



# CompuServe®

THE INFORMATION SERVICE YOU WON'T OUTGROW.™

Welcome to the CompuServe Information Service, the world's largest and most prestigious network of personal computer users. This file will tell you about the information service and provide you the opportunity to sign-on now. In just moments, you could become a member and have instant access to nearly 2000 products and services and over 2 million CompuServe members worldwide.

CompuServe Information Service puts information, communication, and entertainment right at your fingertips. Its resources can help you advance your career, enrich your personal time, and enhance your knowledge. And use all our basic services for just \$8.95 per month.

If you need any help in getting signed on to CompuServe, contact  
**CompuServe Customer Service at 800—848—8990.**

To get signed up to CompuServe, contact  
**CompuServe Membership Sales at 800—524—3388 and ask for Rep 643. Outside of the United States, call 614—529—1349 and ask for Rep 230.**

This document will tell you about:

- Setting up the CompuServe Information Manager software and signing up your membership.
- CompuServe rates and payment plans.
- Where to get help if you need it.

First, we'd like to tell you about the different services you'll find online.



## GET UNPARALLELED COMPUTER SUPPORT

Among our most popular areas are the computer support forums where you'll find computer 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. Today nearly 700 hardware and software companies (including Borland, Dell, Hewlett-Packard, IBM, Lotus, Microsoft, Novell and WordPerfect) support their products on CompuServe, making it the undisputed leader in online computing support. Once online, you'll find libraries full of shareware and freeware programs for you to download. As a matter of fact, CompuServe has over 320,000 files including, utilities, and patches ... and more are added every day.



## COMMUNICATE WORLDWIDE

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CompuServe Mail allows members to communicate quickly and efficiently with other CompuServe Mail users and users of MCI Mail, Internet, AT&T Mail, AT&T Easylink, cc:Mail, Infonet, Advantis, Telebox 400 (Deutsche Bundespost Telekom), SprintMail, Fax, Telex, and postal mail. The CompuServe Mail Hub Service permits LAN-to-LAN communication, too.



### **SEE THE WORLD**

Save money with CompuServe's complete travel services. We offer WORLDSPAN Travelshopper<sup>SM</sup>, EASYSABRE, the Official Airlines Guide's reservation system plus hotel and car rentals. You can check flight listings and find the best rates, have your rental car waiting for you when you arrive at your destination, and be assured your hotel room is booked...all at the touch of your fingertips.



### **CHECK THE WEATHER**

Our Accu-Weather maps and weather reports give you a clear picture of weather conditions...from Cape Mendocina to Cape Cod...and everywhere in between. We also offer local reports for major cities throughout the world -- a big help for planning your next business trip or vacation.



### **KNOW WHAT IN THE WORLD IS HAPPENING**

Turn on to CompuServe daily for news from the Associated Press, The Washington Post, Reuters, OTC News Alert and United Press International. You'll find immediate updates as stories break around the globe, throughout the day. We also offer updated news from the world of sports.



### **CHECK YOUR REFERENCES**

CompuServe helps you find facts fast by connecting your computer to the reference libraries of science, medicine, law, literature, and dozens of other disciplines. We also offer professional journals, consumer magazines, newspapers, specialized newsletters and published research papers. Among our more popular reference databases are IQuest and Knowledge Index.



### **JOIN A GROUP**

CompuServe forums are online gathering places for people with common interests, hobbies or professions. They hold a special appeal for many members because of the support and unique information resources they offer. Each forum has a public message area, libraries loaded with topical information, and conference areas for real-time online conferences and chats.



### **INVEST WISELY**

Take control of your investments using the same electronic tools and information that experts depend upon daily. Among the services we offer are Standard & Poor's, Disclosure, Company Analyzer, Current Stock Quotes, FundWatch Online by Money Magazine, and even online discount brokers -- so you can buy and sell anywhere you are, anytime you want.



### **SHOP AT HOME**

CompuServe's Electronic Mall is open 24 hours a day, and offers some of the top retail stores, specialty shops, and discount wholesalers in the country. We have more than 100 stores online, and they're waiting to take your order. Visit The Mall often, for prize-winning contests and to see who's new to our ever-growing electronic shopping center.



### **PLAY GAMES**

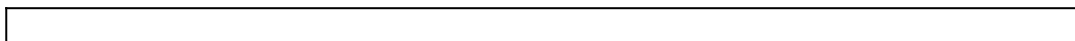
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Not only does CompuServe provide thrilling, action and adventure games online, we also offer forums for tips and discussion, modem-to-modem gaming, and even demos and walkthroughs from famous gameware manufacturers.

### **GET THE EXECUTIVE SERVICE OPTION**

The Executive Service Option is a terrific enhancement to your CompuServe service, which you may select at the time of sign-up. This option provides you with a news clipping folder -- a service that electronically searches newswires for stories of particular interest to you and keeps them in a file for your later reference.

You also receive special discounts on selected financial services and CompuServe products when you choose the Executive Service Option. It's all available to you for a \$10 monthly minimum CompuServe expenditure. (Your \$8.95 monthly rate is included in this minimum, making the Executive Service Option an excellent value.)



## **COMPUSERVE RATES AND PAYMENT PLANS**

### **CompuServe's Standard Pricing Plan**

Your CompuServe basic services membership is only \$8.95 per month and provides unlimited connect time access to more than 60 of CompuServe's most popular services. Your first full month of basic services membership is FREE!

The basic services are free of communications surcharges when you use CompuServe's network in the U.S. and Canada, or the CompuServe network in Europe during the evenings and weekends. Once you have become a member, [GO RATES](#) online for more information.

Services included in the Standard Pricing Plan are:



### **NEWS, SPORTS, WEATHER**

Associated Press Online  
Accu-Weather Maps and Reports  
National Weather Service Reports  
U.S. News & World Report Magazine  
(current issue)  
Deutsche Presse-Agentur Kurznachrichtendienst  
(German-language news summary)

### **NEWSPAPER COLUMNISTS**

The Aces on Bridge  
Alan Dershowitz  
Fight Back!  
The Gadget Guru  
Harris Poll  
Harvey MacKay  
The Housing Scene  
Jack Anderson  
Joyce Jillson Horoscope  
Marilyn Beck/Stacy Smith

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Media Beat  
The Medical Advisory  
Miss Manners  
Mona Charen  
Morton Kondracke  
Taking Stock  
Tune in Tonight  
You be the Critic

#### **ELECTRONIC MAIL**

CompuServe Mail  
-- Send up to 60 three-page messages per month

#### **REFERENCE LIBRARY**

American Heritage Dictionary  
Consumer Reports Complete Drug Reference  
-- As compiled by the U.S. Pharmacopeia  
Grolier's Academic American Encyclopedia  
Handicapped Users' Database  
HealthNet  
-- A medical reference source  
Peterson's College Database

#### **TRAVEL AND LEISURE**

Department of State Advisories  
Travelshopper, EAASY SABRE and OAG (the Official Airlines Guides service)  
-- Airline, hotel, and rental car information and reservations  
Lanier Golf Database  
Travel Britain Online  
Visa Advisors  
Zagat Restaurant Survey

#### **SHOPPING**

The Electronic Mall  
Shopper's Advantage  
-- A Discount Shopping Club  
Classified Ads  
Consumer Reports

#### **MONEY TALKS**

Basic Current Stock Quotes  
FundWatch Online By Money Magazine  
Issue/Symbol Reference  
Mortgage Calculator

#### **GAMES & ENTERTAINMENT**

Biorhythms  
Black Dragon  
CastleQuest  
Classic Adventure  
Enhanced Adventure  
Hangman  
Hollywood Hotline  
Roger Ebert's Movie Reviews  
Science Trivia Quiz  
ShowBizQuiz

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Soap Opera Summaries  
The Grolier Whiz Quiz

#### **MEMBERSHIP SUPPORT SERVICES**

CompuServe Information Manager Software Support Forums  
Navigator Support Forums  
Feedback - General online assistance for members  
Directory of CompuServe Members  
CompuServe Help Forum  
CompuServe Practice Forum  
-- To teach you the fundamentals of real-time online communication  
Online Today Daily computer news

Services outside of the basic services are charged at hourly connect rates based on your modem speed. Some premium services, which bring you an advanced world of information, include additional charges which are outlined for your approval online before you incur any charges. Connect time rates are billed in one minute increments, with a minimum of one minute per session. If you are a member under the Standard Pricing Plan (\$8.95 per month), connect rates are:

300 - 2400 baud	\$4.80/hour
9600 - 14400 baud	\$9.60/hour

For those members who prefer a pay-as-you-go-plan, rather than a flat-rate package, we also offer billing solely on a usage-time basis.

For more information on CompuServe pricing plans, select GO from the Services pull-down menu once you are online and enter [RATES](#). To change your pricing plan, [GO CHOICES](#).

#### **COMPUSERVE MAIL PRICING**

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 messages). Messages to more than one address will 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. Once online, [GO MAILRATES](#) to view a complete list of all CompuServe Mail charges.)

#### **SETTING UP YOUR COMPUSERVE INFORMATION MANAGER SOFTWARE**

From the File Manager within Windows, select your CD-ROM drive, then select the WINCIM directory and double-click the SETUP.EXE file.



Signing up is easy. Just click on the Membership Sign Up icon and follow the instructions.

Note that if you were already a CompuServe member before you obtained the WinCIM software and did not go through the signup procedures, choose Session Settings from the Special menu in the WinCIM main window and complete the entries. Click on the Help button for the Session Setting dialog box for assistance.

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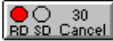
## NEED HELP?

If you encounter problems when setting up WinCIM, call CompuServe Customer Service at one of the phone numbers listed at the end of this article.



## HOW TO START WINCIM

To start WinCIM, double-click on the WinCIM icon in the CompuServe group window within the Windows Program Manager. If there is no CompuServe group window, WinCIM may not be installed. Check to make sure that the program was installed correctly.



## HOW TO CONNECT TO COMPUSERVE

When your CompuServe software is communicating with CompuServe, after you've double-clicked the icon, the RD(receiving data) or SD (sending data) buttons on your screen will light up. The number above the word "Cancel" indicates how many seconds WinCIM will wait for a response from CompuServe before it determines that there is a connection problem. (Sometimes this number will be reset before or as it reaches zero.) To cancel your online session, click "Cancel."



## HOW TO DISCONNECT 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. (Note that from some services, you must first select "Leave" from the File menu.)

## HOW TO USE WinCIM



The initial desktop includes a menu bar and a ribbon of icons which stand for Help, Favorite Places, Find, GO, Quotes, Weather, In-Basket, Out-Basket, Filing Cabinet, Address Book, Exit WinCIM, Disconnect and Get New Mail. The software also offers a "status bar" along the bottom of your screen. At certain times, the bar will become a "notice line" telling you more about what you're doing at the time.

## SOME EXTREMELY IMPORTANT ICONS



### Favorite Places

The heart-shaped Favorite Places icon puts the services you use most just a GO button away. Select "Add" and enter your own description of the service. Then, add the service name (or GO word). If you're not connected to CompuServe, you'll need to enter CIS: followed by the name for that service, e.g. CIS:MSTATION. (Service names usually appear near the top of a window.)



### Find

Look for the Find magnifying-glass icon to do just what you'd expect--take you to a dialog box that asks you for a topic. You can be as general or as specific as you like. CompuServe then 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

The GO command, represented by the traffic-light icon, is extremely useful in helping you bypass menus to go straight to the service you choose. Simply enter the name of the service you want to use, and you will be taken to that area immediately.

### **WOULD YOU LIKE ADDITIONAL INSTRUCTIONAL INFORMATION?**

If you would like in-depth documentation, CompuServe publishes a two-volume set of comprehensive users guides: one volume provides instructions for using WinCIM; the other volume describes CompuServe services in detail. To order these guides from the online CompuServe store, choose GO from the Services pull-down menu and specify [ORDER](#) as the service name.

Once you are a CompuServe member, you can also obtain information and instructions for using WinCIM from the WinCIM Support Forum. To access the forum, choose GO from the Services pull-down menu, and specify [WCIMSUPPORT](#) as the service name.

### **LONG-DISTANCE TELEPHONE ACCESS TO COMPUSERVE**

If there is no local telephone access number for CompuServe, the Signup software will fill in a long distance number in the Session Settings dialog box. You may be able to find a more cost-effective phone number online, by choosing GO from the Services menu and specifying [PHONES](#) as the service name. Be sure to enter the most cost-efficient phone number into your Session Settings.

US WATS line (800 service) is also available to you after your permanent password is assigned, but at an additional hourly charge.

### **WANT TO KNOW MORE? NEED HELP?**

If you have any problems installing WinCIM or connecting to CompuServe, please call CompuServe Customer Service right away.

In the U.S., call (800) 848-8990 weekdays from 8 A.M. to midnight, or weekends from noon to 10 P.M. (Eastern time). Holiday hours vary. Outside the United States, call 614-529-1340.

### **ANY OTHER QUESTIONS?**

If you have any questions about CompuServe, [GO FEEDBACK](#) online to post a message to CompuServe's Customer Service department.

To get to a menu of membership services, [GO MEMBER](#). To practice using a forum free of connect time charges, [GO PRACTICE](#) or [GO HELPFORUM](#).

To order additional documentation, [GO ORDER](#).

To get assistance with your CIM software, [GO CIMSUPP](#).

Thank you for your interest in CompuServe. Remember, you can sign on right now and, within minutes, enjoy access to the information service you won't outgrow.

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