CompuServe®

The information service you won't outgrow.

Membership Guide for Windows®

Get online support for your PC and software. Plus... one free month of basic services and a $15 usage credit to explore extended services.

The information service you won't outgrow.

Welcome to CompuServe, the world's most prestigious computer network of personal computer users. In just moments, you'll have access to over 2000 products and services, plus the knowledge and experience of over 2 million CompuServe members worldwide.

With CompuServe, you'll also find exclusive computer support in our hundreds of hardware and software forums. These electronic meeting places are home to industry experts, long-time users, and company representatives who are all on hand to share advice, swap tips, or just talk about the latest product developments.

So don't wait! We'll walk you through our easy one-time installation and membership sign up procedures so you can get on CompuServe today! (See back cover for details.)

Get a $15 usage credit* plus your first full month of basic services (an $8.95 value) FREE!

* Good for exploring CompuServe's forums and other extended services.

What's ahead

CompuServe Customer Service

For help completing your signup to CompuServe, call **(800) 609-1674**. For help using the service, please call CompuServe Customer Service. In the United States, the telephone number is **(800) 848-8990** and the hours are:

Monday–Friday ....8 a.m.–midnight Eastern time
Weekends ....Noon–10 p.m. Eastern time
Holiday hours and hours outside the United States vary

Assistance is also available worldwide. Here is a complete listing of CompuServe Customer Service telephone numbers:

Country	Toll-Free	Direct	Fax
Argentina		(+54) (1) 345-3871	(+54) (1) 345-0825
Australia	1 800 025 240	(+61) (2) 410-4260	(+61) (2) 410-4223
Austria	0660 8750	(+49) (89) 66 535-222	(+49) (89) 66 535-241
Canada		(+1) (614) 529-1340	(+1) (614) 529-1611
Chile		(+56) (2) 696-8807	(+56) (2) 698-1474
France	36 63 81 31	(+33) (1) 47-14-21-60	(+33) (1) 47-14-21-51
Germany	0130 86 46 43	(+49) (89) 66 535-222	(+49) (89) 66 535-241
Hong Kong		(+852) 599-2722	(+852) 506-3445
Hungary		(+36) (1) 135-6493	(+36) (1) 212-3126
Israel		(+972) (3) 6388230	(+972) (3) 6388288
Japan	0120 22 1200	(+81) (3) 5471-5806	(+81) (3) 5471-5890
Mexico		(+52) (5) 629-8191	(+52) (5) 629-8198
New Zealand	0800 446 113	(+61) (2) 410-4260	(+61) (2) 410-4223
South Africa		(+27) (12) 841-2530	(+27) (12) 841-3604
South Korea	080 022 7400	(+82) (2) 528-0472	(+82) (2) 528-0597
Switzerland	155 31 79	(+49) (89) 66 535-222	(+49) (89) 66 535-241
Taiwan	080 251 009	(+886) (2) 651-6899	(+886) (2) 651-1801
United Kingdom	0800 289458	(+44) (117) 976 0680	(+44) (117) 925 2210
United States	(800) 848-8990	(+1) (614) 529-1340	(+1) (614) 529-1611
Venezuela		(+58) (2) 793-2984	(+58) (2) 793-1952
Elsewhere		(+1) (614) 529-1340	(+1) (614) 529-1611

Welcome to the world of CompuServe

CompuServe is home to the world's largest network of personal computer users, and a wealth of information besides! Take a look at just some of what awaits you on the computer information service you won't outgrow.

Get more from your computer.

You'll find help for your PC from nearly 700 hardware and software companies represented in hundreds of forums available in our extended services. Technical representatives and luminaries from Aldus, Borland, CompuAdd, Dell, Gateway 2000, Hewlett Packard, IBM, Lotus, Microsoft, Compaq, Novell, Packard Bell, Symantec, Toshiba, WordPerfect and hundreds of others are online and ready to offer assistance. Collectively, our support forum libraries give you immediate access to over 500,000 files including public domain programs, shareware, freeware, drivers, patches, utilities, templates and demos.

Stay in touch.

Whether it's electronic mail, 'live' conferencing, or conversing with others who share your interests, CompuServe is the place to be.

Start by exchanging text messages or binary files via CompuServe Mail. CompuServe members as well as MCI Mail, AT&T Mail Services, cc:Mail, SprintMail, the Internet, BT Messaging Services, Unisource arCom, Infonet, Advantis, Nifty-Serve, NetWare MHS, TeleboX.400 (Deutsche Bundespost Telekom) mailboxes around the world are all within your reach. Local Area Networks, fax and telex machines, too. Plus postal addresses accessable via the U.S. Postal Service are only keystrokes away. For conversation, tune into CB Simulator. It's CompuServe's hitching post for live, real-time communication with people from around the world. And to meet others who share your interests, drop by one of our special interest forums. Each is dedicated to a specific topic ranging from aviation to wine.

Get the facts ... fast.

CompuServe gives you around-the-clock access to international reference libraries of science, medicine, law, literature, the American Heritage Directory of the English Language, the Bertlesmann German encyclopedia, and a 21-volume encyclopedia—the online edition of Grolier's Academic American Encyclopedia. Check out professional journals, consumer magazines, specialized newsletters, newspapers and published research papers—all from your keyboard. For insights into everything from area income to local competition, look to our detailed U.S. demographic reports. Before buying products, compare costs and features in Consumer Reports. If you're looking for information on medicines, Consumer Reports Complete Drug Reference as compiled by the U.S. Pharmacopeia includes hundreds of helpful entries.

Take the trouble out of travel. Relax.

Get instant access to worldwide information on virtually every major airline. Compare fares, select routes, find travel times—even book your reservations. All online. It's a sure way to find the best fares and get the flights most convenient to your schedule. Discover vacation spots and talk to people who have been there. Check out restaurant reviews, a comprehensive golf directory and a U.S. bed-and-breakfast guide. Car rental and hotel reservations can be made in a matter of moments, too. Wherever you venture, you'll save time and money planning your itinerary on CompuServe.

Make wiser investment decisions.

Take control of your vested interests on CompuServe. Monitor stocks, bonds, funds, and options. Or buy and sell through discount brokers. If you're interested in past performances, chart them graphically with historical pricing statistics. Before buying, screen investment candidates to find those that meet your specifications and scan the latest news from the world's financial markets. Consult with fellow investors in our forums. Work smarter, not harder, with our sophisticated decision-making tools.

Stay informed

For news on the world outside, get the news from the inside. CompuServe is your direct connection to sports and news wires such as the Associated Press, Australian Associated Press, Dow Jones, PR Newswire, Deutsche Presse-Agentur, The Washington Post, UPI, Reuters, PA News (UK), AP France, the US Company NewsAlert, and the current issue of U.S. News & World Report. Search over the full text of 60 US and UK newspapers with Newspaper Archives. Find the latest local and international weather reports and maps, plus get the latest news photos from Reuters. With our Executive News Service, you can specify a topic and we'll automatically scan wires you choose, clipping related stories and filing them online for your later review. What better way to stay on top of the news, and ahead of competition?

Executive Service Option

For exclusive access to powerful news, demographic and investment tools, get the Executive Service Option. Enjoy these services, plus other benefits and privileges, for a $10 per month minimum commitment. And your $8.95 monthly membership applies toward satisfying the minimum. Go MEMBER online for more information online.

Have fun!

Enter a mystical world of wizards, warriors
and wonderment. Vanquish a villain in
a cold, clammy catacomb. Zap an
enemy in a galaxy light years away.
CompuServe offers everything
from interactive, multi-player space
and war games to trivia contests and
Hangman. Plus, moviegoers can consult
Roger Ebert's Movie Reviews, a database
covering over 1,000 reviews of the latest and
classic Hollywood releases.
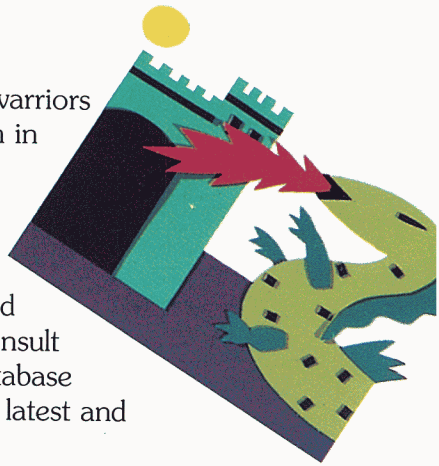
Find the best deals.

Imagine hundreds of stores open around the clock waiting to
meet your every shopping need. That's The Electronic Mall®.
Retail stores, specialty shops, and discount wholesalers line
The Mall, with new shops opening all the time. Most stores
deliver to your doorstep in days. And depending on where
you live, many overnight. Best of all, you'll avoid the traffic,
the lines and the crowds. Shopping is fast, courteous and
reliable on The Electronic Mall.

Get more from your leisure time.

Follow your favorite newspaper columns and pursue professional and personal interests alike on CompuServe. For enlightening or entertaining news, read the columns of the leading syndicated newspaper columnists regularly. To explore interests ranging from aviation to wine, visit any of CompuServe's more than 600 special interest forums. These electronic meeting places bring together enthusiasts who are happy to exchange views, news and advice. What better place to bump into old friends or make new ones—and interview people like Bill Gates or the Beach Boys during special live conferences.

Discover the latest technologies.

Stretch the limits of your personal computer and explore the world of multimedia. Enhance documents and presentations with high-resolution images limited only by your imagination. When you visit our graphics forums, you gain insight into new techniques and have access to software libraries full of compelling visual designs, programs and utilities. Whether it's GIF^{SM}, EOS, JPEG, pixels or fractals, you'll get the picture on CompuServe.

Basic services

Get unlimited connect time to access these basic services for only $8.95 per month and we'll waive your first full month of basic membership (an $8.95 value)!

News, Weather

Accu-Weather® Maps and Reports
AP France dn Ligne
  French-language news
Associated Press Online
  *Hourly news summaries, sports,
  entertainment and business news*
Australia Associated Press Online
Deutsche Presse-Agentur
  Kurznachrichtendienst
  German-language news
National Weather Service Reports
PA News Online (United Kingdom)

Magazines

Syndicated Columnists
  *Nearly 20 of America's
  most popular journalists*
U.S. News & World Report
  Current edition

Communications

CompuServe Mail
  *Send about 60 free messages
  per month*

Reference

Consumer Reports

Health

Consumer Reports Complete
  Drug Reference
  *As Compiled by the U.S.
  Pharmacopeia*
Handicapped Users Database
HealthNet
  A medical reference source

Education

American Heritage Dictionary
  of the English Language
Bertlesmann Lexikon
  German-language encyclopedia
Grolier's Academic American
  Encyclopedia
  *A 21-volume encyclopedia
  updated quarterly*
Peterson's College Database

Shopping

Classified Ads
The Electronic Mall®
SHOPPERS ADVANTAGE Club®
  A discount shopping service

Sports

Associated Press, PA News,
  AP France, Australia Associated
  Press, dpa
  Sports reports
Lanier Golf Database

Financial Information

Basic Service Current Stock Quotes
Issue/Symbol Reference
FundWatch Online by Money Magazine
  Mutual fund screening and reports
Loan Analyzer

Travel

UK Accommodation & Travel Services
  *Includes AA Accommodation,
  Restaurants, golf Courses and Days
  Out along with Travel Britain Online.*
EAASY SABRE®
and WORLDSPAN Travelshopper^{SM}
  *Airline, hotel, and rental car
  information and reservations*
Golf Guide Online
Lanier Bed and Breakfast Guide
U.S. Department of State Advisories
Visa Advisors
Zagat Restaurant Survey

Entertainment

Entertainment Reviews (UK)
Hollywood Hotline™
Marilyn Beck/Stacy Smith Hollywood
Roger Ebert's Movie Reviews
Soap Opera Summaries
UK Entertainment Reviews

Fun & Games

Biorhythms
BlackDragon
CastleQuest
Classic Adventure
Enhanced Adventure
The Grolier Whiz Quiz
Hangman
Science Trivia Quiz
ShowBizQuiz

Membership Support

CompuServe Help Forum
  A general assistance resource
CompuServe Information Manager
  Software Support Forums
CompuServe Member Directory
CompuServe Practice Forum
  *Learn the fundamentals of real-
  time online communication*
Navigator Support Forum
Online Today
  Daily computer news

Plus, browse the system to learn more about the services we offer. Many menus are free of connect time charges, too.

Starting CompuServe's WinCIM software

Double-click on the WinCIM icon.

The WinCIM icon can be found in the CompuServe group window. If there is no CompuServe group, WinCIM may not be installed. Look for a CompuServe disk(s) that came with your purchase. Installation instructions are on the disk.

When your CompuServe software is communicating with CompuServe, the RD (receiving data) or SD (sending data) buttons light up. The number above the word "Cancel" tells about how many seconds WinCIM will wait for a response from CompuServe before detecting a problem. (Sometimes this number will be reset before or as it reaches zero.) To cancel your online session's current activity, click cancel.

*Note: Holding down* Alt *while clicking Cancel will disconnect you from CompuServe immediately.*

Disconnecting from CompuServe
The CompuServe software automatically connects you with CompuServe when it's necessary. It's up to you to disconnect! When you're ready to quit, select **Disconnect** from the File menu.

Using CompuServe's software

Besides a menu bar, the initial desktop includes a ribbon of icons:
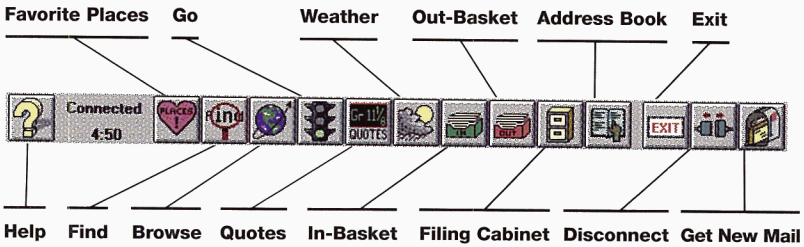
The software also offers a "status bar" along the bottom of your screen. Sometimes the bar turns into a "notice line," telling you more about what you're doing at the time.

Use the question mark icon to get context-sensitive help information. When the icon isn't accessible, press F1 or click a Help command button.

There's meaning in our menus

The following notation indicates one of three types of services (see Pages 28–30 for pricing details):

+ — extended service
($) — premium-charged service
(E) — only available to members with the Executive Service Option

When you access an extended service, pay-as-you-go charges start to accrue as soon as the special notice appears on the bottom of your ribbon. The charges continue to accrue until you access a basic service or disconnect.

Getting around CompuServe

Here's a quick look at the choices available from the Services menu.

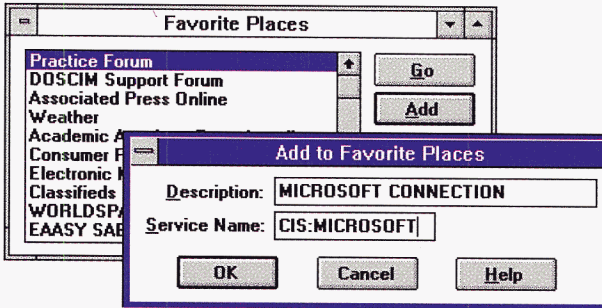| Services	
Favorite Places...	
Find...	
Browse...	
Go...	Ctrl+G
What's New...	
Special Events...	
News Headline...	
Executive News ($)	Ctrl+E
Quotes...	
Portfolio...	
Weather...	
CB Simulator	

Press Alt + S

Select from a personalized menu of services.
List all the services related to a topic.

Access services grouped functionally under icons.
Proceed directly to a service you specify.

Keep up with CompuServe community news.
Review special online promotions.
Display the top news story from the Associated Press.

Access the Executive News Service.
Check current stock quotes.
Evaluate your stock portfolio.
View an up-to-date weather report.

Converse with other members.

Browse takes you to the Services window, where you see icons representing the major groups of CompuServe services.

Favorite Places puts the services you use most just a Go button away. While you're using a CompuServe service, you can add it to your Favorite Places list by clicking on the Favorite Places icon and selecting **Add**.

Favorite Places

Practice Forum
DOSCIM Support Forum
Associated Press Online
Weather
Academic A
Consumer F
Electronic
Classifieds
WORLDSPA
EAASY SAB

Go

Add

Add to Favorite Places

Description: MICROSOFT CONNECTION

Service Name: CIS:MICROSOFT

OK   Cancel   Help

Use ZNT: Instead of CIS: before Go words for ZiffNet services, e.g., ZNT:SOFTLIB.

How can you view what service names are available? Choose CompuServe Directory from the Help menu.

Find takes you to a dialog box that asks you for a topic. You can be as general or as specific as you like. CompuServe lists all the related services and gives you the opportunity to add whichever ones you want to your Favorite Places menu. You can also **Go** immediately to any service.

Go asks you to name the service you want to use, and then takes you right to it.

WinCIM quick keys

Here are some key combinations that can give you quick access to WinCIM features:

|	
F1	Context-sensitive help
Control + L	Leave a service, but remain connected to CompuServe
Control + D	Disconnect from CompuServe, but keep running WinCIM
Alt + F4	Exit WinCIM (disconnect if connected)
Control + G	Go directly to a service you choose
Control + E	Access the Executive News Service ($)
Control + F	Access documents in your Filing Cabinet
Control + A	Access your Address Book

Using Forums

CompuServe members have made CompuServe's hundreds of forums world-renowned. These online meeting places span interests ranging from hardware and software support to personal and professional pursuits. And best of all, learn your way around one forum, and you're ready to use any other forum. That's because all forums work the same way.

When you go to a forum, you can visit or join it. Feel free to join. It costs nothing to become a member, and you're under no obligation, plus many forum features are not available to visitors. If you have any questions, you'll find your fellow forum members friendly and helpful. Each forum also has its own Sysop (system operator) who is an expert on how to use the forum as well on the subjects at hand.

Leave takes you out of the forum without disconnecting you from CompuServe.

How do I find forums that are right for me?
It's easy! Select Find... from the Services menu and enter a topic that interests you. We'll give you a list of all services—including forums—related to that topic in just seconds.
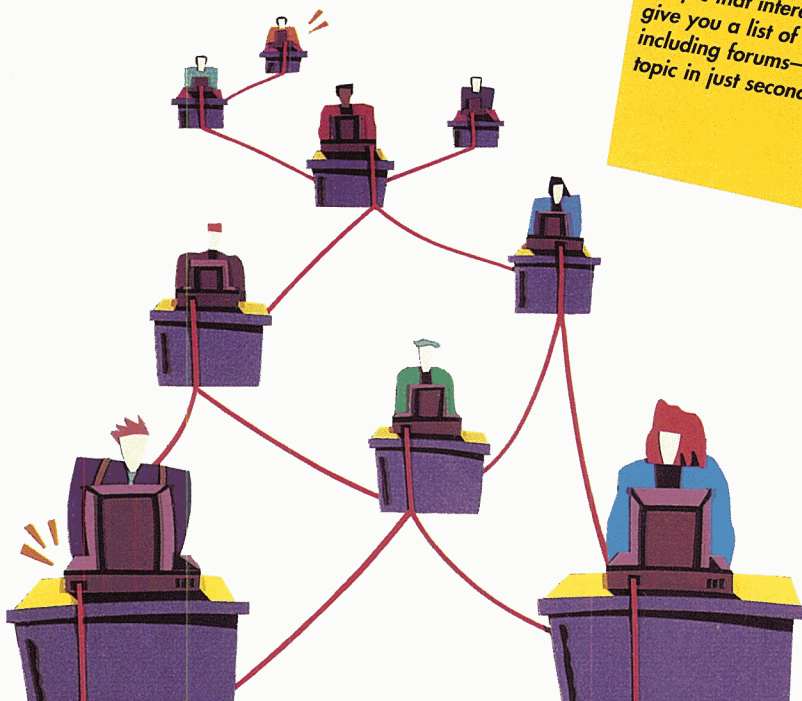
The Forum toolbox

Once you get into the forum, you see the Forum toolbox, which provides icon shortcuts for frequently used forum commands:

Get Waiting (messages)

Browse (messages)

Search (messages)

Create Message

Enter Room (conference)

Invite (conference)

Notices (all)

Browse (library)

Search (library)

Contribute (library)

Who's Who (conference)

Ignore (conference)

To learn how to use a forum without paying connect-time charges — Go PRACTICE.

The Forum desktop

The forum desktop has three main pull-down menus, one for each of the main parts of a forum:

Messages		
Browse		Select from section and topic menus.
Search...		Select messages that meet your criteria.
Get Waiting		Display any new messages addressed to you.
Retrieve Marked...		Retrieve marked messages to your Filing Cabinet.
Set Date...		Set a start date for browses and searches.
Freshen Messages		Access messages posted since your arrival.
Create Message		Compose and post a message.
In-Basket...		Access mail messages you have retrieved.
Out-Basket...		Send messages previously created.
Filing Cabinet...	Ctrl+F	Access your electronic Filing Cabinet.
Address Book...	Ctrl+A	Access your electronic Address Book.
Notice		Display message board news from the Sysop.
Descriptions		Display a summary of message board functions.

Library	
Browse	Review file descriptions and select the file(s) to be retrieved.
Search...	Look for files by filename, contributor's User ID, or keywords.
Retrieve Marked...	Retrieve any files previously marked.
Contribute...	Copy a file from your computer to the library.
Notice	View library announcements from the Sysop.
Descriptions	View descriptions of the library sections.

Conference	
Enter Room	Go to a conference room where you can converse.
Who's Here...	List people currently using the forum.
Set Nickname...	Change your conference name.
Invite...	Invite others to join a private group.
Ignore...	Block comments from people you specify.
Notice	View conference announcements.
Descriptions	View summaries of conference room functions.

Using CompuServe Mail

Here's your chance to stay in touch with friends, family and business associates around the world. And for them to reach you.

Your private CompuServe mailbox receives mail around the clock. You can then read it at your convenience. Likewise, compose and send mail whenever you like.

As a member of CompuServe's Standard Pricing Plan, you get free connect time to read or download your messages (there is a small surcharge for Internet messages), plus a $9 monthly postage allowance. That means you can send about 60 three-page messages per month, for free. (For details, see Page 30.)

Take a look at what the Mail pull-down menu offers:

Mail	
Get New Mail	Retrieve messages from your online mailbox.
Search New Mail...	Retrieve only selected messages.
Create Mail...	Compose and send a message.
Send/Receive All Mail...	Send all outgoing mail, retrieve all incoming mail.
Send File...	Send a disk file.
In Basket...	Review messages after retrieval.
Out Basket...	Access messages you have composed but not sent.
Filing Cabinet... Ctrl+F	Access documents in your Filing Cabinet.
Address Book... Ctrl+A	Maintain your Address Book.
Create Forum Message	Compose a message to send to a forum.
Member Directory...	Find CompuServe member addresses.

▶ *To get complete details on CompuServe Mail charges, Go MAILRATES.*

Reading messages

To get mail from your CompuServe mailbox, select **Get New Mail.** You can **Get** incoming messages one at a time, or **Get All** to download all of them into your electronic In Basket for later reading.

Want to be selective about the mail you retrieve? Select **Search New Mail** and specify any of these criteria:

- From: — the sender's address
- Subject: — any series of characters contained in the subject
- Sensitivity — marked Normal, Personal, or Confidential
- Only Priority Mail — marked High Priority
- Dates — sent after a date you specify and/or before a date you specify

Here's a sample message:
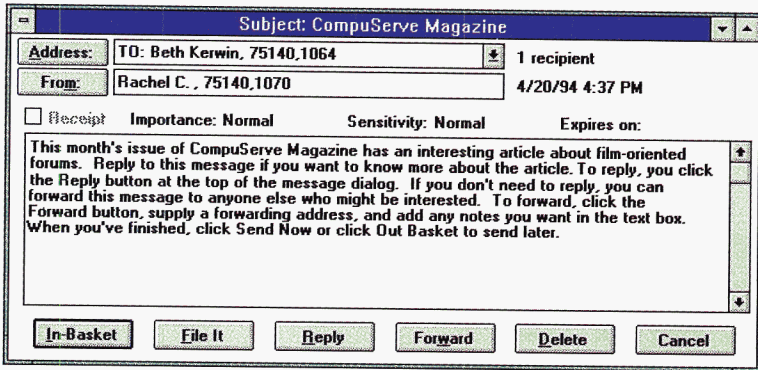
In-Basket retrieves the message to your In-Basket, while **File It** copies the message to your Filing Cabinet. **Reply** creates a reply message with the TO: address and the subject already filled in. You supply any other names and addresses. **Forward** opens the message, so that you can add comments or edit the text, if you like.

Creating and sending messages

When you **Create Mail** you start by filling in a Recipient List:

```
┌──────────────────────────────────────────────────────────────────┐
│ ═                          Recipient List                          │
│ ● TO:   Name:                      Address:                        │
│ ○ CC:  ┌────────────────────────┐ ┌──────────────────┐ ┌───────┐ │
│ ○ BC:  └────────────────────────┘ └──────────────────┘ │  Add  │ │
│                                                         └───────┘ │
│          Address Book                      Recipients:0           │
│        ┌──────────────────────┐ ┌────────┐ ┌──────────────────┐   │
│        │Alex M. Adams  ABC:AMA│▲│ Copy >>│ │                  │   │
│        │Steve Barklow  76003,51│ └────────┘ │                  │   │
│        │Rich Cassidy   TLX:9491│ ┌────────┐ │                  │   │
│        │Tim Dunham     72240,52│ │   OK   │ │                  │   │
│        │Isabel Fehring 72300,24│ └────────┘ │                  │   │
│        │Dave Gerard    INTERNET│ ┌────────┐ │                  │   │
│        │Andy Hall      76537,15│ │<< Copy │ │                  │   │
│        │Matt Myers     72500,82│▼└────────┘ └──────────────────┘   │
│                                 ┌────────┐                         │
│ ☒ Show Recipients               │ Cancel │                         │
│                                 └────────┘                         │
│        ┌──────────┐  ┌──────┐  ┌───────────┐ ┌──────┐ ┌────────┐  │
│        │  Search  │  │ Help │  │Copy Original│ Change│ │ Delete │  │
│        └──────────┘  └──────┘  └───────────┘ └──────┘ └────────┘  │
└──────────────────────────────────────────────────────────────────┘
```
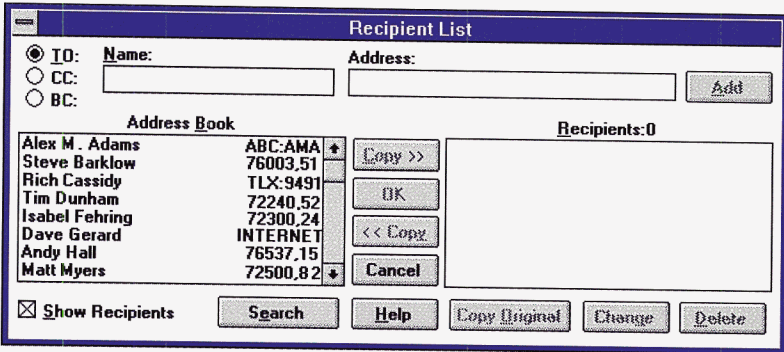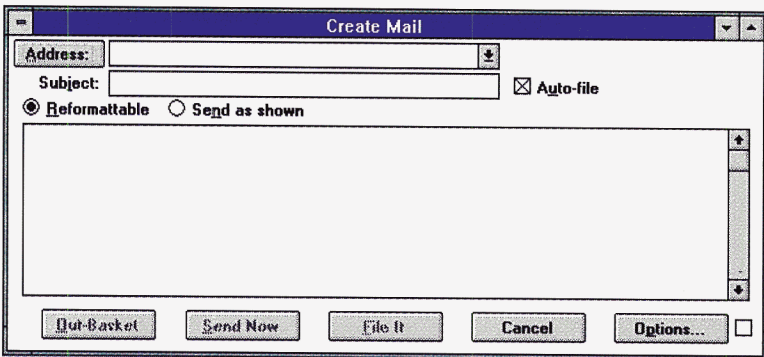
You can type in a name and address, and **Add** it to the list of Recipients. Or, you can highlight an Address Book entry and **Copy>>** it. (Replying to another message? Just click **Copy Original** to put everyone who received the original message (except you) into the list of Recipients.) To find a CompuServe member's address, click **Search**.

Send your message to up to 50 people, including any combination of TO:, CC: (carbon copy) and BC: (blind copy) addresses. Show Recipients means everyone who receives your message also receives a list of your TO: and CC: recipients (but not BC: recipients).

Next, click **OK** to go on to the Create Mail dialog box:

```
┌──────────────────────────────────────────────────────────────────┐
│ ─                          Create Mail                        ▼ ▲  │
│ ┌─────────┐ ┌──────────────────────────────┐┌┴┐                    │
│ │ Address:│ │                              │└┬┘                    │
│ └─────────┘ └──────────────────────────────┘                      │
│   Subject: ┌──────────────────────────────┐  ☒ Auto-file          │
│            └──────────────────────────────┘                       │
│ ● Reformattable   ○ Send as shown                                  │
│ ┌──────────────────────────────────────────────────────────┐ ▲    │
│ │                                                          │ │    │
│ │                                                          │ │    │
│ │                                                          │ │    │
│ │                                                          │ │    │
│ │                                                          │ │    │
│ │                                                          │ │    │
│ └──────────────────────────────────────────────────────────┘ ▼    │
│  ┌─────────┐ ┌─────────┐ ┌────────┐ ┌────────┐ ┌──────────┐       │
│  │Out-Basket│ │Send Now │ │File It │ │ Cancel │ │ Options...│ □    │
│  └─────────┘ └─────────┘ └────────┘ └────────┘ └──────────┘       │
└──────────────────────────────────────────────────────────────────┘
```

Now just type in a subject and your message. The **Reformattable** button allows your message to be reformatted to the recipient's screen width; the **Send as shown** button preserves the format of your message — columns of data, for example. You can also select such options as **Receipt** — to receive a notice when each recipient reads or downloads the message. When you're ready to send your message, you can do it right away, or put it in your Out-Basket to send it later.

Your Address Book

Here's where you can store the names, electronic mailing addresses, and other important information for all the people you converse with via forums and CompuServe Mail. And your Address Book is always in easy reach.

To save time building your electronic Address Book, simply click the **From:** button to copy the name and address from a message sent to you. (With a forum message, you can also click the **To:** button.) You can also save time sending messages to a group of people by creating a group address.

To display an alphabetical listing of names in your Address Book, click the **To:** button when composing a message. Then just click on the intended recipient's name to copy it to your message.

Your Filing Cabinet

It's your way to keep your electronic correspondence and ENS news clippings organized. As with a regular filing cabinet, you create folders. You then can file anything from draft copies of messages you send to reference copies of messages you receive, both in forums and CompuServe Mail. News stories are automatically stored in folders named after the ENS folders. Just select **File It** from a dialog box and you're ready to file.

To get to messages or new stories stored in your Filing Cabinet, select **Filing Cabinet** from the Mail pull-down menu.

E-mail addresses you can reach

CompuServe User ID numbers
CompuServe private mail system addresses
FAX and TWX/Telex machine numbers
AT&T Mail 400 addresses
AT&T EasyLink addresses
BT Messaging Services
MCI Mail addresses
Internet addresses
Postal addresses
      accessable via the U.S. Postal Service
SprintMail addresses
Infonet addresses
Advantis addresses
TeleboX.400 (Deutsche Budenpost Telekom) addresses
Nifty-Serve addresses
Uniplus arCom 400
cc:Mail addresses
NetWare MHS addresses

Need help addressing your Mail? Press [F1] while in CompuServe Mail.

What's Terminal Emulation?

Not all of our services appear in WinCIM's windows display. Services that use "Terminal Emulation" look something like this:

NEWSGRID (SM)

1 US/World Headline News
2 US Business Headline News
3 World Business Headline News

4 Market Update

5 Search by Keyword
6 How to use NewsGrid

A product of Comtex Scientific Corp.

Enter choice !

In Terminal Emulation, you communicate with CompuServe by 'entering' — that is, by typing characters and then pressing ⏎ (the carriage return or Enter key). (Nothing happens until you press ⏎. Then the instructions or information are sent to CompuServe.) For example, you select a menu choice by typing the appropriate number and then pressing ⏎.

▶ *You can also select a menu choice by double-clicking anywhere on a line that begins with a choice number. Double-clicking on any other line is the same as pressing ⏎.*

When you're through with a Terminal Emulation service, choose **Leave** from the File menu.

WinCIM automatically switches to Terminal Emulation when necessary and then back to the familiar graphical interface after you leave a Terminal Emulation service.

Terminal Emulation commands

Navigation commands

In Terminal Emulation, you can also enter *navigation commands*. At a prompt ending with **!** you enter the one-letter command. At a prompt ending with **:** you first press **/** and then enter the command. Thus, you might enter T at the **!** prompt, or /T at the **:** prompt.

T (Top) takes you to the top or main menu of CompuServe services.

B (Back) takes you back one page (screen) in a multi-page menu or article.

M (Menu) takes you to the next higher menu in the CompuServe hierarchy. Often, ⏎ by itself will do the same thing.

N (Next) selects the next choice on the menu you last selected from.

R (Repeat) repeats the current display.

S (Scroll) displays an article (any kind of report, news story, and so on) without pausing. You can enter S when you've started print-ing or logging (*see Page 24*) to copy a whole document without having to press ⏎ every time your screen fills up.

Control key commands

Some *control key commands*, also called 'control characters,' have special meanings in Terminal Emulation:

[Control]✛[C] cancels, or 'interrupts,' whatever you are currently doing. Use this command when you decide not to continue an activity.

Pressing [Control]✛[C] *several times in succession may discon-nect you from the CompuServe Information Service.*

[Control]✛[S] stops CompuServe sending text to your screen. Use this command to pause and read.

[Control]✛[Q] resumes sending text after a [Control]✛[S].

[Control]✛[O] skips the rest of the current 'article.'

[Control]✛[U] erases anything you have typed but not yet sent. Use this command to start a line over if you notice a typo.

Special Menu for Terminal Emulation

Here's what you can do with the Special menu while you're in Terminal Emulation:

|		
Special		
View Buffer		Access the Capture Buffer.
View Terminal		Return from the Capture Buffer.
Record to Printer		Print whatever appears on your screen.
Record in File...		Save whatever appears on your screen to a file.
Set Function Keys...		Specify text to be sent by [Alt] key combinations.
Clear Buffer		Empty the Capture Buffer.
Connection Info...		Display information about your current connection.
Preferences	▶	Customize the WinCIM environment.
In-Basket...		Access messages in your In-Basket.
Out-Basket...		Access messages in your Out-Basket.
Filing Cabinet...	Ctrl+F	Access documents in your Filing Cabinet.
Address Book...	Ctrl+A	Add, change, and delete Address Book entries.

The Capture Buffer

Everything you see on your screen while you're using a Terminal Emulation service is automatically copied to the Capture Buffer. (Users can set this up to 999.) You can access the Capture Buffer by choosing **View Buffer** or by clicking [PgUp] or [PgDn]. You can print the Capture Buffer's contents or save them to a file. When you're done with the Capture Buffer, choose **View Terminal** to return to wherever you left off.

You can also switch to and from the Capture Buffer by clicking in the box next to View Mode at the bottom right of your screen.

Printing and logging

When you get ready to produce a report or display an article, you can make a printed copy by choosing **Record to Printer**. This prints everything that subsequently appears on your screen while you remain in Terminal Emulation. To stop printing, choose **Record to Printer** again. Another way to record your activities is to 'capture' them in a 'log' file named TERMINAL.LOG in your WinCIM directory. To start or stop file capture, choose **Record in File**. As with the **Record to Printer** command, logging only applies to subsequent activities; the new material will be appended to whatever TERMINAL.LOG already contains.

Session Settings

If you just signed up for CompuServe membership, WinCIM already has the information needed to connect your computer to CompuServe. If you are already a CompuServe member, you must select **Session Settings** from the initial desktop's Special menu and enter your current membership and access information. (You can also use this command to change the information any time you like.)

Setup Session Settings dialog box. Change your password online BEFORE changing it in your Session Settings; otherwise you won't be able to connect to CompuServe.

Multiple sessions

The Session: box identifies the set of Session Settings currently in effect. You can add other sets, say for different phone numbers used when accessing CompuServe while traveling, different baud rates, or for different people using the same computer.

To create a new set of Session Settings, click the **New** button and fill in the blank fields. (This will not affect the set you started with.) Finally, click OK.

Changing your Password

For your security, we recommend you change your password at least once every six months. You'll need to change it in two places.

1. First, **Go** PASSWORD to change your password online. Your password won't appear when you're doing this.

2. Change your password in your Session Settings. Click on your password. Press [Delete] to erase your current password, then type in your new password.

Make sure you change your password online *before* changing it in your Session Settings.

The following table contains additional information about Session Settings:

Setting	Notes
Name	The name on your CompuServe account.
User ID	The User ID number you receive from CompuServe.
Password	If your password is not present, you will have to enter it each time you connect to CompuServe. Security considerations may make this desirable.
Phone	The number WinCIM will dial to access CompuServe. Standard punctuation is optional, but do not include the area code for a local number. To reach an outside line first, prefix the number with 9, or 0, (the comma means to pause for two seconds). To disable Call Waiting in most locales, use one of the following prefixes: *70, (12-button touchtone) or 1170, (10-button touchtone or rotary dial).
Connector	Most desktop computers use COM1; many laptops use COM2; local area networks (LANs) use INT14.
Baud Rate	The speed at which your modem communicates. Auto-baud modems automatically determine the highest possible speed of your connection to CompuServe, regardless of the baud rate you enter in the Session Settings dialog. If you wish to ensure a connection at a lower baud rate, you need to disable your modem's auto-baud feature. Please consult the documentation that came with your modem for details.
Network	The communications network you use to connect to CompuServe. If available in your area, the CompuServe network is the most economical.
Dial Type	Select Tone (touchtone), Pulse (rotary), Direct (if your computer is hardwired to another computer which dials for you) or Manual (to manually supply special modem instruction sequences needed to use a PBX or other internal network to connect to a communications network).
Redial Attempts	The number of additional times the software will try to establish a connection, if the first attempt fails.
Modem	Modem Control Strings.
LAN	(Available only if Connector is set to INT14) The communications port your computer uses to access the LAN or modem pool that connects to CompuServe.
More	Logon Parameters (to be appended to your User ID number only as instructed by CompuServe Customer Service) and HMI Time-out (normally set to 30 seconds).

Help when you need it

Get the help you need, when you need it. Here are just some of the ways you can get help fast with CompuServe.

- **Click on** .
  If you've got CompuServe's WinCIM software running, that puts help that's specific to your mouse or cursor position just a click away. (If you're in Terminal Emulation, enter HELP at any ! prompt.)

- **Explore the CompuServe Directory.**
  Click on the CompuServe Directory icon in your CompuServe window before going online to browse through a complete directory of services.

- **Use our FREE online membership services.**
  Everything from a Questions and Answers service to a Practice Forum and a CompuServe Help Forum are available to you around the clock. **Go** MEMBER takes you to a menu of these valuable services.

- **Order the *CompuServe Users Guide*.**
  Increase your online efficiency with our comprehensive "how-to" guide. To order a users guide, DOS or Macintosh versions of CompuServe's software, and other valuable reference tools, **Go** ORDER.

- **Send mail to CompuServe Customer Service.**
  If you have any questions about CompuServe, or if you would simply like to pass on your comments or suggestions to us, **Go** FEEDBACK. We'll get back to you, usually within 24 hours, with our response. It's part of your FREE online membership services.

- **Call CompuServe Customer Service.**
  (Especially if you can't get online.) Customer Service is just a phone call away. See Page 3 for the number nearest you.

- **Get Free online WinCIM support.**
  To get help free from the WinCIM Support Forum, **Go** WCIMSUP.

In addition, *CompuServe Magazine* is the free monthly magazine that many members turn to for the latest word on getting the most out of their CompuServe membership. Look for your New Member edition soon.

Pricing

Your CompuServe membership fee of $8.95 per month includes unlimited connect time to use a wide variety of our basic services. When you join, you will not be charged the membership fee of $8.95 until your second month of membership. Your first month's $8.95 fee is waived.

Extended and premium services are charged at hourly connect rates based on the baud rate of your modem. Connect time is billed in one-minute increments, with a minimum of one minute per session. Some services carry additional premium surcharges.

The CompuServe network can be accessed by most members through a local call. There are no additional charges to use the CompuServe network from most major cities in the U.S. and Canada. Network surcharges apply to all usage.

Membership Fee:

First month	Subsequent months
Free	$8.95/month

Connect Charges:

	Basic Services	Extended Services	Premium Services[1]
300–2400 baud	Free	$ 4.80/hr	$ 4.80/hr + surcharge
9600–14400 baud	Free	$ 9.60/hr	$ 9.60/hr + surcharge

Communications Surcharge for CompuServe Network:[2]

	Prime Time[3] 0800–1900 (Monday–Friday)	Non-Prime Time[3] All Other Times
United States	Free	Free
Canada	Free	Free
Austria, Belgium, Denmark, France, Germany, The Netherlands, Spain, Sweden, Switzerland, United Kingdom	$ 7.70/hr	Free
Mexico	$ 8.00/hr	$ 8.00/hr

CompuServe's software finds the nearest CompuServe access number for you during your signup. To find more numbers in the U.S., have your modem dial 1-800-FINDCIS and enter PHONES at the Host Name prompt. In North America, local access numbers can also be found by calling 1-800-63LOCAL.

[1] Premium services incur surcharges. You will be notified online before incurring these charges.
[2] CompuServe network locations are available in other countries. See the following page for details on finding these.
[3] Prime time and non-prime time are based on local time. Non-prime time also applies during some holidays.

For members without local access to the CompuServe Network...

CompuServe can also be accessed through other networks world-wide. A partial listing of such networks and their respective rates follows. Network surcharges apply to all usage.

Network	Prime Time[1] 0800–1900 (Monday–Friday)	Non-Prime Time[1] (All other times)
CompuServe 800 Direct Dial access		
(United States only)	$ 8.70/hr	$ 8.70/hr
(Canada)	$34.70/hr	$34.70/hr
TYMNET and SprintNet		
(Contiguous United States only)	$11.70/hr	$ 1.70/hr
DataPac (Canada)		
300/1200/2400 baud	$ 8.00/hr	$ 8.00/hr
9600 baud	$20.00/hr	$20.00/hr
Mercury 5000 (UK)	$ 7.70/hr	$ 2.50/hr
GNS Dialplus (UK)	$ 7.70/hr	$ 4.20/hr
Datex-J (Germany)	$14.20/hr	$10.20/hr
Transpac (France)	$10.00/hr	$ 8.00/hr
Infonet-Europe		
(selected European cities)	$ 8.00/hr	$ 8.00/hr
CompuServe Mexico	$ 8.00/hr	$ 8.00/hr

See below for details about finding additional network rates and instructions, or contact your nearest CompuServe office. *(See Page 3 for a listing of numbers.)*

For valuable membership information when using CompuServe's software, select the **Go** command from the Services menu, and then enter:

PHONES for a complete list of access numbers, instructions and their rates.

RATES for the most current information available on CompuServe's rates, charges and pricing plans. All rates are quoted in U.S. dollars and are subject to change without written notice.

BILLING to review all your usage charges, including details for premium services you've used.

When using other communications software, enter GO PHONES, GO RATES or GO BILLING at any prompt.

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[1] Prime time and non-prime time are based on local time. Non-prime time also applies during some holidays.

Additional Charges

Some CompuServe services include charges in addition to your hourly connect time rates. Prices for many of these services are listed below. For complete details, GO RATES online. Services with an (E) following their name require the Executive Service Option (GO EXECUTIVE for details.)

CompuServe Mail

Under the Standard Pricing Plan, your CompuServe basic membership of $8.95 per month includes an electronic mail allowance of $9.00. With this allowance you can send up to the equivalent of 60 three-page messages per month with no additional charge. Reading messages is free (except Internet and postage-due messages). Messages to more than one address count as more than one message. Messages are priced at $.15 for the first 7500 characters and $.05 for each additional 2500 characters. Your $9.00 message allowance expires at the end of each month. (Note: Each 2,500 characters is about one double-spaced page. The $9.00 allowance does not apply to additional charges for Fax, Postal, Telex or TWX transmissions.)

For complete details, GO MAILRATES online.

Executive Service Option

Monthly billing minimum .... $10.00/month minimum[1]

Money Matters/Markets

MicroQuote[SM]

Current and end-of-day stock and option quotes	$ .015/quote
Most recent closing commodity quotes	$ .02/quote
Historical daily/weekly/monthly quotes for stocks, commodities, etc	$ .05/quote/period[2]
Dividends,splits,distributions,interest	$ .15/item
Portfolio Valuation	$ 1.00/evaluation + .05/issue
Options profile	$ 1.25/report
Current market snapshot (E)	$ .10/report

Investment Support

Price/Volume chart:	$ .50/chart
Citibank's Global Report (Prime/Non-prime hours)	$60.00/$30.00/hour[3]
Disclosure II[SM] (E)	$ 5.00 to $25.00/report
Institutional Brokers' Estimate System (I/B/E/S)[SM] (E)	$ .50 to $ 2.00/report
Investext	$20.00/search; $15.00/article
Money Market Services	$ 5.00/report
S&P Online[SM]	$ 1.00 to $ 2.00/report

Online Brokerage

Quick*Way® (Prime/Non-Prime hours)	$14.00/$ 4.00/hour[3]

News and Reference

Executive News Service, AP Sports	$15.00/hour
IQuest	$ 9.00/search; $ 3.00/abstract;
	$ 1.00/no hit;
	$ 2.00 to $75.00 for some databases
Knowledge Index	$24.00/hour[4]
Marketing Management Research Center,	
Patent Research Legal Research Center	$ 1.00/search; $ 5.00/database select
	and retrieval; $ 5.00/article/listing
Patent Research Center	$ 1.00/search; $ 4.00/database select
	and retrieval; $ 7.50/article
Telebase Reference Databases	$ 2.00 to $ 9.00/search; $ 1.00/no hit;
	$ 2.00 to $75.00/article/listing/report
Phone*File, Biz*File, CompuTrace	$15.00/hour
New Car Showroom	$ 1.20/comparison search;
	$ .90/price one model
	$ .40/Auto selector
Newspaper Archives	$ 1.50/article
PaperChase (MEDLINE) (Prime/Non-prime hours)	$24.00/$18.00/hour[3]
Demographic Reports...	$10.00 to $45.00/report
Computer Buyers Guide	$ 1.00/product/report/mfg. profile;
	1 vendor price summary
Database Plus Products	$ 0.00 to $15.00/hour; $ 1.00 summary;
	$ 1.50 to $ 2.50/full-text article
Support on Site Online	$15.00/hour

Travel/Aviation

Official Airline Guides ELECTRONIC EDITION®

Travel Service (Prime/Non-Prime hours)..	$28.00/$10.00/hour[3]

[1] All CompuServe membership fees, communications surcharges and usage charges apply to the monthly minimum.
[2] 25% discount for members with Executive Service Option.
[3] To determine hours of operation, GO RATES.
[4] Includes CompuServe hourly connect rates.
All rates quoted in U.S. dollars and are subject to change without written notice.
Rates are effective February 6, 1994

Service Agreement Terms

You will be asked to agree to the following CompuServe Information Service Terms during the online registration process. Please read them carefully before becoming a member.

1. The CompuServe Information Service (the "Service") consists of computing and information services and software, information and other content provided by CompuServe Incorporated ("CompuServe"). In addition, third parties provide information, software, and other content (collectively, "Third Party Content") which may be accessed over the Service. These terms and any Operating Rules published over the Service constitute the entire and only agreement (collectively, the "Agreement") between CompuServe and member (including its designated users) with respect to the Service and supersede all other communications and agreements with regard to the subject matter hereof.

2. Upon notice published over the Service, CompuServe may modify this agreement, the Operating Rules or prices, and may discontinue or revise any or all other aspects of the Service at its sole discretion and without prior notice.

3. Unless otherwise agreed, member's right to use the Service or to designate users is not transferable and is subject to any limits established by CompuServe, or by member's credit card company if billing is through a credit card.

4. Member agrees to indemnify CompuServe against liability for any and all use of member's account.

5. Member is responsible for and must provide all telephone and other equipment and services necessary to access the Service.

6. Member shall pay, in accordance with the provisions of the Billing Option selected by member, any registration or monthly fees, connect time charges, minimum charges and other charges incurred by member or its designated users at the rates in effect for the billing period in which those charges are incurred, including but not limited to charges for any purchases made through the Service and any surcharges incurred while using any supplemental networks or services other than the Service. Member shall pay all applicable taxes related to the use of the Service by member or its designated users. Member shall be responsible for all use of the Service accessed through member's or its designated users' password(s). Billing detail is available for premium surcharged services. All other extended services are accumulated and billed in total on a per session basis.

7. MEMBER EXPRESSLY AGREES THAT USE OF THE SERVICE IS AT MEMBER'S SOLE RISK. NEITHER COMPUSERVE NOR ANY OF ITS INFORMATION PROVIDERS, LICENSORS, EMPLOYEES, OR AGENTS WARRANT THAT THE SERVICE WILL BE UNINTERRUPTED OR ERROR FREE; NOR DOES COMPUSERVE OR ANY OF ITS INFORMATION PROVIDERS, LICENSORS, EMPLOYEES OR AGENTS MAKE ANY WARRANTY AS TO THE RESULTS TO BE OBTAINED FROM USE OF THE SERVICE. THE SERVICE IS DISTRIBUTED ON AN "AS IS" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES WHICH ARE IMPLIED BY AND INCAPABLE OF EXCLUSION, RESTRICTION, OR MODIFICATION UNDER THE LAWS APPLICABLE TO THIS AGREEMENT. NEITHER COMPUSERVE NOR ANYONE ELSE INVOLVED IN CREATING, PRODUCING OR DELIVERING THE SERVICE SHALL BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF USE OF THE SERVICE OR INABILITY TO USE THE SERVICE OR OUT OF ANY BREACH OF ANY WARRANTY. MEMBER EXPRESSLY ACKNOWLEDGES THAT THE PROVISION OF THIS PARAGRAPH SHALL ALSO APPLY TO THE THIRD PARTY CONTENT.

8. Except as expressly permitted in the Operating Rules, neither member nor its designated users may reproduce, redistribute, retransmit, publish or otherwise transfer, or commercially exploit, any information, software or other content which they receive through the Service.

9. The provisions of paragraphs 7 and 8 are for the benefit of CompuServe and its respective Information Providers, Licensors, Employees, and Agents; and each shall have the right to assert and enforce such provisions directly on its own behalf.

10. Subject to the terms of this Agreement, CompuServe grants to member a personal, non-exclusive, nonassignable and nontransferable license to use and display the CompuServe Information Manager software ("Software") on any machine(s) of which member is the primary user. Unauthorized copying of the Software, including software that has been modified, merged or included with the Software, or the written materials associated therewith is expressly forbidden. Member may not sublicense, assign or transfer this license or the Software. Any attempt to sublicense, assign or transfer any of the rights, duties or obligations under this license is void.

11. This agreement is, and shall be governed by and construed in accordance with the law of the State of Ohio applicable to agreements, made and performed in Ohio. Any cause of action of member or its designated users with respect to the Service must be instituted within one year after the claim or cause of action has arisen or be barred.

12. If Member's account is a qualified business account and approved by CompuServe for corporate billing, charges for the services provided under this Agreement will be accumulated and identified by User ID number and will normally be invoiced following the end of the month in which the service is provided. Terms of payment on all charges are net, ten (10) days in the currency in which billed. If any payment due hereunder is not made by the member within thirty (30) days after the invoice date, late charges of one and one-half percent (1½%) per month shall be due and payable with respect to such payment, and CompuServe may, in addition, at its sole discretion and without notice to the member, (a) suspend its performance under this agreement and the member's and its designated users' access to and use of the Service, or (b) terminate this agreement and member's and its designated users' access to and the use of the Service. For accounts not approved by CompuServe for corporate billing, member must provide payment by credit card or direct debit.

13. Notwithstanding any acknowledgement of a member purchase order by CompuServe, any provision or condition in any purchase order, voucher, or other memorandum of the member which is in any way inconsistent with, or adds to, the provisions of this agreement is null and void. Neither the course of conduct between parties nor trade practice shall act to modify the provisions of this agreement. If any provision of this Agreement is determined to be invalid, all other provisions shall remain in full force and effect. The provisions of paragraphs 7, 9, and 13 and all obligations of and restrictions on member and its designated users shall survive any termination of this Agreement.

Sign me up!

Double click on the CompuServe **Install** icon.

Signing up your membership is quick and easy. Open the CompuServe folder and double click on the **Signup** icon. Just follow the instructions that appear on your screen.

You'll need your Agreement Number and Serial Number found in the box below.

Agreement Number:	FT7413
Serial Number:	62404484
Usage Credit:	$15.00 Credit

If you need help ... call 800-848-8990 from the United States. Worldwide numbers appear on Page 3.

CompuServe®

Depending on how you want to pay for your CompuServe charges, please have either a check or your VISA, MasterCard, Discover, Diners Club or American Express/Optima credit card available.

To authorize direct debit from your checking account, you'll need the following information on your check:

Name on Checking Account

MR & MRS JOHN DOE
123 ANY STREET
SOMETOWN, NJ 99999

182

PAY TO THE
ORDER OF _____ $ _____

19 __ 25-2 440

DOLLARS

THE COLUMBUS NATIONAL BANK
COLUMBUS, OHIO 43213

MEMO _____

Routing Transit Number

⑆987654321⑆ 123456789123⑈ 0182

Check Number (Used for acct. number verification only)

Bank Name and Address

Checking Account Number

CompuServe's Corporate Billing Option also offers monthly invoicing for qualified businesses. We'll need to verify your bank and trade references before you can access CompuServe.

Welcome to CompuServe!

Now that you've signed up, you have a permanent User ID number and a temporary password. We'll send you your permanent password through postal mail within 10 days.

To get online now, turn to page 11.

For future reference or calls to Customer Service, jot down your User ID number here:

User ID number _____

For account security, record your password elsewhere.