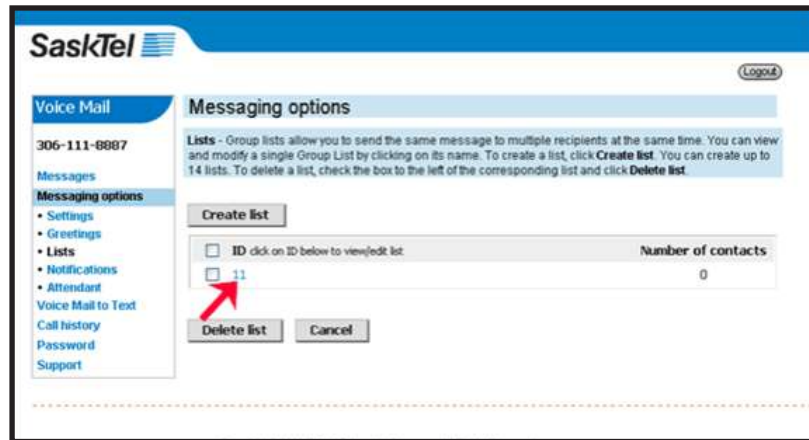


Figure 15

1. Click on the list's number link.
2. You will return to the screen shown in Figure 14 where you can add/remove contacts to or from the group list and or change the list number.
3. Click the **Update** button once you have finished your edits.

To delete a list:

1. Click the checkbox in front of each list number, and then click the **Delete list** button.
2. A confirmation box will pop-up to make sure you want to delete. Click **OK** to delete or **Cancel** to keep your list available.

How to Create and Modify Notifications

To create or modify how and when you are notified that there is a message waiting in your *voice mail* account, click on **Notifications** on the left hand side of the page under **Messaging options**.

The screenshot shows the SaskTel online interface for managing voice mail notifications. The left sidebar has a 'Voice Mail' section with a 'Notifications' link highlighted by a red arrow. The main area is titled 'Messaging options' and contains several sections:

- Send email notification:** A checkbox, a text field for an email address, and a checkbox for 'Attach message as a .wav file'.
- Send text message notification:** A checkbox and a 'Service Type' dropdown menu.
- Send phone notification:** A checkbox, a 'Do not send failure notification' checkbox, a 'Phone number' field, an 'Alert' dropdown menu, and a 'Delay' dropdown menu.
- Schedule 1 and Schedule 2:** Each has 'Weekday' and 'Weekend' dropdown menus and time pickers for start and end times.
- Temporary:** Similar to the schedules, but includes a 'Temporary schedule active until' date and year picker.

Buttons for 'Update' and 'Cancel' are at the bottom.

Figure 16

You can choose to be notified that you have a voicemail by e-mail, text message, phone, or all three.

How to set up notification by e-mail:

1. Click on the **Send email notification** checkbox to enable the email notification option. List the email address in the field to the right of the checkbox.
2. Click on the **Attach message as a .wav file** checkbox if you want to receive a sound file of the voicemail that is presently waiting in your inbox. (Calls that are marked as 'Private' by the sender will not be sent as sound files to email addresses.)

Note: If a notification is sent to an email address, the voice mail can be listened to and deleted from the mailbox with the links that appear in the email...

How to set up notification by text message:

1. Click on the **Send text message notification** to enable the option to be notified on your cell phone by text message indicating that you have a voicemail in your Inbox.
2. Make sure the **Service type** drop down list has 'SaskTel Wireless' selected.
3. Enter in your 10 digit cellular number in the **10-digit Wireless number field**. (This field only appears after you have enabled the **Send text message notification** option).

Note: Text message notification is only available to SaskTel Wireless subscribers.

How to set up notification by phone:

In the phone notification area you can set up schedules for 3 different phone numbers.

For example:

In **Schedule 1** you might set up a schedule so that if you are away from your desk you can be notified on your cell phone when you have a voicemail in your Inbox. You can set the schedule so that you only get notifications on your cell phone between office hours.

In **Schedule 2** you might put in your home phone number and arrange to have notification when an 'urgent' voicemail is waiting in your work Inbox. You can set the schedule so that you only receive these notifications between 10am and 4pm so they do not interfere with too much of your home time.

If you are away on vacation or a business trip you can put the phone number of your hotel room etc. in the **phone number** field in the **Temporary schedule** area and enter the hours between which you want to receive notifications. You can also enter the date when you want the temporary notification schedule to end.



The screenshot shows a web interface for configuring phone notifications. At the top, there are two checkboxes: "Send phone notification" (checked) and "Do not send failure notification" (unchecked). Below this, there are three fields: "Phone number" with the value "3065551234", "Alert" set to "Urgent", and "Delay" set to "No delay". Underneath, there is a section for "Schedule 1" with two rows: "Weekday" and "Weekend". Each row has a "Between" dropdown menu followed by time selection fields (hour, minute, and am/pm) and an "and" separator followed by another set of time selection fields. Red letters 'a', 'b', 'c', and 'd' are overlaid on the image to highlight the phone number, Alert, Delay, and Weekday fields respectively.

Figure 17

1. When setting up either or all **Schedule 1, 2** and **Temporary** click on the **Send phone notification** checkbox to enable the option to be notified by either a telephone or a cell phone when you have a new voicemail in your Inbox.
2. If you do not want to receive notifications when a message was unsuccessfully sent, click on **Do not send failure notification** check box.
3. In the **Phone number** field **(a)** enter the 10 digit telephone or cell phone number you wish to be notified at.
4. From the **Alert** drop down list **(b)** select whether you want to receive notification of All, only **Urgent** or **List** messages.
5. From the **Delay** drop down list **(c)** select whether you want to receive notification that you have a voicemail in your Inbox after:
 - No delay,
 - a 1 , 2 or 3 hour delay, or
 - a 1 day delay.
6. In the **Weekday** and **Weekend** drop down lists **(d)** choose whether you want to receive notifications **Between** certain times (select times from the drop down time lists on the right), or **All day**, or you can choose to have the schedule **Disabled**.
7. Once finished making your notification changes, click the **Update** button to save your changes.
8. Click the **Cancel** button to take you back to the home page, without saving your changes.

Creating and Modifying Attendant Schedules

The Attendant option allows you to set up schedules for those times when you are unavailable and wish to redirect your calls to someone who can take them for you. You can configure the Attendant Schedule so that when someone calls you they will be presented with the choice of leaving a message or pressing '0' to talk to a person for immediate assistance.

Note: If you enable the Attendant feature your phone greeting should instruct callers to press "0" if they wish to speak to someone instead of just leaving a message.

Click on **Attendant** on the left hand side of the page under **Messaging options**:

The screenshot shows the 'SaskTel' logo at the top left and a 'Logout' button at the top right. The left-hand navigation menu includes 'Voice Mail', 'Messages', 'Messaging options', 'Settings', 'Greetings', 'Lists', 'Notifications', 'Attendant', 'Voice Mail to Text', 'Call history', 'Password', and 'Support'. The 'Attendant' option is highlighted with a red arrow. The main content area is titled 'Messaging options' and contains the following text: 'Attendant - If someone doesn't want to leave you a message and requires immediate assistance, by pressing "0" their call will be redirected based on the Attendant Schedules you set.' Below this is a checkbox labeled 'Enable attendant schedules'. There are three sections for configuring schedules: 'Schedule 1', 'Schedule 2', and 'Holidays'. Each section has a 'Phone number' field, a 'Period 1' and 'Period 2' dropdown menu, and time selection fields. The 'Holidays' section also has a 'Dates' dropdown and an 'Edit' button. At the bottom of the page are 'Update' and 'Cancel' buttons.

Figure 18

1. Click on the checkbox beside **Enable attendant schedules**.
2. You may select up to three different schedules: **Schedule 1**, **Schedule 2**, or **Holidays**.
3. Enter your 10 digit phone number in the **Phone number** field in the **Schedule 1**, or **2** area.
4. Then, in the drop down lists to the right of the **Period 1/2** choose whether you want your calls redirected **Between** certain times (select times from the drop down time lists on the right), or **All day**, or you can choose to have the schedule **Disabled**.

Holidays

This is a good feature to use if you know you will be unavailable, whether due to Business Trips, Vacations, or Courses, on certain dates. You can list the specific dates you will be away and set the times you want your calls redirected to someone who can take them.

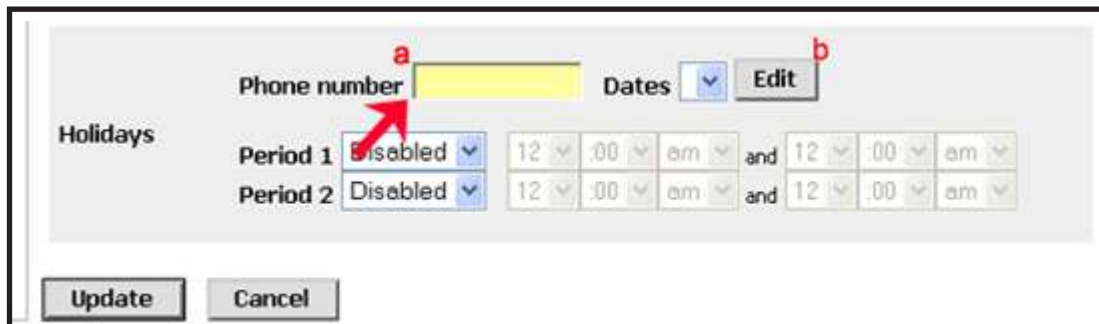


Figure 19

1. In the **Phone number** field (a) enter the 10 digit number where you want your calls redirected to.
2. When you click on the **Edit** button (b) beside the **Dates** drop down list you will see the following screen:

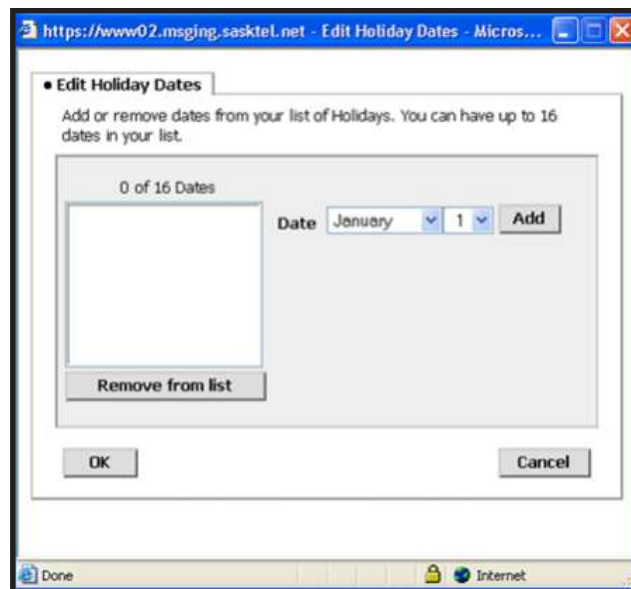


Figure 20

3. Choose your dates from the drop down month and date lists and then click the **Add** button to move the date to the list box on the left. If you make an error, press **Remove from list** to remove the date.
4. When you have picked all your dates click the **OK** button to return to the **Attendant** screen.
5. Once your selections have been made, press **Update**.

How to use Voice Mail to Text

To subscribe to Voice Mail to Text, or to access your Voice Mail to Text settings click on either of the **Voice Mail to Text** links as indicated in Figure 21.

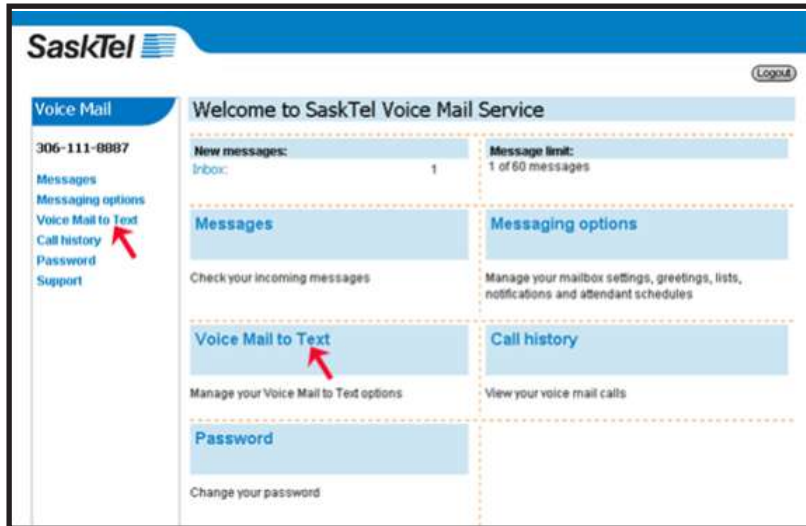


Figure 21

Before you subscribe to **Voice Mail to Text** you will be asked to read and accept the **Terms & Conditions** of the service.

How to activate/deactivate Voice Mail to Text

You will be presented with the screen as shown in Figure 22.

1. Click in the button marked **On** (circled in Figure 22) to activate Voice Mail to Text and to begin entering your settings.

SaskTel Logout

Voice Mail
306-111-0807
Messages
Messaging options
Voice Mail to Text
• Settings
• Conversion history
• Terms and conditions
Call history
Password
Support

Voice Mail to Text
Have your voice mail converted to text and read your voice mail from your computer, wireless device, Smartphone, or BlackBerry. To start converting your voice mail to text now, turn the service on below. A \$0.40 charge applies to each message that is converted to text. If you would like to subscribe to a monthly package, [click here](#) for more information, or call 1-800-SaskTel (1-800-727-5835).

Settings - Set your Voice Mail to Text conversion options.

Voice Mail to Text On Off

Select how you want to receive your converted Voice Mail.

E-mail **Add**
(separate multiple email addresses with a comma) **Remove from list**

Text message
10 digit wireless number(s)
Confirm 10 digit wireless number(s) **Add** **Remove from list**
(separate multiple SaskTel Wireless numbers with a comma)

Note: If you are using this service with a Smartphone or BlackBerry, e-mail only is recommended.

Specify when you want your voice mail converted to text.

All of the time
 By schedule only M T W T F S S
Between : am and : am

Specify who you want your voice mail converted to text from.

Everyone
 From specific phone numbers only **Add**
(separate multiple phone numbers with a comma) **Remove from list**

Update **Cancel**

Figure 22

Choose how you want to receive your converted Voice Mail to Text messages.

As an email

1. Click in the **E-mail** box to the left of the screen to activate receiving conversions in e-mail format.
2. You can receive your converted voice mail at one or multiple e-mail address.
3. Simply add one or more email addresses (separated by a comma) in the **E-mail** field and click the **Add** button to the right of the field and the email address/es will appear in the list to the right of the screen.
4. Similarly if you want to remove an e-mail address from the list – just highlight it and click the **Remove** button.

Select how you want to receive your converted Voice Mail.

E-mail friend2@sasktel.net Add
(separate multiple email addresses with a comma) Remove from list

Text message 10 digit wireless number(s)
3065551234 306-536-2229
Confirm 10 digit wireless number(s)
3065551234 Add Remove from list
(separate multiple SaskTel Wireless numbers with a comma)

Note: If you are using this service with a Smartphone or Blackberry, e-mail only is recommended.


Figure 23

As a Text message

1. To add Text message addresses make sure you have clicked in the Text message box to the left of the screen.
2. Enter the 10 digit number where you want the converted voice mail sent as a text message.
3. You will have to re-enter the number in the **Confirmation** field below.
4. Then click the **Add** button to add the number to your list.
5. Similarly if you want to remove Text message wireless number from the list – just highlight it and click the **Remove** button.

How to set up your Voice Mail to Text conversion schedule

You can choose to have your voice mail converted to Text **All the time** or **By schedule only**.



Specify when you want your voice mail converted to text.

All of the time

By schedule only

M T W T F S S

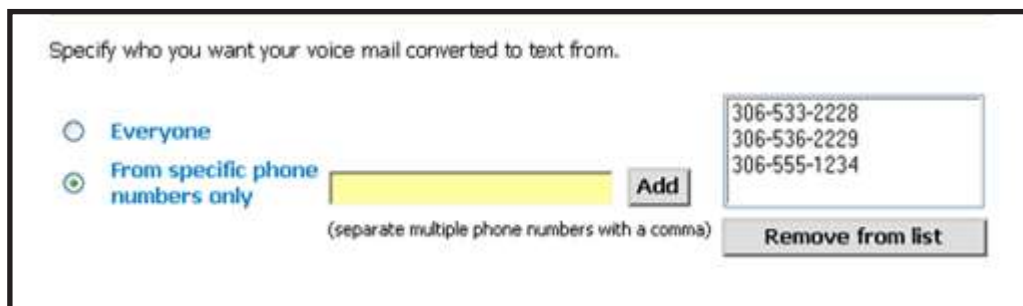
Between and

Figure 24

1. If you choose **By schedule only**, you can select the days of the week, and the times of the day you wish the schedule to apply.

Choose which Voice Mails you want converted to text

You can specify to have voice mail from **Everyone** or **From specific phone numbers only** converted to text.



Specify who you want your voice mail converted to text from.

Everyone

From specific phone numbers only

(separate multiple phone numbers with a comma)

306-533-2228
306-536-2229
306-555-1234

Figure 25

1. To add specific numbers just add them in the phone number field and click the **Add** button to move them to the list window to the right.

Once you have finished entering your **Voice Mail to Text** conversion settings either click the **Update** or **Cancel** button at the bottom left of the screen (see figure 26) button to complete your settings.

SaskTel Logout

Voice Mail Voice Mail to Text

306-536-2229

Have your voice mail converted to text and read your voice mail from your computer, wireless device, Smartphone, or BlackBerry. To start converting your voice mail to text now, turn the service on below. A \$0.40 charge applies to each message that is converted to text. If you would like to subscribe to a monthly package, [click here](#) for more information, or call 1-800-SaskTel (1-800-727-6836).

Settings - Set your Voice Mail to Text conversion options.

Voice Mail to Text On Off

Select how you want to receive your converted Voice Mail.

E-mail Text message

306.coligan-yano@sasktel.sk.ca

306-536-0223

Note: If you are using this service with a Smartphone or BlackBerry, e-mail only is recommended.

Specify when you want your voice mail converted to text.

All of the time

Only schedule only

All day

Specify who you want your voice mail converted to text from.

Everyone

From specific phone numbers only

Update Cancel

Figure 26

You will then see the confirmation screen shown in Figure 27

SaskTel Logout

Voice Mail Voice Mail to Text - settings updated

306-111-8887

Your Voice Mail to Text settings have been updated.

OK

Figure 27

Conversion History

You can check how many of your voice mail have been converted to text, who they were from and what address or number the conversion went to in the **Conversion History** section of Voice Mail to Text.

1. To view your **Conversion History** click on the link in the Navigation bar on the left of the page (as indicated in Figure 28).

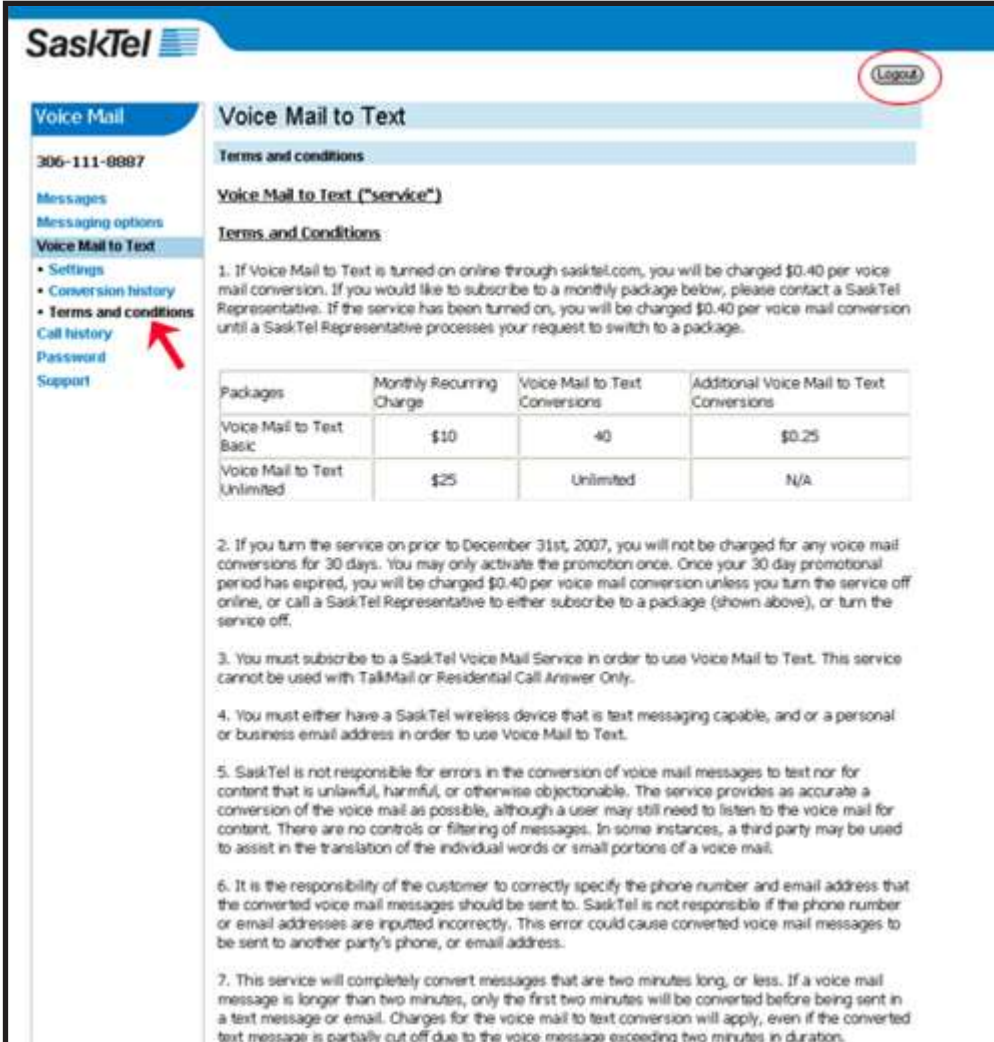


Figure 28

2. This screen displays the conversion history for the **Last 60 days** (or 30 if you click on the button to change the report period).
3. This screen displays the **Date**, **Time**, **Phone number** of original message and where it was sent – see **Result**.

Terms and conditions

Finally if you wish to review the Voice Mail to Text Terms and conditions just click on the Terms and conditions link in the left navigation bar (see Figure 29).



SaskTel

Logout

Voice Mail

306-111-8887

Messages

Messaging options

Voice Mail to Text

- Settings
- Conversion history
- **Terms and conditions**

Call history

Password

Support

Voice Mail to Text

Terms and conditions

Voice Mail to Text ("Service")

Terms and Conditions

1. If Voice Mail to Text is turned on online through sasktel.com, you will be charged \$0.40 per voice mail conversion. If you would like to subscribe to a monthly package below, please contact a SaskTel Representative. If the service has been turned on, you will be charged \$0.40 per voice mail conversion until a SaskTel Representative processes your request to switch to a package.

Packages	Monthly Recurring Charge	Voice Mail to Text Conversions	Additional Voice Mail to Text Conversions
Voice Mail to Text Basic	\$10	40	\$0.25
Voice Mail to Text Unlimited	\$25	Unlimited	N/A

2. If you turn the service on prior to December 31st, 2007, you will not be charged for any voice mail conversions for 30 days. You may only activate the promotion once. Once your 30 day promotional period has expired, you will be charged \$0.40 per voice mail conversion unless you turn the service off online, or call a SaskTel Representative to either subscribe to a package (shown above), or turn the service off.

3. You must subscribe to a SaskTel Voice Mail Service in order to use Voice Mail to Text. This service cannot be used with TalkMail or Residential Call Answer Only.

4. You must either have a SaskTel wireless device that is text messaging capable, and or a personal or business email address in order to use Voice Mail to Text.

5. SaskTel is not responsible for errors in the conversion of voice mail messages to text nor for content that is unlawful, harmful, or otherwise objectionable. The service provides as accurate a conversion of the voice mail as possible, although a user may still need to listen to the voice mail for content. There are no controls or filtering of messages. In some instances, a third party may be used to assist in the translation of the individual words or small portions of a voice mail.

6. It is the responsibility of the customer to correctly specify the phone number and email address that the converted voice mail messages should be sent to. SaskTel is not responsible if the phone number or email addresses are inputted incorrectly. This error could cause converted voice mail messages to be sent to another party's phone, or email address.

7. This service will completely convert messages that are two minutes long, or less. If a voice mail message is longer than two minutes, only the first two minutes will be converted before being sent in a text message or email. Charges for the voice mail to text conversion will apply, even if the converted text message is partially cut off due to the voice message exceeding two minutes in duration.

Figure 29

When you wish to exit the **Voice Mail to Text** interface just click on the **Logout** button at the top right of the screen (see Figure 29). You will be returned to the Login page.

Call History

To view a list of your calls, click on **Call history** on the left hand side of the page. The call history will not include messages that were forwarded, replied to, or sent.

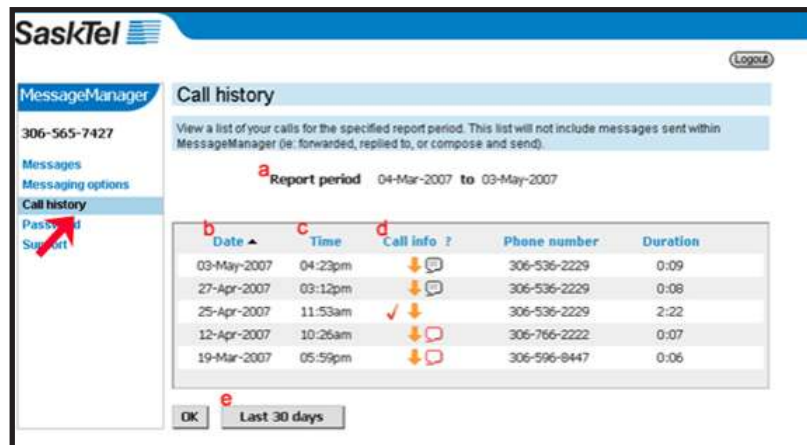


Figure 30

How to read your Call history:

1. The **Report period (a)** shows the dates of the call history – you can expand or contract the call history by clicking on the **Last 30/60 days** button **(e)**.
2. The **Date area (b)** (which can be arranged by most or least recent date – just click on the Date link to toggle between) lists the dates each call was made.
3. The **Time (c)** column lists the time of day the call was made.
4. The **Call info (d)** column shows additional information about each call. If you click the **?** beside **Call info** you will get a description of what each Call History symbol means:
5. The **Phone number** column (Figure 30) lists the caller's number.
6. The **Duration** column (Figure 30) lists the duration of each.
7. When you have finished reviewing your **Call history** click the **OK** button on the bottom left to return to the start page.

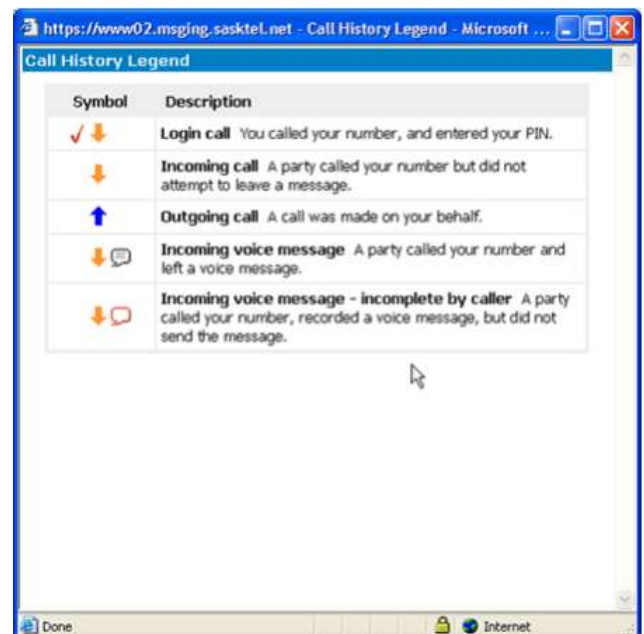


Figure 31

Password

To change your password, click on **Password** on the left hand side of the page.

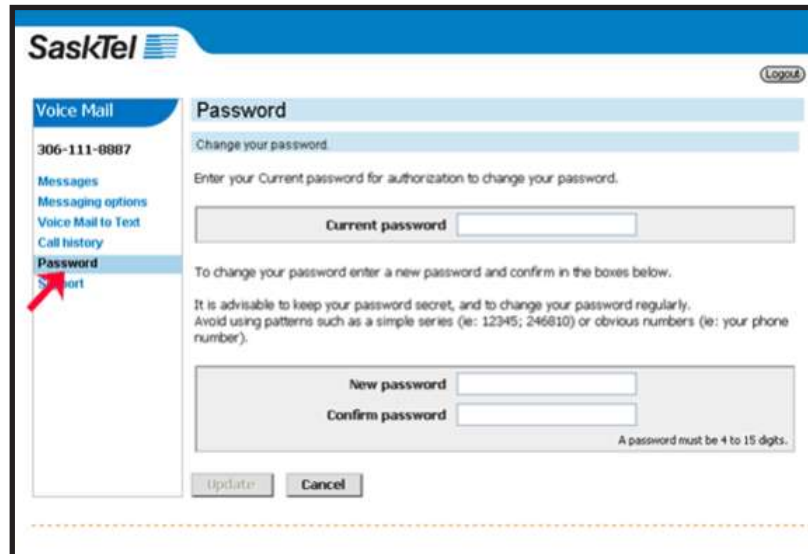
The screenshot shows the SaskTel website interface for changing a password. On the left, a navigation menu includes 'Voice Mail', 'Messages', 'Messaging options', 'Voice Mail to Text', 'Call history', 'Password', and 'Support'. A red arrow points to the 'Support' link. The main content area is titled 'Password' and contains a 'Change your password' heading. Below this is a text prompt: 'Enter your Current password for authorization to change your password.' followed by a 'Current password' input field. Further down, it says 'To change your password enter a new password and confirm in the boxes below.' and provides a warning: 'It is advisable to keep your password secret, and to change your password regularly. Avoid using patterns such as a simple series (ie: 12345; 246810) or obvious numbers (ie: your phone number).' This is followed by 'New password' and 'Confirm password' input fields. A note at the bottom right of the form states 'A password must be 4 to 15 digits.' At the bottom of the form are 'Update' and 'Cancel' buttons.

Figure 32

1. Enter your current password (the one you use to access your voice mail over the phone) in the **Current password** box.
2. Type in your new 4 – 15 digit password in the **New password** box.
3. Re-type the new password in the **Confirm password** box and then click **Update** to save the change or click **Cancel** to return to the home page.

Support

For more information on SaskTel Voice Mail, click on **Support** on the left hand side of the page.

The screenshot shows the SaskTel website interface for the Support page. On the left, a navigation menu includes 'Voice Mail', 'Messages', 'Messaging options', 'Voice Mail to Text', 'Call history', 'Password', and 'Support'. A red arrow points to the 'Support' link. The main content area is titled 'Support' and contains a link: 'SaskTel Voice Mail and TalkMail user guides.' Below this link is a 'Cancel' button. At the bottom of the page, there is a copyright notice: 'Copyright © 2006-7 SaskTel and its licensors. All Rights Reserved.'

Figure 33

To access user guides, click on **SaskTel Voice Mail and Talkmail user guides**.
Click on **Frequently asked questions** for further information on common support issues.