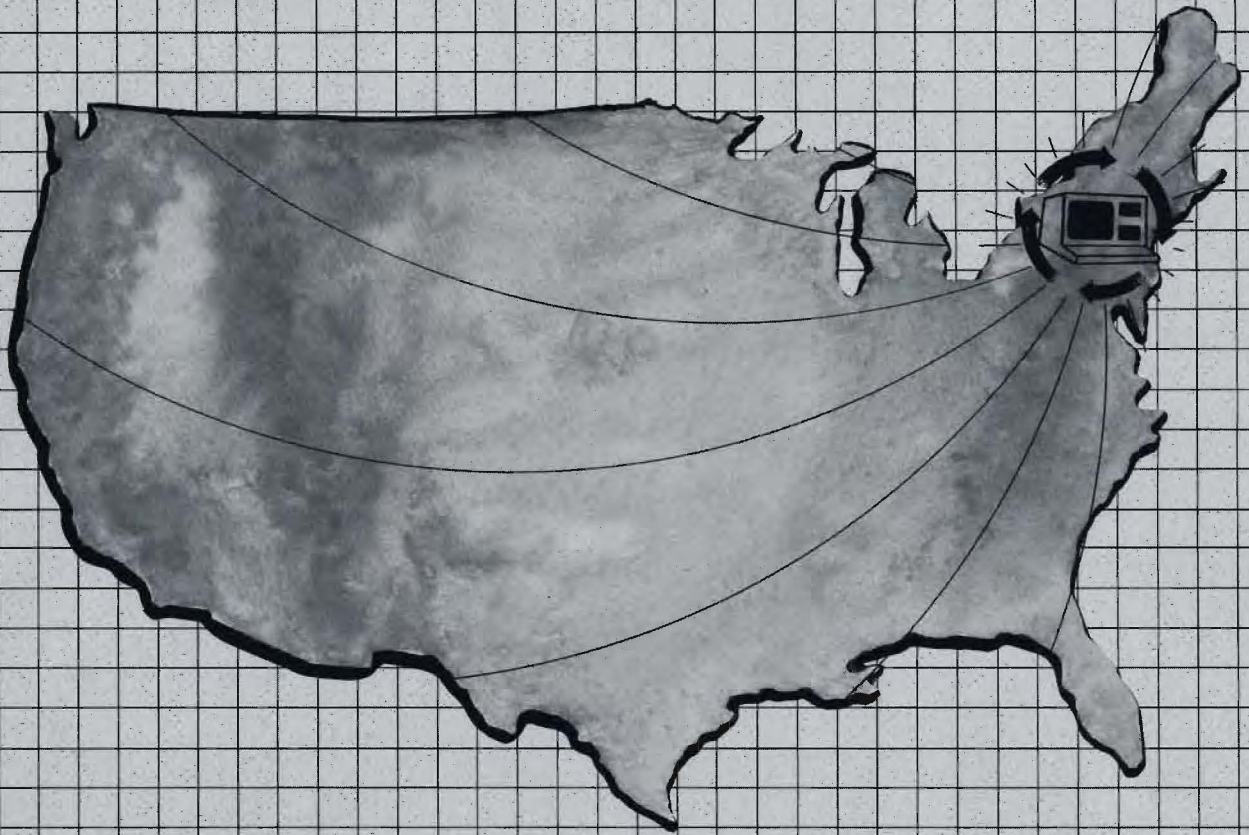


# CompuServe<sup>™</sup>

Information Service  
*User's Guide*



**Radio Shack<sup>®</sup>**

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CompuServe does not guarantee the accuracy, sufficiency or suitability of the software delivered herewith. Customer shall inspect and test such software and other materials to its satisfaction before using them with important data.

There are no warranties, expressed or implied, including those of merchantability and fitness for a particular purpose, concerning the software and other materials delivered herewith.

# Welcome to a World of Information

Welcome to CompuServe's Information Service where you can keep abreast of the world around you with:

- News, weather and sports from major newspapers and international news services.
- Financial information with updates and historical information on stocks, bonds and mutual funds.
- Entertainment — theater, book, movie and restaurant reviews plus opera, symphony, ballet, dance, museums, galleries and more.
- Electronic Mail service where you can create, edit, send and receive messages from any other CompuServe user — nationwide.
- Home Information — a variety of government publications plus articles from home magazines.
- Personal Computing services including software exchange, line printer art gallery, challenging games, programming languages, word processing, business and educational programs and much, much more.

This user's guide provides information about using the many features of the CompuServe Information Service.

**hours** — 6PM to 5AM local time weekdays. All day Saturday, Sunday and all holidays recognized by CompuServe. Service after midnight Eastern Time may be restricted at times for system maintenance. Prime time access (5AM to 6PM) is available for an additional fee.

**telephone hookup** — To access the CompuServe Information Service, you must connect your personal computer or terminal to a telephone. There are many ways to do this depending upon the equipment you own. For more information on the needs of your particular system, see the manual for your personal computer or your personal computer dealer.

**getting help** — The Feedback service provides an opportunity for you to report any problems you might be having and to order documentation. Refer to page 23 for additional information about using Feedback.

**special authorization** — Access to certain information may require special authorization and validation. A message to this effect is displayed where appropriate.

**documentation** — User documentation is available for CompuServe Information Service customers. Once you have registered as a customer you can order documentation through Feedback (see page 23).

# Logging On and Off the System

After your computer terminal is connected to a modem (and, if you are using a microcomputer, you are running a terminal emulator program), you are ready to connect to the CompuServe Information Service.

1. Dial the CompuServe Information Service access number for your area. If a local CompuServe number is not available, you can access the Information Service through the TYMNET communications network (refer to Appendix B). Ask your personal computer dealer for the access number and whether or not the number is a supplemental number.
2. When you hear a continuous, high-pitched tone, properly position the telephone handset in the acoustic coupler or depress the data button on your modem. If you do not hear the tone, hang up and redial. If you see the message:

PLEASE TYPE YOUR TERMINAL IDENTIFIER

refer to Appendix B — TYMNET Access, for further instructions.

3. To log onto the CompuServe Information Service, you need your User ID number and your secret password. With this information, follow the procedures illustrated in this example (user entries are underlined in all examples):

*Enter a Control C. Usually this is accomplished by holding down the Control key while the C key is also pressed. Terminal keyboards vary; for further information see the instructions for the terminal software you are using or your personal computer dealer.*

*The CompuServe Information Service responds with USER ID:. You enter your personal user I.D. number and press the ENTER key (carriage return key on some keyboards). If there is no ENTER key or carriage return on your terminal, consult the manual for your personal computer or your personal computer dealer. Unless you are told otherwise, all lines are terminated with ENTER (a carriage return) which feeds the information you have just typed into the computer.*

*You are prompted for your secret password. Enter your password and press ENTER. For security purposes, your password is a nonprinting entry (in full duplex).*

```
␣C
User ID: 70000,11

Password: _____
```

*With your first free hour of use, each time you log on you are given the opportunity to become a permanent CompuServe Information Service customer.*

*Note that you must complete and return the application enclosed in your packet as well as provide CompuServe with the pertinent information for setting up an account.*

Congratulations! You are now part of the exciting world of information provided by CompuServe. The CompuServe Information Service (CIS) is continually growing and expanding and we urge you to log in regularly for news of the latest offerings.

Key <ENTER> to continue:

Don't be afraid of pressing the wrong key. If you make a mistake, you are given a chance to try again.

CompuServe's Customer Service staff is ready to answer any questions not addressed by the CIS User Guide.

Key <ENTER> to continue:

Your purchase of the CompuServe Information Service user's pack includes one free hour of use. To continue to use the service, you must open an account with CompuServe. Please read and understand the terms and conditions that apply to using this service. They are on the application included in your pack.

Key <ENTER> to continue:

To open an account you must both :

1. Provide CompuServe with your name, address and other information (you do this on the service by choosing to open an account).
2. Complete and return the application enclosed in your pack.

Key <ENTER> to continue:

*If you select item 1, you are prompted for your name, address, and other necessary information. If you sign up, the next time you log on you will proceed directly to the top Videotex menu (see below).*

*With a successful log-on, the CompuServe Information Service responds with a brief message followed by a list of possible items from which a selection should be made. This is referred to as a menu of items. At various times, a menu is displayed followed by an exclamation point (!). At the ! prompt, you may select an item by number or enter a command to move to another portion of the Videotex area or into the Personal Computing area. Note that the menus may change from time to time as more selection items are added.*

*The menu shown here is referred to as the Top menu. From the Top menu you can go into the Videotex area, the Electronic Communications area, or the Personal Computing area. Each of these areas is discussed on the following pages.*

*BYE or OFF logs you off the CompuServe Information Service.*

*You are told how long you have been connected to the system. Since you are billed for all connect time, it is prudent to log off when your terminal is not in use. For your protection, your terminal is automatically logged off if no output is generated or entries made for 15 minutes.*

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Your account with CompuServe may be paid through your VISA or Master Card or, for a monthly handling fee (\$3.00), you may be billed directly by CompuServe. Do you wish to:

- 1 Open an account
- 2 Exit to the menu of services

Key 1 to sign up, 2 for menu: 2

CompuServe Information Service

16:23 EST Monday 23-Mar-81

WHAT'S NEW:

Income Tax Preparation  
March Movie Reviews  
Dallas, TX User Notice  
Computerthon Results  
Tandy Newsletter

For details, see What's New.  
Enter: Go NEW-1 at the prompt  
(!) in DISPLAY.

Key ENTER to continue:

CompuServe Page CIS-1

CompuServe Information Service

- 1 Newspapers
- 2 Finance
- 3 Entertainment
- 4 Communications
- 5 CompuServe User Information
- 6 Special Services
- 7 Home Information

9 MicroNET Personal Computing

Enter your selection number,  
or H for more information.

!OFF

Off at 16:25 EST 23-Mar-81

Connect time = 0:02

# Helpful Features

**error correction** — Errors in a line can be corrected by backspacing to the error and retyping to the end of the line. The backspace key may be marked BKSP or ←.

For keyboards without a backspace key, use Control H. (See the Control Characters section below.)

On some terminals backspacing is shown by actual character deletion. On others, slashes delineate the deleted character or characters.

**control characters** — Control characters are entered by holding down the control key while pressing the character key. Some microcomputer keyboards do not have a control key. Consult the manual for your personal computer terminal software for the alternate key to use. Control characters are indicated in this manual as an up-arrow (↑) followed by the character, e.g., ↑C. The control characters which are most often used are:

- ↑C interrupts display or a program's execution so that you can enter another menu selection or command.
- ↑U deletes the line currently being typed.
- ↑V redisplayes the partial line you are typing.
- ↑H backspaces, deleting the character that was there.
- ↑A suspends the output at the end of the current line.
- ↑S suspends the output immediately.
- ↑Q resumes output after ↑A or ↑S.
- ↑O turns off output which is in process. A second ↑O turns output in process back on.

**operator messages** — Occasionally the computer operator may send you a message to enable you to log off before the system is taken down. It is important, especially if you are using files, that you log off promptly. Such messages are most likely to occur after midnight when the computer may be taken off line for preventative maintenance. Operator messages are preceded by ;;OPR.

---

**network messages** — If there is a problem with the system you may receive one of the following network messages:

- ? NTWCCN - Cannot Connect
- ? NTWLCP - Lost Connect Path
- ? NTWSPR - System problem, please try again later

If you receive one of these messages, hang up your telephone and try again later.

The following message means that the path which your terminal is using to connect to the Information Service computers has been disrupted.

% NTWCPR - Communications Problem, PLEASE wait.

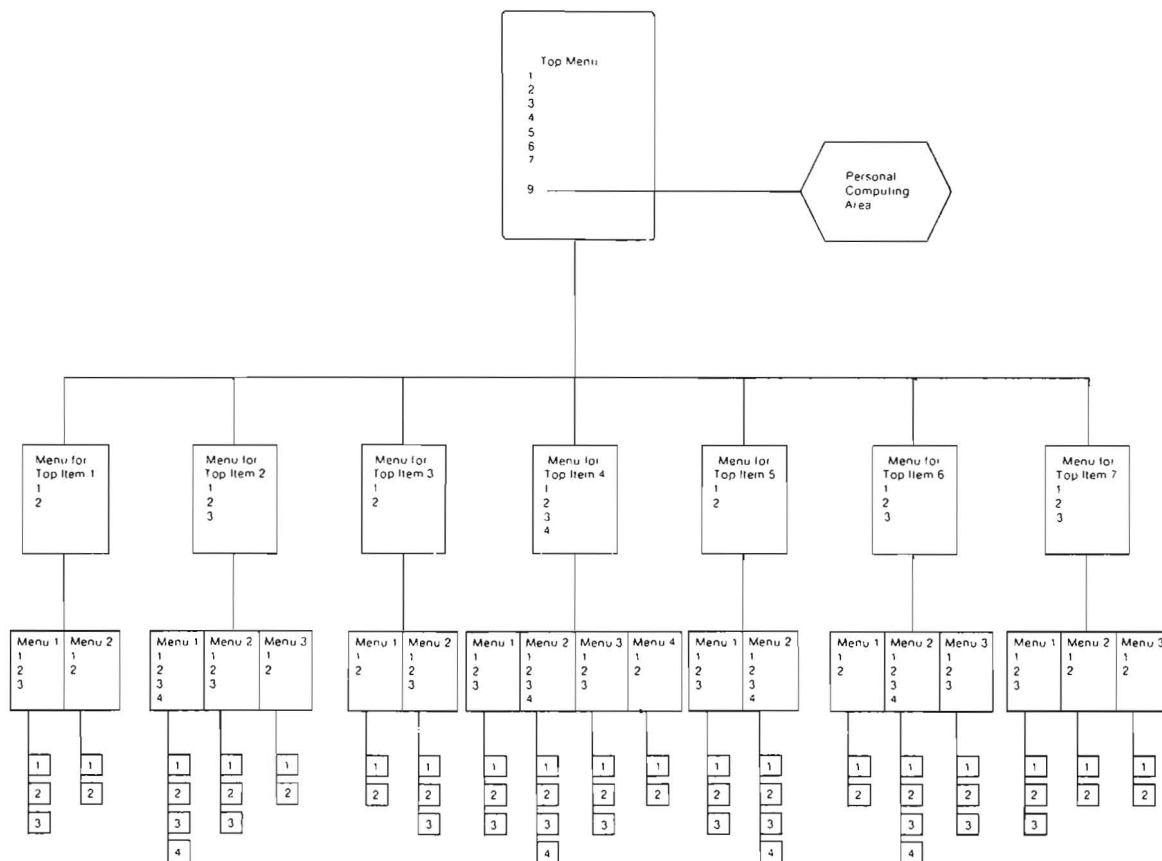
The network is trying to reconnect your terminal to the computer. If the USER ID: message appears, you can proceed to log on. If USER ID: does not appear, hang up your telephone and try again later.

**rates** — The current cost of running the Information Service can be displayed by selecting the CompuServe User Information item from the Top menu and then selecting the appropriate rates item on a subsequent menu. Note that some special items like MicroQuote, Energy, etc., have an additional charge associated with them.

**current charges** — You can list your current charges by selecting the CompuServe User Information item on the Top menu and then selecting the appropriate item on a subsequent menu.

# Videotex

With the Videotex portion of the CompuServe Information Service you can locate a specific item of interest and display the information. You access the Videotex area using a program called DISPLAY. A menu of the available items appears at various times to assist you in locating a specific item. You select one menu item and the information pertaining to that menu item is displayed at your terminal. You may need to step through more than one menu to arrive at the exact information for which you are searching. Note that certain menu selections may take you out of the Videotex area and run a program. When the program is finished, you are usually returned to the Videotex area.



**Diagram 1**  
**Menu Structure**

The Videotex area is made up of thousands of pages of information (16 lines/page). At the end of each page, an instruction appears followed by an exclamation point (!). For example:

*You select the menu item that you would like to explore.*

*Often a second menu is displayed after your initial menu selection.*

*You again select the menu item that you would like to explore.*

CompuServe Page CIS-1

CompuServe Information Service

- 1 Newspapers
- 2 Finance
- 3 Entertainment
- 4 Communications
- 5 CompuServe User Information
- 6 Special Services
- 7 Home Information

9 MicroNET Personal Computing

Enter your selection number,  
or H for more information.

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CompuServe Page CIS-4

CompuServe User Information

- 1 What's New
- 2 Using the database
- 3 Sending feedback to CompuServe
- 4 Changing terminal type or  
service type (CIS or MicroNET)
- 5 Current rates
- 6 CompuServe Subject Index
- 7 CIS Command Summary
- 8 CompuServe ViewPoint

Input a number or key  
<ENTER> for more choices

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Each page of information is displayed 16 lines long and 32 characters wide.

After each 16 line page, you are given the opportunity to continue, until all pages have been displayed for that topic.

You can enter a DISPLAY command rather than continuing. The T command returns to the Top menu.

CompuServe

Page NEW-1

WHAT'S NEW:

Important TYMNET notice  
Minneapolis User Notice  
Disk Refresher Schedule  
Energy Management System  
Philadelphia and Houston  
Tandy Newsletter

Better Homes and Gardens  
Ask Aunt Nettie

For details, see What's New.

Enter: Go NEW-1 at the prompt  
(!) in DISPLAY.

Key <ENTER> for next page

!T

CompuServe

Page CIS-1

CompuServe Information Service

1 Newspapers  
2 Finance  
3 Entertainment  
4 Communications  
5 CompuServe User Information  
6 Special Services  
7 Home Information

9 MicroNET Personal Computing

Enter your selection number,  
or H for more information.

!

The ! prompts you for some type of response. In the previous example, you can enter a digit indicating one of the menu selections or a command like M to return to the previous menu (see commands below). When you are displaying an article, you would normally key ENTER (a carriage return) to proceed to the next page.

**DISPLAY commands** — Any one of the following DISPLAY commands can be entered at an ! prompt to move to a specific page in the database:

**T** — Returns to the Top menu.

**M** — Returns to the previous menu which points to the current page.

**F** — Moves forward one page in the current series of pages.

**B** — Moves back one page in the current series of pages.

**H** — Displays a helpful message.

**R** — Resends the current page.

**S** or **S n** — (SCROLL) Displays pages continuously (i.e., there is no pause at the end of each page). A menu item number (n) can be specified at a menu selection. This starts scrolling with menu item n.

**N** — Selects the next menu item in the most recently used menu list without returning to the previous menu.

**P** — Selects the previous menu item in the most recently used menu list.

**G xxx-n** — Moves directly to page xxx-n where xxx is one of the Information Provider (IP) codes. Note that additional codes are added as new Information Providers are added to the database. To display the most current list select the CompuServe User Information item on the Top menu and proceed to the Subject Index. Some standard IP codes are:

CIS — Information maintained by CompuServe

IND — CompuServe User Index

NEW — What's New Newsletter which includes news about the most current CompuServe Information Service offerings

If you have established an IP code by issuing a G xxx-n command, you can simply enter G n to select another page from the same Information Provider.

**EXI** — Exits the Videotex area and enters the Personal Computing area. To return to the Videotex area type:

**R DISPLAY**

**LOG** — Terminates the current session and initiates another logon sequence.

**OFF** or **BYE** — Terminates the current session.

Note that if you have made a menu selection which runs a program rather than Videotex (e.g., EMAIL), the DISPLAY commands are not always available. To return to the Videotex area, follow the instructions that are provided in the programs.

*You can proceed directly to a specific page with the G command. G CIS-33 moves directly to page CIS-33 and displays that page.*

*Menu item 4, Motor Racing Reports, is selected.*

CompuServe Page CIS-1

CompuServe Information Service

- 1 Newspapers
- 2 Finance
- 3 Entertainment
- 4 Communications
- 5 CompuServe User Information
- 6 Special Services
- 7 Home Information

9 MicroNET Personal Computing

Enter your selection number,  
or H for more information.

IG CIS-33

CompuServe Page CIS-33

SPECIAL SERVICES

- 1 Services for Aircraft Pilots
- 2 Tandy Newsletter
- 3 Atari Newsletter
- 4 Motor Racing Reports
- 5 H & H Sports

Last menu page. Key digit  
or M for previous menu.

14

The first page of Motor Racing Reports is displayed.

The M command returns to the previous menu.

You can select a menu item and initiate scrolling at the same time with the S command. S 1 selects menu item 1 and begins scrolling the output.

Note that with scrolling there is no pause at the end of each page of text.

CompuServe Page RIS-15

```
*****
MOTOR RACING REPORTS
*****
Information and commentary on
automobile, motorcycle, boat,
and airplane racing, supplied by
Racing Information Systems, Los
Angeles, California, in
cooperation with the staff of
SPORTS CAR magazine.
```

Key <ENTER> for next page

!M

CompuServe Page CIS-33

SPECIAL SERVICES

- 1 Services for Aircraft Pilots
- 2 Tandy Newsletter
- 3 Atari Newsletter
- 4 Motor Racing Reports
- 5 H & H Sports

Last menu page. Key digit  
or M for previous menu.

!S 1

CompuServe Page ASI-1

```
ASI MONITOR
Vital air safety information
by the Aviation Safety Institute
of Worthington, Ohio.
A WHOLLY INDEPENDENT THIRD-PARTY
IN AVIATION -- SINCE 1973.
CALL ASI TO REPORT AVIATION
HAZARDS: 614-885-4242 IN OHIO,
OUTSIDE OHIO: 800-848-7386.
John B. Galipault, President.
```

CompuServe Page AFO-24

```
*****
OCEAN SEPARATION ALONG AR-1
A DOMESTIC OVERWATER ROUTE
*****
BY: John B. Galipault
```

-----  
INTRODUCTION  
-----

During the past five years,

*When scrolling, you can enter a Control-C to stop the output and return to prompt mode.*

*The T command returns to the Top menu.*

the Aviation Safety Institute (ASI) has received and documented a large number of incidents that suggest the need for more affirmative application of air traffic control procedures for overwater routes that have two domestic landfalls.

ASI held accurately documented reports of military fighters egressing from warning areas onto ocean routes without clearance or even notification of intended operations. Coordination, then and now between ATC and military controlling agencies such as Air Traffic Control (ATC), has been astonishingly poor. Status of warning and restricted area operations would be incorrect or largely unknown. Fighters would be using live ordnance when the areas were shown to be "cold" or listed as "hot" with military activity when, in fact, there were no operations. (C)

Key <ENTER> for next page

IT

CompuServe Page CIS-1

CompuServe Information Service

- 1 Newspapers
- 2 Finance
- 3 Entertainment
- 4 Communications
- 5 CompuServe User Information
- 6 Special Services
- 7 Home Information

9 MicroNET Personal Computing

Enter your selection number,  
or H for more information.

1

---

Two of the Videotex area's Top menu items deserve special mention:

- CompuServe User Information
- Special Services

Some of the items which are available in these two areas are described here.

## CompuServe User Information

The CompuServe User Information Top menu item contains information which is of interest to all customers.

**What's New** — presents the new features available from the CompuServe Information Service.

**Using the database** — briefly describes how to access database items and move from place to place in the Videotex area.

**Sending feedback to CompuServe** — briefly describes how to use the Feedback service.

**Changing terminal type or service type** — shows you how to specify a different type of terminal or entry point at logon.

**Current rates** — displays the current rates for using the CompuServe Information Service.

**CompuServe Subject Index** — displays the current page number for most items in the database, by subject. You can use the G command to move to a specific page. It is recommended that you display the subject index from time to time to see what is available and where it can be found.

**CIS Command Summary** — displays a brief description of the commands which can be used in the Videotex area.

**CompuServe ViewPoint** — responds to the more common Feedback questions and briefly presents the CompuServe Information Service's short- and long-range plans.

**To Change Your Password** — provides you with the information necessary to change your access password.

---

**Summary of Your Month-to-Date Charges** — provides you with information about your charges for services used.

**CIS Telephone Access Numbers** — searches the most up-to-date list of telephone access numbers for the state or area code you select. Pending and recent changes are also available.

## **Special Services**

The Special Services Top menu item contains categories of special interest such as newsletters, aviation information, football information, etc.

# Electronic Communication

The CompuServe Information Service provides many methods for electronically sending messages to other CompuServe users nationwide:

**CB** — Citizens' Band radio simulator where you can interact directly with one or more persons.

**EMAIL** — person-to-person message delivery system where you can privately communicate with other users of the CompuServe Information Service.

**BULLET** — National Bulletin Board system where you can post messages for all.

**FEEDBK** — Feedback service where you can send comments, suggestions or questions to the CompuServe Information Service staff.


## CB

CB is CompuServe's unique simulation of the 11 meter Citizens' Band radio. CompuServe puts the whole country "on channel." You are equipped with a multiple channel transceiver and a scanning monitor.

To access the Citizens' Band radio simulator, select the Entertainment item from the Top menu and make the appropriate selection from the subsequent menu. There is also a CB instructions page where you can find complete instructions on using CB.

## EMAIL

EMAIL is CompuServe's person-to-person message delivery system. You can read your mail, send mail, receive information on undelivered mail, or file your mail for future reference.

To access EMAIL, you select the Communications item from the Top menu and make the appropriate selection on the subsequent menu. Menu item 0 displays the instructions for using EMAIL. To return to the Videotex area, enter T for the top menu or enter . Also, you can enter OFF to log off the system.

**Reading mail** — To read your mail, select the Read Mail item from the EMAIL menu. If you have messages waiting, a menu is displayed indicating the message number, the sender's name, and the subject. You enter the message number, and the message is displayed. At the end of the message, you are given the opportunity to delete the message if you want.

**Sending mail** — To send mail, choose the Send Mail item from the EMAIL menu. You are stepped through the sending process by a series of questions. When creating your message, you can use the available EMAIL text editor to correct or add to your message if necessary. When the message is delivered it is automatically formatted to 32 characters per line and 12 lines per page. To force a new line to be started when the message is being formatted, begin the line with a tab or space when you enter it. (See the EMAIL Example.) Your message is delivered within 4 to 24 hours.

**Undelivered mail** — To check whether or not there is some mail which could not be delivered either to you or from you, select the Undelivered Mail Information item from the EMAIL menu. A maximum of 10 messages can be waiting in your read area at any one time. If you have undelivered mail waiting, you must delete a message from your read area before another message can be delivered.

**Filing mail** — You can place any message currently in your read area into a permanent file in your Personal Computing area by selecting the Filing item from the EMAIL menu. You are asked to provide the message number and a file name. The message is deleted from your read area when it is successfully stored. Disk storage is limited to 128,000 characters unless additional storage is requested. Note that any file in your Personal Computing area that is not accessed for 30 days is deleted.

*To access the Electronic Communications Area, select item 4 from the Top menu.*

```
CompuServe                Page CIS-1
CompuServe Information Service
1 Newspapers
2 Finance
3 Entertainment
4 Communications
5 CompuServe User Information
6 Special Services
7 Home Information
9 MicroNET Personal Computing
Enter your selection number,
or H for more information.
14
```

*From the Electronic Communications area you can select either EMAIL or BULLET.*

*If you select EMAIL, item 1, a brief description is displayed. If you need further instructions, enter H at the ! prompt.*

*To send a message, enter menu item 2.*

CompuServe Page CIS-22

Electronic Mail

- 1 Electronic Mail (EMAIL)  
(user-to-user messages)
- 2 National Bulletin Board  
(public messages)

Last menu page. Key digit  
or M for previous menu.

!1

CompuServe Page CIS-26

Welcome to EMAIL, the user-to-user message system from CompuServe. EMAIL allows you to communicate with other users of the information service. Instructions and options are included on each page. You are prompted for all required information. If you are not sure of what to do, key H (for Help) and receive further instructions.

Key <ENTER> for next page

! (ENTER)

CompuServe Page EM-2

ELECTRONIC MAIL

- 1 Read Mail
- 2 Send Mail
- 3 Undelivered Mail Information
- 4 File Mail

0 EMAIL User Information

Last menu page. Key digit  
or M for previous menu.

!2

*You can type in a new message directly or you can use a file which is stored in your Personal Computing area as the message.*

*If you choose to type in the message by selecting item 1, EMAIL prompts for each line of the message. When you have completed your message, depress the ENTER key on a line by itself.*

*You are then given the opportunity to review your message, modify the message, or send it as is.*

*If you select item 1, Review with Mini-Editor, EMAIL displays each line of the message and then gives you the opportunity to modify any of the lines (in this case, line 1).*

CompuServe Page EM-80

SENDING MAIL

- 1 Type in a new message
- 2 Use MicroNET disk file for input

Last menu page. Key digit or M for previous menu.

1

CompuServe Page EM-50

Enter Message; Enter Blank line to end:

- 1: This message shows how to send
- 2: an EMAIL message on the CompuServe
- 3: Information Service.
- 4: ENTER

CompuServe Page EM-53

Options:

- 1 Review with Mini-Editor
- 2 Modify
- 3 Send

Enter digit for option OR M for menu, or H for help

1

CompuServe Page EM-52

- 1: This message shows how to send
- 2: an EMAIL message on the CompuServe
- 3: Information Service.

Last Page. Key M for previous menu OR Line number to modify

1

*This example shows how to replace an entire line of your message. You are prompted for the replacement line. The entire message is displayed again with the modification.*

*You can continue to modify lines, or move back to the previous menu from which you can send your message.*

*EMAIL prompts you for the information necessary to properly send the message.*

CompuServe Page EM-55

Old Text:

- 1: This message shows how to send
- 2: an EMAIL message on the CompuServe

Mini-Editor Options:

- 0 Return to Review (no changes)
- 1 Insert new line BEFORE line 1
- 2 Insert new line AFTER line 1
- 3 Delete line 1
- 4 Replace line 1

!4

New Text:

- 1: This is an example of sending

CompuServe Page EM-52

- 1: This is an example of sending
- 2: an EMAIL message on the CompuServe
- 3: Information Service.

Last Page, Key M for  
previous menu OR Line number  
to modify

!M

CompuServe Page EM-53

Options:

- 1 Review with Mini-Editor
- 2 Modify
- 3 Send

Enter digit for option OR  
M for menu, or H for help

!3

CompuServe Page EM-51

Enter ID number or M for  
previous menu

Send to User ID: 70000,11

From Whom?  
(12 characters) :Buddy

Subject? (17 characters)  
: Example

*You are then given the opportunity to check the mailing information.*

*If the information is correct, it is sent. If you indicate that the mailing information is not correct, you can change the incorrect information before sending the message.*

*The T command returns to the Top menu.*

CompuServe Page EM-62

Mailing Information:

To: 70000,11  
From: Buddy  
Subject: Example

Is this information correct?  
(YES or NO)

1YES

CompuServe Page EM-61

Message being written

Message Entered and  
Awaiting Delivery

Key <ENTER> to continue

1T

CompuServe Page CIS-1

CompuServe Information Service

1 Newspapers  
2 Finance  
3 Entertainment  
4 Communications  
5 CompuServe User Information  
6 Special Services  
7 Home Information

9 MicroNET Personal Computing

Enter your selection number,  
or H for more information.

!

To retrieve a message which has been sent to you, select item 1 from the EMAIL menu.

You select which message you want to read.

Note that the messages are reformatted, automatically, to 32 characters per line.

You can delete the message or leave it in your delivery area.

CompuServe Page EM-2

ELECTRONIC MAIL

- 1 Read Mail
- 2 Send Mail
- 3 Undelivered Mail Information
- 4 File Mail

Ø EMAIL User Information

Last menu page. Key digit  
or M for previous menu.

!1

CompuServe Page EM-1Ø

(From/Subject)

- 1 Joe/What's up?
- 2 Buddy/Example

Last menu page. Key digit  
or M for previous menu.

!2

CompuServe Page EM-19

7ØØØØ,11 - 23-Mar-81 - 16:35  
This is an example of sending an  
EMAIL message on the CompuServe  
Information Service.

Last Page. Do you want to  
delete this message (Y/N)

!YES

CompuServe Page EM-1Ø

(From/Subject)

- 1 Joe/What's up?

Last menu page. Key digit  
or M for previous menu.

!

## **BULLET**

The CompuServe Information Service National Bulletin Board is an information exchange medium. Any user can post a message on the Bulletin Board for all to read.

To access the Bulletin Board area, select the Communications item from the Top menu and make the appropriate selection on the subsequent menu. After you are in the Bulletin Board area the prompt changes from ! to \*. At that point you can scan the current messages, post a message, read the messages, etc. To display the commands which are available in BULLET, type HELP at the \*.

A text editor, Filge, is available in BULLET which you can use to create a message and correct or change that message.

## **FEEDBK**

The Feedback area provides the opportunity for you to make suggestions to CompuServe, report any problems you might be having and order documentation. There is no charge for using this service; a credit is given for the time you use Feedback. It is recommended that you use FEEDBK to communicate with CompuServe.

To access the Feedback area, select the CompuServe User Information item from the Top menu and make the appropriate selection on the subsequent menu.

When you enter FEEDBK, a menu is displayed. You can choose to order documentation or describe a problem. You are prompted for the necessary information. Your message is stored for the CompuServe Information Service staff.

If you are unable to log on and thus cannot use FEEDBK, you can call CompuServe's toll free number for assistance (800)848-8990. In Ohio call (614)457-8650.

## Appendix B — TYMNET Access

If a local CompuServe telephone access number is not available, you can access the CompuServe Information Service through TYMNET at a small additional charge.

1. Turn your terminal on and set switches for remote access.
2. Dial the nearest TYMNET access number and wait for the high pitched tone.
3. Couple the terminal to the telephone line.
  - a. For acoustic couplers, place the handset firmly in the coupler.
  - b. For datasets (Bell 103 or 113 type), depress the DATA button.
4. The following message will be sent to your terminal at 30 cps (this will appear garbled at other speeds):

PLEASE TYPE YOUR TERMINAL IDENTIFIER

5. Type your terminal identifying character (usually A). (Some host computers may publish special instructions for terminal identifiers.)
6. TYMNET will then send the message:

PLEASE LOG IN

Respond by typing the CompuServe user name which is CIS02 for non-prime time (CPS01 for prime time) followed by ENTER (a carriage return). For half duplex operations in ASCII, precede the user name with a  $\text{Ⓜ}$ .

7. At this point you will receive the familiar CompuServe "USER ID" prompt. You then have made your connection to the CompuServe Network and can proceed as outlined on page 2.

# Appendix C — Glossary of Terms

This Glossary defines some of the more frequently used terms associated with the CompuServe Information Service.

**carriage return (ENTER)** — is the specific key on the keyboard which enters the current line into the computer.

**CIS** — CompuServe Information Service.

**CRT** — (Cathode Ray Tube) is a television-like terminal.

**database** — is a collection of information which is, in this case, stored on the computer.

**default** — is the action which takes place unless you specify an action to be taken. For example, in the Videotex area information is displayed 16 lines per page unless the S command is entered to scroll the text. The default is 16 lines per page.

**disk storage** — refers to the storing or saving of data in the Personal Computing area (or in the MicroQuote area) on a device called Disk. The data can then be retrieved for use at any time. Each customer is allocated 128,000 characters of disk space at no extra charge. Additional storage can be requested through FEEDBK for an extra charge.

**DISPLAY** — is the program which accesses the Videotex area. In the Videotex area, you can select information from one or more menus to be displayed at your terminal.

**download** — is the process of transferring a file of data from the CompuServe disk storage area to your own local computer system.

**EMAIL** — is the program which runs the Electronic Mail area.

**ENTER (carriage return)** — is the specific key on the keyboard which enters the current line into the computer.

**Executive** — is a terminal emulator program specifically designed for use with the CompuServe Information Service. Several versions of the Executive are available, each with its own set of capabilities, for use with different equipment. For more information on a specific Executive, run the INDEX program in the Personal Computing area (R INDEX).

**FEEDBK** — is the program which enables you to provide feedback, ask questions, and order documentation from the CompuServe Information Service staff.

**file** — is a collection of data, uniquely identified by a 1-6 character name and optionally a 1-3 character extension (e.g., TEST.DAT).

**Filge** — is CompuServe's file generator and editor which is used for creating and modifying files and for Bullet.

**hardcopy** — is a printout or a copy from a terminal which uses paper.

**host computer** — is the CompuServe computer to which you are connected.

**initial page** — is the first page of information which is accessed at logon.

**job** — is a user's individual session while logged onto the CompuServe computer.

**logoff** — is the sequence of events which disconnects you from the CompuServe computer.

**logon** — is the sequence of events which connects you with the CompuServe computer.

**menu** — refers to the item choices from which you may select in the Videotex area.

**MicroNET** — is a name for the Personal Computing area.

**MicroQuote** — is a database of historical information on stocks, bonds, options, mutual funds, and certain other special market indicators (e.g., AMEX Average). Daily information is available from 1974 through the previous trading day. MicroQuote does not contain information on any commodities except gold. There are extra charges involved with MicroQuote. For a list of current charges and a demonstration of the MicroQuote features, select the Financial item from the Top menu.

**network** — is the system communications link and equipment that enables you to connect to CompuServe's computers in Columbus, Ohio. CompuServe operates its own network in most major cities in the United States. Access from other cities is available through a supplementary network (TYMNET) at a small additional charge.

**node** — is a specialized communications computer which allows many terminals to communicate through the same line to CompuServe's large computer complex in Columbus, Ohio.

**OK** — is the prompt which is used in the Personal Computing area to indicate readiness to accept a command.

**page** — is any one of the 16-line displays which appear on your terminal.

**program** — is a set of machine instructions which a computer uses to perform a particular function. References to particular programs used on the CompuServe Information Service are made by program name, such as EMAIL, FEEDBK, DISPLAY. When a program is requested, the computer loads and executes (runs) the specified set of instructions (program).

**prompt** — is the message which is displayed when the computer is waiting for input, e.g., ! in Videotex or OK in the Personal Computing area.

**SIGS** — is the program which accesses the Special Interest Groups area. This area contains information pertaining to the many special user interest groups which have been set up across the country. To access this program enter R SIGS from the Personal Computing area.

**SOFTEx** — is the name for the Software Exchange program which allows a user who is equipped with the proper version of the Executive to purchase programs that currently are available. These programs can be downloaded to your local computer system upon purchase.

**terminal** — is a keyboard and printing or display mechanism used to enter data into a computer and to display output from a computer. A microcomputer which is running terminal emulation software is considered to be a terminal.

**upload** — is the process of transferring a file from your local computer system to your CompuServe disk storage area.

**Videotex** — is an easy to use interactive system for accessing remote databases. On CompuServe, the Videotex format is in pages of text.

**VIDTEX™** — is a terminal emulator program which is specifically designed for use with the CompuServe Information Service and which is in CompuServe Information Service Videotex format. VIDTEX™ software is sold through Radio Shack stores and computer centers.

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