

CompuServe®

Mini-Guide For New Subscribers

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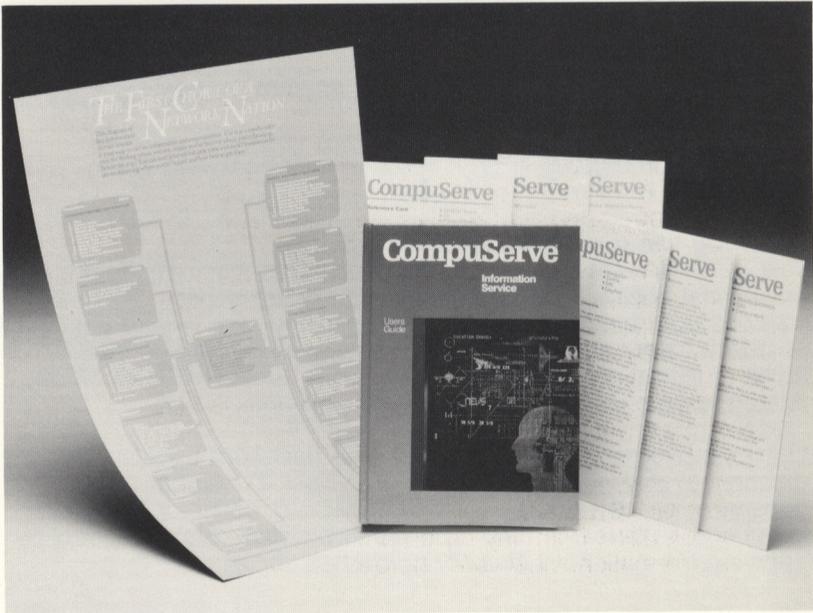
**Lost (or forgot) your password?
We can help you get back online.**

If you lose or forget your password, or if you think that your password may have been compromised, call CompuServe Customer Service at 800-848-8990 (in Ohio or outside the contiguous United States) or 614-457-8650 (within the contiguous United States, except Ohio) to request that a new password be generated for your account. It will be mailed to you at the address on your account. If your address has changed, please send a letter providing your new address and phone number, and requesting a new password to:

CompuServe Incorporated
Attn: Customer Administration Department
P.O. Box 20212
Columbus, OH 43220

CompuServe Customer Service Representatives do not have access to your password, but will have a new one generated and mailed to you immediately. Allow seven days for handling and delivery.

**Put an instructor
at your side: The CompuServe
Information Service Users Guide.**



The CompuServe Information Service Users Guide gives the description, location and instructions for products throughout the Information Service. The guide also provides Quick Reference Word lists, compatibility requirements for hardware and software, control characters, assistance in setting up your screen display and much more. The spiral binding within the hardback cover affords convenient "hands-free" reference to useful instructions.

The Users Guide comes complete with:

- **A poster-sized Service Configuration Diagram** — a handy guide to key service menus.
- **A Forum and an EasyPlex Users Guide** (bound into the Information Service Users Guide).
- **Convenient Reference Cards** for various areas within the service, including:

Travelshopper	Public Access Files
Official Airline Guide	MicroQuote
Comp-u-store OnLine	Navigational Commands
Bulletin Boards	Forums
Citizens Band Simulator (CB)	Control Characters
EDIT	Weather
EasyPlex	Games

If you did not receive a Users Guide with your subscription offer, we urge that you purchase one to assist you in using the CompuServe Information Service. To place an order online, type GO ORDER from any prompt and select "View Descriptions/Place Order" from the menu.

Let your fingers do the walking: A guide to online help.

Type GO HELP from any online prompt to reach a complete menu of customer assistance services. Give us new billing information and address changes at any hour of the day—without waiting for offices to open or interrupting your work day. You can change terminal settings, find new telephone access numbers, check current charges and place orders for CompuServe products easily and conveniently online.

Change or review billing information by typing GO BILLING.

Type GO BILLING from any online prompt to give us new billing or address information, view your charges in detail, obtain an

explanation of the billing periods, or review CompuServe rates and surcharges.

You can also review your charges directly by entering GO CHARGES, billing periods by entering GO PERIODS, or CompuServe rates and surcharges by entering GO RATES.

Change terminal settings for your computer by typing GO TERMINAL.

Type GO TERMINAL to select options that adjust your communication software, screen size and printer; or to institute special Log-on Actions, such as the display of "personal" menus representing areas that you frequently visit.

You can temporarily change terminal settings without going to a menu by entering SET at any online prompt. The original settings will return the next time you logon.

Find telephone access numbers and log-on instructions by typing GO LOGON.

Type GO LOGON to review log-on instructions for using the CompuServe network and supplemental communication networks. Check to see if there is an access number that could save you a long distance call or reduce your supplementary communications charges. You can take a short-cut to the list of access numbers by typing GO PHONES.

Browse or place an order online by typing GO ORDER. . .without connect time charges.

Type GO ORDER from any online prompt to browse CompuServe product descriptions, place an order, or to check the status of an existing order. There is no charge for connect time in the Products and Ordering area, although communications surcharges remain in effect.

Review CompuServe Information Service Operating Rules by typing GO RULES.

Review the copyright, information content and other operating rules for the Information Service by entering GO RULES. The operating rules presented in your original subscription information and during your online sign-up agreement are reprinted in this area.

Keeping the lines of communication open: Hints for correcting technical problems.

If you encounter a problem during logon or with your communication connection, check the following steps for handling common problems:

A busy signal—If you receive a busy signal from a telephone access number, hang up and try again 15-20 minutes later. This may happen during occasional peak periods of usage, but it should not last long. Your call will go through as soon as a line becomes available.

Nothing appears on the screen after entering a `Control C` — Hang up, redial and wait six seconds before entering a `Control C`. Also make sure that your modem is hooked up and turned on, and that all connections are secure.

Adjust your terminal settings to match one of the following configurations appropriate to your computer:

Option #1

- 8 Bits
- No Parity
- One Stop Bit
- Full Duplex

Option #2

- 7 Bits
- Even Parity
- One Stop Bit
- Full Duplex

If you are using a Commodore computer, select the second group of settings. Press the Run Stop key instead of `Control C` to initiate the log-on sequence.

Garbled characters at logon—Review the terminal settings in your communications software, and make sure that they match one of the group settings listed above. If you continue to receive garbled characters, switch the parity and number of bits to the alternate setting.

“System Temporarily Unavailable” appears after entering your User ID number—This message indicates that CompuServe is performing maintenance and updating procedures on the computer system in order to make sure that you continue to receive the quality service you expect. The system should be available within about 20 minutes.

Sudden interruption of your connection—Your computer is connected to the telephone line, so any problem that affects your phone connection may also affect your CompuServe connection, such as electrical storms, high winds and downed wires.

If you have "Call Waiting" service on your telephone, your CompuServe connection may be disconnected when you receive a call while online. If this occurs, dial again. (Note: Some local telephone companies are able to provide their customers with a means to temporarily disable the call-waiting service while using a personal computer.)

Ask Customer Service

If you have questions about the service, stop by and ask Customer Service. Customer Service makes it easy to get the help you need whenever you need it.

Questions and Answers

When a question comes up while you're online, type GO QUESTIONS to visit the Questions and Answers service. Whether you have questions about your billing or using an online service, you can find answers immediately. Customer Service is continually updating the Questions and Answers database to keep up with the growing Information Service.

Feedback

When you can't find the assistance that you need in users guides or online, let Customer Service answer your individual questions. Type GO FEEDBACK at any ! prompt and you'll be given the opportunity to send an electronic message to Customer Service. A representative will respond via EasyPlex as quickly as possible. You are not billed for your connect time while using the Feedback service. (You are, however, billed for applicable communications surcharges.)

Calling Customer Service

If you have a problem that needs immediate attention or can't be resolved using the services described above, call Customer Service. Representatives are available from 8:00 a.m. to midnight Monday through Friday and from 2:00 p.m. to midnight on weekends (Eastern time). Holiday hours will vary. To reach Customer Service, dial:

(800) 848-8990 from outside Ohio within the contiguous United States.

(614) 457-8650 from within Ohio and from outside the contiguous United States.

Making the Forum Connection: An Introduction to CompuServe Personal Computing Forums.

No matter what kind of computer you have, CompuServe Personal Computing Forums connect you to hundreds of other users who can

answer your questions. Apple, Atari, Commodore, IBM, Tandy, Ashton-Tate, Borland, Lotus, MicroPro, Microsoft CompuServe Forums give individuals with common computing needs a place to find assistance and exchange information. When minds meet in Forums, new questions attract novel solutions. Subscribers find daily updates and direct contact with company support representatives, industry gurus and hardware and software users at all levels.

There are intelligent lifeforms here.

Personal Computing Forums are supported and maintained by hardware and software manufacturers and by specialists in specific areas of computing. This panel provides owners and users with access to product support, industry news, software updates and public access files—often with the hardware manufacturer or software publisher as the source. Members communicate with customer support representatives and field experts directly in Forum message centers and conference areas, and retrieve program files, newsletters and more through Forum data libraries.

Messaging with CompuServe subscribers means getting resourceful answers from wise sources.

Messaging through CompuServe Personal Computing message boards generates responses from hundreds of computing enthusiasts who frequent the Forums each day. The Forum message boards enable you to pose questions to experts, build dialogue with peers, and tap the wealth of experience and knowledge that members offer other members worldwide.

(L) Leave a Message

When you see this entry on a Forum menu, it is a formal invitation to introduce yourself to Forum members by leaving a message on a Forum board. The message boards are the most frequently used area of the Forums, and provide an opportunity to become acquainted with other members by asking questions and participating in discussions. You can leave a message for the Forum administrator (sometimes called a System Operator, or SYSOP) or for other members by selecting "Leave a Message" from the Forum menu. You can read the messages on the board by selecting "Read Messages." (Also see chapter 5 in your CompuServe Information Service Users Guide for complete Forum instructions.)

Forum Conferences are the talk of the computing industry. . .and you have a seat at every Round Table.

Forum conference centers keep rooms open for members and staff to use for scheduled or spontaneous meetings. Forum administrators often host online interviews, lectures and question-and-answer sessions featuring prominent guest speakers so you can listen to and talk with outstanding experts from across the nation—in your own home.

(CO) Conference

This message invites you to enter conversation with other Forum members by selecting Conference (CO) from the Forum menu. Discuss specific concerns about your hardware, software or computing applications in a conversational manner by choosing a Subtopic of interest from the Conferencing menu.

Forum Libraries put a wealth of information at your fingertips.

Each Forum maintains several data libraries of reference material in files available for retrieval and exchange. Program documentation, newsletters and transcripts of online conference and message board discussions are stored under topic sections and may be searched using keywords. Public domain software and software update files, contributed to the data libraries by equipment manufacturers, software authors and Forum members across the Network Nation, are available for other Forum members to retrieve at any time.

(DL) Data Libraries

To visit a Forum data library, select "Data Library" from the Forum menu. Choose program or text files that interest you — newsletters, documentation, public domain software and other resources — and retrieve them by downloading them to your PC for immediate use, or as additions to your personal library.

Talking with the Network Nation: A note on etiquette.

Engage in conversation with people from San Diego to Boston and Boca Raton to Big Sur, CompuServe's CB Simulator and Forum conferencing enable you to 'talk' with people of varying ages, intellects and backgrounds. Bulletin boards provide an electronic kiosk for you to speak to passers-by and to meet subscribers with similar interests and new views. Interactive games pit you as a team or an individual against the nation's leading players in trivia, adventure, and other contests.

Keep the topics and language unoffensive.

The diverse ages and sensitivities of those talking, listening and reading in CompuServe's public interactive areas make courtesy and respect for others necessary. Foul or abusive language and overt references to sex, race or religion are to be avoided in all public communication areas online, including CB, Forum conferences, public bulletin boards and interactive games.

Introduce yourself to CB.

CB is polite. It will ask for your "handle" (or nickname), and will then preface each message that you enter to other CB'ers with your handle. You should be polite too. After selecting one of the 72 CB

channels (refer to your Users Guide or online instructions for CB commands), let other participants know you have arrived by typing a "hello" message. This will send your greeting and announce your handle to the other CB'ers on the channel. You will probably receive a few "welcome" messages in return.

Our policy for supporting an enjoyable online community.

In regard for the interests of all online participants, CompuServe reserves the right to discontinue service to a subscriber if, at any time, use is inconsistent with published policies, operating rules or guidelines. This decision will be based on CompuServe's sole judgement. A \$10 fee will be charged to reactivate the account. (Note: Guidelines outlined here are described in more detail online and can be reached from the CB main menu under "CB Etiquette".)

Powerful Navigational Commands: FIND what's available; GO there directly.

Finding your way to the services that you want in a world of information is easy by menu. But menus are not always the fastest route. There are commands that enable you to quickly find all of the services that are available on a topic and go directly to those services.

GO

If you know where you want to go, and prefer to take the most direct route to get there, type GO, followed by the Quick Reference Word, at any online prompt.

The Quick Reference Word for each service appears in the upper right-hand corner of most product and menu pages. Quick Reference Words are listed regularly in *Online Today* magazine, and are provided in the online Subject Index.

FIND

If the information that you are looking for is not a part of the menus in an area where you expected to find it, enter FIND and your topic of interest at any ! prompt. For example, if you would like to see what services are offered concerning education, enter FIND EDUCATION. You will receive a list of the services available on education, along with the Quick Reference Words to proceed to each area.

Learn how to use CompuServe Information Service menus and commands by entering GO COMMAND.

Learn how to more effectively use menus, GO and other navigational commands, control characters and more by entering GO COMMAND from any online prompt.

Accessing CompuServe from outside of the United States: Information for overseas subscribers.

If you are accessing the CompuServe Information Service from outside of the United States or Canada, the following information will assist you in determining connect rates and additional charges for the service.

- **Connect hour rates are based on the time zone at your point of connection in the United States, and are not based on your local time zone.** For example, if you access via TYMNET and your initial U.S. network connection is in New York City, your connect hour charges are based on New York City's local time. Your communications network company representative will be able to tell you where your initial point of contact (or gateway) occurs in the United States.
- **Subscriptions from outside of the United States and Canada are subject to a \$10 monthly service fee.** There is a \$10 monthly service charge for mailing costs and maintenance of accounts with an address outside of the United States and Canada.
- **Any additional shipping and customs charges are included with online orders.** Orders for users guides, communications software and other merchandise can be placed through the CompuServe Online Ordering Service. Costs for shipping and customs will be billed in addition to the regular product price.