



SkyTel

eChat

Service Instructions

Thank you for choosing SkyTel eChat!

Welcome to the new age of wireless. The days of sitting by the computer waiting to chat with friends are over. With SkyTel® eChat service you can swap email messages and chat with friends anywhere SkyTel offers coverage. So not only can you disconnect yourself from the confines of the computer, you can actually get out and enjoy life without losing touch.

Getting started is easy. First, take a few minutes and read this informative instruction booklet. You will be glad you did. When you are finished you will know how to take advantage of all that eChat has to offer.

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SkyTel eChat at a glance

- **eChat** – Exchange messages with other SkyTel subscribers. Send messages directly to telephones. With eChat you are always in touch!
- **Email** – Whether you are at the club or at the mall, your email goes where you go. eChat comes with a free email address [YourSkyTelWirelessPIN]@skytel.com. Give this address to all your family and friends so that they can send email messages directly to your unit. You also have the power right in your hand to write and send original emails. Each message can be up to 500 characters in length. Go ahead, get connected!
- **eChat One-2-One** – Purchase two units on the eChat One-2-One plan and all messages between the two units are free. (Be sure to send the messages between your wireless PINs only. Do not add “@skytel.com” to create the full email address.)

Other ways your friends and family can get the message across...

- Log on to www.skytel.com and use the Send a Message page.
- Download and use free SkyTel Access® software.

Service Level Displays

With SkyTel eChat you get three levels of service to guarantee you'll always get the message: Full, Basic and Storing. Service Levels generally display on your unit's main "page."

Storing Messages displays when you are outside of a coverage area. All of your messages will be stored. Those stored messages will be delivered automatically if you return to a Full Service area within 72 hours. A time stamp will tell you when the message was originally sent.

When **Basic Service** displays, you'll receive all your new messages but not any undelivered, stored messages.

When your pager reads **Full Service**, you are in prime coverage range. You'll receive all new messages and any undelivered, stored messages.

Even when you're outside a covered area, you still have access to any eChat messages sent within the last 72 hours. Simply log on to www.skytel.com, click on Customer Service and select Access Page Recall from the drop-down menu. After entering your SkyTel Wireless PIN and Security Code, you can review all of your messages right on the screen.

Some things in life are free!

- **Free Replies** - When you reply to a message using one of the preprogrammed responses or a sender-attached response, the reply is free. And, remember, messages and replies between eChat One-2-One partners are also free of charge.
- **Message Recall** – When you travel outside a coverage area, if you forget your unit or your battery goes dead, log on to www.skytel.com to pick up your email and messages at any time.
- **SkyTel Access Software** – For modem-equipped computers. Download your complimentary copy from the SkyTel website and make copies for everyone who needs to reach you. Windows® & Mac versions are available.
- **SkyTel Custom Newscasts™** – Get the scoop from the world of news, entertainment, sports and more, delivered right to your unit. Visit www.skytel.com to choose your news.
- **Automatic Message Correction** – Any garbled email or eChat messages are automatically corrected and resent.
- **24x7 Customer Service** – SkyTel's highly trained representatives are dedicated to resolving a problem to your satisfaction with one toll-free phone call to 1-800-SKY-USER. You can also access customer service by logging on to www.skytel.com.

Other Nifty Features

- **Guaranteed Message Delivery** – You can relax with eChat. When you travel outside of a coverage area, or your battery is dead, SkyTel stores any new email or eChat messages sent to you for up to 72 hours, delivering them when you return to full-service coverage. When you're outside a covered area for an extended period, check your messages via the Internet.
- **Local Coverage that follows you Nationwide** – With eChat your coverage follows you nationwide automatically. You'll receive your email and eChat messages in any of the thousands of cities and towns where SkyTel offers coverage. And there's never an extra fee for roaming when you travel. Before you travel, check SkyTel coverage at www.skytel.com.

If you have questions about services not addressed in this guide, please contact your Sales Representative or SkyTel Customer Service at 1-800-SKY-USER (1-800-759-8737).

Getting Started

eChat and eChat Plus

Ready, set, eChat! Follow these easy steps to wireless email and chat services.

1. Record your SkyTel Wireless Personal Identification Number

Your Wireless PIN and Security Code are printed on the outside label of your unit packaging. Please record them below for your reference:

Wireless PIN: _____

Security Code: _____

Your Security Code gives you access to special functions like checking your email and chat messages on the Internet.

It is recommended you change the Security Code regularly. To change your Security Code, log on to www.skytel.com and click on Customer Service. Log in using your PIN and Security Code. Then click on Change My Settings. Click on Change Security Code and follow the easy instructions.

2. Send yourself a test message.

Log on to www.skytel.com and access the Send A Message page. Enter your Wireless PIN in the first field. Type a message and press the Send Message button. In just a few seconds, you'll receive your first eChat message!

Check the status of your message now, or note the confirmation number and come back later and use the Check Messaging Status function. The message status will show you whether the message was received and even display a response if one was sent.

3. Let your friends and family know how to reach you.

- When browsing the internet, they can use the steps outlined in number 2, above.
- They can send an email directly to your unit by addressing it to [yourSkyTelWirelessPIN]@skytel.com.
- They can download free SkyTel Access software from the SkyTel website (www.skytel.com) and send messages from any computer with a modem.
- They can send you messages using their own SkyTel wireless two-way service.

It's that easy!

EChat One-2-One

The eChat One-2-One plan is custom designed for two eChat units purchased at the same time. Service for both units is billed on one invoice, and messages sent between the two unit's Wireless PINs are absolutely free!

Ready, set, eChat One-2-One! Follow these easy steps to wireless email and chat services.

1. Record your SkyTel Wireless Personal Identification Numbers

Your Wireless PINs and Security Codes are printed on the outside label of your unit packaging. Please record them below for your reference:

Wireless PIN #1: _____

Security Code: _____

Wireless PIN #2: _____

Security Code: _____

Your Security Codes will give you access to special functions like checking your email and chat messages on the Internet.

We recommended you change the Security Codes regularly. To change your Security Code, log on to www.skytel.com and click on Customer Service. Log in using your PIN and Security Code. Then click on Change My Settings. Click on Change Security Code and follow the easy instructions.

2. Enter each One-2-One Wireless Personal Identification Number (PIN) into the other unit's Address Book.

On the Motorola® Talkabout® T900 follow the instructions below. For other units, please refer to the manufacturer's guide.

- From the Main menu press the up or down arrow to highlight **Address Book** and press enter.
- Press the up or down arrow to highlight **New Entry** and press enter.
- In the **Name** field, type your One-2-One partner's name and press enter.
- Press the up or down arrow to highlight **Two Way** and press enter. Enter your One-2-One partner's Wireless Personal Identification Number (PIN) and press enter.
- Press the up or down arrow to highlight **Save Entry** and press enter.

You and your One-2-One partner are now ready to eChat.

Remember: Only messages sent using your One-2-One Wireless PINs are free. Email messages between the two of you are charged against your character allotment.

3. Send your eChat One-2-One partner a test eChat message.

Select your partner's address from your Address Book. Compose your message, then press Send Message. Message Transmitting displays to alert you that your eChat message is being sent.

In a few moments, your eChat One-2-One partner will receive your message.

4. Let your friends and family know how to reach you.

Both of your eChat One-2-One units can receive their own email and chat messages. Here's how:

- When browsing the internet, have your friends go to www.skytel.com and click on Send a Message. Have them enter the unit's Wireless PIN in the first field, then type in their message and click on Send Message.
- They can send email messages directly to your unit from their email by addressing it to [\[yourSkyTelWirelessPIN\]@skytel.com](mailto:[yourSkyTelWirelessPIN]@skytel.com).
- They can download free SkyTel Access software from the SkyTel website (www.skytel.com) and send messages from any computer with a modem.
- They can send you messages using their own SkyTel wireless two-way service.

It's that easy!

Sending a Text-to-Voice Message

With the SkyTel Text-to-Voice feature, you can send a message directly from your unit to almost any telephone in the continental U.S. Follow the manufacturer's guide for instructions on creating an address and sending a message from your pager.

Using the Text-to-Voice messaging feature is easy:

1. In your unit's address book, create a new address in the following format: Name@PhoneNumber. For example: If John Doe's phone number is (123) 555-1212, his Text-to-Voice address is JohnDoe@1235551212.
2. Create a message using your eChat unit.
3. Send the message to the address created in Step 1.

SkyTel will call the specified phone number and the recipient has the option to cancel or accept the call. If the recipient accepts the call, your message is read in a digitized voice and you'll receive a confirmation message.

We'll also send you a message if the line is busy or there is no answer. If the call is answered by a machine and no selection is made, you'll receive "Call answered, message not delivered."

PLEASE NOTE: Although the feature is free, additional usage charges apply to Text-to-Voice messages. Each message is billed the normal character charge, plus 1 additional 100-character block. For more information, visit the SkyTel Web site at www.skytel.com.

Need more information?

If you're looking for instructions on operating your Talkabout T900 (button functions, etc.) refer to the manufacturer's guide included with your box.

There are several ways to reach SkyTel Customer Service:

- Access the SkyTel Customer Service area on our website at www.skytel.com. You'll find a list of Frequently Asked Questions, plus you can change settings, retrieve and forward your messages, download software and user guides, even read the most recent copy of SkyLine, the SkyTel customer newsletter.
- Our Customer Service representatives can be reached by email at skyuser@skytel.com. Email inquiries will be answered within 24 hours.
- Our representatives will also be happy to answer your questions by phone. Call 1-800-SKY-USER toll free, 24 hours a day, 7 days a week.

Thank you for choosing SkyTel.



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