

SkyTel Services Online Help

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Overview of SkyTel Services

SkyTel System

The SkyTel system is a reliable and geographically expansive wireless messaging network. SkyTel offers a wide range of wireless communications tools created and customized to meet the needs of mobile business professionals. BitWare can handle the following SkyTel System services:

SkyFax

SkyFax is a personal, toll-free fax mailbox with page alert notification, fax delivery, and store/forward capability for management of fax documents. Faxes that are sent to your SkyFaxv number are delivered to your fax mailbox as [New Documents](#). The SkyTel System then notifies you on your SkyWord, SkyPager or SkyCard unit that you have received a fax. At this time, you may forward the document to a fax machine of choice. Using a phone, it is possible to retain the faxes as [Saved Documents](#) for later use, or to archive them as [Filed Documents](#) for longer term storage.

Mailbox Capacity

Total capacity for your fax mailbox is 200 pages. When the mailbox is full it will not accept any new faxes.

SkyFax Pricing

A SkyFax customer is charged for each fax page retrieved from their SkyFax Mailbox. Please refer to your SkyFax contract agreement for explicit pricing.

SkyWord

SkyWord is an alpha-numeric paging service for text messages. Your associates and family simply call one toll-free number and dictate their message to the SkyWord Message Center operator. They can also send messages from any modem-equipped computer using BitWare. You will receive the message on your SkyWord pager unit within minutes. The SkyWord pager is a palm-sized alpha/numeric pager that provides a tone or vibrate alert to notify you of a received message.

If you suspect that you have missed a page (e.g. powered off for a while), you can use the Page Recall feature, which is standard with all SkyTel services, for recalling up to 99 hours of messages.

Please reference your SkyFax Customer Care Kit for complete instructions on how to use the SkyTel System and SkyFax/SkyWord, or call [SkyTel Customer Services](#) for details.

SkyTel Services

This dialogbox has two sections. The top half is for SkyFax, and the bottom half is for SkyWord SkyPager service.

SkyFax Service

The *Fax Mailbox Phone Number* field is your personal SkyTel 800 number. Click on the *Setup* button to go to the [Fax Service Setup](#) dialogbox if you want to change this number. If you have not already specified your personal Security Code, you must do so by pressing the *Setup* button.

Click on the *Retrieve Fax* button to retrieve all [Marked Documents](#) from your SkyFax mailbox.

SkyPager Service

The Pager Service Phone Number is the 800# used by BitWare to deliver SkyWord paging data. To change this number and to configure SkyWord, you must click on the *Setup* button to access the [Pager Service Setup](#) dialogbox.

Click on the [SkyWord Access](#) button to send SkyWord paging text to one or more SkyWord users. This will bring you to the [SkyWord Access](#) dialogbox.

See Also

[Filed Documents](#)

[Marking Documents for Retrieval](#)

[New Documents](#)

[Retrieving Marked Documents](#)

[Retrieving Documents with Fax Machines](#)

[Saved Documents](#)

[Unmarking Documents](#)

Fax Service Setup

This dialogbox allows you to specify your SkyFax user information for automated BitWare retrieval of SkyFax documents. The following explains the fields.

Phone Number

This is the SkyFax Number assigned to your PIN when you were authorized for SkyFax service. This is the same number others use to send faxes to your SkyFax mailbox.

Note: This is NOT the number 1-800-759-8888.

Security Code

This is the same Security Code assigned to your PIN for all SkyTel services. Since this code may be changed through the SkyTel System it is important to insure that this value is also updated to reflect any change. This code is not displayed in the dialogbox for security reasons. Therefore, you must remember this code by other means.

Delay

This value controls the time delay (in seconds) between the dialing of the Phone number and the transmitting of the Security Code. This value is defaulted to 5 seconds and should not need to be changed under normal conditions. If BitWare frequently fails to retrieve your faxes, you may consider to increase this value, one second at a time, until you find a working value.

Pager Service Setup

This dialogbox allows you to setup the SkyPage access information for BitWares SkyWord module. The following explains the fields.

Phone Number

This is the SkyWord access number, which is different from the SkyFax number, and also different from the 1-800-759-8888 number. The default number, 1-800-766-9619, should work. If this number is changed, please contact [SkyTel Customer Services](#) to obtain a new number.

Subscriber ID, Security Code, Usage Security, and Code Max. Message Length

These fields are reserved for future use. Their contents are currently ignored by BitWare.

SkyWord Access

This dialogbox is used to send a SkyWord Paging Text message to one or more SkyWord users. Before the Paging Text message is sent, you must specify at least one recipient in the Recipient area at the top of this window. Then, you must create the Text message in the Message area at the bottom of this dialogbox window.

To specify one or more Recipients

If you know the PIN number of the recipient, you can type it in by clicking inside the Pin Number box and start to type. After you have entered the PIN Number, you must click on the *Add* button to add it into the Recipients list.

If you wish to select a recipient or a group of recipients from the existing phone book, you can click on the *Phone Book* button, which will bring you to the *Phone Book Dialog*. In there, you can select a recipient by clicking the mouse on the entry to high light it. To select multiple entries, you can press and hold the Ctrl key while clicking on the entries.

To enter the SkyWord Paging Text message

Click on the Message area, and start to type. Your message length is limited to the *Max. Count* value.

Sending the SkyWord Paging Text message

To send the message immediately, click on the *Send* button. To send the message at a later time, click on the Future Delivery checkbox. You can specify the exact date and time.

See Also

[Pager Service Setup](#)

New Documents

A document that has been sent to your fax mailbox, but has not been accessed by you is labeled as a New Document. New Documents are automatically retained for one week. If New Documents are not accessed in one week's time, they will be automatically deleted from your mailbox. All New Documents are automatically marked for retrieval. Once retrieved, they are automatically labeled as [Saved Documents](#).

See Also

[Marking Documents for Retrieval](#)

[Retrieving Marked Documents](#)

[Unmarking Documents](#)

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Saved Documents

A document that has been accessed by you and stored automatically by the system is labeled a Saved document. A [New Document](#) may also be saved by accessing the document through the Individual Access menu and then saving it. Saved Documents are retained for one month and will be deleted if they are not filed in one months time.

Saved Documents can be marked for retrieval by following the procedure outlined in [Marking Documents for Retrieval](#).

It is possible to change a Saved Document to become a [Filed Document](#) for longer term storage.

See Also

[Marking Documents for Retrieval](#)

[Retrieving Marked Documents](#)

[Unmarking Documents](#)

[SkyTel Customer Services](#)

Filed Documents

A document that you have selected to store for future use is labeled a Filed Document. You can number and voice annotate Filed Documents for management purposes. The SkyFax directory identifies the documents by number and voice annotation. Once a document has been filed it will be retained on the SkyFax System for one year. It is possible to mark any Filed Document for retrieval by following the steps in [Marking Documents for Retrieval](#).

See Also

[Marking Documents for Retrieval](#)

[Retrieving Marked Documents](#)

[Unmarking Documents](#)

[SkyTel Customer Services](#)

Retrieving Marked Documents

Retrieving your SkyFax documents with BitWare or with a Fax machine is simple. In order for your computer to recognize the document you wish to retrieve, you must first mark the document(s) on the SkyFax System for subscriber retrieval. All [New Documents](#) are automatically marked for subscriber retrieval. Through the Interactive Voice Access menu, you may mark [Saved Documents](#) and [Filed Documents](#) for retrieval.

To retrieve marked documents using BitWare, click on the SkyTel icon found on the BitWare icon bar. This will activate the [SkyTel Services](#) dialogbox. Click on the Retrieve Fax button. All marked documents will be retrieved automatically by BitWare. Make sure you have already configured your PIN number and other parameters in the [Fax Service Setup](#) menu.

To retrieve documents using a fax machine, please see [Retrieving Documents with Fax Machines](#).

See Also

[Marking Documents for Retrieval](#)

[Retrieving Documents with Fax Machines](#)

[Unmarking Documents](#)

[SkyTel Customer Services](#)

Retrieving Documents with Fax Machines

If you wish to send your SkyFax document(s) to another convenient fax machine, follow these steps:

1. Dial 1-800-SKY-8888 (1-800-759-8888).
2. Enter your PIN, press #, *.
3. Enter Your Security Code, press #.
4. Press 4, #.

Once you have keyed in this sequence, the voice of SkyFax will notify you of the number of New, Saved and Filed Documents in your mailbox.

1. Press 1, # to access all New Documents.
2. Press 2, # to send to a fax number of your choice.
3. Enter the 10 digit fax number where you wish to send your document, #.
4. Press # to go to the Delivery Menu.
5. To send documents, press # or press * to cancel.

See Also

[Marking Documents for Retrieval](#)

[Retrieving Marked Documents](#)

[Unmarking Documents](#)

[SkyTel Customer Services](#)

Marking Documents for Retrieval

To mark a document for subscriber retrieval either by BitWare or by a fax machine, you must call the 1-800-SKY-8888 and use the Interactive Voice Menu.

Important Notes

1. Without first marking the documents on the SkyFax System for subscriber retrieval, you will not be able to retrieve SkyFax documents with BitWare.
2. Marked documents are automatically returned to unmarked status after they are retrieved, or after one weeks time.
3. All New Documents (the faxes that are newly received) are automatically in the Marked state for retrieval.

To mark documents for retrieval, follow these steps:

1. Dial 1-800-SKY-8888 (1-800-759-8888).
2. Enter your PIN, Press #,*.
3. Enter your Security Code, Press #.
4. Press 4, # to access the SkyFax Menu.
5. If you wish to select a SAVED DOCUMENT, Press 2#.

Note: Pressing the # key will allow you to skip forward to the next document.

6. If you wish to select a FILED DOCUMENT, Press 3#.

Note: Pressing the # key will allow you to skip forward to the next document.

7. To mark the document for subscriber retrieval, Press 7#.

Note: If you change your mind, you can unmark the document by pressing 7# again.

See Also

[Retrieving Marked Documents](#)

[Unmarking Documents](#)

[SkyTel Customer Services](#)

Unmarking Documents

Unmarking a document means to identify it on the SkyFax System as not being wanted to be retrieved using BitWare or a fax machine.

Important Notes

1. Without first marking the documents on the SkyFax System for subscriber retrieval, you will not be able to retrieve SkyFax documents with BitWare.
2. Marked documents are automatically returned to unmarked status after they are retrieved, or after one weeks time.
3. All New Documents (the faxes that are newly received) are automatically in the Marked state for retrieval.

To unmark [New Documents](#), please see [Marking/Unmarking New Documents](#).

To unmark Saved or Filed Documents that are marked, follow these steps:

1. Dial 1-800-SKY-8888 (1-800-759-8888).
2. Enter your PIN, Press #, *.
3. Enter your Security Code, Press #.
4. Press 4, # to access the SkyFax Menu.
5. If you wish to select a SAVED DOCUMENT, Press 2#.

Note: Pressing the # key will allow you to skip forward to the next document.

6. If you wish to select a FILED DOCUMENT, Press 3#.

Note: Pressing the # key will allow you to skip forward to the next document.

7. To Unmark the document for subscriber retrieval, Press 7#.

Note: If you change your mind, you can Mark the document by pressing 7# again.

See Also

[Retrieving Marked Documents](#)

[SkyTel Customer Services](#)

Marking/Unmarking New Documents

All [New Documents](#) (the faxes that are newly received) are automatically in the Marked state for retrieval. If you wish to only receive certain New document(s) you must first unmark all of your New Documents and then, mark for subscriber retrieval, each document you wish to retrieve.

To unmark all New Documents and to mark selective documents, follow these steps:

1. Dial 1-800-SKY-8888(1-800-759-8888).
2. Enter your PIN, Press #, *.
3. Enter your Security Code, Press #.
4. Press 4, # to access the SkyFax Menu.
5. Press 1, # to access New Documents.
6. Press 7, # to Unmark all New Documents.
7. Press 8,# to access a New Document Individually.

Note: Pressing the # key will allow you to skip forward to the next document.

8. Press 7, # to Mark Documents for subscriber Retrieval.

See Also

[Retrieving Marked Documents](#)

[Unmarking Documents \(for Saved or Filed Documents\)](#)

[SkyTel Customer Services](#)

SkyTel Customer Services

For assistance in verifying your SkyTel SkyFax PIN Number, Access Numbers, and Security Code, please contact SkyTel Customer Services at:

1-800-SKY-USER.

