

TELUS *Talk & Surf* USER GUIDE

Note: With rechargeable TELUS *Talk & Surf*™ cards, you will be prompted to recharge when the card balance reaches \$1.00 or less.

Prepaid Long Distance

From a Touch-tone Phone, dial the toll-free access number then follow the prompts to place your call.

- 1) For calls within Canada or the U.S.A., dial area code + phone number.
- 2) For International calls, dial 011 + country code + city code + phone number.

Placing Consecutive Calls:

- 1) Make up to three consecutive calls without redialing the toll-free access number and re-entering your PIN.
 - a) Press # and hold it down for three seconds.
 - b) At the prompt, enter the new destination number you wish to reach.

Prepaid Voicemail

Setting Up Your Voice Mailbox:

- 1) Call the toll-free access number and when prompted, press 2 for Voicemail Services. You will then hear: "If you would like to leave a message, please enter the Voice Mailbox Number you have been given or, if you have your own personal mailbox on this system, please press the * key."
- 2) Press *.
- 3) Follow the prompts to enter your Voice Mailbox Number and your PIN.
- 4) When prompted, press 2 to Change Your Voice Mailbox Settings.
 - a) Press 1 to record your name.
 - b) Press 2 to record your greeting.

Leaving Messages:

- 1) Provide callers with the toll-free access number and your seven-digit Voice Mailbox number.
- 2) Callers simply follow the prompts to leave messages for you toll-free!

Receiving Messages:

- 1) Call the toll-free access number, and press 2 for Voicemail Services.
- 2) When prompted, press *.
- 3) Follow the prompts to enter your Voice Mailbox number and PIN.
- 4) Press 1 to listen to your messages.

You can transfer your Voice Mailbox number to a new *Talk & Surf* card:

- 1) Call the toll-free access number and press 2 for Voicemail Services.
- 2) When prompted, press *
- 3) Follow the prompts to enter the Voice Mailbox Number and PIN from a **new** *Talk & Surf* card.
- 4) Press 3 to transfer your existing Voice Mailbox Number to the new PIN then follow the prompts.

Prepaid Internet

Follow the **Download Instructions** to install the TELUS Prepaid software – toll-free!

Once the software is installed, the TELUS Prepaid icon will be on your desktop to use whenever you want to access the Internet.

A timer tracks the time remaining on your card throughout each Internet session.

Note: This user guide assumes a PC that is...

- 1) Windows-based (Windows 95 OSR2 or later, NT SP3 or later)
- 2) Browser-equipped (Internet Explorer Version 5.0 or later or Netscape Version 4.7 or later)
- 3) Modem-equipped (28.8 kbps minimum)
- 4) TCP/IP protocol (defined in Network Settings in Control Panel)

Download Instructions:

If you have access to an existing Internet connection:

- 1) Open Internet Explorer or Netscape and in the Address field enter <http://www.telusprepaid.com/download>
- 2) Follow the instructions on the TELUS prepaid download page and then follow the dialogue box prompts.

If you do not have access to an existing Internet connection:

For Windows 95/98/ME

- 1) Double click on each of the following: *My Computer > Dial-Up Networking > Make New Connection*
- 2) In the first entry box, enter **TELUS Prepaid Download** then click *Next*.
- 3) Enter the toll-free number (area code **866**, phone number **5418370**) and select **Canada** for the Country code. Now, click *Next*, then *Finish*.
- 4) Double click the *TELUS Prepaid Download* connection.

- a) Enter this card's Serial # as the User ID and the PIN as the password.
- b) Verify the toll-free number 1 866 5418370 appears.
- c) Press *Connect (or Dial)* to connect.
- 5) Once connected, open your browser (Internet Explorer or Netscape) and click *Stop*.
- 6) In the *Address or Location* field enter <http://www.telusprepaid.com/download>.
- 7) Follow the next screen's instructions.

For Windows NT

- 1) Double click on each of the following: *My Computer > Dial-Up Networking*
 - a) If your phone book is empty, click *OK* to be brought into the New Phonebook Entry Wizard.
 - b) If you already have phone book entries, you will enter the Dial-Up Networking dialogue where you click *New*.
- 2) In the first entry box, enter **TELUS Prepaid Download** then click *Next*.
- 3) Check the "Send my normal-text password..." check box, click *Next*.
- 4) Enter the toll-free number **18665418370**. Click *Next*, then *Finish*.
- 5) Click *Dial* on the Dial-Up Networking Dialogue
 - a) Enter this card's Serial # as the User ID and the PIN as the password.
 - b) Click *OK*
- 6) **Note:** If you are on a private network using a Domain Controller, click *OK* on "unable to locate the domain controller for this domain".
- 7) Follow steps 5 -7 from Windows 95/98/ME.

For Windows 2000

- 1) Double click on each of the following: *My Computer > Control Panel > Network and Dial-up Connections > Make New Connection*
- 2) Click *Next* on the Connection Wizard welcome screen.
- 3) Select *Dial-up to private network* and Click *Next*.
- 4) Check *Use dialing rules*. Enter the toll-free number (area code **866**, phone number **5418370**) and select *Canada* for the Country Code. Click *Next*.
- 5) (Optional step) If you are an administrator, select either of the connection availability options and click *Next*.
- 6) Enter **TELUS Prepaid Download** and Click *Finish*.
- 7) Follow steps 4a – c, 5 -7 from Windows 95/98/ME.

Internet Access:

- 1) Double click the *TELUS Prepaid* icon.
- 2) In the *Connect to TELUS Prepaid* dialogue box, enter your card's Serial # and PIN (no spaces).
- 3) Click the *Connect* button.

For Remote Access to Your Business E-Mail:

- 1) If your PC is configured with the access number for your corporate server, you may access your business e-mail remotely. Please refer to www.telusprepaid.com for instructions.
- 2) **Note:** Your connection will be rated at regular prepaid long distance rates.

To Disconnect from your Internet session:

- 1) Open the timer tracking the time remaining on your *Talk & Surf* card.
- 2) Click the *Disconnect* button