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a:

The usual drive identification for a floppy disk drive. See also drive identification.

About box

A dialog box that provides version and copyright information about CompuServe 3.0.4UK.

abstract

See file abstract.

access

To start up a service or software program, or to reach a menu or file.

Address Book

Storage area on your computer where you can keep names, addresses, and other important information about your regular Internet and CSI Mail correspondents.

ALT key

The key labeled ALT on the IBM PC and many compatible computers. In terminal emulation, this key is combined with others to transmit ALT commands.

ALT key command

The combination of the ALT key and another key to transmit an instruction to your computer.

Alternate connection settings

The set of connection settings that you designate to be used in the event that you are unable to connect to CSI using the Current connection settings. You can designate only one Alternate set per Current set.

baud rate

Signals transmitted per second over a communications link. In Connection Settings, you can select any baud rate your modem supports.

binary

Files stored in binary format, such as executable files, word processor files, spreadsheet files, and so forth.

browse

To explore the hierarchy of CSI services, peruse the hierarchy of messages and library files in a Forum area, or scan news stories in the Executive News Service.

browser

Software tool for reading hypertext documents on the Internet World Wide Web. See also hypertext and World Wide Web.

bulletin

Late-breaking news concerning a Forum service and community.

button

See command button.

C:

The usual drive identification for a hard disk drive. See also drive identification.

choose

To activate a command on a menu. For example, you might choose a command to make a menu, window, or dialog box appear, and then select among the options offered. See also select.

click

To select an icon, a button, a list item, or some other object on your screen by depressing and then immediately releasing the button on the left side of your mouse while the mouse pointer is situated on the object. See also click-and-hold and double-click.

click-and-hold

To select a screen object by depressing the left button on your mouse while the mouse pointer is situated at the object and then keep the button depressed while you move (or otherwise act upon) the object. See also click and double-click.

command

A choice on a pull-down menu or an instruction you enter while in terminal emulation.

command button

A rectangular button in a dialog that initiates the indicated action, such as the OK button, the Cancel button, and the Help button.

common directory

The directory (we suggest C:\CSERVE) that contains files for use by all CompuServe communications software so that such programs can access the same Address Book, Filing Cabinet, connection settings, and so on.

communications network

The combinations of lines, satellites, and machines that enable computers to exchange information.

\CSERVE, C:\CSERVE

The directory or folder suggested by CompuServe for installation of CompuServe software. If you install CompuServe 3.0.4UK in C:\CSERVE, you can easily install other CompuServe communications software in C:\CSERVE as well and thus use the same Address Book, Filing Cabinet, connection settings, and so on.

CompuServe Directory

A guide to Forum areas and other services on CSi. Access the directory from the Help menu and search for services by description or name.

CSi Mail

Electronic mail system for CSi members. CSi Mail permits message exchange between CSi members and members of many other electronic mail services, such as Deutsche Bundespost and Internet.

CompuServe Ribbon.

The row of colorful buttons that appear at the top of your screen. Most buttons represent menu commands, such as the Go and Address Book commands. See also menu bar and Toolbar.

connect time

The amount of time you are connected to CSI.

Control key command

The combination of the Control key plus a letter key. These keys are sometimes used to control the flow of text in some terminal emulation services.

Conference Centre

See Electronic Conference Centre.

CUSIP number

A unique, standardized identification number assigned to a security issue or company.

conference

A 'live' electronic conversation that you can participate in or observe, including casual chats, scheduled meetings, and guest lectures.

conference room

Where a Forum conference takes place. Each Forum area has several conference rooms.

contribute

To copy a file from disk storage on your computer to a Forum library on CSI (upload).

database

Online repository of information. You can search databases such as Business Database Plus and Computer Database Plus to scan abstracts, read the full text of published materials, and download documents.

decompress

To expand an archive file created by a compression utility program, such as PKZIP or Stuffit.

default

Option that is set (or enabled) for you automatically. Defaults streamline your activities because the computer uses what is already pre-set. You can always change a default, though.

desktop

Onscreen area that organizes and arranges materials according to a distinctive look and feel. For example, Forum areas, Chat rooms, and the News desk are distinctive desktops with their own special resources.

device driver, driver

A program that provides the means for controlling a device, such as a printer or a disk drive, that is attached to a computer.

dial PPP

See PPP.

dialing prefix

The series of modem commands that precede a telephone number to be dialed. One common sequence is ATDT, where AT (attention) prepares the modem to take some action, D (dial) indicates what action, and T (tone) defines which of several ways the action is to be taken.

dialing postfix

The modem command following a telephone number to be dialed, indicating that the number is complete. One common dialing postfix is ^M, which is the modem equivalent of a carriage return.

dialog, dialog box

Window on your screen where you supply specific instructions. You might do this by typing information in a text box, clicking a checkbox, and so forth.

direction keys

Keys (on your keyboard) with arrows on them. They allow you to scroll up and down or left and right within a dialog. See also scroll.

directory

A subdivision of disk files, usually by type and/or topic. Your hard drive has a directory, called the root directory, which provides pointers to all the disk's files. You can create additional directories, which are subdirectories to the root directory. Directories can also be referred to as folders in some systems.

Disconnect

A command that disengages the communications link between you and CSi, yet leaves CompuServe 3.0.4UK running. See also Leave and log off.

display

To transmit text or other graphic representations to your computer's screen.

double-click

To select a list item or other "object" on the screen by quickly pressing and releasing the left button on your mouse twice in succession while the mouse pointer is situated on the screen object. Double-clicking typically selects both the object and a default action. See also click and click-and-hold.

download

See retrieve.

drag-and-drop

To copy or move a list item or other screen object from one window (or other region on your screen) to another by pressing the left button on your mouse while the mouse pointer is situated at the object, and then holding the button down while you move the mouse, finally releasing the button when the object is in its new location.

drive identification

The designation for a disk drive, typically a letter. This identification tells your disk operating system which drive to access.

Electronic Conference Centre

An online area where you can learn about and attend conferences, often involving invited guests and celebrities.

ENS

See Executive News Service

enter

To transmit instructions or information by typing them and pressing the return key. In terminal emulation, you enter information in response to prompts.

execute

To perform a command or a program.

Executive News Service

A comprehensive collection of various news wires, reporting up-to-the-minute news, sports, and financial information. ENS includes a powerful story search feature, which intercepts stories about designated subjects and clips or keeps them for you in up to three personal electronic folders.

Exit

The command on the File menu that terminates your CompuServe 3.0.4UK session. If you are connected to CSi when you choose Exit, you will be disconnected automatically.

extension

See file extension.

extract

See decompress.

FAQ

Internet acronym for frequently asked questions. Lists of FAQs and answers are provided in each of CSI's Internet services.

file

A collection of related information. A file may contain a set of records, lines of text, or program instructions.

file abstract

A summary of a file in a Forum library containing information such as description and size.

file extension

Part of a file identification, often used to indicate what kind of data a file contains. When present, the extension can be any combination of up to three letters and digits, and it must be separated from the file name by a period (.).

file name

Required portion of a file identification. The name of a file in a Forum library on CSI can be up to six characters long. The first character must be a letter, and the remainder can be any combination of letters, numbers and hyphens (-). Also used to refer collectively to the complete file identification for a file if a file extension is used.

File Transfer Protocol (FTP)

Software tool for transferring files between computers on the Internet. You can use FTP to retrieve a file from a remote host computer.

Filing Cabinet

Storage area on your computer that you use to store and organize messages and other documents that you retrieve from CSI.

Forum area

A special interest group for CSI members. Hundreds of Forum areas exist on CSI. Forums have message boards, data libraries, and conference rooms where special seminars and meetings take place.

Friends List

This is your record of names and CSI Mail addresses of your Chat and Forum friends.

FTP

See File Transfer Protocol.

full text

Whole and uncut document. Several databases offer access to full-text articles that you can read or retrieve (download) to your computer.

full-text search

A database search that finds any article containing a designated keyword. See also keyword.

graphical menu

Expanded version of a CSi list menu that includes graphic images and buttons you can click to access related areas.

host computer

Any mainframe computer to which your computer must be connected in order to access host-based services.

hypertext

Method of presenting information where certain terms are linked to other documents. Selecting one of these terms displays the linked document, which may be text, graphics, or almost any kind of information related to the term. See also browser and World Wide Web.

icon

A graphical representation of a service or command.

initialize

To begin operating a program. On your computer, initialization procedures may include copying necessary files to your hard drive and then proceeding to the appropriate subdirectory.

Internet

A collection of millions of computers on many public and private networks, which function as a single global network.

invite

To ask one or more people to join a private group conversation in a Chat room or a Forum Conference room.

JPEG

Joint Photographic Experts Group. Standards group that defined a file format and image compression format called JPEG. This format is widely used on CSI. It uses a 24 bit lossy compression algorithm that actually removes some of the graphic information upon compression. A significant amount of information can be removed without a noticeable loss in image quality. This compression is based on the premise that the human eye cannot detect this lost information.

library

A Forum area's reference section, ideal for long-term storage of lengthy, structured documents or software programs contributed by Forum members for Forum members.

lobby

The initial entrance to a Chat or Forum area.

local

Relating only to your computer, to distinguish it from another computer that you are communicating with.

log off

To disconnect from CSI.

log on

To connect to CSi.

keyword

A portion of a word, a whole word, or a phrase that guides your search through a database, a Forum library, or the Executive News Service. All available topics and files are selected based on the spelling of keywords, regardless of their case.

Leave

The command that terminates a CSi service without disconnecting from CSi. See also Disconnect.

log file

A file where you record your dialogue with CSi in a terminal emulation service. Also, a file that records the ongoing conversation in a Conference room, Chat room, or conference in the Conference Centre.

Mail

See CSi Mail.

mailing list

You can combine one or more of your Address Book entries into categories called mailing lists. Then you can cause a message to be sent to all members of a mailing list by simply addressing the message to that name.

map

See message map.

mark

To select an item in a list for a later action. For example, while browsing in a Forum library, you can mark files that interest you and retrieve them later. A marked item is sometimes denoted by an icon placed beside the item when marked. In your CompuServe 3.0.4UK software, the Retrieve Later button is used to mark items for later retrieval.

menu bar

Horizontal bar at the top of the screen showing the major groups of functions offered by CompuServe 3.0.4UK. See also CompuServe Ribbon.

message

Online version of a letter. You can exchange messages with Forum members, CSI members, and subscribers to many electronic mail services. You can print your messages, read them online, or retrieve them to the Filing Cabinet. See also CSI Mail.

message board

The place where Forum messages are posted.

message map.

A diagram of the relationships among messages in a Forum topic. In a Forum area, one message often inspires several responses, and the conversation continues from there, forming a message thread. A message map tracks who started the conversation and who picked it up afterward.

message number

Each forum message has a unique number assigned to it which identifies it from all other messages.

modem

A device that converts the digital information produced by a computer into analog form for transmission over a communications link, and converts the analog information received from a communications link into digital form for processing by a computer.

modem failure pattern

The message sent to your computer by your modem when it is unable to establish a connection with a remote computer system.

modem success pattern

The message sent to your computer by your modem when it has established a connection with a remote computer system.

monitor

A video display unit attached to your computer, so named because it provides a means for you to observe (monitor) the information you exchange with the computer processor.

multiplayer games

Online games that can be played simultaneously by different people in different places.

navigation

Moving around CSi. You can use any combination of menus and commands to navigate on CSi. See also navigation commands.

navigation commands

The commands you can use to navigate, or move about, on CSI.

network

An interconnected set of computers that can communicate with each other. It is best to consider the network as a separate entity that lies between your computer and a remote computer system.

See communications network.

news clipping folder

Temporary clipping folder that automatically collects timely stories about major events and issues.

Newsgroups

See USENET Newsgroups.

nickname

A name that identifies you in a Chat room or a Forum area. You can change your nickname anytime.

notice

Bulletin for Forum members from a Forum administrator (Sysop). Also referred to as an announcement or news flash.

observe

To listen to the conversation in a Chat room or Forum conference room without anyone knowing you are there. This may be done while you are participating in another conversation.

offline

Not connected to CSI.

online

Connected to CSI through a communications network. Also used to refer to areas that reside on CSI (and not on your computer), such as your CSI mailbox.

operating system

The organized collection of programs and data that controls the operation of the computer, such as Windows. The operating system provides the link between you (or the programs you install) and the computer's hardware.

option button

Small, round button in a dialog box that allows you to designate specific preferences. Option buttons in a group are mutually exclusive.

password

Personalized secret code word required to log on (connect) to CSi. You can change your password as often as you'd like. Never tell anyone your password

path

The logical location of a file in your computer's disk storage. Every file is actually part of a directory, which may in turn be part of another directory, and so on up to the root directory, which is the top directory for a disk.

path specification

The disk and/or directory designation(s) that may be required to completely identify a file. Also known as the pathname.

Favorite Places

An area where you keep track of the services you access most frequently; you can add or delete services at will. When you select a service from your Favorite Places, you go directly to that service.

Personal Address

A CSi Mail address that you can use instead of your member ID number. A good Personal Address, such as some variation of your name, should be easy for people to remember when they want to send you messages. A Personal Address can have from two to 32 characters, including letters, numbers, and underscore characters (_), but no spaces or any other special characters. At least one character must be a letter, and no character can be repeated more than four times in succession.

PowerSearch

Advanced tool for searching Ziff databases, which enables you to choose a search method and provide search terms to streamline your search. See also QuickSearch.

preferences

Options that enable you to customize various aspects of your CompuServe 3.0.4UK software.

press

To depress one or more keys simultaneously. You can initiate some actions by pressing the Alt key or Control key and another key at the same time. See also type.

private group

A group in a Forum conference room or Chat room that consists only of those members invited to participate.

profile

A file containing information on each Chat member, usually including their nickname and general interests. You decide whether you wish to establish a profile for yourself.

prompt

Request for specific instructions or information. A prompt often requires you to enter a response in order to continue. Terminal emulation uses prompts to operate. See also terminal emulation.

protocol

Set of rules governing computer-to-computer communication.

query

Sometimes used to refer to a search term or combination of terms that you use to search for particular items.

QuickSearch

Search tool available in several CSI services where you can provide search terms to streamline your search. See also PowerSearch.

random-access memory (RAM)

The main memory of a computer system, which holds both the operating system and any currently loaded application programs. RAM is so called because stored information is accessed at random, which means that the computer takes the same amount of time to reach any one information unit (on average), regardless of the order in which the units are stored.

retries or redial attempts

Number of times your modem will try to connect to CSI if your first try isn't successful.

retrieve

To copy a file from a Forum library on CSI to disk storage on your computer (download).

return key

Carriage return key. This key is sometimes actually called the Enter key or return key on your keyboard.

ribbon

See CompuServe Ribbon.

right-click

To point to an item with your mouse and then click the button on the right. Right-clicking is an easy way to review available actions in certain windows, such as editing options when composing or editing a Mail or Forum message.

root directory

The main or top-level directory for a disk. The root directory can list files and/or other subordinate-level directories. These directories may in turn list any combination of files and their own subdirectories.

screen

The surface of any display device. Also, a collection of output data organized for presentation at one time on such a device.

scroll

To move horizontally or vertically through a list, article, or other text document. See also direction keys.

section

An area of a message board in a Forum area. Also an individual library in a Forum area. Each forum has several sections, each of which focuses on some more specific aspect of the Forum area's overall area of interest.

select

To pick one or more items from a list. See also choose.

session

The whole sequence of activities performed when you use CSI -- from logging on to CSI through logging off. Also, the general term for the whole sequence of activities from starting the CompuServe 3.0.4UK software to exiting it or from accessing an individual CSI service to leaving it.

shift-click

To point your mouse at an item, and hold down the Shift key while you click the left mouse button.

Special Events

A free service that reports current and upcoming special offers, promotions, or opportunities available on CSI.

status line

The line that appears at the bottom of your screen while you are using CompuServe 3.0.4UK. It displays various types of information.

stop bit

A bit that marks the end of each character (byte) transmitted.

subdirectory

Any directory subordinate to (listed by directory name in) the root directory, in any such subordinate directory, and so forth.

sysop

System operator, a forum member who is in charge of the forum and can answer questions about the Forum and resolve most problems you encounter.

TCP/IP

Transmission Control Protocol/Internet Protocol is the standard Internet protocol that enables computers of different kinds to communicate.

telnet

Software tool that enables you to log on to remote computers on the Internet. With telnet, you can access public files and databases and run applications on remote computers. You can also access CSI from any Internet host.

terminal

Any device that enables you to interact with a remote computer system. So named because it is usually at the terminus or end of a communications network.

Terminal Emulation

The mode in which your computer emulates a terminal. Some services require that you use them in terminal emulation, where you navigate with textual commands instead of windows.

terminal log

See log file.

text

The contents of a message or a readable file.

thread

A group of Forum messages with a common subject and a common genealogy. Also called a topic.

ticker file

General term for a file containing multiple ticker symbols and/or CUSIP numbers. You might want to create a ticker file in your financial file area to use as an efficient means to generate financial reports on multiple issues.

topic

A group of Forum messages with a common subject and a common genealogy; a thread of connected messages. Also the subject of such a group or thread.

type

To depress a series of keys in succession. See also *press*.

unstuff

See decompress.

upload

See contribute.

USENET Newsgroups

Internet bulletin-board system where messages are grouped hierarchically under topic headings.

Member ID

CSI account identification number. Your Member ID number is your electronic mailing address and is listed beside your name in the Member Directory. 76846,731 is an example of a Member ID.

view

To read a document or display a graphics file.

What's New

An online service that provides the latest news and information about topics of interest to CSI members. What's New also provides access to a searchable archive of What's New articles.

World Wide Web

Hypertext-based tool for browsing the Internet. Using a Web browser, you can move around the Internet via hypertext links.
See also hypertext and browser.

Address type

The type of address you're sending mail to, for example, CompuServe, AOL, Internet, FAX machine.

Mailbox

A special area on CSi where your mail is collected until you retrieve (download) it to your computer.

Recipient list

The list of the people to whom a mail message is addressed. Each person who will receive a copy of your message is called a recipient.

Address format

The order in which you enter a recipient's addressing information. To send Internet mail, the address format is the address type, colon, name, "at" sign, domain name and extension. For example, internet:jdoe@compuserve.com.

Information service

A provider of information about one or more areas of interest. When we refer to an information service, we usually mean an online information service. CSI is the world's most comprehensive online information service, with more than 3000 areas of interest including business, education and entertainment information services and products.

LAN

Acronym for Local Area Network, or two or more computers networked together by cables, satellite or phone lines.

menu

In a general sense, a list or row of choices, options or commands. More specifically, one of several words displayed in a row just below the title in the upper left-hand corner of the CompuServe window. You click such words to view a list of related actions (commands). You then click a command to initiate its function. File and Edit are examples of menus.

Notebook

A small computer that can be easily carried around, also called a laptop computer.

Connected

To be connected means that your computer has established contact with one or more other computers, enabling you to share mail and files.

Port

The connectors on the back of your computer where you connect devices such as the mouse, keyboard, printer and modem.

Invitation

If someone else on CSi wants to chat with you, they issue an invitation. You can accept or decline an invitation.

Toolbar

The row of pictures or icons at the top of a window that let you perform various actions, Toolbars usually duplicate commands found in the menus, but can be quicker to use.

Folder

An electronic folder, like a physical one, is a place you create to store information. Used in the Filing Cabinet and many news services. Also refers to a directory on some systems.

Checkbox

Checkboxes control individual choices that are either turned on or off. When the choice is turned on, the box has a checkmark inside it. To turn a choice off or on, click in the checkbox.

Option

A choice or feature available to you.

Tab

Tabs help you quickly get to where you want to be and also show you only the commands you need to see at that time.

Pulldown listbox

A box on the screen that shows the most common choice, but also contains an arrow pointing down. You can click on this arrow to see a list of more choices.

Highlight

To highlight a choice means to select it, usually by clicking on the item or dragging the mouse pointer across it. The color of the item changes to show that it's highlighted.

Tracking

Monitoring member activities in Chat. You can track who else is coming and going, which rooms they are entering and leaving, and so forth.

Unmark

If a checkbox for a choice has an X in it, that choice is "on." To turn it off, click in the check box and the X will go away.

Member

Anyone who has a CSi Member ID.

Window

Windows are the boxes on your computer screen that organize programs and commands. To make something happen, you simply click on an icon or picture in a window rather than typing in commands.

Chat

To communicate with others online, except that you type instead of talking.

Paste

To paste something like text or a picture is to place it in its new location. Usually the second half of a Cut and Paste or Copy and Paste operation.

Copy to

To create a copy of an item and put it in a new location. You can select a file on your hard drive and copy it to a diskette.

MAPI

Messaging Application Program Interface; enables mail and messages to be exchanged across various platforms and applications.

Winsock

Winsock is short for Windows Sockets; the Winsock is the interface between TCP/IP (Transmission Control Protocol/Internet Protocol), and Windows.

Dial Type

Indicates whether your computer has to dial a number to connect to CSi. This will usually be "Manual"; select Direct only if your computer is hard-wired to another computer system which provides the connection for you.

Prohibited List

A list of people you specify that you don't want to receive invitations to chat from. You can block someone temporarily or permanently.

Parent message

The first or root message in a topic thread.

Sibling message

One of several messages in a thread, usually a reply or response to the Parent message.

Child message

Usually a reply or response to the first, or Parent, message in a topic thread.

Participate

To actively take part in a discussion; to ask questions or offer comments, as opposed to merely observing or "lurking."

Room

A place in one of CSI's Forum areas where people can go to have a conversation among themselves or discuss a topic that is not of interest to everyone else in the Forum area. For example, maybe you're in the Gardening Forum area and realize that three of you are from the same hometown. The three of you can go to a room to discuss old times.

Explore

To look around CSi to discover new and fun things to do online. Exploring is safe -- you won't incur extra charges unless you agree to.

View mode

When you're in a library in a Forum area, you can view or look at a file before you retrieve or download it.

Incoming Message Folder

A folder in your Filing Cabinet; the place on your computer that mail messages are copied to when you retrieve them.

Outgoing Message Folder

A folder in your Filing Cabinet; the place on your computer that mail messages are stored in until you connect to CSI and send them.

PNG

Portable Network Graphics. An extensible file format for both 8 or 24 bit lossless, portable, well-compressed storage of raster images. PNG provides a patent-free replacement for the GIF format and can also replace many common uses of TIFF format. Indexed-color, grayscale and truecolor images are supported, plus an optional alpha channel.

Waiting Messages

These are messages sent to you in Forum areas, usually a response to a question you've asked or comment you made. You can get directly to these without having to read all the other messages in that Forum area.

Attach

When you send a mail message, you can include or attach files such as articles or pictures.

PPP

Point-to-Point Protocol. A communications protocol that enables you to connect to the Internet using a telephone line.

URL

Uniform Resource Locator, or the address of a Web page on the Internet.

Multi-tasking

To do more than one thing at a time; for example, you can be retrieving (downloading) files while reading mail.

Signup

The process of joining or becoming a member of CSI.

Clipboard

A temporary storage place within Windows; when you cut or copy text or a picture, it goes on the Clipboard until you paste it somewhere else. You can store one thing at a time on the Clipboard.

Font

The shape and style of letters and numbers. Two common fonts are Arial and Times New Roman.

Carrier Detect

A step in establishing communications involving the exchange of signals to ensure you have telephone line access.

Access Number

This is the telephone number you dial to connect to CSI, depending upon where in the world you are.

Comm Port

The plug on the back of your computer used for communications, usually where your telephone line plugs in to your modem.

side button

One of the large, colorful, rectangular, graphic buttons that are displayed along the left side of the CompuServe window for many desktops. You click a side button to reference a corresponding window (page) or task.

top tab

The top, flipper part of certain windows (pages) that are displayed in the centre of the CompuServe window. Each top tab identifies a distinct page. You click a top tab to view or access that page.

menu

Collection of related actions (commands). Menu names are displayed in the upper left-hand corner of the CompuServe window (above the Page box). You click a menu name to view the menu. You then click a command to initiate its function. File and Edit are examples of menus.

GIF

Graphics Interchange Format, a graphics format featuring 8 bit color lossless compression and providing interchange between many platforms. GIF was developed by CompuServe, and has been widely adopted in the on-line industry. GIF is one of the formats that CompuServe 3.0.4UK uses to display graphics online. A mechanism to specify one color to act transparent is frequently invoked. GIF files are currently used to display weather maps and stock charts and have the potential for other uses in the future. There are also many forum libraries that contain a wide variety of GIF files contributed by CSI members.

PIC

Pegasus Imaging Corp. PIC is a proprietary JPEG file created by Pegasus Imaging Corporation. This JPEG file is built with a BMP header which contains color palettes, comments, and other information about the file. See JPEG or Go Pegasus for more information.

KQP

Konica Quality Photo. A Pegasus Imaging Corp. PIC JPEG file created by Konica Quality Photo for the PC PictureShow application. PC PictureShow is a film scanning process which places a digitized roll of film onto a diskette. See PIC, JPEG or Go Pegasus for more information.

RVU

Rapid View. A standard progressive JPEG file created by Pegasus Imaging Corporation. These files are viewable by any progressive JPEG viewer. However, the RVU file may contain proprietary information only seen with a Pegasus decompression or viewer utility. See JPEG, Progressive JPEG or Go Pegasus for more information.

Progressive JPEG

Progressively viewable Joint Photographic Experts Group. See JPEG. This format allows for an initial view of an image, giving the user a significantly degraded but good preliminary representation while the remaining image detail is received and viewed in succeeding passes.

bcc

Blind carbon copy recipient. A bcc recipient will receive a copy of a Mail message without being listed in any visible Recipient List.



Configuring the Windows NT Dial-up Remote Access Service (RAS Dialer)

[Instructions for Windows NT 3.5.1](#)

[Instructions for Windows NT 4.0](#)

Configuring the Windows NT 3.5.1 Dial-Up Remote Access Service (RAS Dialer)

Assuming you have not previously added RAS:

- 1 In the Control Panel, double-click the Network icon.
- 2 In the Network Settings window, click the Add Software button.
- 3 Select Remote Access Service from the pop-up list in the Network Software window.
- 4 Provide a path to your NT distribution (disks, CD, or network location). RAS will then install, and the Remote Access Program Group will appear.
- 5 Then in the Add Port window, you'll see a list of all ports available to Windows NT RAS. Select the port you will use. (RAS will offer to detect the modem connected to the port you selected. Choose OK to auto-detect the modem. NT will show the modem detected; click OK. Occasionally, NT may offer a choice of several modems to pick from; this will only occur if RAS cannot distinguish between two or more modems with similar characteristics.)
- 6 In the Configure Port window, the detected modem will be highlighted. In the Port Usage section, choose "Dial out only".

RAS is now installed. The next step is to configure it to dial CSI.

Editing SWITCH.INF

- 1 Using a text editor such as Notepad or Edit, add the following section to the bottom of your SWITCH.INF file (normally located at WINNT\system32\ras\switch.inf):

=====

```
[CompuServe]
COMMAND=<cr>
OK=<match>"e:"
ERROR_NO_CARRIER=<match>"NO CARRIER"
LOOP=<ignore>
COMMAND=+<cr>
OK=<match>"Host Name"
ERROR_NO_CARRIER=<match>"NO CARRIER"
LOOP=<ignore>
COMMAND=CIS<cr>
OK=<match>"User ID:"
ERROR_NO_CARRIER=<match>"NO CARRIER"
LOOP=<ignore>
COMMAND=#####,#####/GO:PPPCONNECT<cr>
OK=<match>". "
ERROR_NO_CARRIER=<match>"NO CARRIER"
LOOP=<ignore>
```

COMMAND=PASSWORD<cr>
CONNECT=<ignore>

- 2 Be sure to put in your actual CSi member ID and your CSi password in place of #####,#### and PASSWORD.
- 3 Save the file.

How to Edit the RAS Phonebook

- 1 Go to the Remote Access Program Group and double-click the Remote Access icon. In the resulting window, click Add.

You will be presented with an Add Phone Book Entry window.

- 2 Name the new entry "CompuServe" or whatever you want.
- 3 Enter your local access phone number, including any needed prefixes (such as 9, to reach an outside line or *70 to disable call waiting).
- 4 Leave the Description field blank (optional).
- 5 Make sure that there is no checkmark in the checkbox next to Authenticate using current name and password.
- 6 Select the correct COM port for your modem.
- 7 Click the Modem button. Select the correct port speed. Mark the checkboxes next to Enable hardware flow control, Enable modem error control, and Enable modem compression. Do not mark the checkbox next to Enter modem commands manually. Click OK.
- 8 Select the Network option. Select PPP, and mark the checkboxes next to TCP/IP and Request LCP extension.
- 9 Click the TCP/IP Settings button. Select Server Assigned IP address and Use specific name server addresses. Then enter DNS 149.174.211.5 and DNS Backup 149.174.213.5. Mark the checkboxes next to Use VJ header compression and Use default gateway on remote host.
- 10 Select the Security option. Make sure there is a check mark in the checkbox next to Accept any authentication including clear text.
- 11 In the Terminal or Script section, select CompuServe in the After Dialing list. (The CompuServe option will only be available if you made the necessary changes to SWITCH.INF)
- 12 Click OK.
- 13 Return to the Remote Access window. You will now see a new setting for CompuServe. To connect to CSi, click the Dial button.

Configuring the Windows NT 4.0 Dial-Up Remote Access Service (RAS Dialer)

Unless otherwise noted, all settings or selections should be left at their defaults.

Note: You must have Administrator privileges to install RAS. TCP/IP and other necessary components should be installed along with RAS. If they are not installed correctly, consult your manual or VAR.

How to Install RAS/DUN in Windows NT 4.0

- 1 Double-click on the My Computer icon, and then double-click on the Dial-Up Networking icon. Presuming RAS/DUN is not already installed, this takes you to the Welcome to Dial-Up Networking window.
- 2 Click the Next button.
- 3 Insert the Windows NT 4.0 CD in your CD-ROM drive. The DUN installation software will install the RAS/DUN files from the CD.
- 4 In the Add RAS Device window, select the modem to be used with RAS/DUN and then click the OK button. (If no modem is installed, select Install Modem and, after installing the modem, click the OK button.)
- 5 In the Remote Access Setup window, click the Configure button.
- 6 In the Configure Port Usage window, click on the radio button next to Dial out only, and then click the OK button.
- 7 In the Remote Access Setup window, click the Network button.
- 8 In the Network Configuration window, make sure that the only checkbox with a checkmark is the one next to TCP/IP, and then click the OK button. At this point, the software may install some additional files from the Windows NT 4/0 CD.
- 9 If the Microsoft TCP/IP Properties window appears, click the Cancel button. (This window appears if there is an installed network interface card that does not already have TCP/IP bound to it.) Then, in the window with a warning that TCP/IP is not completely configured, click the Yes button.
- 10 Click the Restart button to complete RAS/DUN installation.

How to Set Up Your Connection Entry

- 1 Double-click on the My Computer icon, and then double-click on the Dial-Up Networking icon.

Note: If you are notified that RAS/DUN is not installed, perform the procedure detailed in the previous section.

- 2 In the Dial-Up Networking window, click the New button.

- 3 In the New Phonebook Entry Wizard window, enter CompuServe for the name and click the Next button.
- 4 In the Server window, mark the checkbox next to I am calling the Internet and the checkbox next to Send my password as plain text if that's the only way to connect, and then click the Next button.
- 5 In the Phone Number window, enter the local phone number that you dial to connect to CSi and click the Next button. Enter any Alternate numbers by choosing Alternate.
- 6 In the New Phonebook Entry Wizard window click the Finish button.

Note: If this is the first time you have made a Dial-Up Networking entry, you will traverse a few more windows; just click the Next button in each window.

- 7 In the Dial-Up Networking window, click the More button, then select Edit entry, and then select modem properties. You can also select Create shortcut to entry (to place a shortcut icon on your desktop).
- 8 In the Edit Phonebook Entry, Basic tab, you can (optionally)
 - . Click the Alternates button and then enter alternate phone numbers to dial
 - . Click the Configure button and then set some of the modem properties.
- 9 Click on the Server tab and mark the checkbox next to TCP/IP and unmark the checkboxes next to IPX/SPX and NetBEUI.

Note: Marking the checkbox next to Software compression is optional; in rare instances, this could cause problems.

- 10 On the Server tab, click the TCP/IP Settings button.
- 11 On the PPP TCP/IP Settings window, set the IP Address to Server assigned. Then set the DNS to Server assigned. Leave Wins all zeros, check both boxes at the bottom, and then click OK.
- 12 Click on the Script tab and, from the pop-up list, select cis.scp.

Note: To speed up the logon process, you can also change /go:pppconnect^m in the script to /noint/go:pppconnect^m.

- 13 Click the Before Dialing button and then make sure that there is a checkmark in the checkbox next to None, and then click OK.
- 14 Click the Security tab and then click either the radio button next to Use any authentication including clear text or the radio button next to Accept only encrypted authentication. The Unsave password button will unsave your password so that you can re-enter it if necessary (see Step 21).
- 15 Click the X.25 tab and make sure the settings there are blank. Then click OK.
- 16 Click the More button and then select User Preferences.

- 17 On the Dialing tab, you can set the number of retries and whether or not Dial-Up Networking redials if the connection is lost. Set Idle seconds before hangup so that Dial-Up Networking disconnects if left idle. Also, make sure there is a checkmark in the box next to current location in the Autodial by location box.
- 18 Click the Callback tab and mark the checkbox next to No, skip callback.
- 19 Click the Appearance tab and make sure that there are checkmarks in the checkboxes next to all of the options.
- 20 Click the Phonebook tab and mark the checkbox next to The System Phonebook.
- 21 In the Dial-up Networking window, select Dial. In the connect to CompuServe window, enter your CompuServe member ID number in the User Name field and your password in the Password field. The first time you connect, you will be asked to enter your CSi User ID number (with the comma) in the User Name field and your CSi password in the Password field. Leave the Domain field empty and (if you want to save your password) mark the checkbox next to Save password. To change your password, you must click the Unsave password button on the Security tab (see Step 15).
- 22 Click the OK button to dial. Do not make any changes in the After Dial Terminal window, but watch the logon. If you see ?? LOGINE - Invalid entry - try again after the Password: prompt, that means your password is incorrect.
- 23 On the Taskbar, the Dial-up Network icon will be in the SysTray. Right-click on this icon to hang up the connection or select Open Dial-up Monitor to get information about your connection, including the DCE connection speed (bps) and your IP address (Details button).

How to Make RAS Autodial

If you are not using TCP/IP on your connection card, you can make RAS autodial with the following procedure:

- 1 Choose **Settings** from the Start menu, then choose **Control Panel** from the menu of settings, then click the Network icon, and then click the Bindings tab.
- 2 In the Show bindings for list, select All Protocols.
- 3 Click on the plus sign (+) next to TCP/IP and WINS Client (TCP/IP).
- 4 On both the TCP/IP and WINS Client, select the Ethernet card, and then click the Disable button.
- 5 Click the OK button.
- 6 In the Network Setting Change window, click the Yes button to restart your computer.
- 7 Choose **Settings** from the Start menu, then choose **Control Panel** from the menu of settings, and then double-click on Services.

- 8 In the Service Control Panel, make sure that Remote Access Autodial Manager is started and set to Automatic. (Automatic should be the default setting; if it is not set, click Startup and then change the Startup Type to Automatic.)

Once you've completed this procedure, RAS will autodial the connection whenever you start an application that uses Winsock.



Upgrading from CIM

CompuServe 3.0.4UK has been designed to be graphically engaging and easy to use.

Please click a topic to learn more about CompuServe 3.0.4UK.

Topics

[Introduction](#)

[New Features](#)

[Commands and Menus](#)

[Converting Your Filing Cabinet](#)

[Uninstalling CompuServe 3.0.4UK](#)

Introduction

Here are some of the major differences between WinCIM 2.0.1 and CompuServe 3.0.4UK:

- . Most desktops in CompuServe 3.0.4UK have colorful side buttons (side tabs) that run along the left side of the screen. If you click a side button, one or more pages (windows) with top tabs will be displayed in the centre of your screen. Simply click the assorted top tabs to view or access those pages. Just about anything you would want to do is located on those pages.


- . The Filing Cabinets in WinCIM 2.0.1 and CompuServe 3.0.4UK are not compatible. You cannot read documents filed in the CompuServe 3.0.4UK Filing Cabinet with WinCIM 2.0.1 or earlier versions. Similarly, you cannot read messages filed in your WinCIM 2.0.1 Filing Cabinet without first converting them to the new CompuServe 3.0.4UK format. (Consult the Converting Your Filing Cabinet upgrading topic for more information.)


- . CompuServe 3.0.4UK has a fully-integrated Web Browser to make viewing Web pages easier than ever. Your screen will look a little different when you are using the Web Browser. (You can always return to the CompuServe 3.0.4UK Home Desktop from a Web page by clicking the Main Menu button along the top of your Web Browser window.)

Note: If you install an earlier version of CompuServe software after installing CompuServe 3.0.4UK, your browser may not be able to switch to CompuServe 3.0.4UK when it receives a GOCSEVERE instruction. To restore the ability, open the WIN.INI file and remove the CS3_ at the beginning of the CS3_Window= entry in the [Go] section. The complete entry should be Window=CIM3MainClass.


- . CompuServe 3.0.4UK has a Toolbar (Ribbon), but many of the buttons are new. You can learn what each button does by positioning your arrow cursor over the button and then pausing for a second or two. (The name of the button will appear in a tiny window.)

- . The Forum Desktop, News Desktop, and Chat Desktop, do not have Toolboxes (palettes) to represent frequently-used commands. Such commands are now grouped and appear on a desktop-specific menu, such as the Forum menu (for the Forum Desktop).

-  CompuServe 3.0.4UK still has a menu bar, but many of the commands in WinCIM 2.0.1 have been renamed, removed and added to new menus, or eliminated completely in CompuServe 3.0.4UK. There are also a number of new commands in CompuServe 3.0.4UK that were not present in WinCIM 2.0.1.

-  The Explore Services window (menu) has been changed to a Table of Contents page. (Click the Main Menu side button on the Home Desktop, and then click the Table of Contents button to go there.)

-  CB has been renamed Chat.

-  CompuServe 3.0.4UK has a Learn About area for each of the major desktops to help you gain familiarity without having to leave the product. (Click the Learn About side button to access the Learn About area.)

New Features

Here are just a few of the new features you will find in CompuServe 3.0.4UK:

A New, Multimedia User Interface

Multimedia components, like high-performance progressive graphics rendering and a sound player are provided or integrated into the software. And with the CompuServe Viewer, you can participate (send comments) in multimedia Moderated Conferences in the Conference Centre.

Learn About Feature

Explore Learn About to find out how to accomplish your tasks in our redesigned product. Available on most desktops, this feature is especially helpful if you're new to CompuServe Interactive (CSi).

New, Integrated Web Browsers

The Microsoft Internet Explorer will be available at installation for Windows 3.1, Windows '95, Windows NT, and Macintosh users.

Note: If you install an earlier version of CompuServe software after installing CompuServe 3.0.4UK, your browser may not be able to switch to CompuServe 3.0.4UK when it receives a GOCSEVERE instruction. To restore the ability, open the WIN.INI file and remove the CS3_ at the beginning of the CS3_Window= entry in the [Go] section. The complete entry should be Window=CIM3MainClass.

Web-Like CompuServe Browser Desktop

The new CompuServe Browser enables you to navigate in a fashion similar to a Web session. Just use the forward and back arrows to move between menus.

Multi-Task Processing

Now you can queue multiple tasks in background and move on to others. And the new To-Do List helps you to manage group processing of send and receive tasks.

Personalized, Customizable Features

You now can customize the Toolbar, look at information your way in sortable lists, and track services you've visited in the new Page pop-up menu.


Commands and Menus

Many of the commands in WinCIM 2.0.1 have been renamed, removed and added to new menus, or eliminated completely in CompuServe 3.0.4UK.


There are also a number of new commands in CompuServe 3.0.4UK that were not present in WinCIM 2.0.1.

File Menu


 There are now specific commands for creating a text file (**New Text File**), a Mail message (**New Mail Message**), and a Forum message (**New Forum Message**),

 **Save As** has been removed from the File menu.

 A new command called **Add to Favorite Places** enables you to define a new Favorite Place.

 There are now commands that enable you to access your Address Book (**Address Book**) and Filing Cabinet (**Filing Cabinet**), as well as your To-Do List (**To-Do List**).

 A new command called **Filing Cabinet Utilities** enables you to search for items in your Filing Cabinet, as well as rebuild your existing Filing Cabinet indexes.

 **Connect** and **Disconnect** have been combined into one command, and have been moved from the File menu to the Access menu.

Edit Menu

 **Copy to** and **Fixed Font** have been removed.


Access Menu


The Access menu is a new menu, but the commands on it are ones you are already familiar with from WinCIM, such as the **Favorite Places**, **Find**, and **Go** commands.


Services Menu





 **Favorite Places**, **Find**, and **Go** have been moved to the Access menu.

 **Explore**, **Special Events**, and **Executive News** have been removed.






 **Internet Browser** has been changed to **Internet**.

 **News Headline** has been changed to **Latest News**.







 **Quotes** has been changed to **Stock Quotes**.

-  **Portfolio** has been changed to **Financial Portfolio**.
-  **Weather** has been changed to **Latest Weather**.
-  **CB Simulator** has been changed to **Chat**.
-  There are three additional commands (**Table of Contents**, **Member Services**, and **Forums and Communities**).



Mail Menu

-  **Search New Mail**, **Member Directory**, **In Basket**, and **Out Basket** have been removed.
-  **Create/Send Mail** has been changed to **Create New Mail**.
-  **Send/Receive All Mail** has been changed to **Send/Retrieve All Mail**.
-  **Filing Cabinet** has been moved to the File menu.
-  **Create Forum Messages** has been changed to **New Forum Message** and has been moved to the File menu.


Special Menu

-  The Special menu in WinCIM 2.0.1 has been eliminated.
-  **Session Settings** are now known as Connection preferences. (Choose **Preferences** from the Access menu.)
-  **Connection Info** has been changed to **Connection Status** and moved to the Access menu.
-  **Preferences** are now found on the Access menu.
-  **Terminal Emulation** has been changed to **Terminal Emulator** and moved to the Access menu.
-  **Rebuild Cabinet Indexes** and **Forum Database** have been removed.

Window Menu

-  **Cascade**, **Tile**, **Arrange Icons**, and **Close All** have been removed.
-  **Windows on Top** is a new command.

Help Menu


-  **CompuServe Directory** has been moved to the Access menu.

 **Upgrading from CIM** and **What's New in This Version** are new commands.

Forum Desktop

Messages Menu

 **Create Message** has been changed to **Create Forum Message** and has been moved to the Forum menu.

 **Search Messages** has been moved to the Forum menu. (Choose **Search** from the Forum menu.)


 **Get Waiting** has been changed to **Get Waiting Messages** and has been moved to the Forum menu.

 **Browse Messages, Retrieve Marked, Freshen Messages, In Basket, Out Basket, Filing Cabinet, Address Book, Notice, and Descriptions** have been removed.

 **Set Date** has been changed to **See More Messages** and has been moved to the Forum menu.

Library Menu

 **Browse Library, Retrieve Marked, Notice, and Descriptions** have been removed.

 **Search Library** has been changed to **Search Files** and has been moved to the Forum menu. (Choose **Search** from the Forum menu.)

 **Contribute** has been changed to **Contribute Library File** and has been moved to the Forum menu.

Conference Menu

 **Enter Room** has been changed to **Rooms List** and has been moved to the Forum menu.

 **Who's Here** has been changed to **Who's Here List** and has been moved to the Forum menu.


 **Set Nickname** has been changed to **Change Nickname** and has been moved to the Forum menu.


 **Ignore** has been changed to **Modify Prohibited List** and has been moved to the Forum menu.

 **Invite, Notice, and Descriptions** have been removed.

Special Menu


 **Notices, Forum Options, Join Forum, Connection Info, Preferences, and Toolbox** have been removed.

 **Search Membership** has been changed to **Search Members** and has been moved to the Forum menu. (Choose **Search** from the Forum menu.)


 **Change Member Entry** has been changed to **Change Member Profile** and has been moved to the Forum menu.

News Desktop

Stories Menu

 **Select Folder, Retrieve Marked Stories, Create Folder, Update Folder, Delete Folder, and Notices** have all been removed.

Special Menu

 **Connection Info, Preferences, Toolbox, In-Basket, Out-Basket, Filing Cabinet, and Address Book** have all been removed.

CB Simulator is now called Chat

Channels Menu

 **Channels!** has been changed to **Rooms List** and has been moved to the Chat menu.

People Menu

 **Who's Here** has been changed to **Who's Here List** and has been moved to the Chat menu.

 **Invite** and **Friends** have been removed.


 **Squelch** has been changed to **Modify Prohibited List** and has been moved to the Chat menu.


Special Menu


 **Record Channel, Record Group, Change Handle, Set Function Keys, Bulletin, Connection Info, Preferences, Toolbox, In-Basket, Out-Basket, Filing Cabinet, and Address Book** have been removed.


Converting Your Filing Cabinet


CompuServe 3.0.4UK uses a new Filing Cabinet format. Here is a summary of what you need to know about it:

 The Filing Cabinets in 2.0.1 and CompuServe 3.0.4UK are not compatible. You cannot read documents filed in the CompuServe 3.0.4UK Filing Cabinet with WinCIM 2.0.1 or earlier versions. Similarly, you cannot read messages filed in your WinCIM 2.0.1 Filing Cabinet without first converting them to the new CompuServe 3.0.4UK format.

 If you install CompuServe 3.0.4UK into your common (\CSERVE) CompuServe software directory (where WinCIM currently resides), the contents of your WinCIM Filing Cabinet will be converted automatically to the new CompuServe 3.0.4UK format. (This automatic conversion of your Filing Cabinet happens only the first time you install CompuServe 3.0.4UK.)

 The conversion process does not harm your old Filing Cabinet messages, but simply makes a copy of them and then converts the copies to the new Filing Cabinet format.

 If you need to convert your WinCIM Filing Cabinet to CompuServe 3.0.4UK format and you have already installed CompuServe 3.0.4UK, you can use the Filing Cabinet Conversion Utility that comes with CompuServe 3.0.4UK. (You will find the Filing Cabinet Conversion Utility in your CompuServe 3.0.4UK program folder.)

 The Filing Cabinet Conversion Utility has several options that you can set if you do not want to use the default options:

Delete original Filing Cabinet checkbox indicates whether you want to delete the old Filing Cabinet entries after importing them into the CompuServe 3.0.4UK Filing Cabinet. This will help conserve space on your hard drive. (You should make sure you have backed up your old Filing Cabinet before importing it in this way.)

Log transactions to text file checkbox indicates whether a text file of activities that occur during the conversion process should be generated. (The resulting text file will be placed in the CompuServe 3.0.4UK Filing Cabinet.)

Index items upon completion checkbox indicates whether the CompuServe 3.0.4UK Filing Cabinet should be re-indexed upon completion of the conversion process. (This is necessary if you wish to be able to perform full-text searches on the contents of your CompuServe 3.0.4UK Filing Cabinet.)

Duplicate Records options enable you to control how records should be handled if they exist in both Filing Cabinets. For example, such duplicate records could occur if you attempt to import (convert) the same Filing Cabinet twice.

Prompt option will cause the Filing Cabinet Conversion Utility to prompt you as to whether a detected duplicate record should be added or skipped.

Add All option will cause the Filing Cabinet Conversion Utility to add, but not overwrite, records if they already exist in the target (CompuServe 3.0.4UK) Filing Cabinet. (This will result in multiple copies of the same entry in the CompuServe 3.0.4UK Filing Cabinet.)

Skip All option will cause the Filing Cabinet Conversion Utility to ignore duplicate records.

Related help topics

[Removing Duplicate Folders from Your Filing Cabinet](#)

Removing Duplicate Folders from Your Filing Cabinet

If the same folder name appears more than once in the folder list, you should rebuild the index for your Filing Cabinet. If the problem persists, you should rebuild your folder database.

Try the following procedures:

- 1 Rebuild the Filing Cabinet index in CompuServe 3.0.4UK. Choose **Filing Cabinet Utilities** from the File menu, and then choose **Rebuild Index** from the menu of utilities. In the ensuing window, which warns you that re-indexing may take some time, click the Yes button. Finally, in the Confirm window that appears when re-indexing is complete, click the OK button.
- 2 Return to your Filing Cabinet. If the folder list still contains duplicate entries, try rebuilding the index with the Filing Cabinet Utility. Exit CompuServe 3.0.4UK and choose **Programs** from the Windows 95 Start menu, then choose **CompuServe** from the menu of programs, and then choose **Filing Cabinet Utility** from the menu of CompuServe programs. In the Filing Cabinet Utility window, choose **Rebuild Index** from the Filing Cabinet menu, and then choose **Index Titles and Source Fields Only** from the menu of rebuild options. Finally, in the window that reports completion of the operation, click the OK button.
- 3 Return to your Filing Cabinet in CompuServe 3.0.4UK. If the folder list still contains duplicate entries, try deleting the index file and then rebuilding it. Be sure to exit CompuServe 3.0.4UK before deleting the index file, which is FCABINET.CIF in the \FCABINET subdirectory of the directory that contains your CompuServe 3.0.4UK files. Restart CompuServe 3.0.4UK and click the Yes button in the window that recommends rebuilding the Filing Cabinet indexes. Finally, in the Confirm window that appears when the rebuild is complete, click the OK button.
- 4 Return to your Filing Cabinet. If the problem persists, your folder database is corrupted and you must rebuild it. First exit CompuServe 3.0.4UK. Next erase FOLDER.DAT from the \FCABINET subdirectory of the directory that contains your CompuServe 3.0.4UK files. Then restart CompuServe 3.0.4UK and click Yes in the window that recommends rebuilding the database and click OK in the window that reports completion. Then exit CompuServe 3.0.4UK once again and rebuild the index with the Filing Cabinet Utility as described in Step 2.

If the problem still persists, please contact CompuServe Customer Service.

Related help topics

[Contacting Customer Service](#)

Uninstalling CompuServe 3.0.4UK

Should you ever want to uninstall CompuServe 3.0.4UK, you can do so easily by using the Uninstall program that comes with CompuServe 3.0.4UK.

(You will find the Uninstall program in your CompuServe 3.0.4UK program folder.)



What's New in This Version

A New, Multimedia User Interface

Multimedia components, like high-performance progressive graphics rendering and a sound player are provided or integrated into the software. And with the CompuServe Viewer, you can participate (send comments) in multimedia Moderated Conferences in the Conference Centre.

Learn About Feature

Explore Learn About to find out how to accomplish your tasks in our redesigned product. Available on most desktops, this feature is especially helpful if you're new to CompuServe Interactive (CSI).

New, Integrated Web Browsers

The Microsoft Internet Explorer will be available at installation for Windows 3.1, Windows '95, Windows NT, and Macintosh users.

Note: If you install an earlier version of CompuServe software after installing CompuServe 3.0.4UK, your browser may not be able to switch to CompuServe 3.0.4UK when it receives a GOCSEVER instruction. To restore the ability, open the WIN.INI file and remove the CS3_ at the beginning of the CS3_Window= entry in the [Go] section. The complete entry should be Window=CIM3MainClass.

Web-Like CompuServe Browser Desktop

The new CompuServe Browser enables you to navigate in a fashion similar to a Web session. Just use the forward and back arrows to move between menus.

Multi-Task Processing

Now you can queue multiple tasks in background and move on to others. And the new the To-Do List helps you to manage group processing of send and receive tasks.

Personalized, Customizable Features

You now can customize the Toolbar, look at information your way in sortable lists, and track services you've visited in the new Page pop-up menu.

To get the latest information about your CompuServe 3.0.4UK software, go to the [CompuServe Support Forum](#).



Assistance Page

The Member Assistance page enables you to learn access phone numbers for connecting to CSi, review information related to your CSi account, and contact CompuServe Customer Service.

Related help topics

[Accessing a Service](#)

[Setting Connection Preferences](#)

List of CompuServe Offices

[Argentina](#)

[Australia/New Zealand](#)

[Austria](#)

[Brasil](#)

[Chile](#)

[Colombia](#)

[France](#)

[Germany](#)

[Hong Kong](#)

[Hungary](#)

[Israel](#)

[Japan](#)

[Mexico](#)

[Singapore](#)

[South Africa](#)

[South Korea](#)

[Switzerland](#)

[Taiwan](#)

[United Kingdom](#)

[United States/Canada](#)

[Venezuela](#)

[Other Countries](#)

Actual F1 Dialogs begin here.

Uppercase # footnotes are the links to the .H file.

Lowercase # footnotes are for the above "test section" for Sample F1 Help Pages only.

Remove test section links before turning files over for safekeeping.

Also remove "abc" sections following.

Mail Centre



Read Page

The Read page lists your incoming Mail and enables you to process it.

To get your Mail, click Get Mail. Your CSI mailbox will be cleared out in the process, ensuring that you continue to get only new Mail messages whenever you click Get Mail. (You can change the behavior of the Get Mail button in your Mail preferences.)

If you want to retrieve (download) more than one listed message, simply select each one before you click Open. (Hold down the Ctrl key on your keyboard while clicking a message to select it.)

What you see on your screen

Get Mail button lists your incoming Mail. The Get Mail button is initially set to retrieve (download) Mail from your online mailbox to your computer. However, you can have the Get Mail button take you to your mailbox without retrieving your incoming Mail by marking the View Mail online before retrieving checkbox in your Mail Preferences.

Open button displays a highlighted message.

File It opens your Filing Cabinet so that you can save a highlighted message.

Delete button deletes a highlighted message.

Subject, From, Date, Size, and Options column headings (in the Incoming Messages list) sort your incoming Mail.

Related help topics

[Setting Mail Preferences](#)

[What is a Mailbox?](#)



Create Page

The Create page enables you to create and process your outgoing Mail.

If you have outgoing messages, they will be listed here automatically.

If you want to send more than one listed message, simply select each one before you click Send. (Hold down the Ctrl key on your keyboard while clicking a message to select it.)

What you see on your screen

New button brings up a window where you can create a Mail message.

Open button displays a highlighted message so that you can review or modify it.

Send button sends a highlighted message, then removes that message from the list.

Send All button sends all outgoing messages.

Delete button removes a highlighted message without sending it.

Subject, To, Date, Size, and Options column headings (in the Outgoing Messages list) sort your outgoing Mail.

Related help topics

[Reviewing or Editing Outgoing Messages](#)

[Sorting Outgoing Messages](#)



Search Page

The Search Page enables you to search for Mail messages via subject, sender name, date range, general keyword, retrieval history, and so forth, from the Mail Centre.

Define your search using the boxes beside Find. If a box has a down arrow, click the down arrow to see a menu of choices, and then click the choice you want. If a box does not have a down arrow, simply click the box, and then type your information.

You can click More to narrow your search.

What you see on your screen

The More and Less buttons control the depth of your search interests.

More button displays additional search terms so that you can narrow your search. (The More button becomes the Less button.)

Less button hides your search interests. (The Less button becomes the More button.)

Find boxes enable you to specify the information required for your search. Click the arrows to see a menu of choices, and then click the choice you want. (Use the boxes to make a sentence describing what you want to search for.)

Search button begins the search.

You will see the following search terms only if you click the More button.

Submitted between dates enable you to confine your search to the date range you select. Click the arrows to change the dates.

In Folders box enables you to confine your search to particular folders. To select a folder to be searched, mark the corresponding checkbox.

All button selects all folders in the In Folders box.

None button deselects all folders in the In Folders box.

You can also search for Mail messages stored in your Filing Cabinet by accessing the Filing Cabinet.

Related help topics

[Forwarding an Incoming Message](#)

[Replying to an Incoming Message](#)

[Searching for Items in the Filing Cabinet](#)



Search Page

The Search Page enables you to search for Mail messages via subject, sender name, date range, general keyword, retrieval history, and so forth.

Define your search using the boxes beside Find. If a box has a down arrow, click the down arrow to see a menu of choices, and then click the choice you want. If a box does not have a down arrow, simply click the box, and then type your information.

You can click Less to hide your search interests.

What you see on your screen

The More and Less buttons control the depth of your search interests.

More button displays additional search terms so that you can narrow your search. (The More button becomes the Less button.)

Less button hides your search interests. (The Less button becomes the More button.)

Find boxes enable you to specify the information required for your search. Click the arrows to see a menu of choices, and then click the choice you want. (Use the boxes to make a sentence describing what you want to search for.)

Search button begins the search.

You will see the following search terms only if you click the More button.

Submitted between dates enable you to confine your search to the date range you select. Click the arrows to change the dates.

In Folders box enables you to confine your search to particular folders. To select a folder to be searched, mark the corresponding checkbox.

All button selects all folders in the In Folders box.

None button deselects all folders in the In Folders box.

You can also search for Mail messages stored in your Filing Cabinet by accessing the Filing Cabinet.

Related help topics

[Forwarding an Incoming Message](#)

[Replying to an Incoming Message](#)

[Searching for Items in the Filing Cabinet](#)



Address Book

The Address Book page (window) lists the contents of your Address Book. You can create, change, and delete Address Book entries.

Your Address Book saves you time when addressing your CSi Mail messages because you can select your message recipients without having to retype names and electronic mailing addresses.

You can also easily add to your Address Book the names and addresses of people who send Mail to you by clicking the Add Addresses button (in the Read Mail window) while reading a message.

What you see on your screen

Add Entry button opens a window where you can make a new entry in your Address Book.

Open button displays detailed information about a highlighted entry so that you can review or modify it.

Create Message button enables you to create a Mail message.

Delete button removes a highlighted entry from your Address Book.

Name, **Address Type**, and **Address** column headings sort the Address Book entries.

Related help topics

[Changing an Address Book Entry](#)

[Making an Address Book Entry](#)



Online Mail Search Window

The Online Mail Search window lists the results of a Mail search.

You can open and delete listed messages.

What you see on your screen

Open button displays a highlighted message in the Search Results box.

File it button opens your Filing Cabinet so that you can copy a highlighted message in the Search Results box to the Filing Cabinet

Delete button removes a highlighted message from the Search Results box.

Stop button immediately halts your search.

Undelete button restores the last message you deleted.

Subject, From, Date, Size, and **Options** column headings (in the Online Messages list) sort your messages.

Related help topics

[Copying Mail Address Information to Your Address Book](#)

[Setting Mail Preferences](#)



Define Mailing List Window

The Define Mailing List window enables you to create a Mailing List using existing individual entries in your Address Book.

If you attempt to add someone to the Mailing List who is not currently listed in your Address Book, you will be asked if you want to add the person to your Address Book.

What you see on your screen

Mailing List name: Specify a name for the group entry.

Name box records a recipient's name.

Address box records a recipient's electronic Mail address.

Add to List button adds the individual address to the Mailing List.

Name, **Address Type**, and **Address** column headings in the Mailing List box sort the Mailing List addresses.

Change button copies a highlighted name and address in the Mailing List box to another window so that you can change the information.

Remove button removes a highlighted member from the Mailing List Members box.

Address Book button opens your Address Book.

Related help topics

[Making a Mailing List Entry](#)



Read Mail Window

The Read Mail window displays a Mail message. You can file (save) or delete the message, forward the message to someone else, or send a reply to the author or one or more persons who received the original message.

If you want to include some of all of the original message in your reply, before clicking Reply, first select the text you want so that it is highlighted. Then, when you click Reply, the highlighted text will be copied to your reply message within quotation marks, preceded by an introductory phrase mentioning the author of the text.

If you are at your CSi mailbox (online) and want to forward (without retrieving) a message that has files attached to it, you must still retrieve (save) the attached files before you will be able to forward them.

What you see on your screen



button displays the previous message in the list.



button displays the next message in the list.

Reply button enables you to send a reply message to the author of the message.

Reply All button enables you to send a reply to all message recipients. Initially, CompuServe 3.0.4UK is set to exclude you from the list of reply recipients, but you can change this in your Mail Preferences.

Forward button enables you to send the message along with your comments to one or more people.

File It button opens your Filing Cabinet so that you can copy the message to a folder of your choice.

Delete button closes the message and marks it for deletion.

To lists all the message recipients.

Add Address button opens a window where you can add any address associated with the message to your Address Book.

If the Mail message is a file, you will also see the following buttons:

Open button displays (opens) the file for you. (You cannot open binary files from the Read Mail window.)

Save button enables you to save the file to your computer.

Related help topics

[Forwarding an Incoming Message](#)

[Replying to an Incoming Message](#)

Including Yourself when Replying to All



Online Mail Window

The Online Mail window lists the contents of your online mailbox so that you can process it without having to retrieve (download) it to your computer.

You are online (connected to CSi) whenever you see this window.

What you see on your screen

Open button displays a highlighted message in the Online Messages list.

File It button opens your Filing Cabinet so that you can copy a highlighted message.

File Later button enables you to add a highlighted item to your To-Do List for later filing.

Delete button removes a highlighted message from the Online Messages list.

Undelete button enables you to restore (undelete) messages that you have recently deleted. You can undelete messages only one message at a time.

Subject, From, Date, Size and **Options** column headings (in the Online Messages list) sort your online messages.

Related help topics

[Retrieving Mailbox Messages](#)

[What is a Mailbox?](#)



Define Address Type Window

The Define Address Type window records the type of Address Book entry you want to make.

Click Individual Address to define an entry for just one person (Jack Smith, Sally Doe, Li Pond).

Click Group Mailing List to define an group entry of multiple individual addresses (Computer Pals, Softball Team, Stock Club.) A Mail message sent to a Mailing List address goes to everyone in the group.

Related help topics

[Accessing the Define Address Type](#)

[Changing an Address Book Entry](#)



Create Mail Window

The Create Mail window enables you to create and process a Mail message. (You can also paste your message from a file.)

Your message must have a subject.

If you begin to type a name in the Name box that matches a name in your Address Book, the Name and Address boxes will be filled in automatically upon recognition of the match.

If you want to send the message to more than one person, click Recipients and create a Recipient List for the message.

If you want to send one or more files with your message, click Attach File and specify (attach) them.

What you see on your screen

Send button sends the message, connecting you to CSi if you are currently offline.

Send Later button does not actually send the message, but instead places the message in the Outgoing Messages list to be sent later. (You can send it from there whenever you like.)

File It button opens your Filing cabinet so that you can store the message.

Name, **Address**, and **Subject** boxes record your recipient and subject information.

Recipients button enables you to build a Recipient List for your message.

Options button opens a window where you can specify various sending options for the message.

Attach File button opens a window where you can specify a file to accompany the message.

Related help topics

[Addressing a Mail Message](#)

[Sending a Mail Message](#)



Message Recipients Window

The Message Recipients window enables you to build or edit a Recipients List for your message. Each person in the Recipients List will receive a copy of the Mail message when sent.

If you begin to type a name in the Name box that matches a name in your Address Book, the Name and Address boxes will be filled in automatically upon recognition of the match. If a name is not in your Address Book, a window will be displayed asking if you would like to add it to your Address Book.

For each recipient you specify, be sure to click the appropriate recipient type:



To: indicates that the recipient is a major recipient.



cc: indicates that the recipient will receive a public carbon copy of the message.



bcc: indicates that the recipient will receive a private (blind) carbon copy of the message. (Only the sender and recipient will know about it.)

What you see on your screen

To: option designates the selected name and address as a primary recipient. You can have multiple primary recipients.

cc: option designates the selected name and address as a carbon copy recipient. Carbon copy recipients receive a copy of the message and their names are visible in the Recipients List.

bcc: option designates the selected name and address as a blind copy recipient. Such recipients receive a copy of the message, but their names are not visible in the Recipient List.

Name box records the message recipient's name.

Address box records the message recipient's electronic mailing address.

Add to List button adds the information in Name and Address boxes, as well as the selected recipient option (To, cc, or bcc) to the Recipients List.

Change button enables you to modify a highlighted entry in the Recipients list. (The highlighted entry will appear in the Name and Address boxes where you can change or review them.) You can also change the recipient option (To, cc, or bcc).

Remove button enables you to delete a highlighted entry from the Recipients list.

Recipients box lists names and addresses of recipients you have specified.

Address Book button opens your Address Book so that you can select recipients from it.

Name and **Address** buttons (within the Recipients box) sort the recipient entries.

Related help topics

[Accessing the Address Book](#)

[Requesting a Return Receipt](#)



Mail Page

The Mail page (within the Preferences window) enables you to customize your Mail sessions.

You can specify whether *and where* to file (save) sent messages, when to show the Message Recipients window, whether to automatically add Recipient List addresses to your Address Book, whether to automatically send yourself replies that you send to all recipients of a message, whether to view Mail directly from your online mailbox, and whether to delete Mail from your online mailbox once retrieved.

What you see on your screen

Keep a copy of all sent mail in checkbox indicates whether copies of Mail messages that you send will be filed (saved) automatically in your Filing Cabinet.

Select Folder button opens your Filing Cabinet so that you can specify a folder for your copies of sent Mail messages. (The Select Folder button is a valid option only if you mark the Keep a copy of all sent mail in checkbox.)

Immediately show recipient dialog checkbox indicates whether you will immediately see the Message Recipients window each time you compose a message.

Automatically add new addresses to Address Book checkbox indicates whether you will be prompted to add an entry to your Address Book each time you add an unrecorded address to the Recipient List when creating a Mail message.

Reply to self when replying to all checkbox indicates whether a reply that you mark for sending to all recipients of the original message will automatically be sent to you as well.

View mail online before retrieving checkbox indicates whether incoming Mail will be retrieved (downloaded) from your mailbox (online) to your computer automatically when you click Get Mail at the Mail Centre Read page, or whether you will instead view incoming Mail at your mailbox (without automatically retrieving it.) If you mark this checkbox your incoming Mail will be displayed in a separate window instead of on the Mail Centre Read page when you click Get Mail.

Delete Mail from online mailbox when retrieved checkbox indicates whether CompuServe 3.0.4UK will delete Mail from your mailbox after you retrieve it (file it) to your computer when you are at your online mailbox. (This checkbox is available only if you have also marked the View mail online before retrieving checkbox.)

Related help topics

[Auto-Filing Sent Mail](#)

[Requesting a Return Receipt](#)



Set Mail Options Window

The Set Message Options window enables you to assign various sending options to a Mail message, such as whether to assign an urgency status to the message, whether to specify a particular release or expiration date, whether to request a notification when the recipient actually opens the message, and whether the message text should be reformatted when sent.

What you see on your screen

Indicate message is urgent checkbox assigns the highest priority to your message. Recipients will see such status before opening the message.

Notify me when message is received checkbox causes a message to be sent to you the first time each recipient opens your message.

Recipients can see the Recipient List checkbox indicates whether those people who receive your message will be able to see the names of others who also received the message.

Reformat text to window option assures that your message will fit comfortably within the size of the recipient's message window, wrapping to window dimensions as appropriate.

Send exactly as shown option assures that the spacing and paragraph layouts of your message will not be changed when the message is sent.

Release Date checkbox causes your message to be sent on the date that you specify in the date box to the right. Click the arrows to change the dates.

Expiration Date checkbox causes your message to be deleted from the recipient mailbox on the date that you specify in the date box to the right, provided the recipient does not retrieve (download) it first. Click the arrows to change the dates.

Related help topics

[Assigning Urgency Status](#)

[Setting Mail Preferences](#)



Add Entries to Address Book Window

The Add Entries to Address Book window lists all the addresses associated with an opened message so that you can add one or more of them to your Address Book.

What you see on your screen

Names box enables you to select a listed name to add.

Detail information displays address information, as well as comments associated with the highlighted name, for you to review or modify.

Add button adds the highlighted name and associated information to your Address Book.

Done button closes the Address Book Window.

Related help topics

[Copying Mail Address Information to Your Address Book](#)



Attach Files Window

The Attach Files window lists all files currently attached to a message that you are creating.

You can add files to the list, as well as remove files from the list.

What you see on your screen

Add To List button opens a window where you can specify a file to send with the message.

Remove button removes a highlighted file from the list of attached files in the Files Attached box.

File type box displays the type of file that is highlighted. Click the arrow to select a different type.

Files Attached box shows the attached files.

Related help topics

[Attaching a File to a Mail Message](#)

[Setting Mail Preferences](#)



Define Address Book Entry Window

Change Address Book Entry Window

The Define Address Book Entry window and the Change Address Book Entry window are the same. Both are forms for recording detailed information about an Address Book entry. If the entry is new, the form is blank or partially (name and address) filled in. If the entry already exists, the form is partially or completely filled in (comments are optional).

If you want to compose a message to someone who is recorded in your Address Book, close the window, click the Create top tab, and then click New.

What you see on your screen

Name box records the name of the Address Book entry.

Address type box indicates the various address types. (Click the down arrow button, and then click the address type you want.) The Define Address Book Entry window might change slightly to reflect the address type you select. For example, some address types, such as Deutsche Bundespost, require that you provide additional information.

Comments box records any comments you wish to associate with the entry.

Your address might require one or more of the following components:

answerback

Optional component of Telex and TWX address formats. Do not specify an answerback unless you are sure that it is correct.

country

Standard X.400 code for the country where the mail service is located.

given name

First name of the recipient.

mail id

Recipient's unique mail service address.

organization

Organization through which the recipient receives messages.

private domain

Private domain of the recipient's organization (if there is one).

surname

Last name of the recipient.

system name

Three-letter code assigned to a private CompuServe Mail system.

state

The state, province, or other government subdivision.

username

Recipient's username.

workgroup

Recipient's MHS workgroup, as registered with the CompuServe Mail Hub.

post office

Recipient's cc:Mail post office as registered with the CompuServe Mail Hub.

Related help topics

[Accessing the Address Book](#)

[Making an Address Book Entry](#)

[Creating a Mail Message](#)

[Sending a Mail Message](#)



Select Entry from Address Book Window

The Select Entry from Address Book window enables you to select one or more addresses from your Address Book for a Mailing List that you are creating.

You can select multiple addresses. (Hold down the Ctrl key on your keyboard while clicking the addresses you want.)

Before an address can become part of a Mailing List, it must be entered in your Address Book as an individual address entry.

Name, **Address Type**, and **Address** column headings sort the entries.

Related help topics

[Creating a Mail Message](#)

[Sending a Mail Message](#)



Online Mail Search Window

The Online Mail Search window lists the results of a Mail search.

You can open and delete listed messages.

What you see on your screen

Open button displays a highlighted message in the Search Results box.

File it button opens your Filing Cabinet so that you can copy a highlighted message in the Search Results box to the Filing Cabinet

Delete button removes a highlighted message from the Search Results box.

Stop button immediately halts your search.

Undelete button restores the last message you deleted.

Subject, From, Date, Size, and **Options** column headings (in the Online Messages list) sort your messages.

Related help topics

[Listing Your Mail Messages](#)

[Copying Mail Address Information to Your Address Book](#)

Forum Areas



Welcome Page

The Welcome page is your starting place in a Forum area or in the Conference Centre, displaying a colorful Logo and the date of your last visit.

Depending on the time of your visit, you might see one or more buttons along the top of the Welcome page, which you can click for additional information.

What you see on your screen

Get Waiting Messages button displays Message Topics containing messages addressed to you, but which you have not yet read.

Read News Flash button displays important news about the area.

Join Conferences in Progress button displays a list of ongoing conferences that you can participate (send comments) in or observe (watch).

Related help topics

[Posting a Message](#)

[What is a Forum Area?](#)



Welcome Message Window

The Welcome Message window displays a note of welcome if you are new to the area.

You can specify the name by which you want to be known, as well as any interests you want to share with others.

What you see on your screen

Type the name you want to use box records the name you want to be known by while in the area.

Interests box records your interests.

Join button enables you to become a Forum member. (There is no cost involved with joining a Forum area.)

Leave button closes the Welcome Message window and exits the area (but leaves you connected to CSI).

You can learn other Forum members' interests by viewing their Member Profiles at the Who's Here page. (Click the Forum Conference side button, and then click the Who's Here top tab to get to the Who's Here page.)

Related help topics

[Posting a Message](#)

[What is a Forum Area?](#)



Members Page

The Members page (or Membership Search window) enables you to find other members.

Define your search using the boxes beside Find members. If a box has a down arrow, click the down arrow to see a menu of choices, and then click the choice you want. If a box does not have a down arrow, simply click the box, and then type your information.

You can click More to narrow your search.

What you see on your screen

The More and Less buttons control the depth of your search terms.

More button displays additional search terms so that you can narrow your search. (The More button becomes the Less button.)

Less button hides your search terms. (The Less button becomes the More button.)

Find members boxes enable you to specify the information required for your search. Click the arrows to see a menu of choices, and then click the choice you want. (Use the boxes to make a sentence describing what you want to search for.)

Search button begins the search.

You will see the following search terms only if you click the More button.

Member ID box records the Member ID number of the member you want to find.

Interests box records an interest keyword. You can specify more than one keyword if you separate each keyword by a space. (Your search will find only entries with all the keywords you specify.)

Related help topics

[Posting a Message](#)

[What is a Forum Area?](#)



Members Page

The Members page (or Membership Search window) enables you to find other Forum members.

Define your search using the boxes beside Find members. If a box has a down arrow, click the down arrow to see a menu of choices, and then click the choice you want. If a box does not have a down arrow, simply click the box, and then type your information.

You can click Less to hide your search interests.

What you see on your screen

The More and Less buttons control the depth of your search terms.

More button displays additional search terms so that you can narrow your search. (The More button becomes the Less button.)

Less button hides your search terms. (The Less button becomes the More button.)

Find members boxes enable you to specify the information required for your search. Click the arrows to see a menu of choices, and then click the choice you want. (Use the boxes to make a sentence describing what you want to search for.)

Search button begins the search.

You will see the following search terms only if you click the More button.

Member ID box records the Member ID number of the member you want to find.

Interests box records an interest keyword. You can specify more than one keyword if you separate each keyword by a space. (Your search will find only entries with all the keywords you specify.)

Related help topics

[Learning About Members of CompuServe Interactive](#)

[Posting a Message](#)

[What is a Forum Area?](#)



Read Waiting Messages Window

The Read Waiting Messages window lists all the Message Topics containing Forum messages that have been sent specifically to you, but which you have not yet read.

If you open a topic, your waiting message in that topic is displayed.

If you have more than one waiting message in a topic, each waiting message is listed.

You can click the Map button to find additional waiting messages for a topic.

What you see on your screen

Open button displays a waiting message in a highlighted Message Topic.

File It button opens the Filing Cabinet so that you can store a highlighted topic.

File Later enables you to add a highlighted item to your To-Do List for later filing.

Map button displays the message relationships for a highlighted topic so that you can select (click) additional messages in the topic that you want to read.

Related help topics

[Replying to a Message](#)

[Searching for a Message](#)



Announce Page

The Announce page lists one or more Announcements that you might want to open (read).

Related help topics

[Posting a Message](#)

[Setting Your Forum Area Preferences](#)

[What is a Forum Area?](#)



Read Announcement Window

The Read Announcement window displays important information about the Forum area that you can file (save) for later retrieval. (Choose **Save As** from the File menu.)

What you see on your screen

Contents of: box displays the current Announcement name and lets you select other Announcements. (Click the down arrow button, and then click an Announcement.)

Related help topics

[Setting Your Forum Area Preferences](#)

[What is a Forum Area?](#)



Message search for Window

The Message search for window lists the messages or Message Topics found as a result of a Message Boards search.

You can open and file (save) the listed messages or Message Topics.

If you are viewing a list of individual messages or if you open an individual message, you can access related messages within the Message Topic by clicking the Map button.

What you see on your screen

Open button displays a highlighted message (if you are looking at a list of messages) or opens a highlighted topic (if you are looking at a list of topics).

File It button opens the Filing Cabinet so that you can file (save) the highlighted message or Message Topic for later viewing.

File Later enables you to add a highlighted item to your To-Do List for later retrieval.

Map button shows the relationships between messages in a topic.

Stop button halts the ongoing search. When the search is complete this button is replaced by the Map button.

Related help topics

[Browsing Forum Messages](#)

[Searching for a File](#)



Read Page

The Read page lists the Message Sections in a Forum area.

You can sort the listed Message Sections by clicking the Section Name, Topic and Messages column headings.

If you open a section, the list of Message Sections is replaced by a list of Message Topics within that particular section.

What you see on your screen

You will see a different arrangement of buttons depending on whether you are viewing a list of Message Sections or a list of Message Topics.

If you are viewing a list of Message Sections you will see the following buttons and other screen elements:

Open button lists topics in a highlighted section.

Description button displays a Description of a highlighted section.

File It button opens the Filing Cabinet so that you can store a highlighted entry.

File Later button enables you to add a highlighted item to your To-Do List for later filing.

Section Name, **Topics**, and **Messages** column headings (in the Message Sections list) sort the Message Sections.

If you are viewing a list of Message Topics you will see the following buttons and other screen elements:

Open button lists topics in a highlighted section.

Map button shows the relationships among messages in a highlighted topic.

File It button opens the Filing Cabinet so that you can store a highlighted entry.

File Later button enables you to add a highlighted item to your To-Do List for later filing.

Topic list for section: box enables you to list topics in other sections. (Click the down arrow button, and then click a section.)

Go Back button redisplay the initial list of Message Sections.

Topic and **Messages** column headings sort the Section Topics.

Related help topics

[Browsing Forum Messages](#)

[Searching for a Message](#)



Read Page

The Read page lists the topics in a Message Section

You can sort the listed Message Topics by clicking the Topic and Messages column headings.

If you want to redisplay the original list of Message Sections, click Go Back.

If you want to view the topics in another Message Section, select the section from the box beside Topic list for sections. (Click the down arrow button, and then click a section that you want to view.)

What you see on your screen

You will see a different arrangement of buttons depending on whether you are viewing a list of Message Sections or a list of Message Topics.

If you are viewing a list of Message Sections you will see the following buttons and other screen elements:

Open button lists topics in a highlighted section.

Description button displays a Description of a highlighted section.

File It button opens the Filing Cabinet so that you can store a highlighted entry.

File Later button enables you to add a highlighted item to your To-Do List for later filing.

Section Name, Topics, and Messages column headings (in the Message Sections list) sort the Message Sections.

If you are viewing a list of Message Topics you will see the following buttons and other screen elements:

Open button lists topics in a highlighted section.

Map button shows the relationships between a highlighted message and other messages in the topic.

File It button opens the Filing Cabinet so that you can store a highlighted entry.

File Later button enables you to add a highlighted item to your To-Do List for later filing.

Topic list for section: box enables you to list topics in other sections. (Click the down arrow button, and then click a section.)

Go Back button redisplay the initial list of Message Sections.

Topic and **Messages** column headings sort the Section Topics.

Related help topics

[Browsing Forum Messages](#)


[Searching for a Message](#)




Read Forum Message Window

The Read Forum Message window displays a Forum message.

You can send a reply to the author of the message, file (save) the message in your Filing Cabinet, and view a message map depicting how all the messages in the topic are related.


You can click the assorted  and

 buttons to display related messages and Message Topics. You can also press the Enter key on your keyboard to advance to the next message in the topic. If you are unsure about how the next and previous messages are related to the current message, click the Map button to view a diagram that shows message relationships within the topic.


If you want to include some or all of the original message in your reply, first select the text you want (before clicking Reply) so that it is highlighted. Then, when you click Reply, the highlighted text will be copied to your reply message within quotation marks, preceded by an introductory phrase mentioning the author of the text.


If you want to add the name and address of the message's author or recipient to your Address Book, click the Add Address button.

What you see on your screen

 button above Topics displays the previous Message Topic in the list. (You can also press SHIFT + ALT + LEFT ARROW on your keyboard.)

 button above Topics displays the next Message Topic in the list. (You can also press SHIFT + ALT + RIGHT ARROW on your keyboard.)

 button above Messages displays the previous message in the topic. (You can also press ALT + LEFT ARROW on your keyboard.)

 button above Messages displays the next message in the topic. (You can also press the Enter key on your keyboard to advance to the next message, as well as ALT + RIGHT ARROW on your keyboard)



button above Parent displays the parent message of the current message, and then changes (toggles) to a Return button. The Return button then returns you to the child message and changes back to the original arrow button. (You can also press ALT + UP ARROW on your keyboard to display the parent message, and then ALT + DOWN ARROW on your keyboard to return to the original, or child, message.)

Reply button displays a window where you can compose and send a reply message.

File It button enables you to save the current message in your Filing Cabinet.

Map button shows the relationships between the message and other messages in the topic.

Delete button removes the message from the Forum Area. You can only delete online messages that are to or from you.

Add Address button lets you add the message sender's address to your Address Book.

Related help topics

[Creating a Message](#)

[Replying to a Message](#)



Map Message Topic Window

The Map Message Topic window shows the relationships between messages in a topic so that you can find and open a specific message.

The number of messages in the map is initially what can be accessed in the thread (topic). From a Message Section this would be the number of messages in the Message Topic posted after the last message you read in your last visit. If you are searching for a message, this would be determined by your starting date range.

If you click the Map All button, the message map is updated to show all message relationships within the topic. To read a listed message, simply click the message and then click the Open button.

If you see a checkmark, it identifies the message from which you referenced the message map.

Related help topics

[Browsing Forum Messages](#)

[Replying to a Message](#)



Create Page

The Create page lists your outgoing Forum messages - those messages which you have composed but not yet sent.

You can review, send, and delete listed messages, as well as create new messages. You can also edit messages that you open.

If you want to send more than one listed message, simply select each one before you click Send. (Hold down the Ctrl key on your keyboard while clicking a message to select it.)

What you see on your screen

New button opens a window where you can create and send a Forum message.

Open button displays a highlighted message so that you can review and change it.

Send button sends a highlighted message and removes it from the Outgoing Messages list.

Send All button sends all messages and removes them from the Outgoing Messages list.

Delete button removes a highlighted message from the Outgoing Messages list.

Topic, **To**, and **Date** column headings sort your Outgoing Messages.

Related help topics

[Creating a Message](#)

[Replying to a Message](#)



Create Forum Message Window

The Create Forum Message window enables you to create, send, and file (save) a new message.

To address your Forum message, type the appropriate name and address information or click the Recipient button. If you click the Recipient button and the Forum member to whom you want to send the message is listed in your Address Book, you can select the name from the ensuing window.

What you see on your screen



button displays the previous message in the list.



button displays the next message in the list.

Send button posts your message in the Forum area and section specified, connecting you to CSI automatically if you are currently offline.

Send Later button does not actually send the message, but instead places the message in the Outgoing Messages list on the Send page, as well as in your To-Do List. (You can send it from there whenever you like.)

File It button opens the Filing Cabinet so that you can store the message there.

Name box records the recipient name. If a name you are typing matches one recorded in your Address Book, the name will be filled in automatically for you as soon as the match is recognized.



If you want the message to be available for all Forum members to read, type ALL.



If you want the message to be visible only to the Forum sysop, type *SYSOP.



If you want the message to be sent to the attention of the Forum sysop, but also available for all Forum member to read, type SYSOP (without the asterisk).

Address box records the recipient address. (If you want to send your message to ALL, *SYSOP, or SYSOP, leave the Address box blank.)

Recipient button opens a window where you can select or specify a recipient.

Options button opens a window where you can specify how your message will be sent.

Topic box records the topic for your message.

Select Forum and **Select Section** buttons open windows where you can select the Forum area and Forum section to which your message will be sent.

Related help topics

[Replying to a Message](#)



Send To Window

The Send To window enables you to select an address from your Address Book for a Forum message you are creating.



If you want the message to be available for all Forum members to read, click All.



If you want the message to be sent to the attention of the Forum sysop, but also available for all Forum members to read, click Forum manager (SYSOP) publicly.



If you want the message to be visible only to the Forum sysop, click Forum manager (*SYSOP) privately.



If you want to select an address from your Address Book, click Individual, and then click an address from the list.

Related help topics

[Creating a Message](#)



Message Options Window

The Message Options window enables you to specify how you want to send your Forum message.

Click the appropriate Message type. You can send the message as a public message for all Forum members to see, as a private Forum message that only the recipient will be able to read, or as a CSI Mail message that will be sent to the recipient's CSI mailbox rather than posted on the Forum Message Boards.

(Some Forum areas do not allow private Forum messages.)

Related help topics

[Posting a Message](#)

[Setting Your Forum Area Preferences](#)



Search Page

The Search page enables you to search for specific messages in a Forum area.

Define your search using the boxes beside Find messages. If a box has a down arrow, click the down arrow to see a menu of choices, and then click the choice you want. If a box does not have a down arrow, simply click the box, and then type your information.

You can click More to narrow your search.

What you see on your screen

The More and Less buttons control the depth of your search terms.

More button displays additional search terms so that you can narrow your search. (The More button becomes the Less button.)

Less button hides your search terms. (The Less button becomes the More button.)

Find messages boxes enable you to specify the information required for your search. Click the arrows to see a menu of choices, and then click the choice you want. (Use the boxes to make a sentence describing what you want to search for.)

Search button begins the search.

You will see the following search terms only if you click the More button.

Submitted since area enables you to confine your search to all messages submitted since the date shown. Click the arrows to change the dates.

In Sections box enables you to confine your search to particular sections. To select a section to be searched, mark its corresponding checkbox.

All Sections button selects all sections in the list.

None button deselects all sections in the list.

You can also search for Forum messages stored in your Filing Cabinet by accessing the Filing Cabinet.

Related help topics

[Browsing Forum Messages](#)

[Searching for a Message](#)

[Searching for Items in the Filing Cabinet](#)



Search Page

The Search page enables you to search for specific messages in a Forum area.

Define your search using the boxes beside Find. If a box has a down arrow, click the down arrow to see a menu of choices, and then click the choice you want. If a box does not have a down arrow, simply click the box, and then type your information.

You can click Less to hide your search interests.

What you see on your screen

The More and Less buttons control the depth of your search terms.

More button displays additional search terms so that you can narrow your search. (The More button becomes the Less button.)

Less button hides your search terms. (The Less button becomes the More button.)

Find messages boxes enable you to specify the information required for your search. Click the arrows to see a menu of choices, and then click the choice you want. (Use the boxes to make a sentence describing what you want to search for.)

Search button begins the search.

You will see the following search terms only if you click the More button.

Submitted since area enables you to confine your search to the date range you select. Click the arrows to change the dates.

In Sections box enables you to confine your search to particular sections. To select a section to be searched, mark its corresponding checkbox.

All Sections button selects all sections in the list.

None button deselects all sections in the list.

You can also search for Forum messages stored in your Filing Cabinet by accessing the Filing Cabinet.

Related help topics

[Browsing Forum Messages](#)

[Searching for a Message](#)

[Searching for Items in the Filing Cabinet](#)



Read Page

The Read page lists the Library Sections in a Forum area.

If you open a section, the list of Library Sections is replaced by a list of files within that particular section.

What you see on your screen

You will see a different arrangement of buttons depending on whether you are viewing a list of Library Sections or a list of files within a Library Section.

If you are viewing a list of Library Sections you will see the following buttons and other screen elements:

Open button lists topics in a highlighted section.

Description button displays a Description of a highlighted section.

If you are viewing a list of individual files you will see the following buttons and other screen elements:

Open button displays a highlighted file, provided it is a text file or graphics file. Binary files must be retrieved (downloaded) before being opened.

Description button displays a Description of a highlighted file.

Retrieve button lets you save the highlighted file to your computer.

Retrieve Later enables you to add a highlighted item to your To-Do List for later retrieval.

Files in section: box enables you to display files for other sections. (Click the down arrow button, and then click a section.)

Go Back button redisplay the initial list of Library Sections.

Title, **File Name**, **Date**, **Size**, and **Accesses** buttons sort the listed files.

Related help topics

[Browsing Forum Libraries](#)

[Viewing a File](#)



Read Page

The Read page lists the Files in a Forum Library Section.

You can sort the listed files by clicking the Title, File Name, Date, Size, and Accesses column headings.

If you want to retrieve (download) more than one listed file, simply select each one before you click Retrieve. (Hold down the Ctrl key on your keyboard while clicking a file to select it.)

If you want to redisplay the original list of File Sections, click Go Back. (You might have to use the horizontal scroll bar to be able to see the Go Back button.)

If you want to view the topics in another File Section, select the section from the box beside Files in section. (Click the down arrow, and then click a section from the ensuing list.)

What you see on your screen

You will see a different arrangement or buttons depending on whether you are viewing a list of Library Sections or a list of files within a Library Section.

If you are viewing a list of Library Sections you will see the following buttons and other screen elements:

Open button lists topics in a highlighted section.

Description button displays a Description of a highlighted section.

If you are viewing a list of individual files you will see the following buttons and other screen elements:

Open button displays a highlighted file, provided it is a text file or graphics file. Binary files must be retrieved (downloaded) before being opened.

Description button displays a Description of a highlighted file.

Retrieve button lets you save the highlighted file to your computer.

Retrieve Later enables you to add a highlighted item to your To-Do List for later retrieval.

Files in section: box enables you to display files for other sections. (Click the down arrow button, and then click a section.)

Go Back button redisplay the initial list of Library Sections.

Title, **File Name**, **Date**, **Size**, and **Accesses** buttons sort the listed files.

Related help topics

Browsing Forum Libraries
Viewing a File



File Description Window

The File Description window displays information about a file so that you can evaluate whether or not you might want to retrieve (download) it.

You can learn who contributed (uploaded) the file, as well as keywords you might use to find related files in other File Libraries.

What you see on your screen



button displays the previous file in the list.



button displays the next file in the list.

Open button displays the highlighted file, provided it is a text file, graphics file, or other file that can be so displayed. (Binary files must be retrieved (downloaded) before being opened.)

Retrieve button lets you save (download) the highlighted file to your hard drive.

Retrieve Later enables you to add a highlighted item to your To-Do List for later retrieval.

Delete button removes the highlighted file from the Forum Area. You can only delete files that you contribute (upload).

Related help topics

[Understanding File Types](#)

[Viewing a File](#)



View File Window

The View File window displays a GIF or other graphic file.

The File and Image menus in the upper left-hand corner of the View File window enable you to save and print the file, as well as resize the displayed image.

If you prefer, you can also have a small window ask you whether you want to save the graphic when you attempt to close the View File window. (This preference is controlled by the Prompt to save opened graphics checkbox in your General preferences.)

Related help topics

[Browsing Forum Libraries](#)

[Searching for a File](#)



Progress Indicator Window

The Progress Indicator window displays the progress of one or more files you are retrieving (downloading) to your computer or contributing (uploading) to CSi.

If a process fails, that particular task is removed from your To-Do List. To resubmit the task, click Try Again. (If you want to add the task to the To-Do List to process it later, click Try Again Later instead.)

If you want to conclude your CSi session after the last file has been processed, mark the Disconnect when done checkbox.

Related help topics

[Searching for a File](#)

[Viewing a File](#)



Create Page

The Create page lists all the files that you have prepared to send (contribute) to a Library Section.

You can send the files according to your preferred order, review and delete the Contribute File Requests for the listed files, read File Descriptions, and make new Contribute File Requests.

If you want to send more than one listed file, simply select each one before you click Send. (Hold down the Ctrl key on your keyboard while clicking a message to select it.)

What you see on your screen

New button opens a window where you can indicate a new file to contribute (upload).

Open button enables you to view the highlighted file in its native format.

Description button displays the Contribute File Request information for a highlighted file.

Send button contributes (uploads) the highlighted file to the library.

Delete button removes the highlighted file from the list. (It does not delete the file from your computer.)

Title, **File Name**, **Size**, and **Section Name** column headings (in the Outgoing Files list) sort your Contribute File Requests.

Related help topics

[Contributing a File](#)

[Understanding File Types](#)



Contribute File Request Window

The Contribute File Request window records information about a file you want to contribute (upload) to a Library Section.

Upon completion of this request, you can send (contribute) the file immediately, or you can wait and send it later.

What you see on your screen

Send button contributes (uploads) the file to the library.

Send Later button adds the Contribute File Request to the Outgoing Files list on the File Libraries Send page, where you can process it according to your preferred timing. (You can send it from there whenever you like.)

Local file name box indicates and records the file name (and path).

Select File button displays a window where you can select (open) the file you want to contribute (upload).

Forum file name box indicates the name you want your file to be known by once in the Forum library.

File type box indicates the type of file you are contributing, such as binary or text. Click the down arrow, and then click the type.

Title box indicates the title for the submission.

Keywords box indicates the search terms upon which other members will be able to find your file as a result of a file search. Be sure to separate search terms (keywords) with a single space.

Select Section button enables you to select another Forum Section for your Contribute File Request.

The large box at the bottom of the Contribute File Request window is for your comments about the file, perhaps how it should be used, whether it should be treated a special way, and so forth.

Related help topics

[Contributing a File](#)

[Understanding File Types](#)



Search Page

The Search page enables you to search the Library Sections for particular files.

Define your search using the boxes beside Find files. If a box has a down arrow, click the down arrow to see a menu of choices, and then click the choice you want. If a box does not have a down arrow, simply click the box, and then type your information.

You can click More to narrow your search.

What you see on your screen

The More and Less buttons control the depth of your search terms.

More button displays additional search terms so that you can narrow your search. (The More button becomes the Less button.)

Less button hides your search terms. (The Less button becomes the More button.)

Find files boxes enable you to specify the information required for your search. Click the arrows to see a menu of choices, and then click the choice you want. (Use the boxes to make a sentence describing what you want to search for.)

Search button begins the search.

You will see the following search terms only if you click the More button.

Submitted between boxes enable you to confine your search to a date range you select (click the arrows to change the date).

Contributed by box records the Member ID number of the individual who contributed (uploaded) the file.

With extension box records the extension of the file you are looking for.

In sections list enables you to confine your search to particular sections.

All button selects all folders in the In Sections list.

None button deselects all folders in the In Sections list.

Related help topics

[Marking a File](#)

[Searching for a File](#)



Search Page

The Search page enables you to search the Library Sections for particular files.

Define your search using the boxes beside Find file. If a box has a down arrow, click the down arrow to see a menu of choices, and then click the choice you want. If a box does not have a down arrow, simply click the box, and then type your information.

You can click Less to hide your search interests.

What you see on your screen

The More and Less buttons control the depth of your search terms.

More button displays additional search terms so that you can narrow your search. (The More button becomes the Less button.)

Less button hides your search terms. (The Less button becomes the More button.)

Find files boxes enable you to specify the information required for your search. Click the arrows to see a menu of choices, and then click the choice you want. (Use the boxes to make a sentence describing what you want to search for.)

Search button begins the search.

You will see the following search terms only if you click the More button.

Submitted between boxes enable you to confine your search to a date range you select (click the arrows to change the date).

Contributed by box records the Member ID number of the individual who contributed (uploaded) the file.

With extension box records the extension of the file you are looking for.

In sections list enables you to confine your search to particular sections.

All button selects all folders in the In Sections list.

None button deselects all folders in the In Sections list.

Related help topics

[Marking a File](#)

[Searching for a File](#)



File Search Result Page

The File Search Result page displays all the files found as a result of a file search.

You can open text files and some graphics file, view Descriptions for all listed files, and retrieve (download) one or more files.

If you want to retrieve more than one listed file, simply select each one before you click Retrieve or Retrieve Later. (Hold down the Ctrl key on your keyboard while clicking a file to select it.)

If you want to halt the search for any reason, click Stop.

A tiny icon appears to the left of each file to indicate its type, such as text or graphics.

What you see on your screen

Open button displays a highlighted file, provided it is text or graphics. Binary files must be retrieved (downloaded) before being opened.

Description button displays the descriptive information about a highlighted file.

Retrieve button retrieves (downloads) a highlighted file to your computer.

Retrieve Later button adds the retrieval request to your To-Do List, to be processed at a later time.

Delete button removes the file from the list of files.

Stop button ends the current search.

Related help topics

[Searching for a File](#)



Public Rooms Page

The Public Rooms page lists the Public Rooms and how many people are in each one.

You can join a conversation (participate) or just listen (observe). You can participate in one room and observe another room at the same time too.

All rooms have a tiny icon beside them in the list. If you are participating in or observing a Public Room, a different icon will be placed beside the room in the list.

What you see on your screen

Participate button lets you join in the conversation in the highlighted room.

Observe button lets you read the conversations in the highlighted room without being able to send comments.

Room and **Members Present** column headings (in the Rooms list) sort the Public Rooms.

Related help topics

[Participating in a Conference](#)



Who's Here Page

The Who's Here page lists the names and Member ID numbers of all the people in the area (all Public Rooms).

You can read Member Profiles, add members to your Friends List, and initiate Private and Group Chats.

If you prefer, you can view only those members who are in your Friends list. You can also sort the list by clicking the Name, Member ID, Room, and Location column headings.

If you want to select multiple members, hold down the Ctrl key on your keyboard while clicking the various nicknames.

What you see on your screen

Start Private Chat button invites the highlighted people to each join a private conversation (Private Chat) with you.

Group Invitation button Invites all highlighted people to join a Group Chat with you.

Member Profile button displays a highlighted person's interests and other member-related information.

Make a Friend button enables you to add a highlighted person to your Friends List.

Nickname, **Member ID**, **Room**, and **Location** column headings (in the Who's Who list) sort the members listed.

Show friends only checkbox displays only the people you've placed on your Friends List.

Related help topics

[Reviewing Your Profile](#)

[Creating a Friends List](#)



Invitations Page

The Invitations page lists all the Group Invitations that have been sent to you while in the area.

You can participate (send comments) in only one Group Chat at a time.

If you exit a Group Chat, you cannot reenter the group unless you receive a new Group Invitation.

You can sort the Group Invitations by clicking the Name, Member ID, and Received column headings.

What you see on your screen

Participate button lets you join in the Group Chat with the highlighted person.

Member Profile button displays a highlighted person's interests and other member-related information.

Delete button removes the highlighted invitation.

Nickname, **Member ID**, and **Received** column headings (in the Group Invitations list) sort the invitations.

Related help topics

[Ignoring Invitations](#)

[Setting Your Forum Area Preferences](#)



Friends Page

The Friends page maintains a list of your Forum area friends -- those people with whom you enjoy conversing.

You can remove people from the list any time. You can add people to the list only when they are present.

To learn which of your friends are currently in the Forum area, access the Who's Here page, and then mark the Show only friends checkbox.

You can sort the Current Friends list by clicking the column headings in the Current Friends list.

What you see on your screen

New button enables you to add a new person to the list.

Member Profile button displays a highlighted person's interests and other member-related information.

Delete button removes a highlighted person from your Friends List.

Nickname and **Member ID** column headings (in the Current Friends list) sort your friends.

Related help topics

[Setting Your Forum Area Preferences](#)



See More Messages Window

The See More Messages window controls which messages are available to you during your Forum session.

What you see on your screen

Created after option enables you define the set of messages as those posted after a given date and time. (Click the arrows and type the information in the respective boxes.)

Whose message number is higher than option enables you to define the set of messages as those whose message number is higher than the number specified in the corresponding box. (Type the desired number in the box.)

Reset messages displayed on my next visit checkbox indicates whether you want to keep these settings for your next Forum session.

Related help topics

[Browsing Forum Messages](#)

[Searching for a Message](#)



Forums Page

The Forums page (within the Preferences window) enables you to customize your Forum sessions.

You can specify the name you want to go by in a Forum area, whether to automatically file (save) copies of messages that you send, and more.

What you see on your screen

Automatically file sent messages checkbox indicates that the Forum messages you send will also be filed in the Filing Cabinet.

Select Folder button enables you to indicate the folder where Forum messages that you send are to be filed.

Set Conferencing Preferences button lets you customize your conference activity in Forum Areas.

Retrieve Forum Logos checkbox indicates whether you want CompuServe 3.0.4UK to automatically retrieve (download) any Forum Logos to your computer the first time you access a Forum area.

Forums visited box displays the Forum areas in which you are currently a member.

Delete button removes a highlighted Forum area from the Forums visited box.

Name to use while conferencing box records the name by which other people will know you when you participate (send comments) in a conference (chat).

Related help topics

[Auto-Filing Sent Forum Messages](#)

[Choosing Your Forum Conference Nickname](#)

[Setting Your Forum Area Preferences](#)



File Abstracts Window

The File Abstracts window displays a description of a file in a Forum library to help you decide whether you want the file.

Related help topics

[Finding a File](#)

[Understanding File Types](#)

Conference Centre Desktop



Public Rooms Page

The Public Rooms page lists the conference rooms and how many people are in each one.

You can join a conversation (participate) or just listen (observe). You can participate in one room and observe another room at the same time too.

All rooms have a tiny icon beside them in the list. If you are participating in or observing a Public Room, a different icon will be placed beside the room in the list.

What you see on your screen

Participate button lets you join in the conversation in the highlighted room.

Observe button lets you read the conversations in the highlighted room.

Related help topics

[Ignoring Invitations](#)

[Voting in a Conference](#)



Who's Here Page

The Who's Here page lists the names and Member ID numbers of all the people in the Conference Centre (all Public Rooms).

You can read Member Profiles, add members to your Friends List, and initiate Private and Group Chats.

If you prefer, you can view only those members who are in your Friends list. You can also sort the list by clicking the Name, Member ID, Room, and Location column headings.

If you want to select multiple members, hold down the Ctrl key on your keyboard while clicking the various nicknames.

What you see on your screen

Member Profile button displays a highlighted person's interests and other member-related information.

Group Invitation button invites all highlighted people to join a Group Chat with you.

Start Private Chat button invites the highlighted people to each join a private conversation (Private Chat) with you. Each private conversation is in a separate window.

Show friends only checkbox displays only the people you've placed on the Friends List.

Related help topics

[Ignoring Invitations](#)

[Voting in a Conference](#)

[Creating a Friends List](#)



Invitations Page

The Invitations page lists all the Group Invitations that have been sent to you while in the Conference Centre.

You can participate (send comments) in only one Group Chat at a time.

If you exit a Group Chat, you cannot reenter the group unless you receive a new Group Invitation.

You can sort the Group Invitations by clicking the Name, Member ID, and Received column headings.

What you see on your screen

Participate button lets you join in the Group Chat with the highlighted person.

Member Profile button displays a highlighted person's interests and other member-related information.

Delete button removes the highlighted invitation.

Related help topics

[Ignoring Invitations](#)

[Voting in a Conference](#)



Friends Page

The Friends page maintains a list of your Conference Centre friends. You can remove people from the list anytime. You can add people to the list only when they are present.

Friends are those people with whom you enjoy chatting.

To learn which of your friends are currently in the Conference Centre, access the Who's Here page, and then mark the Show only friends checkbox.

You can sort the Current friends list by clicking the Name, Member ID, and Room, and Location column headings.

What you see on your screen

Add button enables you to add a new person to the list.

Member Profile button displays a highlighted person's interests and other member-related information.

Related help topics

[Ignoring Invitations](#)

[Voting in a Conference](#)

[Creating a Friends List](#)



Lobby Page

The Lobby page welcomes you to the Conference Centre Desktop.

The Conference Centre Desktop enables you to participate (send comments) in and observe (watch) online conferences.

What you see on your screen

Announcement button displays Announcements relevant to the Chat community.

Related help topics

[Ignoring Invitations](#)

[Voting in a Conference](#)



Read Announcement Window

The Read Announcement window displays important Conference Centre information.

You can file (save) the Announcement in your Filing Cabinet for later reviewing.

What you see on your screen

File It button opens the Filing Cabinet so you can store the Announcement for later viewing.

File menu enables you to print the Announcement.

Related help topics

[Ignoring Invitations](#)

[Voting in a Conference](#)



Set Conferencing Preferences

The Set Conferencing Preferences window enables you to customize how you interact in a Forum conference.

Set Conferencing preferences enable you to customize your Forum conferences. You can specify preferences related to your Prohibited List, recording conversations (chats), ignoring invitations, and retrieving graphics and sound files.

What you see on your screen

The Record conversations area influences your ability to make a conference transcript (log file).

Record chat text checkbox indicates whether you wish to automatically record (log) your ongoing conferences.

Add new text to the room's log file checkbox indicates whether you wish for your ongoing conferences to be appended to a single chat log (transcript) file.

The Add prohibited members to list area controls how long a person will stay on the Prohibited List once you add a name to it.

Permanently option excludes the person indefinitely by adding him or her to the Prohibited Members List as permanent

For today only option excludes the person only for the current session by adding them to the Prohibited Members List as temporary

Ask me option displays a window where you can confirm that you want the person added to the Prohibited Members List as permanent

The Ignore invitations for area enables you to prevent invitations from displaying on your screen.

Private chats checkbox indicates whether you wish to block (prevent) invitations to chat one-on-one with someone (Private Chat).

Groups checkbox indicates whether you wish to block (prevent) invitations to chat in a group (Group Chat).

The Retrieve area controls your level of interaction in a conference.

Graphics files checkbox indicates whether you want to be able to receive graphics files that might be sent to you while in Chat.

Sound files checkbox indicates whether you want to be able to receive sound files that might be sent

to you while in Chat.

Save all retrieved files checkbox indicates whether you want to save any graphics files or sound files that are sent to you while in Chat.

Related help topics

[Setting Chat Preferences](#)

Chat Rooms



Public Rooms Page

The Public Rooms page welcomes you to the Chat Desktop, displaying your nickname (if you have one), and enables you to read the latest Chat Announcements.

The Chat Desktop enables you to participate (send comments) in and observe (watch) chats (conversations) in Public Rooms, invite friends to participate in a Group Chat, and chat privately (one-on-one) in a Private Chat.

What you see on your screen

Read Announcements button displays Announcements relevant to the Chat community.

Related help topics

[Listing All Available Public Rooms](#)

[What is Chat?](#)



Define Nickname Window

The Define Nickname window (or Change Nickname window) enables you to provide or change the nickname you want to use.

The text box records the name by which other people will know you during your Chat session. If you do not currently have a nickname, your User ID number will be displayed in the text box.

A nickname cannot be obscene or offensive to the average person.

If you want to make the nickname you provide permanent, mark the Always use this nickname checkbox. (You will only see this checkbox upon arriving at the Chat desktop.)

If you are in Chat you can redisplay this window by choosing **Change Nickname** from the Chat menu. You can also review, provide, or change nickname information for your Chat sessions at the Chat page. (Choose **Preferences** from the Access menu, and then click the Chat top tab to get there.)

Related help topics

[Nickname Rules](#)

[What is Chat?](#)



Read Announcements Window

The Read Announcements window displays important Chat information.

You can file (save) the Announcement for future review. Choose the **Save As** command from the File menu.

Related help topics

[Listing All Available Public Rooms](#)

[Participating in a Public Chat](#)

[What is Chat?](#)



Welcome Page

The Welcome page lists the Public Rooms and how many people are in each one.

You can join a conversation (participate) or just listen (observe). You can participate in one room and observe another room at the same time too.

All rooms have a tiny icon beside them in the list. If you are participating in or observing a Public Room, a different icon will be placed beside the room in the list.

What you see on your screen

Participate button displays the conversation in the highlighted room, enabling you to send comments to other participants if you wish.

Observe button displays the conversation in the highlighted room, enabling you to observe (watch) the conversation, but without participating. (No one else knows you are observing.)

Related help topics

[Observing a Chat without Contributing](#)

[Participating in a Public Chat](#)



Chat Window

The Chat window displays an online conversation, or chat, underway in a Public Room.

You can participate in the conversation by typing a comment in the Send box, and then clicking Send.

You can also learn who else is participating in the room, as well as make a transcript file of the ongoing conversation.

What you see on your screen

Who's Here button displays the nicknames and Member ID numbers of people participating in the room.

Record Text button saves the ongoing conversation in a transcript file on your computer. You will be given the option of creating and naming your transcript file or appending the conversation to an existing transcript file. The Record Text button changes to Stop Recording when you click it. (Click the Stop Recording button to conclude recording.) The name of the transcript file will be shown on the status bar.

Send button posts any text in the box as a comment.

Related help topics

[Concluding a Public Chat](#)

[Logging a Public Chat](#)



Who's Here Window

The Who's Here window displays the nicknames and Member ID numbers of people participating in a public or Group Chat. If a person leaves the chat (conversation), his or her nickname and Member ID number instantly disappear from the list.

You can also read Member Profiles, add members to your Friends list, and initiate Private and Group Chats.

The Who's Here window will not tell you whether anyone is simply observing the chat.

What you see on your screen

Private Chat button sends a Private Invitation to a highlighted member in the Current Members list asking if the person would like to participate in a private conversation (Private Chat) with only you.

Group Invitation button sends a Group Invitation to a highlighted member in the Current Members list asking if the person would like to participate in a Group Chat with you and other members to whom you send Group Invitations. If you want to invite more than one member, simply select each one before you click Group Invitation. (Hold down the Ctrl key on your keyboard while clicking a nickname to select it.)

Member Profile button displays summary information about a person, such as where the person is connecting to CSI from, as well as interests or hobbies the person wants you to know about.

Make Friend button enables you to add one or more highlighted members to your personalized Friends List.

Nickname and **Member ID** column headers sort the listed members.

Related help topics

[Listing All Available Public Rooms](#)

[Setting up a Group Chat](#)

[Setting up a Private Chat](#)

[Creating a Friends List](#)



Observe Window

The Observe window enables you to view a conversation in a Public Room without anyone knowing you are there.

You cannot participate (send comments) in a conversation that you are observing. You can observe only one room at a time.

You can observe (watch) the conversation in one Public Room while participating (sending comments) in another. You can learn who is participating in the room (but not who is observing), as well as make a transcript file of the ongoing conversation.

What you see on your screen

Who's Here button displays the nicknames and Member ID numbers of people participating in the room.

Record Text button saves the ongoing conversation in a transcript file on your computer. You will be given the option of creating and naming your transcript file or appending the conversation to an existing transcript file. The Record Text button changes to Stop Recording when you click it. (Click the Stop Recording button to conclude recording.) The name of the transcript file will be shown at the bottom of the Observe window.

Related help topics

[Logging a Public Chat](#)

[Participating in a Public Chat](#)



Who's Here Page

The Who's Here page lists the nicknames and Member ID numbers of all the people in the entire Chat area (all Public Rooms).

You can read Member Profiles, add members to your Friends List, and initiate Private and Group Chats.

If you prefer, you can view only those members who are in your Friends list. You can also sort the list by clicking the Nickname, Member ID, Room, and Location column headings.

If you want to select multiple members, hold down the Ctrl key on your keyboard while clicking the various nicknames.

What you see on your screen

Private Chat button send a Private Invitation to a highlighted member in the Who's Here list asking if the person would like to participate in a private conversation (Private Chat) with only you.

Group Invitation button sends a Private Invitation to a highlighted member in the Who's Here list asking if the person would like to participate in a Group Chat with you and other members to whom you send Group Invitations.

Member Profile button displays summary information about a person, such as where the person is connecting to CSi from, as well as interests or hobbies the person wants you to know about.

Make Friend button enables you to add one or more highlighted members to your personalized Friends List.

Show friends only checkbox displays only the people you've placed on your special Friends List.

Related help topics

[Listing All Available Public Rooms](#)

[Setting up a Group Chat](#)

[Setting up a Private Chat](#)

[Creating a Friends List](#)



Member Profile Window

The Member Profile window displays summary information for a CSI member, including the current nickname (or name) being used, the person's Member ID number, location (calling site), and general interests that the person wants you to know about.

You can add the person to your Address Book by clicking the Add Address button.

What you see on your screen

Name box displays the person's nickname for the current chat session.

Member ID box displays the person's Member ID number.

Location box displays information about where the person is connecting from. (This information will be abbreviated.)

Interests box displays interests or hobbies that the person wants others to know about.

Add Address button displays a window from which you can quickly add the person to your Address Book.

Related help topics

[Creating a Friends List](#)

[Creating a Prohibited Users List](#)



Group Chat Window

The Group Chat window displays the conversation underway in a Group Chat.

To participate in the ongoing conversation, type a comment in the Text to Send box, and then click Send.

You can participate in only one Group Chat at a time. When you join a group, you leave the old group.

You can also learn who else is participating in the group, as well as make a transcript file of the ongoing conversation.

What you see on your screen

Who's Here button displays the nicknames and Member ID numbers of people participating in the group.

Record Text button saves the ongoing conversation in a transcript file on your computer. You will be given the option of creating and naming your transcript file or appending the conversation to an existing transcript file. The Record Text button changes to Stop Recording when you click it. (Click the Stop Recording button to conclude recording.) The name of the transcript file will be shown on the status bar.

Send button posts any text in the box next to Send as a comment.

Related help topics

[Concluding a Group Chat](#)

[Logging a Public Chat](#)



Private Chat Window

The Private Chat window is your control centre for all your ongoing Private Chats. Each person to whom you have sent a Private Chat Invitation, as well as each person who has sent you one, is listed in the Current Chats box.

Only one Private Chat is displayed at a time. To display a particular conversation, click the appropriate nickname in the Current Chats box.

To participate in the ongoing conversation, type a comment in the Text to Send box, and then click Send.

You can add members to your Friends List, as well as to your Prohibited List. You can also make a transcript file of the ongoing conversation.

What you see on your screen

Goodbye button ends your Private Chat with the member whose name is selected in the Current Chats list.

Prohibit button removes the highlighted name from your Current Chats list and adds it to your Prohibited List.

Record Text button saves the ongoing conversation in a transcript file on your computer. You will be given the option of creating and naming your transcript file or appending the conversation to an existing transcript file. The Record Text button changes to Stop Recording when you click it. (Click the Stop Recording button to conclude recording.) The name of the transcript file will be shown at the bottom of the Private Chat window.

Make Friend button enables you to add one or more highlighted members to your personalized Friends List.

Current chats lists members to whom you sent a Private Invitation and those who have sent one to you.

From and **Text received from** displays the names and corresponding comments of members participating in the chat conversation. If you want to invite more than one member, simply select each one before you click Group Invitation. (Hold down the Ctrl key on your keyboard while clicking a nickname to select it.)

Send button transmits the comments you have typed in the box next to Send. Once sent, you can view them in the Text received from box.

The box next to the Send button displays a comment you want to send.

Related help topics

[Concluding a Private Chat](#)



Private Chat Invitation Window

The Private Chat Invitation window gives you the option of participating in or refusing a Private Chat.

If you do not want to be bothered by invitations to participate in Private Chats you can choose **Ignore all invitations** from the appropriate menu (Chat, Forums, or Conference) to prevent invitations from displaying for just the current session.]

If you are in Chat you can also mark the Private chats checkbox in your Chat preferences. (Choose **Preferences** from the Access menu, and then click the Chat top tab to get there.)

What you see on your screen

Accept button closes the window and opens the Private Chat window where you can begin your conversation.

Decline button closes the window and sends the person a notice that you declined the invitation.

Related help topics

[Accepting a Private Chat Invitation](#)

[Setting up a Private Chat](#)



Prohibit Member Window

The Prohibit Member window enables you to decide how completely you want to exclude a person's presence once he or she is added to the Prohibited List.

The name of the person in question is shown beside Prohibited member.

Click the option you feel is appropriate for the person, and then click OK.

What you see on your screen

Permanently - member is restricted until removed from list option excludes the person indefinitely by adding him or her to the Prohibited List as permanent.

Temporarily - member is restricted for this session only option excludes the user(s) only for the current session by adding them to the Prohibited List as temporary.

Related help topics

[Creating a Friends List](#)

[Finding Who's Here](#)



Invitations Page

The Invitations page lists all the Group Invitations that have been sent to you during the current Chat session.

You can participate (send comments) in only one Group Chat at a time.

If you exit a Group Chat, you cannot reenter the group unless you receive a new Group Invitation.

You can sort the Group Invitations by clicking the Nickname, Member ID, and Received column headings.

What you see on your screen

Participate button lets you join in the Group Chat for the highlighted invitation.

Member Profile button displays summary information about a highlighted person.

Delete button removes a highlighted invitation.

Related help topics

[Ignoring Invitations](#)

[Setting Chat Preferences](#)



Friends Page

The Friends page maintains a list of your Chat friends. You can remove people from the list anytime. You can add people to the list, as well.

Friends are those people with whom you enjoy chatting.

To learn which of your friends are currently in Chat, access the Who's Here page, and then mark the Show Friends only checkbox.

You can sort the Current Friends list by clicking the Nickname and Member ID column headings.

What you see on your screen

New button opens a window where you can add a current user to your Friends List.

Member Profile button displays summary information for a highlighted person.

Delete button deletes a highlighted friend from the Current Friends box.

Related help topics

[Creating a Friends List](#)

[Creating a Prohibited Users List](#)



Select Friends Window

The Select Friends window enables you to select one or more people that you want to add to your Friends List.

If you want to add several friends, simply hold down the Control key while you click on each one. When you are through, click OK.

Related help topics

[Creating a Friends List](#)

[Finding Who's Here](#)



Prohibited Members List Window

The Prohibited Members List window lists all the people you would like to avoid, whose comments you do not want to be displayed on your screen.

Such people will not be listed in group and room windows or in Who's Here lists.

The tiny icons to the left of the listed nicknames denote whether a person is on your Prohibited List permanently or only temporarily.

What you see on your screen

New button opens a window where you can select a user to add to the Prohibited Members List.

Make Permanent button ensures that a highlighted user is blocked from every Group Chat you participate (send comments) in.

Delete button deletes a highlighted user from the list.

Related help topics

[Creating a Prohibited Users List](#)

[Setting Chat Preferences](#)



Select Ignore Window

The Select Ignore window enables you to select one or more nicknames that you want to add to your Prohibited List.

If you want to prohibit several members, simply select each one before you click OK.

Related help topics

[Creating a Prohibited List](#)

[Setting Chat Preferences](#)



Moderated Chat Window

The Moderated Chat window displays the conversation underway in a Moderated Conference.

You can learn who else is attending the conference.

In a Moderated Conference, the Conference Moderator determines the level of participation. Depending on the Conference Moderator and nature of the conference, you might be able to participate in Private and Group Chats, ask a question, vote on one or more issues, change your ballot for an issue called for earlier in the conference, and view a preliminary tally of submitted ballots.

What you see on your screen

Who's Here button displays the names and Member ID numbers of people in the conference.

Send button transmits the comments you have typed in the box next to Send. After you click Send, you can view your comments in the Text received from box.

Record Text button saves the ongoing conversation in a transcript file on your computer. You will be given the option of creating and naming your transcript file or appending the conversation to an existing transcript file. The Record Text button changes to Stop Recording when you click it. (Click the Stop Recording button to conclude recording.) The name of the transcript file will be shown at the bottom of the Moderated Chat window.

Depending on the moderator and type of Moderated Conference you are participating in, you might see one or more of the following buttons along the top of your Moderated Chat window:

Ask button lets you type and submit a question. If you have already submitted a question, the Ask button enables you to withdraw the current question you submitted, or to submit a new question. You cannot have more than one question submitted at a time.

Tally button displays the current count of the votes. Once the actual vote is concluded, the moderator will post the voting results, and the Tally button will no longer be available.

Related help topics

[Contacting Members of CompuServe Interactive](#)

[Voting in a Conference](#)



Ask Window

The Ask window enables you to type and submit a question during a Moderated Conference.

If you have already submitted a question, you can use this window to withdraw the question or replace the question (resubmit.)

You can submit only one question. If you withdraw that question to edit and resubmit, the resubmitted question is placed at the bottom of the question list.

What you see on your screen

If you are submitting a question for the first time you will see only the following button:

Submit button sends the question to the chat moderator.

If you have already submitted a question and the question is currently in the question queue awaiting response, you will see the following two buttons:

Withdraw button sends the moderator a request to remove the question from the waiting list.

Resubmit button sends the new question to the moderator.

Related help topics

[Contacting Members of CompuServe Interactive](#)

[Voting in a Conference](#)



Vote Window

The Vote window registers your vote in a conference vote.

Click the appropriate answer to the voting issue, and then click Cast Vote.

What you see on your screen

Issue box displays the issue to be voted on.

Choose box enables you to vote on the issue. Depending on the type of issue and how the issue is worded, you might be asked to choose just one response, or you might be allowed to mark several.

Cast Vote box places your vote in the ballot box.

Related help topics

[Attending a Moderated Conference](#)

[Contacting Members of CompuServe Interactive](#)



Vote Tally Window

The Vote Tally window displays preliminary status and current results of a vote.

Once a vote is concluded, the Conference Moderator will display the results for all to see.

What you see on your screen

Update button displays the latest tally results.

Change Vote button lets you cast a vote in a conference vote.

Related help topics

[Attending a Moderated Conference](#)

[Contacting Members of CompuServe Interactive](#)



Group Invitation Window

The Group Invitation window enables you to participate in (or refuse) a Group Chat.

If you do not want to be bothered by invitations to participate in Group Chats you can do one of the following:



Choose **Ignore all Invitations** from the Chat menu to prevent invitations from displaying for just the current session.



Mark the Groups checkbox in your Chat preferences. (Choose **Preferences** from the Access menu, and then click the Chat top tab to get there.)

What you see on your screen

Accept button closes the window and opens the Group Chat window where you can begin your conversation.

Decline button closes the window and sends the person a notice that you declined the invitation.

Related help topics

[Ignoring Invitations](#)

[Ignoring Group Chat Invitations](#)



Chat Page

The Chat page (within the Preferences window) enables you to customize how you interact with the Chat area.

Chat preferences enable you to customize your Chat sessions. You can specify a Chat nickname, as well as preferences related to your Prohibited Users List, recording Chat conversations, ignoring invitations, and retrieving graphics and sound files.

What you see on your screen

Nickname indicates the name other people see when you are active in chat.

Display all private chats in one window checkbox indicates whether you want to view all chats in the same window (one at a time).

The Record conversations area influences your ability to make a chat transcript (log file).

Record chat text checkbox indicates whether you wish to automatically record (log) your ongoing chats.

Add new text to the room's log file checkbox indicates whether you wish for your ongoing chats to be appended to a single chat log (transcript) file.

The Add prohibited members to list area control how long a person will stay on the Prohibited Members List once you add them to it.

Permanently option excludes the person indefinitely by adding him or her to the Prohibited Members List as permanent

For today only option excludes the person only for the current session by adding them to the Prohibited Members List as temporary

Ask me option displays a window where you can confirm that you want the person added to the Prohibited Members List as permanent

The Ignore invitations for area enables you to prevent invitations from displaying on your screen.

Private chats checkbox indicates whether you wish to block (prevent) invitations to chat one-on-one with someone (Private Chat).

Groups checkbox indicates whether you wish to block (prevent) invitations to chat in a group (Group Chat).

The Retrieve area controls your level of interaction in a conference.

Graphics files checkbox indicates whether you want to be able to receive graphics files that might be sent to you while in Chat.

Sound files checkbox indicates whether you want to be able to receive sound files that might be sent to you while in Chat.

Save all retrieved files checkbox indicates whether you want to automatically save any graphics files or sound files that are sent to you while in Chat. (You can still save manually such files if you do not mark the Save all retrieved files checkbox.)

Related help topics

[Nickname Rules](#)

[Setting Chat Preferences](#)



Save Conversation Window

The Save Conversation window lets you name a transcript file of a recorded chat.

Each Chat window uses a different file. If you select an existing file, you must confirm whether to append to the existing file or replace it with a new file.

What you see on your screen

Save in enables you to select a location in which to save the conversation file.

Up One Level button displays the preceding level in the directory tree.

Create New Folder button adds a new folder to the selected location.

List button displays the names of the folders in the selected location.

Details button displays additional information for the listed folders.

Name, **Size**, **Type**, and **Modified** buttons sort the listed folders.

File name enables you to type a name for the saved file in the text box.

Save as type enables you to select a type for the saved file.

Save button saves the conversation file.

Related help topics

[Logging a Public Chat](#)

[Setting Chat Preferences](#)



Tracking Chat Window

The Tracking Chat window enables you to watch who enters and leaves chats, switches locations, and changes nicknames.

Once you see the Tracking Chat window, you cannot prevent it from displaying simply by closing it. Instead you must choose **Tracking** from the Chat menu.

(A check mark to the left of the **Tracking** command indicates that tracking is currently turned on.)

What you see on your screen

Options button opens a window where you can control the types of tracking activities displayed.

Track only friends checkbox indicates whether you want to track everyone in Chat, or only your friends.

Related help topics

[Ignoring Someone](#)



Define Tracking Options Window

The Define Tracking Options window enables you to control the types of tracking activities displayed in the Track Chat window.

If you want to track only those people on your Friends List, mark the Track only friends checkbox.

What you see on your screen

Entering checkbox indicates whether you want to track people joining the chat area.

Leaving checkbox indicates whether you want to track people exiting the chat area.

Changing rooms checkbox indicates whether you want to track people moving to different areas.

Changing nicknames checkbox indicates whether you want to track people changing their nicknames.

Track only friends checkbox indicates whether you want to track everyone in Chat, or only your friends.

Related help topics

[Ignoring Someone](#)

Home Desktop



Main Menu Page

The Main Menu page enables you to explore CSi and the Internet.



What's New displays a window that lets you review the latest news summaries on CSi.



Table of Contents displays a window that lets you explore CSi services and events.



Internet starts the Internet Web browser so that you can explore the Internet.



Chat takes you to the CompuServe Chat page.



Forums and Communities takes you to the CompuServe Help Forum.

If you are interested in getting your Mail, creating and sending Mail, consulting your electronic Address Book, and so forth, click the Mail Centre side button (along the left side of your CompuServe window) rather than one of the buttons on the Main Menu page.

Similarly, if you want to search for a CSi service or Internet Web page, click the Find side button.

Related help topics

[Accessing a Service](#)

[Accessing the CompuServe Directory](#)

[Learning About Services on CompuServe Interactive](#)

[Reviewing Recent Destinations](#)



Welcome to CompuServe Interactive Page

The Welcome to CompuServe Interactive page enables you to become a CSi member. You must be a CSi member in order to connect to CSi.

You will need your Offer Code to complete the signup process. For signup assistance in the U.S. and Canada, call (800) 336-6823. If you need additional help during the signup process, you can also contact the CompuServe office (see the list below) nearest you for assistance.

If you are already a CSi member, click the Setup button to review or provide your connection information. Setup also enables you to add connection information for a new account.

Note: If you click Signup and you are already a CSi member (that is, if the Signup software finds existing membership information on your computer), you will see a window notifying you of the existing membership. The window includes a Signup button, so that you sign up a new membership (for example, if you use the same computer as someone else who belongs to CSi), and a Go button, so that you can use the existing membership to access a CSi service or an Internet site (for your convenience if you have already signed up).

Related help topics

[Accessing a Service](#)

[Setting Connection Preferences](#)

List of CompuServe Offices

[Argentina](#)

[Australia/New Zealand](#)

[Austria](#)

[Brasil](#)

[Chile](#)

[Colombia](#)

[France](#)

[Germany](#)

[Hong Kong](#)

[Hungary](#)

[Israel](#)

[Japan](#)

[Mexico](#)

[Netherlands](#)

[Singapore](#)

[South Africa](#)

[South Korea](#)

[Switzerland](#)

[Taiwan](#)

[United Kingdom](#)

[United States/Canada](#)

[Venezuela](#)

Other Countries



Go Page

The Go page lists the CSi and Internet locations you have accessed recently so that you can access them again easily.

If you attempt to go to an invalid location, you will be asked if you want to search for related CSi services.

To go to a location in the Services Recently Visited list, click the location, and then click Go. If you want to go to a location that is not listed, type the information (the CSi service name or Internet Web page) in the box beneath the Add to Favorite Places button, and then click Go.

What you see on your screen

Go button takes you to the highlighted location in the Services Recently Visited list, or to the location specified in the box below the Add to Favorite Places button. You can specify a CSi service name or Internet destination address.

CompuServe Directory button displays a comprehensive listing of CSi services.

Add to Favorite Places button add a highlighted location in the Services Recently Visited list to your Favorite Places.

Delete button removes a highlighted location from your Recent Places list.

Name, Location, and **Date Visited** column headings (in the Services Recently Visited list) sort the listed services.

Related help topics

[Accessing a Service](#)

[Grouping Your Favorite Services](#)



Favorite Places

The Favorite Places page (window) enables you to keep track of and easily go to your favorite locations on CSI and the Internet.

Once you add a location to your Favorite Places, it is listed on the lower portion of the Favorite Places page along with the date you last visited it and the current location's priority.

You can open an entry in the list to review or change information about it. You can also delete entries and create new ones.

If you want to assign priority to a favorite location so that it appears at the top of the list, click the location in the list, and then click Open.

What you see on your screen

New button enables you to add an entry to your Favorite Places.

Open button enables you to review or change information about a highlighted location in the Favorite Places list, such as the name, address, or priority.

Go button takes you to a highlighted location in the Favorite places list.

Delete button removes a highlighted location from the Favorite places list.

Name, **Last Visit**, and **Priority** column headings (in the Favorite places list) sort your listed locations.

Related help topics

[Finding Services on CompuServe Interactive](#)

[Reviewing Recent Destinations](#)



Define Favorite Place Window

The Define Favorite Place window enables you to add a location to your Favorite Places or change information about one you have already added.

You can also add locations to your Favorite Places from the Go page, as well as from the window that displays the results of a Services search.

What you see on your screen

Name box records or indicates the name that you want to appear under Location in the Favorite places list.

Location box records or indicates the CSI service name or Internet address information.

Priority box records or indicates your preferred priority for the entry so that you can sort the entries in the Favorite places list accordingly. (Higher numbers indicate higher priorities.)

Related help topics

[Accessing a Service](#)

[Finding Services on CompuServe Interactive](#)



Services Page

The Services page (or Services Search window) enables you to search for services on CSi, as well as Web pages on the Internet.

Type a subject in the box provided.

Use the Search button to find services on CSi, and the Start Internet Search button to find services and locations on the Internet.

What you see on your screen

Search button begins a search for CSi services related to the subject you type in the box provided.

Start Internet Search button begins a search for Internet sites related to the subject you type in the box provided.

Go button takes you to a highlighted service in the Services list. (You will not see the Go button until services are found.)

Add button adds a highlighted service in the Services list to your Favorite Places. (You will not see the Add button until services are found.)

Stop button halts the search. (The Stop button disappears upon completion of the search.)

Service and **Location** column headings (in the Services list) sort the listed services.

Related help topics

[Finding Services on CompuServe Interactive](#)

[Learning About Services on CompuServe Interactive](#)



Files Page

The Files page enables you to go to the File Finder area, where you can find files anywhere on CSI.

To reach the File Finder area, click the File Finder button at the bottom of the Files page.

Related help topics

[Finding a File](#)

[Learning About a File](#)



Members Page

The Members page (or Membership Search window) enables you to search for and learn about CSI members.

Define your search using the boxes provided. You must provide a last name. The other search boxes are optional.

What you see on your screen

Search button begins a search for a member based on the information you provide.

Add to Address Book button opens a window where you can add a highlighted member (found by your search) to your Address Book. (You will not see the Add to Address Book button until members have been found.)

Last name, First name, City, State, and Country boxes record or indicate information on which to base the member search.

First Name, Last Name, City, State, Country, and Member ID column headings sort the members found as a result of your search.

Related help topics

[Contacting Members of CompuServe Interactive](#)

[Learning About Members of CompuServe Interactive](#)



Member Search Results Window

The Member Search Results window lists the results of a member search.

You can learn about the members listed and add them to your Address Book.

Related help topics

[Contacting Members of CompuServe Interactive](#)

[Finding Members of CompuServe Interactive](#)



Search Filing Cabinet Window

The Search Filing Cabinet window enables you to find items in your Filing Cabinet, such as news stories, Forum and CSi Mail messages, and other text documents.

Define your search using the boxes beside Find. If a box has a down arrow, click the down arrow to see a menu of choices, and then click the choice you want. If a box does not have a down arrow, simply click the box, and then type your information.

If you want to search for Forum Messages or Mail Messages via sender or recipient, do not choose **All items** when defining your search. Instead choose **Mail messages** or **Forum messages** as appropriate. Note also that you cannot search for Forum messages stored in your Filing Cabinet via message number.

You can click Less to hide your search interests.

When you click Search you might see a small confirmation window asking whether or not recently filed documents should be indexed before the actual search is started. If you want such documents to be included in the search, be sure to click Yes in the confirmation window.

What you see on your screen

The More and Less buttons control the depth of your search terms.

More button displays additional search terms so that you can narrow your search. (The More button becomes the Less button.)

Less button hides your search terms. (The Less button becomes the More button.)

Find boxes enable you to specify the information required for your search. Click the arrows to see a menu of choices, and then click the choice you want. (Use the boxes to make a sentence describing what you want to search for.)

Search button begins the search.

You will see the following search terms only if you click the More button.

Submitted boxes enable you to confine your search to a date range you select (click the arrows to change the dates).

Received from Forum(s) enables you to confine your search to particular Forum areas.

Stored in Folders enables you to confine your search to particular Filing Cabinet folders.

All buttons select all items in the respective boxes.

None buttons deselect all folders in the respective boxes.

Related help topics

[Auto-Filing Sent Forum Messages](#)

[Auto-Filing Sent Mail](#)

[Searching for Items in the Filing Cabinet](#)

[Removing Duplicate Folders from Your Filing Cabinet](#)



Search Filing Cabinet Window

The Search Filing Cabinet window enables you to find text articles, news stories, Forum and CSi Mail messages, and other text documents currently stored in your Filing Cabinet.

Define your search using the boxes beside Find. If a box has a down arrow, click the down arrow to see a menu of choices, and then click the choice you want. If a box does not have a down arrow, simply click the box, and then type your information.

If you want to search for Forum Messages or Mail Messages via sender or recipient, do not choose **All items** when defining your search. Instead choose **Mail messages** or **Forum messages** as appropriate. Note also that you cannot search for Forum messages stored in your Filing Cabinet via message number.

You can click More to narrow your search.

When you click Search you might see a small confirmation window asking whether or not recently filed documents should be indexed before the actual search is started. If you want such documents to be included in the search, be sure to click Yes in the confirmation window.

What you see on your screen

The More and Less buttons control the depth of your search terms.

More button displays additional search terms so that you can narrow your search. (The More button becomes the Less button.)

Less button hides your search terms. (The Less button becomes the More button.)

Find boxes enable you to specify the information required for your search. Click the arrows to see a menu of choices, and then click the choice you want. (Use the boxes to make a sentence describing what you want to search for.)

Search button begins the search.

You will see the following search terms only if you click the More button.

Submitted boxes enable you to confine your search to a date range you select (click the arrows to change the dates).

Received from Forum(s) enables you to confine your search to particular Forum areas.

Stored in Folders enables you to confine your search to particular Filing Cabinet folders.

All buttons select all items in the respective boxes.

None buttons deselect all folders in the respective boxes.

Related help topics

[Auto-Filing Sent Forum Messages](#)

[Auto-Filing Sent Mail](#)

[Searching for Items in the Filing Cabinet](#)

[Removing Duplicate Folders from Your Filing Cabinet](#)



Search Results Window

The Search Results window lists the results of your Filing Cabinet search.

You can open and delete items.

If you want to delete more than one item, simply select each one before you click Delete. (Hold down the Ctrl key on your keyboard while clicking an item to select it.)

What you see on your screen

Open displays a highlighted document.

Delete removes a highlighted document from your Filing Cabinet. A small window will be displayed asking you to confirm your intention.

Subject, **Folder**, and **Date** topic headings sort the documents.

Related help topics

[Auto-Filing Sent Forum Messages](#)

[Auto-Filing Sent Mail](#)

Preferences and Settings



General Page

The General page (within the Preferences window) enables you to define a default Internet Web browser to be used for your CompuServe 3.0.4UK sessions, as well as modify some miscellaneous settings related to saving opened graphics, displaying graphic versions of menus, displaying confirmation and warning windows, showing the What's New window when you connect, and identifying the directories used for the various kinds of files needed for CompuServe 3.0.4UK functions.

What you see on your screen

Use external Internet browser checkbox indicates whether you want to use a different Web browser than Microsoft Internet Explorer (MSIE), the one provided during installation of your CompuServe 3.0.4UK software. For example, if you want to use Netscape Navigator instead of MSIE, mark the Use external Internet browser checkbox.

Internet browser field shows the file specifications for the executable file of the currently selected browser.

Select button opens a window where you can select the executable file for the Web browser to be used by CompuServe 3.0.4UK. You can use this feature to specify a different location for MSIE or to specify a different browser. The complete specifications for whatever file you select will appear in the Internet browser field.

Define Browser Preferences button enables you to modify various aspects of MSIE operations. This button is available only if MSIE is the selected browser. (It disappears if you mark the checkbox next to Use external Internet browser.)

Prompt to save opened graphics checkbox enables you to receive a prompt each time you close a graphic asking if you want to save the graphic on your computer.

Retrieve graphic versions of menus checkbox enables you to view many CSi menus in an enhanced form with colorful graphics and buttons. Such graphics will be downloaded to your computer. Thus, if you find that the downloading process is taking too much time, you might want to disable (unmark) this checkbox and view text-only menus (without colorful graphics) instead.

Show What's New when connecting checkbox enables you to specify whether the What's New window will appear when you connect to CSi. This window displays a list of stories that CSi deems to be of interest to members.

Display Confirmation Messages button enables you to view warning messages in tiny windows, whenever appropriate, throughout your CompuServe 3.0.4UK session, so that you can be aware of events that may not be otherwise apparent.

Set Directories button opens a window where you can view and change the default CompuServe 3.0.4UK directories (folders).

Related help topics

Defining Your Default Internet Browser
Requesting a Save Opened Graphics Prompt
Retrieving Graphic Versions of Menus
Displaying All Warning Dialogs
Seeing What's New When You Connect
Defining Default Directories



Set Directories Window

The Set Directories window lists the support folders used by your CompuServe 3.0.4UK software so that you can review or change them.

What you see on your screen

Change button opens a window where you can specify a new directory for a highlighted item.

Related help topics

[Defining Default Directories](#)

[Setting General Preferences](#)



Connection Page

The Connection page (within the Preferences window) shows your current connection information so that you can review or modify it.

Your connection information must be accurate in order for you to connect to CSi.

What you see on your screen

Connection box displays the current Connection set. You can define more than one Connection set so that you can select an alternate set from this list when appropriate. For example, you might want to use a different connection set when working from home or at your office.

Add button opens a new window where you can name a new connection set.

Delete button removes the highlighted Connection set.

Member name box indicates the name you want to use when using CSi.

Member ID box indicates the CSi account ID number you want to use when using CSi.

Password box records your CSi Password. You do not have to provide your password (optional). If you do not provide a password, you will be prompted for it each time you connect. If you provide a password, it must match your official CSi Password; otherwise you will not be able to connect to CSi. (If you want to change your CSi Password, you must go to the PASSWORD area on CSi. Changing the password recorded in your Connection Preferences will not actually change your official CSi Password.)

Phone box records the telephone number required for you to connect to CSi. This is not your home telephone number. If you need to dial a number to reach an outside line, put a comma after the number. (If you are using dial-up networking, you will not see an Access phone box, but will see a Configure phone button instead.)

Configure phone button enables you to review or change your access phone number if you are using dial-up networking to connect to CSi. (You will see this button only if you are using dial-up networking.)

Port box indicates the communications or COM port you want to use to connect to CSi.

Port speed box indicates the highest baud rate at which your modem will transmit and receive information.

Network box determines the communications network that will be used for your CSi connection.

Dial type box determines your preferred dial type when connecting to CSi.

Connect Using box indicates that you have dial-up networking installed on your computer and enables you to select your phone book entry.

Define Advanced button allows you to review or provide additional logon information that might be necessary or desirable for your particular network. For example, you might want to receive notice in the event that your modem carrier signal is lost.

Define Modem button allows you to review or define your CompuServe 3.0.4UK modem settings.

Note: These modem settings apply only during membership signup and when you manually dial a terminal emulation connection (that is, choose **Terminal** from the Access menu and then click the Manual Connect checkbox before clicking the Connect button.) The modem settings that govern normal communications are those defined in the Windows 95 Control Panel (the settings specified in Dial-Up Networking configuration).

Winsock Connection Type box enables you to select your preferred Winsock connection type. If you already have an existing TCP/IP connection to the Internet and want to continue to use it, such as via a LAN or other preferred existing Internet connectivity software, select default Winsock. If you want to use dial-up networking to establish a TCP/IP connection using your phone line and modem with Windows 95, select Dial-up Networking. (Dial-up Networking is the default.)

Related help topics

[Changing Your Password](#)

[Creating a Connection Set](#)

[Defining a Connection in Windows 95](#)

[Setting Connection Preferences](#)

[Confirming Your Dial-Up Networking Modem Settings](#)

[Setting General Preferences](#)



Terminal Page

The Terminal page (within the Preferences window) enables you to customize your terminal emulation sessions by controlling the size of your scrollback buffer.

What you see on your screen

Size of scrollback buffer box specifies how many lines of screen activity will be preserved by CompuServe 3.0.4UK for logging, printing, or reviewing purposes at any given time in terminal emulation. You may specify any number between 25 and 500.

Strip High Bit checkbox indicates whether text displayed on your screen in terminal emulation will include language-specific characters, such as letters with accents and umlauts.

Related help topics

[Defining the Terminal Emulation Scrollback Buffer Size](#)

[Setting Your Terminal Type](#)

[Automating Keystrokes in Terminal Emulation](#)

[Creating a Terminal Emulation Log File](#)

[Printing a Terminal Emulation Session](#)



Fonts/Sound Page

The Fonts/Sound page (within the Preferences window) determines whether you will hear sounds for particular events during your CompuServe 3.0.4UK session, as well as how characters, such as letters and numbers, look on your screen.

Each time you click an item in the Item box, the font currently used for that item is displayed in the Sample region for you to evaluate.

What you see on your screen

Item box lists the categories whose fonts you can change.

Change button opens a window where you can select a new font for a highlighted item in the Item box.

Default button restores the original (default) font for a highlighted item in the Item box.

Sample area shows an example of the selected font.

Play sounds checkbox indicates whether you will hear sounds for particular events during your CompuServe 3.0.4UK session.

Related help topics

[Changing the Appearance of Letters on Your Screen](#)
[Setting Your Fonts Preferences](#)



New Session Name Window

The New Session Name window records the name for a new connection set.

Related help topics

[Creating a Connection Set](#)

[Defining a Connection in Windows 95](#)

[Deleting a Connection Set](#)



Modem Control Settings Window

The Modem Control Settings window enables you to define how your modem will interact with CSi during membership signup and when you manually dial a terminal emulation connection (that is, choose **Terminal** from the Access menu and then click the Manual Connect checkbox before clicking the Connect button.) The modem settings that govern normal communications are those defined in the Windows 95 Control Panel (the settings specified in Dial-Up Networking configuration).

You can specify the type of modem you will be using, the individual modem control strings, and whether modem security should be employed.

What you see on your screen

Modem box enables you to select a modem type. (Click the down arrow button, and then click a modem type.)

Initialize shows your modem's initialization command string. The default string (Hayes) is: AT S0 Q0 V1

Prefix is the prefix string, also known as the attention command. The default string (Hayes) is: AT

Dial Tone is the string that initiates tone dialing. The default string (Hayes) is: DT

Reset is the string to reset the modem. The default string (Hayes) is: Z

Escape is the string to issue an Escape command. The default string (Hayes) is: +++. (If your modem uses MNP or ARC error control protocols, this string will be: +++ also disconnects)

Connect is the string or phrase displayed when connection is established. The default string (Hayes) is: CONNECT

Suffix is the correct string to terminate a command. The default string (Hayes) is: ^M

Dial Pulse is the string to initiate pulse dialing. The default string (Hayes) is: DP

Hang Up is the string to free the telephone line. The default string (Hayes) is: H

Acknowledge is the correct string or phrase displayed when a command is successfully received by the modem. The default string (Hayes) is: OK

Failure is the string or phrase to be displayed when there is no connection or the signal stops. The default string (Hayes) is: NO CARRIER

Speaker On enables you to turn on the speaker of a Hayes-compatible modem by marking the checkbox.

Reset button changes these settings back to the original (default) ones.

Set Security button enables you to type in the User ID number and Password for a modem that is password-protected.

Related help topics

[Conducting a Silent Modem Sequence](#)

[Specifying Modem Security](#)



Define Advanced Settings Window

The Define Advanced Settings window enables you to specify logon parameters for rare situations, specify your preferred working language, and so forth.

What you see on your screen

Language sent from CompuServe to box indicates your working language (Click the down arrow, and then click the language you want.)

Country Setting indicates the country from which you are connecting to CSi.

Logon Parameters records special instructions appended to your User ID number. You should type information only when so directed by a CompuServe Customer Service representative.

HMI protocol time-out records your preferred time-out value. If you frequently experience time-out problems, you can increase this value, but large values may also waste time and money.

Number of retries records your preferred retry scenario. If you like, you can specify the number of times the connection process should be initiated in the box beside Number of retries should a dialing-related problem occur. A reasonable value is 3. (If you select Direct under Dial Type in the Connection Settings window, there is no need to specify a value for Redial Attempts.)

Enable carrier detect checkbox indicates whether your connection software will attempt to detect when your modem loses carrier. Your modem must support this feature in order for this option to work reliably.

Disable password encryption checkbox enables you to turn off password encryption if you are using an external dialer.

Eicon X.121 box records the X.121 calling address for your system if you are using an Eicon X.121 Address.

Related help topics

[Defining Logon Parameters](#)

[Defining a Time-Out Value](#)

[Enabling Carrier Detect](#)



Define LAN Settings Window

The LAN Support Settings window enables you to connect to CSi through a local area network.

The LAN Settings window that you see may require different information depending on whether you are connecting through NASI for Netware Connect, INT14, or NCSI or NASI without Netware Connect.

Related help topics

[Defining NASI for Netware Connect](#)

[Defining INT14 Information](#)

[Defining NCSI or NASI without Netware Connect](#)

News Desk



Lobby Page

The Lobby page is your starting place in the News Desktop.

The name of the particular news service you are in is displayed above the colorful Service Logo.

Related help topics

[Opening a Folder](#)

[Searching for a News Article](#)



Read Announcements Window

The Read Announcements window displays important news information.

You can print the Announcement, as well as send a copy of it in a Mail or Forum message. (Choose the appropriate command from the File menu in the upper left-hand corner of the Read Announcements window.)

Related help topics

[Learning About Services on CompuServe Interactive](#)

[What is the Executive News Service?](#)



Read Page

The Read page lists the news folders available to you along with the type, status, and expiration date of each folder, as well as the number of articles (stories) in each.

Only folders that you can browse will appear here.

If a folder is opened, the list of news folders is replaced by a list of articles in that folder.

What you see on your screen

Open button lists articles (stories) in a highlighted folder.

File It button opens the Filing Cabinet so that you can store the contents of a highlighted folder in the Filing Cabinet.

File Later button places the highlighted folder in your To-Do List, where you can retrieve the folder later, even after leaving the News Desktop.

Empty button deletes the contents of a highlighted Personal Folder.

Folder Name, **Type**, **Articles**, **Status**, and **Expiration** column headings (in the Folder List) sort the news folders.

Related help topics

[Opening a Folder](#)

[Retrieving an Entire Folder](#)



Read Page

The Read page lists the titles of all the articles (stories) in a folder along with the date and news sources of each.

If you want to redisplay the original list of news folders, click Go Back.

If you want to view the contents of another folder, select it from the box beside Articles in folder. (Click the down arrow button, and then click a folder that you want to open.)

What you see on your screen

Open button displays the highlighted article (story).

File It button opens the Filing Cabinet so that you can store a highlighted article (story).

File Later button places the highlighted entry in your To-Do List, where you can retrieve the article later, even after leaving the News Desktop.

Delete button removes a highlighted article (story) from the Personal Folder. You can delete articles (stories) only in a Personal Folder.

Empty button deletes all articles from the folder.

Go Back button redisplay the initial list of news folders.

See More button displays additional articles that are in the folder. If there are more than 40 articles in the folder, you will see only the first 40 articles until you click the See More button.

Title, **Date**, and **Source** column headings sort the listed articles.

Related help topics

[Opening a Folder](#)

[Retrieving an Entire Folder](#)



Read Article Window

The Read Article window displays a news article (story).

You can file (save) the article in your Filing Cabinet for later reviewing, as well as delete (remove) it from the Personal Folder.

What you see on your screen

File It button opens the Filing Cabinet so that you can copy the article (story) to a folder there.

Delete button removes the article (story) from the Personal Folder and closes the Read Article window.



displays the next article (story), if there is one, in the opened folder.



displays the previous article (story), if there is one, in the folder.

Related help topics

[Saving a News Article](#)

[Printing a News Article](#)



Search Page

The Search page enables you to search for specific news articles (stories) from the News desk.

Define your search using the options provided. The date selection and search terms will be based on the capabilities of the folder you select.

Articles that match your search interests will be listed in a special window.

What you see on your screen

Search button begins a search for articles (stories) containing the information you specify.

Find articles in box enables you to identify the folder you want to search. Only folders that are searchable will appear in this list. Click the down arrow button, and then click a folder. Depending on the folder you select, you might see additional boxes. (If a box has a down arrow, click the down arrow to see a menu of choices, and then click the choice you want. If a box does not have a down arrow, simply click the box, and then type your information.)

Submission date boxes enable you to search on all dates or confine your search to the date range you select (Click the arrows to change the dates).

Sources enables you to confine your search to particular news sources.

You can also search for News articles (stories) stored in your Filing Cabinet by accessing the Filing Cabinet.

Related help topics

[Printing a News Article](#)

[Saving a News Article](#)

[Searching for Items in the Filing Cabinet](#)



Search Results Window

The Search Results window displays one or more news articles (stories) that were found as a result of a search.

What you see on your screen

Open button displays a highlighted article (story).

File It button opens the Filing Cabinet so that you can file (save) a highlighted article (story) for later viewing.

File Later button marks a highlighted article (story) for later retrieval by adding it to your To-Do List where you can process it at your convenience.

Stop button halts the ongoing search.

Title, **Date**, and **Source** column headings sort the listed articles.

Related help topics

[Searching for a News Article](#)

[What is the Executive News Service?](#)



Create Folders Page

The Create Folders page (window) enables you to create, review, and modify a Personal Folder.

You can create a maximum of three Personal Folders in the Executive News Service.

What you see on your screen

New button opens a window where you can create and set up a Personal Folder.

Change button displays information about a highlighted Personal Folder so that you can modify it.

Empty button clears all articles (stories) from a highlighted Personal Folder.

Delete button removes a highlighted Personal Folder from the list.

Folder Name, **Articles**, **Status**, and **Expiration** column headings sort the listed folders.

Related help topics

[Deleting a Folder](#)

[Creating a Folder](#)

[Modifying a Folder](#)



Define Personal Folder Window

The Define Personal Folder window enables you to create or modify a Personal Folder.

You can provide up to seven clipping terms. Articles (stories) that match the selection interests you define will be clipped and put into the ensuing Personal Folder as they are released on the newswires.

(You create your clipping terms by typing the appropriate verbiage in the boxes shown in the Clipping Terms area. Use the various menus to create a sentence for your search term.)

What you see on your screen

Folder name records the name for the folder.

Clipping terms enables you to create up to seven search terms by selecting phrases from the boxes (click the down arrow buttons, and then click the appropriate phrases) and typing related information in the associated text box (click the box before you begin typing).



enables you to review or provide additional clipping terms.



enables you to review previous clipping terms.

Look for articles in enables you to identify which news feeds you want to screen for articles (stories).

Select button opens a window where you can select one or more news feeds to screen for articles (stories).

Expiration dates enables you to indicate when the folder will expire and how long articles (stories) will be held in it.

Related help topics

[Creating a Folder](#)

[Modifying a Folder](#)



Select Sources Window

The Select Sources window lists the news sources available to you when searching for news articles (stories).

Initially all news sources are set to be searched. To prevent a news source from being searched, click it so that there is no **x** in its corresponding checkbox.

Related help topics

[Creating a Folder](#)

[Searching for a News Article](#)



News Page

The News page (within the Preferences window) determines whether particular news folders will be displayed when you use a news service.

Public Folders are created and maintained by CompuServe Interactive (CSi). Personal Folders are created and maintained by you in special news services, such as the Executive News Service.

What you see on your screen

Public Folders checkbox determines whether public-oriented news folders, such as Reuters Headlines or World News, are made available at the News Desk.

Personal Folders checkbox determines whether your Personal Folders, such as Widget Articles from Mom or My Favorite Bogus Editorials, are made available at the News Desk.

Delete all retrieved articles checkbox indicates whether CompuServe 3.0.4UK will delete a story from a Personal Folder after you retrieve (download) it.

Related help topics

[Requesting that Retrieved News Articles be Removed from Folders](#)
[What is the Executive News Service?](#)

Miscellaneous Pages and Windows

Remaining F1 Topics



Filing Cabinet Window

The Filing Cabinet window (page) lists all the folders in your Filing Cabinet. You can use your Filing Cabinet to store documents, such as Mail messages, Forum messages, text articles, and news stories.

If you open a folder, the list of folders will be replaced by a list of documents within that particular folder.

You will always see at least three permanent folders (Incoming Messages, Outgoing Messages, and Copy of Sent Messages) in your Filing Cabinet. You cannot delete or rename permanent folders.

What you see on your screen

You will see a different arrangement of buttons depending on whether you are viewing a list of Filing Cabinet folders or a list of documents within a folder.

If you are viewing a list of folders you will see the following buttons and other screen elements:

New button opens a window so that you can add a folder.

Open button displays the contents of a highlighted folder.

Rename button opens a window where you can change the name of a highlighted folder. Only non-permanent folders can be renamed.

Search button opens a window where you can conduct a search for a specific document.

Delete button removes a highlighted folder. Only non-permanent folders can be deleted.

If you are viewing a list of individual documents you will see the following buttons and other screen elements:

Open button displays a highlighted document.

Search button enables you to search for a specific document in your Filing Cabinet that might not be readily accessible.

Delete button deletes a highlighted document.

Items in Folder box enables you to view the contents of another folder. (Click the down arrow, and then click a folder.)

Go Back button redisplay the list of Filing Cabinet folders.

Title, **Source**, **Date**, and **Size** column headings sort the documents in the folder.

Related help topics

[Filing an Incoming Message](#)

[Retrieving Message Topics](#)

Removing Duplicate Folders from Your Filing Cabinet



Filing Cabinet Window

The Filing Cabinet window (page) lists all the items in a folder. You can open (read) and delete items. You can also conduct a full-text search to find items that are not immediately visible.

If you want to redisplay the original list of folders, click Go Back.

If you want to view the topics in another folder, select the folder from the box beside Items in folders. (Click the down arrow, and then click the folder you want.)

If you want to delete more than one item, simply select each one before you click Delete. (Hold down the Ctrl key on your keyboard while clicking an item to select it.)

What you see on your screen

You will see a different arrangement of buttons depending on whether you are viewing a list of Filing Cabinet folders or a list of documents within a folder.

If you are viewing a list of folders you will see the following buttons and other screen elements:

New button opens a window so that you can add a folder.

Open button displays the contents of a highlighted folder.

Rename button opens a window where you can change the name of a highlighted folder. Only non-permanent folders can be renamed.

Search button opens a window where you can conduct a search for a specific document.

Delete button removes a highlighted folder. Only non-permanent folders can be deleted.

If you are viewing a list of individual documents you will see the following buttons and other screen elements:

Open button displays a highlighted document.

Search button enables you to search for a specific document in your Filing Cabinet that might not be readily accessible.

Delete button deletes a highlighted document.

Items in Folder box enables you to view the contents of another folder. (Click the down arrow, and then click a folder.)

Go Back button redisplay the list of Filing Cabinet folders.

Title, **Source**, **Date**, and **Size** column headings sort the documents in the folder.

Related help topics

[Filing an Incoming Message](#)

[Retrieving Message Topics](#)



Rename Folder Window

The Rename Folder window records a name for a Filing Cabinet folder that you are renaming.

The Folder name you specify cannot be the same as that of an existing folder.

Related help topics

[Auto-Filing Sent Mail](#)

[Retrieving Message Topics](#)



Add Folder Window

The Add Folder window records a name for a Filing Cabinet folder that you are creating.

The Folder name you specify cannot be the same as that of an existing folder.

Related help topics

[Auto-Filing Sent Mail](#)

[Retrieving Message Topics](#)



Search Results Window

The Search Results window lists the results of your Filing Cabinet search.

You can open and delete items.

If you want to delete more than one item, simply select each one before you click Delete. (Hold down the Ctrl key on your keyboard while clicking an item to select it.)

What you see on your screen

Open displays a highlighted document.

Delete removes a highlighted document from your Filing Cabinet. A small window will be displayed asking you to confirm your intention.

Subject, **Folder**, and **Date** topic headings sort the documents.

Related help topics

[Auto-Filing Sent Forum Messages](#)

[Auto-Filing Sent Mail](#)



File Item Window

The File Item window enables you to select or create a Filing Cabinet folder for a document that you want to save.

Click the appropriate folder in the Folders listbox, and then click File It.

If you want to create a folder for the item, click New Folder before looking for the folder in the Folders listbox.

If you mark the Delete original checkbox, the original item will be deleted once it has been copied (filed) to the selected folder.

Related help topics

[Filing an Incoming Message](#)

[Retrieving Message Topics](#)



To-Do List

The To-Do List page (window) lists any pending tasks for your current CompuServe 3.0.4UK session so that you can review or process them all at once.

(Pending tasks are ones that you previously elected to postpone until a later time, such as retrieving perhaps dozens of Forum Message Topics and news articles (stories), as well as preparing numerous Contribute File Requests and Forum messages that you want to send.)

Items are added to the To-Do List whenever you click a File Later, Retrieve Later, or Send Later button in your CompuServe 3.0.4UK session, such as when you elect to retrieve (download) later a Forum file or news article.

A tiny icon placed to the left of an item in the Queued Items list indicates whether the item is scheduled to be retrieved or sent.

If you want to process more than one item, simply select each one before you click the appropriate button. (Hold down the Ctrl key on your keyboard while clicking an item to select it.)

What you see on your screen

Process Next button begins the send or retrieval process, as appropriate, for the next item in the Queued Items list.

Remove button deletes a highlighted item (removes it from the To-Do list).

Process All button performs all the send (upload) and retrieve (download) requests in the Queued Items list.

Related help topics

[Marking a File for Later Retrieval](#)

[Retrieving Message Topics](#)



Weather Window

The Weather window enables you to view weather information worldwide.

Weather reports are provided by the National Weather Service and Accu-Weather.

What you see on your screen

Get Weather button displays a weather report based on the information specified in the City, State/Province, and Country boxes. (The weather report is displayed in the lower part of the Weather window.)

City box indicates the city for which you want a weather report. Click the down arrow, and then click the city you want. If a desired city is not on the list, you can type it in the City box.

State/Province box records the appropriate state or provincial two-letter postal abbreviation (not the full name).

Country box records the country.

View Maps button opens a window where you can view regional weather maps and weather reports.

Related help topics

[Accessing a Service](#)

[Finding Services on CompuServe Interactive](#)



Maintain Folders Window

The Maintain Folders window lists your Quotes Folders. Each Quotes Folder is made up of one or more issue (ticker) symbols.

You can open a Quotes Folder to view the latest quotes information for the issues in that folder at the Stock Quotes window.

You can also create, rename, and delete folders. (My Quotes is a default folder.)

You cannot delete a folder if it is the last (only) folder.

What you see on your screen

Add button displays a window where you can add a folder.

Rename button displays a window where you can rename a folder.

Delete button removes a highlighted folder.

Name and **Issues** column headings sort your Quotes Folders.

Related help topics

[Financial Portfolio](#)

[Finding Services on CompuServe Interactive](#)



Add Issue Window

The Add Issue window records the issue symbol for an issue that you want to add to a Quotes Folder.

Be sure to specify only an issue symbol in the Issue symbol box. Do not specify a CUSIP number.

If you need to learn (find) an issue symbol, click the Look Up button.

Related help topics

[Financial Portfolio](#)

[Finding Services on CompuServe Interactive](#)



Define Folder Window

The Define Folder window records a name for a Quotes Folder that you are creating.

There is no limit to the number of Quotes Folders that you can define in the Stock Quotes window. Each folder that you define can have up to 75 issue symbols.

Related help topics

[Financial Portfolio](#)

[Finding Services on CompuServe Interactive](#)



Stock Quotes Window

The Stock Quotes window lists quotes information for a Quotes Folder. You can add issues to the list, as well as delete issues from the list. You can also view a price volume graph for one or more listed issues, and view any recent news stories for an issue..

You can view a list of all your Quotes Folders, as well as create, rename, and delete Quotes Folders, at the Maintain Folders window. (Click the Edit Folders button to go there.)

If you want to view the quotes information for issues in another folder, select the folder from the box beside Issues in folders. (Click the down arrow button, and then click a folder that you want to open.)

What you see on your screen

New button enables you to add an issue to the opened folder.

Update button displays the latest information for all issues in the current folder.

View News button displays current news stories (if there is current news available) about a highlighted issue. If there is news, there will be a picture of a tearsheet at the far right of the updated listing for the issue.

Chart Issue button enables you to view a price volume graph for a highlighted issue.

Delete button removes a highlighted issue from the opened folder. If you want to delete more than one listed issue, simply select each one before you click Delete. (Hold down the Ctrl key on your keyboard while clicking an issue to select it.)

Issues in folders: box enables you to view the contents of another folder. (Click the down arrow button, and then click a folder.)

Edit Folders button displays a list of your Quotes Folders.

Iss..., Volume, High, Low, Last, Change, and **Update** column headings sort the listed issues.

Get Quote button displays a stock quote for the issue (ticker) symbol shown in the Issue box. (You type the ticker symbol there before you click the Get Quote button.)

Related help topics

[Financial Portfolio](#)

[Finding Services on CompuServe Interactive](#)



Financial Portfolio Window

The Financial Portfolio window enables you to create and maintain a record of your stock purchases and produce a report analyzing their market performance.

If you open a folder, the list of folders will be replaced by information about the issues in that particular folder.

What you see on your screen

There are two different windows: one for the folders (individual portfolios) and one for the issues within a particular folder.

If you are viewing a list of Portfolio Folders you will see the following buttons and other screen elements:

New button displays a window where you can define a portfolio folder.

Open button displays current quote information for all the issue symbols within the highlighted folder.

Delete button removes the selected folder. If you want to delete more than one listed folder, simply select each one before you click Delete. (Hold down the Ctrl key on your keyboard while clicking a folder to select it.)

Rename button enables you to change the name of the selected folder.

Below the buttons is a list of folders. The listing for each folder includes the folder name and the number of issues in the folder.

If you are viewing a list of the issues in a particular folder, you will see the following buttons and other screen elements:

New button enables you to add an issue to the opened Portfolio Folder.

Edit button enables you to edit the information about the selected issue.

Update button refreshes the detail shown with updated information.

Detail Report button opens a window where you can view additional detail information about all the issues, as well as about the portfolio as a whole.

Delete button deletes the selected issue. If you want to delete more than one listed issue, simply select each one before you click Delete. (Hold down the Ctrl key on your keyboard while clicking an issue to select it.)

Issues in Folder box enables you to display the contents of another portfolio folder. (Click the down arrow, and then click a folder.)

Go Back button redisplay the initial list of folders.

Below is a list of the issues in the current folder. The listing for each issue includes the ticker symbol, the date you purchased the shares or other units, the cost per unit, the number of units, the current per-unit market price, and the current total market value (number of units multiplied by per-unit market price).

Related help topics

[Finding Services on CompuServe Interactive](#)

[Stock Quotes](#)



Add/Edit Issue Window

The Add/Edit Issue window records information about an issue that you want to add to a portfolio folder.

Be sure to include the issue symbol (do not use the CUSIP number), number of units (shares), cost per unit (price you paid for each share), and date of purchase.

Related help topics

[Finding Services on CompuServe Interactive](#)
[Stock Quotes](#)



Financial Portfolio Window

The Financial Portfolio window shows the detail information for all issues within a folder.

If you want to redisplay the original list of folders, click Go Back.

If you want to view portfolio information about another folder, select the folder from the box beside Issues in folders. (Click the down arrow button, and then click a folder that you want to open.)

What you see on your screen

You will see a different arrangement of buttons depending on whether you are viewing a list of Portfolio Folders or a list of issue reports within a Message Topic.

If you are viewing a list of Portfolio Folders you will see the following buttons and other screen elements:

New button displays a window where you can define a portfolio folder.

Open button displays current quote information for all the issue symbols within a highlighted folder.

Delete button removes an entry. If you want to delete more than one listed folder, simply select each one before you click Delete. (Hold down the Ctrl key on your keyboard while clicking a folder to select it.)

Rename button enables you to change the name of a Portfolio Folder.

Name and **Issue** column headings sort the Portfolio Folders.

If you are viewing a list of issue reports you will see the following buttons and other screen elements:

New button enables you to add an issue to the opened Portfolio Folder.

Update button refreshes the detail shown with updated information.

Issues View button opens a window where you can view detail information for all issues within a folder.

Issues in Folder box enables you to display the contents of another portfolio folder. (Click the down arrow, and then click a folder.)

Go Back button redisplay the initial list of folders.

Related help topics

[Finding Services on CompuServe Interactive](#)

[Stock Quotes](#)



Terminal Emulation Window

The Terminal Emulation window enables you to access special services on CSI and other host-based computer systems.

The Terminal menu (on the menu bar at the top of your screen) and the controls along the lower portion of the window enhance your experience.

What you see on your screen

File Capture value indicates your file logging status. (On means that future screen activity will be logged to a disk file on your computer.) You can choose **Log to File** from the Terminal menu to change this setting.

Printer Capture value indicates your printing status. (On means that future screen activity will be printed.) You can choose **Log to Printer** from the Terminal menu to change this setting.

View Mode value indicates your Capture Buffer status. (Capture means you are viewing the contents of the Capture Buffer. Terminal means you are not.) You can choose **Capture Buffer** and **Terminal Window** respectively from the Terminal menu to change this setting.

VT100 value indicates your terminal emulation mode. (CIS is intended for normal terminal emulation while on CSI. Full is reserved for accessing services and applications, such as the Internet, that require full VT100 terminal emulation.) You can choose **VT100 CIS** and **VT100 FULL** respectively from the Terminal menu to change this setting.

Alt+1, Alt+2, ... Alt+10 are your Alt key combinations. If defined, you can click them for a shortcut command or automated series of keystrokes. You can choose **Function Key Settings** from the Terminal Menu to set these key combinations.

Close button closes the Terminal Emulation window.

Related help topics

[Finding Services on CompuServe Interactive](#)
[Setting Your Terminal Emulation Preferences](#)



Copy To Window

The Copy To window copies text, such as a weather forecast, portfolio report, or file abstract, to a message or file.

Related help topics

[Creating a Mail Message](#)

[Paste From](#)



Paste From Window

The Paste From window pastes the contents of a file stored on disk or a document stored in your Filing Cabinet, Incoming Messages folder, or Outgoing Messages folder into a message that you are composing.

Related help topics

[Copy To](#)

[Creating a Mail Message](#)



Toolbar Page

The Toolbar page (within the Preferences window) enables you to insert buttons in your CompuServe Toolbar.

What you see on your screen

Available Functions box shows all the available functions.

Functions Displayed box shows the current Toolbar buttons and function assignments.

Insert button adds the highlighted function (and button) from the Available Functions box to the Toolbar (unless the button is already there). (The button will be inserted just below the highlighted function in the list.)

Insert Services button displays a window where you can add a button to the Toolbar. You can assign a function to the button that is not one of the default ones shown in the Available Functions box by typing it in the Insert Services Button window.

Delete button removes the highlighted button from the Functions Displayed box (and the Toolbar.)

Related help topics

[Inserting a Toolbar Button](#)

[Deleting a Toolbar Button](#)



Modify Icons Window

The Modify Icons window enables you to change how a particular button in your CompuServe Toolbar works.

Related help topics

[Inserting a Toolbar Button](#)

[Deleting a Toolbar Button](#)



Insert Service Window

The Insert Service window enables you to add a button to the CompuServe Toolbar.

Type the appropriate tool tip wording for the new button in the Name box. Then type the name of a CSI service or the address of an Internet page in the Service box.

Once you have provided appropriate Name and Service information, click the button (in the Button area) that you want to add to the CompuServe Toolbar, and then click OK.

Related help topics

[Inserting a Toolbar Button](#)

[Deleting a Toolbar Button](#)



Manual Connect Window

The Manual Connect window enables you to conduct a manual logon sequence to connect to CSI.

Related help topics

[Setting Connection Preferences](#)

[Setting Your Terminal Emulation Preferences](#)



Surcharged WATS Line Window

This window warns you that there is a surcharge for using the 1-800 phone number you are about to dial to connect to CompuServe Interactive (CSi). If there is a local access phone number, you can avoid the surcharge by using it instead.

To find out whether you can use a local access phone number, please call 1-800-63-LOCAL (1-800-635-6225).

Once you have a local access phone number, you can set up CompuServe 3.0.4UK to dial that number with the following procedure:

- 1 From the Access menu, choose **Preferences**.
- 2 In the Connection field, select the connection you want to use. (To list all the available connections, click the arrow at the right.
- 3 In the Winsock field under Connection Type, select Use Dial Up Networking.
- 4 Under Phone Number, click the button next to Use custom phone number.
- 5 In the Phone # field, type your local access phone number. If you need to dial 9 to reach an outside line, be sure to prefix the phone number with 9 and a comma (9,). Do not include your area code unless you need to dial it to reach the local access number.
- 6 Click the OK button.



Using the Browser Desktop

Your CompuServe window changes as you explore CSi services and Web pages.

You can click (or double-click in some instances) the colorful graphics and buttons and assorted menu topics to view related services and information.

You can use the buttons along the top of your screen to go to other Web pages and CSi services. (You can position your arrow cursor over a Toolbar button for a few moments to learn what it represents.)

Note: If you install an earlier version of CompuServe software after installing CompuServe 3.0.4UK, your browser may not be able to switch to CompuServe 3.0.4UK when it receives a GOCSEVE instruction. To restore the ability, open the WIN.INI file and remove the CS3_ at the beginning of the CS3_Window= entry in the [Go] section. The complete entry should be Window=CIM3MainClass.

If you are having trouble getting to a service, click the Go button at the top of your screen, type the name of the service, and then click OK. If the Go feature is unable to locate the service, you will be given the opportunity to search for it.

You can also click the Find button to locate services.

What you see on your screen

Page displays the title of the current page. Click the arrow to view the titles of other pages visited during your session. (You can click a page to go directly to that page too.)

Go button enables you to go directly to a location that you specify.



button redisplays the page you visited prior to the current page.



button redisplays the page you visited after the current page.

Working indicator (to the left of the Main Menu button) is visible and animated only when transfer to a new page is in progress.

Main Menu button takes you back to the Main Menu page (on the CompuServe 3.0.4UK Home Desktop.)

File It button opens your Filing Cabinet.

Reload button retrieves graphics for menus.

What's New button displays the latest news highlights with links to the full articles.

Find button enables you to locate services based on a topic that you specify.

Stop button interrupts the retrieval of graphics. (You will not see this button all the time.)

Related help topics

[Internet-Related Forum Areas](#)

[Overview of the Internet](#)



About CompuServe for Windows Box

The About CompuServe for Windows box displays version information for your CompuServe 3.0.4UK software.

Related help topics

[Accessing a Service](#)

[Connection Status](#)

[Learning About Services on CompuServe Interactive](#)



Go Window

The Go window enables you to go to locations on CSi and the Internet.

Type the name of a CSi service or the address of an Internet page in the Service box, and then click OK.

If you attempt to go to an invalid location, you will be asked if you want to search for related CSi services.

Related help topics

[Accessing a Service](#)

[Grouping Your Favorite Services](#)

[Learning Service Names](#)



View Image Window

The View Image window displays a graphic file that you have retrieved (downloaded) from CSI to your computer.

The title of the window contains the File Name.

The View Image window initially opens in the default size of the graphic image in normal mode.

Related help topics

[Finding a File](#)

[Learning About a File](#)

[Understanding File Types](#)



Learn About Page

A Learn About page displays summary information about the desktop you are using, such as when you are in a Forum area or Chat.

Many Learn About pages display a list of help topics. To view help for a listed topic, click the topic, and then press the Enter key on your keyboard.

Related help topics

[Learning About a File](#)

[Learning About Members of CompuServe Interactive](#)

[Learning About Services on CompuServe Interactive](#)



View Connection Information Window

The View Connection Window displays information about your current CSi connection, such as your baud rate and accumulated connect time.

If there is critical alert information about your current CSi session, it will be displayed in the box below Last system alert.

What you see on your screen

Port ID value shows your current communications port information.

Baud rate value shows your current port speed at which data will be transmitted over your communications line.

Session name value shows the particular connection set you are using to connect to CSi.

Accumulated connect time shows how long you have been connected to CSi during your current CompuServe 3.0.4UK session (since you last started up CompuServe 3.0.4UK).

Reset button resets the Accumulated connect time value to zero.

Since shows the date and time when the accumulated connect time began.

Last system alert shows whether a system alert has been issued concerning your connection session. If an alert has been issued, relevant information will be displayed in the box below Last system alert.

Related help topics

[Changing Your Communications Port](#)
[Setting Connection Preferences](#)



Unconditional Shutdown Window

The Unconditional Shutdown Window informs you that your CompuServe 3.0.4UK software must be shut down due to an unrecoverable (unknown) conflict.

Once the program has been shut down, simply restart your CompuServe 3.0.4UK software.

Related help topics

[Disconnect](#)

[Exit](#)



Leave Window

The Leave Window informs you that you are leaving an area.

Mark the Always ask me this checkbox if you always want to see the Leave confirmation window whenever you leave an area.

Related help topics

[Disconnect](#)

[Exit](#)

[Leave](#)



Text View Window

The Text View Window displays a text article.

Related help topics

[Participating in a Conference](#)

[Attending a Moderated Conference](#)



Agreement Window

The Agreement Window is displayed the first time you start up your CompuServe 3.0.4UK software.

You must click Yes to agree to the terms before you can begin using the CompuServe 3.0.4UK software.



CompuServe Learn About Page

The CompuServe Learn About Page introduces you to CSI. You can click each of the buttons to learn about related services.

You can also access the CompuServe Directory, a listing of hundreds of services and Forum areas on CSI.



Parental Controls Page

The Parental Controls page enables you to go to the CompuServe Parental Controls Centre, where you can limit what your children can do on CSi and the Internet.

To reach the CompuServe Parental Controls Centre, click the Parental Controls button at the bottom of the Parental Controls page.

Related help topics

[Accessing a Service](#)

[Overview of the Internet](#)

[What is a Forum Area?](#)



Article Window

The Article window displays a text or HTML (Internet) article that is stored in your Filing Cabinet.

The title of the window contains the article name.

Related help topics

[Finding Web Sites](#)

[What is HTML?](#)



Select Forum Window

The Select Forum window lists the Forum areas in which you are currently a member.

Click the Forum area to which you want to contribute (upload) your file or message, and then click OK.

Related help topics

[Contributing a File](#)

[Learning About a File](#)

[Understanding File Types](#)



Select Section Window

The Select Section window lists the sections in a Forum area to which you might want to contribute (upload) your file.

Click the Forum section to which you want to contribute your file or message, and then click OK.

Related help topics

[Contributing a File](#)

[Learning About a File](#)

[Understanding File Types](#)



Read Messages Window

The Read Messages window enables you to process your messages.



Member Profile Window

The Member Profile window displays information about a CSi member.

You can add the person to your Address Book by clicking the Add Address button.

Related help topics

[Adding Member Information to Your Address Book](#)

[Contacting Members of CompuServe Interactive](#)

[Learning About Members of CompuServe Interactive](#)



Membership Search Results Window

The Membership Search Results window shows the results of a Forum member search.

To view additional information about a listed member, click the member name, and then click the Open button.

To add a listed name to your Address Book, click the member name, and then click the Add to Address Book button.

Related help topics

[Adding Member Information to Your Address Book](#)

[Contacting Members of CompuServe Interactive](#)

[Learning About Members of CompuServe Interactive](#)



Change Member Profile Window

The Change Member Profile Window enables you to review and edit your member entry information.

You can specify interest keywords that others can use to locate you.

Related help topics

[Adding Member Information to Your Address Book](#)

[Contacting Members of CompuServe Interactive](#)

[Learning About Members of CompuServe Interactive](#)



Lockout Message Window

The Lockout Message window informs you that you have been locked out of the current Forum area.

You will have to contact the sysop of the Forum area to learn what to do next.

Related help topics

[Learning About Members of CompuServe Interactive](#)

[Posting a Message](#)

[What is a Forum Area?](#)



Clear Folder Window

The Clear Folder window enables you to remove items from a folder.

Related help topics

[Auto-Filing Sent Forum Messages](#)

[Auto-Filing Sent Mail](#)



Add Entries to Address Book Window

The Add Entries to Address Book window enables you to make an Address Book entry directly from a Forum message or a CSi Mail message.

For each person you want to add to your Address Book, click the name (in the Names box), type a comment in the Comments on this entry box (optional), and then click the Add button. (The name will be removed from the Names box.)

When you have finished adding all the names you want, click the Done button.

Related help topics

[Accessing the Address Book](#)

[Changing an Address Book Entry](#)

[Copying Mail Address Information to Your Address Book](#)

[Deleting an Address Book Entry](#)



Select Recipients Window

The Select Recipients window lists the contents of your Address Book so that you can select one or more addresses for your Recipient List.

If you want to search for a CSI member who is not in your Address Book, click the Search Members button.

If you want to include several addresses from your Address Book, simply select each one before you click OK. (Hold down the Ctrl key on your keyboard while clicking an address to select it.

Related help topics

[Addressing a Mail Message](#)

[Attaching a File to a Mail Message](#)

[Sending a Mail Message](#)



Select Entry from Address Book Window

The Select Entry from Address Book window enables you to select one or more addresses from your Address Book for a Mailing List that you are creating.

If you want to include more than one address from your Address Book, simply select each one before you click OK. (Hold down the Ctrl key on your keyboard while clicking a message to select it.)

Related help topics

[Accessing the Address Book](#)

[Addressing a Mail Message](#)

[Attaching a File to a Mail Message](#)



Function Key Settings Window

The Function Key Settings window enables you to customize your online CSi session. You can assign a series of keystrokes or commands that you use frequently to up to ten Alt key combinations.

Type the sequence of keystrokes you want to automate in the appropriate Key Definition box. The definition can be up to 80 characters.

You can type a label for the Alt key combination in the corresponding Key Label box. Whenever the key combination is available to you, rather than the default Alt wording at the bottom of your screen, you will see the label you assigned.

When typing your sequence of keystrokes, to designate pressing the Enter key, type ^M. To designate a new line, type ^J.

Your changes will be recorded when you click OK.

Related help topics

[Defining the Terminal Emulation Scrollback Buffer Size](#)

[Setting Your Terminal Emulation Preferences](#)

[Setting Your Terminal Type](#)



Connect Query Window

The Connect Query window enables you to conduct a manual logon sequence with CSI.



Unable to Find Service Window

The Unable to Find Service window enables you to find CSI services related to a name that you attempted to go to, but which did not exist.

If you want to conduct a search for related services, click the Search button.

You can also type a CSI service name or Internet address and click the Go button to go directly to that location.

Related help topics

[Accessing a Service](#)

[Grouping Your Favorite Services](#)

[Learning Service Names](#)



Define Forum Interests Window

The Define Forum Interests window (or Define Forum Interests window) enables you to review or change your Forum interests, as well as the name you are using in the Forum area.

You might have specified Forum interests when you joined the Forum area.

Other Forum members can learn your Forum interests when they view your Member Profile.

Related help topics

[Setting Your Forum Area Preferences](#)

[What is a Forum Area?](#)



InfoPlex Preferences Window

If you have access to an InfoPlex Mail system, you can automate your InfoPlex connection procedure, as well as use your InfoPlex Mail system as your standard mail system.



Define Modem Security Window

The Define Modem Security window enables you to assign modem security access during membership signup and when you manually dial a terminal emulation connection (that is, choose **Terminal** from the Access menu and then click the Manual Connect checkbox before clicking the Connect button.) The modem settings that govern normal communications are those defined in the Windows 95 Control Panel (the settings specified in Dial-Up Networking configuration).

Type your Member ID number in the User ID box. Type your Password for security access in the Password box.



Rename/Add New Portfolio Window

The Rename/Add New Portfolio window enables you to rename or create a portfolio folder.

Type the folder name in the Portfolio name box.



Membership Search

The Membership Search window enables you to find CSI members.

Define your search using the boxes provided. You must specify a last name.

Last Name, First Name, City, State, Country, and **Member ID** column headings sort any listed members.



Make a Friend Confirmation

The Make a Friend Confirmation window enables you to confirm whether you want to add someone to your Friends List.



Description Window

The Description window displays information about a Message Section or Library Section.

You can view Descriptions for other sections by selecting them from the box beside Description for section. (Click the down arrow button, and then click a section from the ensuing list.)

You can also use the File menu in the upper left-hand corner of the Description window to print and save the Description. (Click the word File, and then click the command.)

Related help topics

[Browsing Forum Messages](#)

[Searching for a File](#)



Select Folder

The Select Folder window enables you to select a Filing Cabinet folder for your sent messages.



Confirm

The Confirm window asks you to confirm your intention to exit CompuServe 3.0.4UK.

If you do not want to see this window each time you exit CompuServe 3.0.4UK, make sure that the Always display this window checkbox is not marked.



Welcome to the Executive News Service

You can learn more about the Executive News Service (ENS) from the Learn About area in the News Desktop.

Click the Learn About side button, and then click the Personal Folders top tab to view a list of related help topics.



Request in Progress Window

The Request in Progress window informs you that you are attempting to disconnect while another activity, perhaps a file retrieval or services search, is in progress.

If you do not want to disturb the activity in progress, click Continue. (The disconnect request will be ignored.)

However, if you still want to disconnect (without regard for the activity in progress), click Disconnect.

If you want to terminate your current CSi session and then reconnect immediately, click Reconnect.

Information Window

You have requested help for an application that is not part of CompuServe 3.0.4UK. Such applications might not provide help.

If there is a Help button in the application window, please try clicking it for assistance rather than pressing the F1 key. (Some applications provide help, but do not provide F1 help support.)

If there is still no help available, there might be help for other windows within the application that could offer assistance.

File Already Exists Window

The File Already Exists window informs you that there is a file on your computer that has the same name as a file you are attempting to retrieve (download).

If you attempted to retrieve a file and were unable to retrieve all of it, click Resume. (The Resume button will start up the retrieval where it left off.)

If you do not want to preserve the contents of the file that is on your computer, click Overwrite. (The file on your computer will be replaced by the file you are retrieving.)

Run Window

The Run window enables you to specify an application to be run concurrently with, yet independently of, CompuServe 3.0.4UK.

Type the path and filename of the application in the Command line box. (If you prefer, you can use the Browse button to specify this information.)

If you want your application to run in minimized form, mark the Run Minimized checkbox.

Issue Search Window

The Issue Search window enables you to find issue symbols.

Define your search using the boxes beside Find. If a box has a down arrow, click the down arrow to see a menu of choices, and then click the choice you want. If a box does not have a down arrow, simply click the box, and then type your information.

After defining your search, click Search.

Issue symbols that match your search terms will be listed for you.

Account Maintenance Window

The Account Maintenance window displays information about your account. For example, you might see this window if your credit card has expired or payment is overdue.

Read the information and any instructions that are displayed. You might be asked to provide information. If so, type the information in the box provided, and then click Send. (You might be asked to do this several times.)

Click Continue when you are finished.

Invalid Recipients Window

The Invalid Recipients window lists all recipients for whom address information is invalid.

You will see the Invalid Recipients window if you attempt to send a Mail message that has an invalid recipient address.

An address is considered invalid if it does not conform to its required format. A CSi Mail address that no longer exists is also considered invalid.

You must correct or delete all invalid addresses from the Recipient List before you can send your message.

Related help topics

[Alphabetical Listing of Address Formats](#)

Searching for Items in the Filing Cabinet

You can search for items stored in your Filing Cabinet according to item type, such as Mail Messages, Forum Messages, and News Articles (stories), as well as by all items combined.

1. Access your Filing Cabinet.
2. In the Filing Cabinet window, click Search.
3. Choose the appropriate search method from the Find box. If you want to search for Mail Messages or Forum Messages via sender or recipient, choose **Mail messages** or **Forum messages** as appropriate. (Do not choose **All items** if you want to search via sender or recipient.)
4. Provide additional search information as appropriate.
5. Click Search.

Related help topics

[Removing Duplicate Folders from Your Filing Cabinet](#)

Disabling Sound

You can disable the sounds that you normally hear while using CompuServe 3.0.4UK through the Fonts/Sounds Preferences.

1. Choose **Preferences** from the Access menu.
2. Click the Fonts/Sounds top tab.
3. Click the Play Sounds checkbox appropriately.
4. Click OK.

You can also disable (and reassign) the sound assignments for CompuServe 3.0.4UK at your Windows 95 Sound Properties window.

1. Choose **Settings** from the Windows 95 Start menu, and then choose **Control Panel** from the ensuing submenu. (Click the Start button on your Windows 95 desktop to access the Start menu.)
2. In the Control Panel window, locate the Sounds icon, and then open (double-click) it.
3. In the Sound Properties window, locate the CompuServe heading within the Events box. (You might need to use the scroll bar to find the CompuServe heading.)
4. Click an event for which you want to disable (or reassign) sound. (When you click an event, its corresponding sound assignment is displayed in the Name box just below the Events box.)
5. To disable sound for the highlighted event, simply click the down arrow in the Name box, and then click **(None)**. To change sound for the highlighted event, click the down arrow in the Name box, and then click the sound you want. (You can use the Browse button to find other sound files if you have them on your computer.)
6. Repeat Steps 4 and 5 until you have disabled (or reassigned) sound for all the appropriate events.
7. Click OK.

Customer Service Updates

The Ask Customer Service area on CompuServe Interactive (CSi) has the latest contact information worldwide.

- 1 Choose **Go** from the Access menu.
- 2 At the Go window, type QUESTIONS, and then click OK.
- 3 At the Ask Customer Service window, scroll to the bottom of the window, and then click Proceed.
- 4 At the next window, click **CompuServe Customer Service Offices**, and then click Select.
- 5 At the Help Database (FREE) window, click a location, and then click Select.

Sending a Message

Members worldwide can leave a message for CompuServe Customer Service via CSI Mail.

- 1 Choose **Go** from the Access menu.
- 2 At the Go window, type FEEDBACK, and then click OK.
- 3 At the Ask Customer Service window, scroll to the bottom of the window, and then click Proceed.
- 4 At the next window, click **Write to Customer Service**, and then click Select.
- 5 At the Customer Service Feedback window, click a category, and then click Select.
- 6 Follow the ensuing menus until you reach the Feedback System form.

Other Countries

For countries not listed, please contact CompuServe USA:

Customer Service

P.O. Box 20212

5000 Arlington Centre Blvd.

Columbus, Ohio 43220

US/Canada Freephone: (800) 848-8990

Outside US/Canada: (+1) (614) 718-2800

Fax: (+1) (614) 529-1611

Hours: 8:00 - 24:00 (EST) Weekdays

12:00 - 22:00 (EST) Saturday and Sunday

Argentina

CompuServe S.A. Argentina
Av. Rivadavia 969 2do. Piso Frente
Buenos Aires 1002
Argentina

Phone: Outside Argentina: (+54) (1) 345-3817

Fax: Outside Argentina: (+54) (1) 345-0825

Hours: 9:00 - 17:00 Weekdays

Australia/New Zealand

CompuServe Pacific
Fujitsu Australia Ltd.
475 Victoria Avenue
Chatswood, NSW 2067
Australia

Australia Freephone: 1 800 025 240
New Zealand Freephone: 0800 446 113
Outside Australia/New Zealand: (+61) (2) 410-4260
Fax: (+61) (2) 410-4223
Hours: 7:00 - 19:00 Weekdays (Sydney time)
8:00 - 13:00 Saturdays (Sydney time)

Austria

Austrian Freephone: 0660 8750

Outside Austria: (++49) 1805 25 81 46

Fax: (+49) (89) 66 535-241

Hours: 7:00 - 24:00 (CET) Every day except German holidays

Brasil

CompuServe Brasil
Av. Ermano Marchetti
Sao Paulo, SP, Brasil
05038-000

Phone: (011) 3675-0299
Internet email: informacoes@compuserve.com.br
Hours: 8:00 - 19:30 Weekdays

Chile

Chilepac S.A.
Gerencia Red de Datos
Morandé 147
Santiago, Chile

Phone: (+56) (2) 252-5171
Fax: (+56) (2) 252-5624
Hours: 9:00 - 17:00 Weekdays

Colombia

Cra. 9 72-81
Oficina 604
Bogota, Colombia

Telephone: (571) 312-1703
Fax: (571) 312-1857
Hours: 7:00 - 19:00 Weekdays

France

CompuServe Information Service SARL
Centre ATRIA
Rueil 2000 - 21, Av. Edouard Belin
92566 RUEIL-MALMAISON CEDEX
France

AZUR Phone: 36-63-81-31
Outside France: (+33) (1) 4714 2160
Fax: (+33) (1) 4714 2151
Hours: 8:30 - 19:30 Weekdays

Germany

CompuServe GmbH
Postfach 11 69
82001 Unterhaching/München
Germany

Phone: 01805-25 81 46
Outside Germany: (++49) 1805 25 81 46
Fax: (+49) (89) 6657-8008
Hours: 24 hours, except German holidays

Hong Kong

CompuServe Hong Kong
Motorola AirCommunications, Ltd.
901 Cigna Tower
482 Jaffe Road
Causeway Bay
Hong Kong

Phone: (+852) 2833-1500
Fax: (+852) 2506-3445
Hours: 9:00 - 18:00 Weekdays

Hungary

CompuServe Hungary
Middle Europe Networks, Kft.
Budapest
Beg u. 3-5
H-1022 Hungary

Phone: (+36) (1) 175-6483
Fax: (+36) (1) 212-4162, (36) (1) 212-0639
Hours: 8:00 - 16:30 (CET) Weekdays

Israel

CompuServe Israel
Trendline Communications & Info. Svcs., Ltd.
12 Yad-Harutzim St.
Tel-Aviv
Israel 67778

Phone: (+972) (3) 638-8230
Fax: (+972) (3) 638-8288
Hours: 9:00 - 24:00 Sunday - Thursday
8:00 - 17:00 Friday
10:00 - 18:00 Saturday

Japan

NIFTY Corporation
8th Floor, Omori Bellport A,
Minami-Oi 6-26-1, Shinagawa-ku
Tokyo 140 Japan

Japan Freephone: 0120 22 1200
Outside Japan: (+81) (3) 5471-5806
Fax: (+81) (3) 5471-5890
Hours: 9:00 - 19:00 (JST) Weekdays
9:00 - 17:50 (JST) Saturdays

Mexico

CompuServe Mexico
Infoacces S.A. de C.V.
Gutenberg 143
Col. Anzures
C.P. 11590 Mexico D.F.

Phone: (+52) (5) 629-8191
Fax: (+52) (5) 629-8198
Hours: 9:00 - 22:00 Weekdays
10:00 - 14:00 Saturdays

Netherlands

CompuServe Netherlands
Postbus 90046
1006AR
Amsterdam

Freephone: 0800-022-5991
Direct: +(44) 990-000-400
Or GO NLHELP for latest contact details

Fax: +(44)(117) 925-2210
Hours: 9:00 - 21:00 Weekdays
10:00 - 17:00 Saturdays

Singapore

CompuServe Pacific
CNS Information(s) Pte. Ltd.
International Plaza
10 Anson Rd
#19-06A
Singapore 079903

Freephone: 800-6161-376
Direct: +(65) 226-3928
Fax: +(65) 226-3603
Hours: 7:00 - 19:00 Weekdays (Sydney time)
8:00 - 13:00 Saturdays (Sydney time)

South Africa

CompuServe Africa
P.O. Box 72668
Lynnwood Ridge
South Africa 0040

Phone: (+27) (12) 841-2530
Fax: (+27) (12) 241-3604
Hours: 9:00 - 17:00 Weekdays

South Korea

Hanjin Info System & Telecom Co.
Information Department
Marine Centre New Bldg., 17F, 118, 2-ga
Namdaemun-ro, Chung-gu
Seoul, Korea 100-092

Korea Freephone: 080 090 1435
Outside Korea: (+82) (2) 318-1435
Fax: (+82) (2) 753-8666
Hours: 8:30 - 21:00 Weekdays
8:30 - 16:00 Saturdays

Switzerland

Within Switzerland: 0848-80 11 12

Outside Switzerland: (++41) 848-80 11 12

Fax: (+49) (89) 66 535-241

Hours: 7:00 - 24:00 (CET) Every day except Swiss holidays

Taiwan

Taiwan Telecommunications
Far East ABC Intelligent Science Park
1Fl., No. 13, Lane 50
Nan-Kang Road., Sec. 3
Taipei, Taiwan, R.O.C.

Taiwan Freephone: 080 251 177
Outside Taiwan: (+886) (2) 788-1588
Fax: (+886) (2) 782-2990
Hours: 9:00 - 18:00 Weekdays
9:00 - 12:00 Saturdays

United Kingdom

CompuServe Information Service (UK) Ltd.

1 Redcliff Street

P.O. Box 676

Bristol BS99 1YN

United Kingdom

Within U.K.: 0990 000 400

Outside U.K.: (+44) (990) 000 400

Fax: (+44) (117) 925-2210

Hours: 8:00 - midnight (London time) every day

United States/Canada

Customer Service

P.O. Box 20212

5000 Arlington Centre Blvd.

Columbus, Ohio 43220

Signup Freephone US/Canada: 800-336-6823

US/Canada Freephone: (800) 848-8990

Outside US/Canada: (+1) (614) 718-2800

Fax: (+1) (614) 529-1611

Hours: 8:00 - 24:00 (US EST) Weekdays

12:00 - 22:00 (US EST) Saturday and Sunday

Venezuela

CompuServe C.A. Venezuela/Andean Net Services
Plaza Venezuela-Torre Capriles
Piso 4, Oficina 401
Caracas-Venezuela

Phone: (+58) (2) 793-2984
Fax: (+58) (2) 793-1952
Hours: 8:00 - 17:00 Weekdays

Accessing a Service

Here are some ways to go to locations on CompuServe Interactive (CSi):



You can choose **Go** from the Access menu and go directly to the location. (You must know the name of the location, such as SPORTS for the Sports Services area on CSi.)



If you have recently been to the same location, you can use the Page feature to return there quickly.



If the service you want to go to is in your Favorite Places list, you can go directly to that service from the Favorite Places page.



You can choose **CompuServe Directory** from the Access menu to view a list of CSi destinations and access any that you want.

Reviewing Recent Destinations

Use the Page box (in the upper left part of your CompuServe window) to scan destinations you have recently visited and quickly return to them.

- 1 Click the down arrow on the Page box to review recent locations.
- 2 Click a location to revisit it.

Grouping Your Favorite Services

Use the Favorite Places feature to group your favorite destinations so that you can revisit them quickly.

- 1 At the Home Desktop, click the Go side button.
- 2 Click the Favorite Places top tab.
- 3 Click New.
- 4 Provide information about a destination you want to add.
- 5 Click OK.

Accessing the CompuServe Directory

The CompuServe Directory lists hundreds of CompuServe Interactive (CSI) services and Forum areas.

To access the CompuServe Directory, choose **CompuServe Directory** from the Access menu.


Finding Services on CompuServe Interactive


Use the Find feature to search for services on CompuServe Interactive (CSI).


- 1 At the Home Desktop, click the Find side button.
- 2 Click the Services top tab.
- 3 Type a category or service to search for.
- 4 Click Search.


Learning About CompuServe Interactive Services

There are lots of ways to learn about services on CompuServe Interactive (CSi).


 Click the Find side button at your Home Desktop and set up a search for services, files, or CSi members.


 Click the Learn About side button on the Home, Forum, News, and Chat Desktops to learn about those desktops.

 Choose **Contents** from the Help menu (or click the Contents button at the top of this help window) to browse relevant help topics.

 Choose **What's New** or **Member Services** from the Services menu to learn about happenings and promotions in the CSi community.

 Choose **CompuServe Directory** from the Access menu to view descriptions of CSi services.

 Ask other CSi members! Post (send) a message in a Forum area in which you are a member, or send an informal question while in a Public Room in a Forum area or Chat.

 Click the Main Menu side button on the Home Desktop, click the Main Menu top tab, and then click the Table of Contents button to view CSi services by category.

Finding Forum Areas

With hundreds of Forum areas on CompuServe Interactive (CSi), you may need some help finding the ones you want.



Choose **CompuServe Directory** from the Access menu and browse the numerous descriptions of Forum areas.



Choose **Go** from the Access menu and Go to FORUMS.



Click the Find side tab at your Home Desktop and set up a Services search on the word FORUM.

Finding Internet Services

Here are some ways to find Internet services on CompuServe Interactive (CSi):



Choose **Go** from the Access menu and go to INTERNET.



Click the Find side button at your Home Desktop, click the Services top tab, provide a search term such as INTERNET or WEB, and then click the Search button. (You can find services on the Internet by providing a search term and then clicking the Start Internet Search button.)



Ask other CSi members! Post (send) a message in a Forum area in which you are a member, or send an informal question while in a Public Room in a Forum area or Chat.



Click the Internet button on the Home Desktop.

Learning About Internet Services

Use the Learn About feature on the Home Desktop to learn about Internet services on CompuServe Interactive (CSI).

- 1 At the Home Desktop, click the Learn About side button.
- 2 Click The Internet top tab.
- 3 Double-click a topic to learn about it.





Finding Members of CompuServe Interactive

Use the Find feature to search for the names and addresses of members of CompuServe Interactive (CSI).

- 1 At the Home Desktop, click the Find side button.
- 2 Click the Members top tab.
- 3 Provide the member information.
- 4 Click Search.

Learning About Members of CompuServe Interactive

Conducting a search for CompuServe Interactive (CSI) members gives you the following information:

-  member name
-  location
-  country
-  CSI Mail address (CSI member ID number)

Contacting Members of CompuServe Interactive

Here are some ways to contact CompuServe Interactive (CSi) members.



The easiest way to contact a CSi member is to send a Mail message or Forum message.



You can also set up a member search. To do so, click the Find side tab on your Home Desktop, and then click the Members top tab.



If the member frequents a particular Forum area, you can post (send) a Private Message on one of the Message Boards. (You can also start a conversation if the member is in a Public Room there.)

Adding Member Information to Your Address Book

You can easily add member information to your Address Book:

- 1 At the Home Desktop, click the Mail Centre side button.
- 2 Click the Address Book top tab.
- 3 Click Add Entry.
- 4 Provide the appropriate information.


If you are reading a Mail message and want to add the sender and/or any of the recipients to your Address Book, you can do so easily by clicking the Add Address button in the Read Mail window.


You can also use the Find feature to add member information to your Address Book:


- 1 At the Home Desktop, click the Find side button.
- 2 Click the Members top tab.
- 3 Provide the member information.
- 4 Click Search.
- 5 Click a member entry from the list of members found.
- 6 Click Add to Address Book.
- 7 Review or change the member information.
- 8 Click OK.


Finding a File

There are many ways to find files in a Forum area.

 At the Forum desktop, you can click the File Libraries side button, then click the Search top tab to set up a file search.

 If you prefer not to conduct an automated search for files, you can simply browse through hundreds of Library files on your own, section by section.

 If you can't seem to find the file you want, ask other CSi members! Post (send) a message in the Forum area, or send an interactive query while in a Forum Conference room.

 You can also leave the Forum area and return to your Home Desktop to set up a search for files anywhere on CSi. At your Home Desktop, click the Find side button, and then click the Files top tab to set up your search.

Reviewing a File

Large files may take some time to retrieve (download). You may want to confirm that you've located the correct file by reviewing it before you spend the time to download.

Once you find a file on CSI, use the Description button to view a Description (abstract) of the file.

The Description button appears in windows where your file is listed.

Retrieving a File from a Forum Area

Once you find a file in a Forum area, you will need to retrieve (download) it to your hard disk if you want to use it.

To retrieve a file from a list, such as while browsing a File Library Section, click the file, and then click the Retrieve button shown there.

You can also retrieve a file that you have opened by clicking the Retrieve button in the opened file window.

If you click a button called Retrieve Later, you are in effect marking the file without retrieving it. (The retrieve request is added to your To-Do List.)

Viewing a File

Forum area files come in various formats that affect whether you will be able to view them online or whether you will need to retrieve (download) them to your computer first.

You can view most graphics files. You can also view compressed binary files. Clicking the Open button shown with such files enables you to view them.

However, you cannot view or open text or binary files. You must retrieve (download) these files. Clicking the Retrieve button enables you to retrieve a binary file.

Learning About a File

Every file in a Forum area has a brief Description (abstract) associated with it. If you are browsing a list of files you can view a File Description by clicking the file, and then clicking the Description button shown there.

You can also learn about a file simply by examining the information displayed along with the listed file, such as its title, size, date submitted to the Forum area, and popularity (accesses).

Marking a File for Later Retrieval

While you are browsing Forum area files, you might prefer not to stop to retrieve (download) each file as you find it.

Use the Retrieve Later button to mark a file for later, rather than immediate, retrieval. (The retrieve request is added to your To-Do List.)

The Retrieve Later button appears in windows where your file is listed.

Understanding File Types

Here are some of the more common file types you might encounter while browsing files in a Forum File Library:



Binary files (EXE) contain computer code.



Compressed files (SIT, ZIP) are compressed with compression software and must be decompressed on your disk before using.



Graphics files (GIF, JPG, BMP, TGA, TIF) contain an image.



Text files (TXT) are nonbinary files that contain only ASCII characters (typewriter characters).

Understanding Naming Conventions

The files you see in the Forum area libraries are divided into several types. These types are identified by these extensions (which are assigned by convention):



Binary files (EXE) contain computer code.



Compressed files (SIT, ZIP) are compressed with compression software and must be decompressed on your disk before using.



Graphics files (GIF, JPG, BMP, TGA, TIF) contain an image.



Text files (TXT) are nonbinary files that contain only ASCII characters (typewriter characters).

Contributing a File

To contribute (upload) a file to a Forum library, you actually send it.

- 1 In a Forum area, click the File Libraries side button.
- 2 Click the Create top tab.
- 3 Click New.
- 4 Provide the appropriate information.

Mailing a File

In order to mail (send) a graphic image or other type of file, you must attach it to a Mail message.

- 1 At the Home Desktop, choose **Send File** from the Mail menu.
- 2 At the Open window locate the file you want to send.
- 3 Click the file.
- 4 Click Open.
- 5 At the Attach Files window, click OK.
- 6 At the Create Mail window, create a Mail message.
- 7 Click Send.

Mail Topics

What is a Mailbox?

CompuServe Interactive (CSi) collects your incoming Mail in a special area on one of its computers. This special area is known as your mailbox.

To visit your mailbox, you need to be connected to CSi. (If you visit your mailbox you can save time responding to your incoming Mail because you will be connected to CSi.)

As an alternative, you can simply retrieve (download) your mailbox contents to your computer. This enables you to process your incoming Mail whenever you like, whether online or offline. This can be useful when you encounter lengthy messages or when you simply want to take more time to process your incoming Mail.

Your Mail preferences determine whether you will review your incoming Mail at your mailbox or retrieve (download) it automatically to your computer.

Visiting Your Mailbox

Visit your online mailbox to process your incoming Mail while connected to CompuServe Interactive (CSI).

- 1 Confirm that the View mail online before retrieving checkbox in your Mail preferences is marked. (To view your Mail preferences, choose **Preferences** from the Access menu, and then click the Mail top tab.)
- 2 At your Home Desktop, click the Mail Centre side button.
- 3 Click Get Mail.

Retrieving Mailbox Messages

Retrieving your mailbox messages enables you to process incoming mail offline whenever you like.

- 1 Confirm that the View mail online before retrieving checkbox in your Mail preferences is not marked. (To view your Mail preferences, choose **Preferences** from the Access menu, and then click the Mail top tab.)
- 2 At your Home Desktop, click the Mail Centre side button.
- 3 Click Get Mail.

Listing Your Mail Messages

You list your incoming Mail at the Mail Centre Read page.

- 1 At your Home Desktop, click the Mail Centre side button.
- 2 Click Get Mail.

Delete Immediately Option

Whenever you retrieve (get) your incoming Mail, your mailbox contents are copied to the Incoming Messages folder (in your Filing Cabinet) where you have the option of processing your Mail messages whenever you like, whether you are online or off.

If the Delete Mail from online mailbox when retrieved checkbox in your Mail preferences is marked, your mailbox will be cleaned out after the retrieval process.

If the Delete Mail from online mailbox when retrieved checkbox is not marked, your mailbox contents will be left untouched after the retrieval process.

(The Delete Mail from online mailbox checkbox will be a valid option only if the View mail online before retrieving checkbox has been marked.)

Show Online Mail Option

Whenever you click the Get Mail button in the Mail Centre Read page, your incoming Mail is listed for you.

If the View mail online before retrieving checkbox in your Mail preferences is marked, your incoming Mail will be listed, but will not be retrieved (downloaded) from your mailbox on CompuServe Interactive (CSi). This enables you to go directly to your mailbox to process your incoming Mail without worrying about storage on your computer.

If the View mail online before retrieving checkbox is not marked, your incoming Mail will be retrieved (downloaded) to a special Incoming Messages folder (in your Filing Cabinet) where you can process it offline (not connected to CSi). This enables you to read and respond to your incoming Mail at your leisure without worrying about connection time.

Opening an Incoming Message

You open a message to read, forward, or reply to it.

- 1 At your Home Desktop, click the Mail Centre side button.
- 2 If your incoming Mail is not listed there, click Get Mail.
- 3 Click a message.
- 4 Click Open.

Filing an Incoming Message

You can file (save) messages for later reviewing.

- 1 At your Home Desktop, click the Mail Centre side button.
- 2 If your incoming Mail is not listed there, click Get Mail.
- 3 Click a message.
- 4 Click File It.
- 5 Specify the folder in which you want to file (save) the message.
- 6 Click OK.

Deleting an Incoming Message

Delete a message when you want to remove it permanently.

- 1 At your Home Desktop, click the Mail Centre side button.
- 2 If your incoming Mail is not listed there, click Get Mail.
- 3 Click a message.
- 4 Click Delete.

Sorting Incoming Messages

You can sort your incoming Mail to find specific messages, as well as to rearrange messages.

- 1 At your Home Desktop, click the Mail Centre side button.
- 2 If your incoming Mail is not listed there, click Get Mail.
- 3 Click the Subject, From, Date, or Size column headings in the Online Messages list. Your messages will be sorted based on the button you select.

Replying to an Incoming Message

To reply to an incoming message, you must first open the message.

- 1 In the message window, if you want to reply only to the original message author, click Reply.
- 2 In the message window, if you want to reply to both the original message author and all message recipients, click Reply All.
- 3 Compose your message.
- 4 Click the appropriate processing button (Send, Send Later, or File It). (If you click Send Later, the send request is added to your To-Do List and filed in your Outgoing Messages folder in your Filing Cabinet.)

Forwarding an Incoming Message

Here is how you can forward an incoming message that you have opened.

- 1 In the message window, click Forward.
- 2 Provide the appropriate recipient and subject information.
- 3 If you want to include a comment with the forwarded message, position your arrow cursor at the top of the text window, and then type or paste the comment.
- 4 Click the appropriate processing button (Send, Send Later, or File It). (If you click Send Later, the send request is added to your To-Do List and filed in your Outgoing Messages folder in your Filing Cabinet.)

Printing an Incoming Message

Choose **Print** from the File menu to print an opened or highlighted message.

Searching Your Mail Messages

You can search for Mail Messages stored in your online mailbox or your Filing Cabinet by topic, sender name or Member ID, recipient name or Member ID, or date.

- 1 At your Home Desktop, click the Mail Centre side button.
- 2 Click the Search top tab.
- 3 Provide your search terms.
- 4 Click Search.

You can also access your Filing Cabinet to search for Mail messages stored there:

- 1 Access your Filing Cabinet.
- 2 At the Filing Cabinet window, click Search.
- 3 Choose **Mail messages** in the box beside Find. (Click the down arrow, and then click **Mail messages**.)
- 4 Provide additional search information as appropriate.
- 5 Click Search.

Copying Mail Message Address Information to Your Address Book

If you are reading a CSi Mail message, you can copy address information to the Address Book without having to retype it.

- 1 In the message window, click the **Add Address** button.
- 2 In the Add Address to Address Book window, click a name in the Names list. The first name in the list is that of the person who sent the message you are reading; the remaining names are those of the message recipients.
- 3 Review the information in the Detail Information box to verify that you have selected the right person.
- 4 If you want the Address Book to list a different name for the selected person, such as a nickname, you can edit the **Name** field.
- 5 If you want to record additional information about the selected person, you can type it into the **Comments on this entry** field.
- 6 Click the **Add** button.
- 7 In the Confirm window, which notifies you that the address has been added to the Address Book, click the **OK** button.
- 8 Repeat Steps 2-7 for each person as you want to add to your Address Book.
- 9 Click the **Done** button.

Making an Address Book Entry

You can make two types of entries in your Address Book:

Individual address entry is used for just one person: Jack Smith, Sally Doe, Li Pond.

Group Mailing List entry is used to group two or more addresses. You can name the group whatever you like: Computer Pals, Softball Team, Stock Club. A Mail message sent to a Group Mailing List address goes to everyone in the group. Only individual address entries can be included in a Group Mailing List.

Making an Individual Address Entry

Make an individual address entry if the entry will be used for just one person, such as for Pat Smythe or Li Chen.

- 1 Choose **Address Book** from the Mail menu.
- 2 Click New.
- 3 Click Individual address.
- 4 Click OK.
- 5 Provide the appropriate name and address information.
- 6 Click OK.

Making a Mailing List Entry

Make a Mailing List entry to group two or more persons under a common address label, such as Breakfast Club or Softball Pals.

- 1 Choose **Address Book** from the Mail menu.
- 2 Click New.
- 3 Click Group Mailing List.
- 4 Click OK.
- 5 Provide the Mailing List information.
- 6 Click OK.

Changing an Address Book Entry

Open an entry in your Address Book to change it.

- 1 Choose **Address Book** from the Mail menu.
- 2 Click an entry.
- 3 Click Open.
- 4 Make your modifications.
- 5 Click OK.

Deleting an Address Book Entry

Delete an entry when you want to remove it from your Address Book permanently.

- 1 Choose **Address Book** from the Mail menu.
- 2 Click an entry.
- 3 Click Delete.
- 4 Confirm that you want the Address Book entry deleted.

Accessing the Address Book

There are two ways to access the Address Book:



You can choose **Address Book** from the Mail menu.



At your Home Desktop, you can click the Mail Centre side button, then click the Address Book top tab.

Obtaining a Personal Address

If your online mailbox is in the new CSi Mail system, you can obtain a Personal Address to use instead of your member ID number. There is no extra charge for using a Personal Address.

- 1 From the Access menu, choose **Go**.
- 2 In the ensuing window, type REGISTER.
- 3 Click OK.

Note: If you are not using the new CSi Mail system, you will be given the opportunity to upgrade at this time. You must be using the new system to obtain a Personal Address.

- 4 In the Enter your name window, type your first name.
- 5 Type your last name.
- 6 Click Proceed.
- 7 In the Select a Personal Address window, specify the Personal Address you want:



To select one of the suggested options, click the adjacent radio button.



To specify something else, click the button next to Other and then type in the Personal Address. Your Personal Address can have from two to 32 letters, numbers, and underscore characters (_). It can not have spaces or any other special characters. At least one character must be a letter, and no character can be repeated more than four times in succession.

- 8 Click the Proceed button. If the Personal Address you specified can not be used, you will see a notice explaining why. Click OK to return to the Select a Personal Address window and specify a different Personal Address.
- 9 In the Confirmation window, click Yes to confirm your new Personal Address. To return to the Select a Personal Address window and specify a different one, click No.
- 10 In the Congratulations window, click OK.

From now on, all your messages will be "signed" with your Personal Address and your correspondents will be able to send messages to either your Personal Address or your CSi member ID number. Please be aware that your complete Internet e-mail address must still include @compuserve.com. So, for instance, if your Personal Address is MaxNix, your complete e-mail address would be MaxNix@compuserve.com.

Once you have a Personal Address, you cannot change it. However, you can elect to "sign" your CSi Mail messages with your CSi member ID number instead of your Personal Address.

Related help topics

[Sending Mail to a Personal Address](#)

Finding a Forgotten Personal Address
Changing Your CSI Mail Signature

Sending Mail to a Personal Address

If you want to send a CSi Mail message to someone with a Personal Address, you can specify the Personal Address instead of the CSi member ID number in the Recipient list for the message.

Note: You do not have to use the Personal Address; the person's member ID also works.

If you want to send a message through the Internet without using CSi Mail, you can address the message to the recipient's Personal Address, but it must include @compuserve.com. Thus, for example, if the recipient's Personal Address in CSi Mail was MaxNix, the complete Internet mailing address would be MaxNix@compuserve.com.

Finding a Forgotten Personal Address

If you forget your Personal Address for CSi Mail, you can find it on CSi.

- 1 From the Access menu, choose **Go**.
- 2 In the ensuing window, type REGISTER.
- 3 Click OK.

The ensuing window shows your Personal Address.

Changing Your CSi Mail Signature

Once you have a Personal Address, CompuServe 3.0.4UK automatically uses it to "sign" all your CSi Mail messages. However, you can specify that your CSi member ID number be used instead.

- 1 From the Access menu, choose **Go**.
- 2 In the ensuing window, type MAILSET.
- 3 Click OK.
- 4 In the Mail Settings window, select CompuServe Mail Settings.
- 5 In the CompuServe Mail Settings window, unmark the checkbox next to Display your Personal Address to Recipients. (You unmark the checkbox by clicking on it.)
- 6 Click OK.

From now on, the return address for any CSi Mail messages that you send will show your CSi member ID number instead of your Personal Address. Of course, you can switch back to using your Personal Address by returning to the CompuServe Mail Settings window and marking the checkbox again.

Assigning Urgency Status

The Indicate message is urgent checkbox enables you to assign high priority status to an outgoing Mail message.

- 1 In the Create Mail window, click Options.
- 2 Mark the Indicate message is urgent checkbox.
- 3 Click OK.

Requesting a Return Receipt

The Notify me when message is received checkbox causes a Mail receipt to be sent to you the instant your message is opened by a recipient. The Mail receipt shows the time at which the recipient opened your message.

A confirmation message will be sent to you with the information.

- 1 In the Create Mail window, click Options.
- 2 Mark the Notify me when message is received checkbox.
- 3 Click OK.

Specifying a Release Date

The Release date checkbox enables you to specify the date on which a Mail message will be mailed (sent) from your Outgoing Messages list.

- 1 In the Create Mail window, click Options.
- 2 Mark the Release date checkbox.
- 3 Select the desired release date from the corresponding date box.
- 4 Click OK.

Specifying an Expiration Date

The Expiration Date checkbox enables you to determine the length of time that a Mail message you send will remain in a recipient's mailbox before it is deleted.

- 1 In the Create Mail window, click Options.
- 2 Mark the Expiration date checkbox.
- 3 Select the desired expiration date from the corresponding date box.
- 4 Click OK.

Controlling Text Formatting in a Message

Normally all outgoing Mail messages are reformatted to fit within the recipient's window to ensure the best viewing experience.

However, you can specify that your message text not be reformatted, if you want, for example, to preserve column and paragraph breaks.

- 1 In the Create Mail window, click Options.
- 2 If you do not want to preserve column breaks, paragraph breaks, and such in your message, click the Reformat text to window option. (This is the normal setting.)
- 3 If you want to preserve the look of your message text without altering its current format, click the Send exactly as shown option.
- 4 Click OK.

Creating a Mail Message

You do not have to be connected to CompuServe to create a Mail message.

- 1 On your Home Desktop, click the Mail Centre side button.
- 2 Click the Create top tab.
- 3 Click New.
- 4 Compose your message. (You will need to specify a name, address, and subject for the message.)
- 5 Click the appropriate button to process your message (Send, Send Later, or File It). (If you click Send Later, the send request is added to your To-Do List and filed in your Outgoing Messages folder in your Filing Cabinet.)

Addressing a Mail Message

Create a Recipient List to address a Mail message.

- 1 In the Create Message window, click Recipients.
- 2 Provide the recipient information. (Use the Address Book button to include addresses from your Address Book.)
- 3 Click OK.

Sending a Mail Message

Use the Send button to send a Mail message.

- 1 On your Home Desktop, click the Mail Centre side button.
- 2 Click the Create top tab.
- 3 Click New.
- 4 Compose your message. (You will need to specify a name, address, and subject for the message.)
- 5 Click the appropriate button to process your message (Send, Send Later, or File It). (If you click Send Later, the send request is added to your To-Do List and filed in your Outgoing Messages folder in your Filing Cabinet.)

Attaching a File to a Mail Message

To send a file, you attach it to a Mail message.

- 1 On your Home Desktop, click the Mail Centre side button.
- 2 Click the Create top tab.
- 3 Click New.
- 4 Provide your message information.
- 5 Click Attach File.
- 6 At the Open window, click the file you want to attach (send).
- 7 Click Open.
- 8 If you want to attach additional files, click the Add to List button (in the Attach Files window) and repeat Steps 6-8.
- 9 In the Attach Files window, click OK.

Reviewing or Editing Outgoing Messages

Your outgoing (unsent) Mail is stored in the Outgoing Messages folder in your Filing Cabinet. Your outgoing messages are listed automatically for you on the Mail Centre Create page.

- 1 On your Home Desktop, click the Mail Centre side button.
- 2 Click the Create top tab.

Sending an Outgoing Message

Your outgoing (unsent) Mail is stored in an Outgoing Messages folder in your Filing Cabinet.

- 1 On your Home Desktop, click the Mail Centre side button.
- 2 Click the Create top tab.
- 3 Click a message.
- 4 Click Send.

Deleting an Outgoing Message

Delete an outgoing message only if you never want to send it.

- 1 On your Home Desktop, click the Mail Centre side button.
- 2 Click the Create top tab.
- 3 Click a message.
- 4 Click Delete.

Sorting Outgoing Messages

Sort your outgoing message to find a particular message or to arrange them in a special order.

- 1 On your Home Desktop, click the Mail Centre side button.
- 2 Click the Create top tab.
- 3 Click the Subject, To, Date, and Size buttons to sort your messages.

Forum Topics

What is a Forum Area?

Forum Areas are online communities in which CompuServe Interactive (CSI) members meet to exchange information, expound opinions and ideas, and join in general conversation.



Messages Boards are places where Forum members post (send) and read notes (messages).





File Libraries are collections of files you can retrieve (download) to your computer. Files can include software, articles, interviews, graphics, and much more.



Forum Conferences are live interactions (not delayed like messages) with other CompuServe members. You can think of conferences like phone calls except you type instead of talk.

Browsing Forum Messages

Browsing the various Message Boards in a Forum area gives you a bird's-eye view of all the Message Topics.

- 1 In a Forum area, click the Message Boards side button.
- 2 Click a section.
- 3 Click Open.
- 4 Click a topic.
- 5 Click Open.
- 6 Click the arrow buttons ( and ) in the message window to continue reading other messages.

Creating a Message

Any Forum member can create and post (send) a message on a Message Board.

- 1 In a Forum area, click the Message Boards side button.
- 2 Click the Create top tab.
- 3 Click New.
- 4 Create your message.
- 5 Click Send

You can also create and post a Forum message offline (without being connected to CompuServe Interactive (CSi)). At the Home Desktop, choose **New Forum Messages** from the File menu.

Posting a Message

Follow these steps to create and post (send) a message in a Forum area.

- 1 In a Forum area, click the Message Boards side button.
- 2 Click the Send top tab.
- 3 Click New.
- 4 Create the message.
- 5 Click Send.

Searching for a Forum Message

You can search for Forum Messages in a Forum area by topic, sender name or Member ID, recipient name or Member ID, message number, or date.

- 1 In a Forum area, click the Message Boards side button.
- 2 Click the Search top tab.
- 3 Provide your search terms.
- 4 Click Search.

You can also search for Forum Messages stored in your Filing Cabinet.

- 1 Access your Filing Cabinet.
- 2 At the Filing Cabinet window, click Search.
- 3 Choose **Forum messages** in the box beside Find. (Click the down arrow, and then click **Forum messages**.)
- 4 Provide additional search information as appropriate. (You cannot search for stored Forum messages via message number.)
- 5 Click Search.

Retrieving Message Topics

You retrieve (download) Message Topics to your Filing Cabinet.

- 1 In a Forum area, click the Message Boards side button.
- 2 Click a section.
- 3 Click File It.
- 4 If you want to make a new folder for the retrieved Message Topic (thread), click New Folder, type a name for the folder, and then click OK.
- 5 In the File Item window, click a folder.
- 6 Click File It.

Related help topics

[Removing Duplicate Folders from Your Filing Cabinet](#)

Replying to a Forum Message

A Forum message must be opened for you to reply to it.

- 1 In a Forum message window, click Reply.
- 2 Compose your reply.
- 3 Click Send.

Displaying a Waiting Message

If you do not see a Get Waiting Messages button on the Welcome page, you do not have any waiting messages.

- 1 In a Forum area, click the Welcome side button.
- 2 Click the Welcome top tab.
- 3 Click Get Waiting Messages.

Browsing Forum Libraries

Follow these steps to browse a Forum Library

- 1 In a Forum area, click the File Libraries side button.
- 2 Click a section.
- 3 Click Open.
- 4 Review the files.

Contributing a File

As a Forum member you can contribute (upload) a file from your hard disk to a library:

- 1 Click the File Libraries side button.
- 2 Click the Send top tab.
- 3 Click Create.
- 4 Provide your file information.
- 5 Click Send.

Searching for a File

You can search for Forum files by a submission date range, submitter User ID, and file extension.

- 1 In the Forum area, click the File Libraries side tab.
- 2 Click the Search top tab.
- 3 Specify your search terms.
- 4 Click Search.

Viewing a File

Forum area files come in various formats that affect whether you can view them.

You can view most graphics files. You can also view compressed binary files. Clicking the Open button shown with such files enables you to view them.

However, you cannot view or open text or binary files. You must retrieve (download) these files. Clicking the Retrieve button enables you to retrieve a binary file.

Marking a File

You mark a file to indicate that you wish to retrieve (download) it at a later time, rather than at that exact moment.

As you browse the Forum libraries or open various files, click the Retrieve Later button to mark a file for later retrieval. (The retrieve request is added to your To-Do List.)

Participating in a Conference

Forum conferences enable you to meet and converse with other Forum members.

- 1 Click the Forum Conference side button.
- 2 Click a room.
- 3 Click Participate.
- 4 Type a comment in the Text to send box.
- 5 Click Send.

Attending a Moderated Conference

A Moderated Conference is a planned conference that features a guest speaker in a moderated question and answer format.

- 1 Click the Forum Conference side button.
- 2 Click the appropriate Public Room.
- 3 Click Participate.

Voting in a Conference

If a moderator calls for a vote in a conference, a special Vote window will be displayed on your screen.

- 1 In the Vote window, mark your ballot information as appropriate.
- 2 Click Cast Vote.

Ignoring Invitations

You might prefer not to be bothered by Group Invitations and Private Invitations while in a Forum area, Chat, or the Conference Centre.

To prevent such Group Invitations and Private Invitations from appearing on your screen, however well-intentioned they might be, simply choose **Ignore All Invitations** from the appropriate menu (Forum, Chat, or Conference).

Reviewing Your Profile

Your Member Profile is a brief summary of your online (and perhaps offline) interests that you can share with other Forum members.

- 1 In a Forum area, click the Forum Conference side button.
- 2 Click the Who's Here top tab.
- 3 Click your name.
- 4 Click Member Profile.
- 5 Review or edit your Member Profile as needed.

Tracking Others

You might want to keep track of what is happening in a Forum area, such as who is coming and going.

- 1 Choose **Tracking** from the Forum menu.
- 2 To conclude tracking, choose **Tracking** again from the Forum menu.

Chat Topics

What is Chat?

Chat is like a computerized party line or conference call. Instead of talking on a phone, people in Chat talk with their keyboards.

Whatever you type appears on the screens of other members tuned to your room or group. Likewise, the messages they enter appear on your screen.

In a chat (conversation), you type to talk and read to listen.

Entering a Public Room

Generally you will go into a Public Room in Chat to participate (send comments) in a chat (conversation).

- 1 At the Chat Desktop, click the Chat side button.
- 2 Click a room.
- 3 If you want to participate (send comments) in the ongoing conversation, click Participate.
- 4 If you want only to observe (watch) the ongoing conversation (without sending any comments), click Observe.

Leaving a Public Room

You can leave a Public room at any time by closing the Chat Room window.

There is no Leave button.

Learning About Public Rooms

While Chat has many rooms you can visit, some rooms are dedicated to specific topics or interests.

The Newcomers room is a room mainly for people new to Chat. Volunteers are usually available from 6:00 p.m. until 2:00 a.m. (23:00-07:00 GMT) to assist you.

Other special-interest rooms abound.

You can also learn about Chat at the Communications area on CompuServe Interactive (CSi).

Listing All Available Public Rooms

The Public Rooms page lists the Public Rooms that you can participate (send comments) in and observe (watch).

- 1 At the Chat Desktop, click the Chat side button.
- 2 Scroll through the list to review it. Use the headings to learn about each room.

Starting a Public Chat

To start a chat:

- 1 At the Chat Desktop, click the Chat button.
- 2 Click a room and click the Participate button.
- 3 Type your message.
- 4 Click the Send button.

Participating in a Public Chat

You participate in a Public Chat when you want to be able to make (send) comments to the ongoing conversation (chat).

- 1 At the Chat Desktop, click the Chat side button.
- 2 Click a room.
- 3 Click Participate.
- 4 Type a comment in the box beside the Send button.
- 5 Click Send.

Observing a Chat without Contributing

When you observe (watch) a Chat, nobody knows you are there because you cannot speak.

- 1 In Chat, click the Chat side button.
- 2 Click a room.
- 3 Click Observe.

Concluding a Public Chat

To conclude a Public Chat, simply close the window of the room you are in.

Logging a Public Chat

Here is how you can make a transcript of a Public Chat for later reviewing.

- 1 At the Chat Desktop, click the Chat side button.
- 2 Click a room.
- 3 Click Participate or Observe, depending on whether you want to be able to make (send) comments to the conversation or just observe (watch) it.
- 4 Click Record Text.
- 5 At the Save As window, type the appropriate name for the transcript at the File name box. If you specify an existing file, the transcript will be appended to it.
- 6 Click Save.
- 7 The original Record Text button in the room window has now become a Stop Recording button.
- 8 When finished recording, click Stop Recording.

Setting Up a Group Chat

A Group Chat enables you to chat privately with more than just one person.

- 1 At the Chat Desktop, click the Chat side button.
- 2 Click the Who's Here top tab.
- 3 Click the nickname of someone you want to be in the group.
- 4 Click Group Invitation.
- 5 Repeat Steps 2 - 4 for each person you want to invite.
- 6 Type a welcome comment in the Send box.
- 7 Click Send.

Joining a Group Chat

You must receive an invitation from someone in a group before you can join a group.

When an invitation appears on your screen, click the Accept button on the invitation window to enter the group.

Concluding a Group Chat

To leave a Group Chat, simply close the Group Chat window.

Logging a Group Chat

You might want to make a transcript of your Group Chat for later reviewing.

- 1 In the Group Chat window, click Record Text.
- 2 At the Save As window, type the appropriate name for the transcript at the File name box. If you specify an existing file, the transcript will be appended to it.
- 3 Click Save.
- 4 The original Record Text button in the room window has now become a Stop Recording button.
- 5 When finished recording, click Stop Recording.

Selecting Members for a Group Chat

A Group Chat enables you to chat privately with more than just one person.

- 1 At the Chat Desktop, click the Chat side button.
- 2 Click the Who's Here top tab.
- 3 Click the nickname of someone you want to be in the group.
- 4 Click Group Invitation.
- 5 Repeat Steps 2 - 4 for each person you want to invite.
- 6 Type a welcome comment in the Send box.
- 7 Click Send.

Setting Up a Private Chat

Set up a Private Chat when you want to have a private conversation with just one other person.

- 1 At the Chat Desktop, click the Chat side button.
- 2 Click the Who's Here top tab.
- 3 Click a nickname.
- 4 Click Private Chat.

Participating in a Private Chat

Participate in a Private Chat the same way you would in a Group or Public Chat.

- 1 In the Private Chat window, type a comment in the box next to the Send button.
- 2 Click Send.

Concluding a Private Chat

To conclude a Private Chat, simply close the Private Chat window.

Accepting a Private Chat Invitation

If you have initiated the Private Chat, the other person must click the Accept button in the invitation window before your conversation can begin.

If the other person has initiated the Private Chat, you must click the Accept button.

Creating a Friends List

Your Friends List is a collection of the people you prefer to chat with regularly.

- 1 At the Chat Desktop, click the Chat side button.
- 2 Click the Friends top tab.
- 3 Click the New button.
- 4 In the Select Friends window, click the listing for someone you want to have in your Friends list.
- 5 If you want to add other people to the Friends List, hold down the Control key while you click their listings.
- 6 Click OK.

Creating a Prohibited Users List

Make a list of people whose comments you do not want to see. Your comments will still appear on their screens (unless they put you on their Prohibited Users lists).

- 1 At the Chat Desktop, choose **Modify Prohibited List** from the Chat menu.
- 2 In the Prohibited Members List window, click New.
- 3 In the Select Ignore window, click the nickname(s) of anyone whose comments you do not wish to see.
- 4 Click OK.
- 5 In the Prohibit Member window for the first selected nickname, click the radio button next to Permanently or the radio button next to Temporarily.
- 6 Click OK.
- 7 In the Confirm window, click OK.

Note: If you don't want to see this window, click the checkbox next to Always Display This Window.

- 8 Repeat Steps 5-7 for every member whose nickname you selected in Step 3.

Editing a Prohibited Users List

Add or remove members from the list of people whose comments you do not want to see, or change a member's status from temporarily prohibited to permanently prohibited.

- 1 At the Chat Desktop, choose **Modify Prohibited List** from the Chat menu.
- 2 In the Prohibited Members List window, select a member if want to delete that member's nickname from the list or change that member's status.
- 3 Click one of the following:



New -- to add one or more members to the list.



Make Permanent -- to keep the selected member's nickname on the list until you explicitly delete it. No further action is necessary to change a member's status. You can change another member's status by repeating Steps 2 and 3.



Delete -- to remove the selected member's nickname from the list. Skip to Step 8.

- 4 In the Select Ignore window, click the nickname(s) of anyone you wish to add.
- 5 Click OK.
- 6 In the Prohibit Member window for the first selected nickname, click the radio button next to Permanently or the radio button next to Temporarily.
- 7 Click OK.
- 8 In the Confirm window, click OK.

Note: If you don't want to see this window, click the checkbox next to Always Display This Window.

- 9 Repeat Steps 4-8 for every member whose nickname you selected in Step 4. Repeat Steps 2, 3 and 8 for every member whose nickname you want to delete.

Finding Who's Here

Consult the Who's Here page to learn who else is currently in Chat.

- 1 At the Chat Desktop, click the Chat side button.
- 2 Click the Who's Here top tab.

Sorting Your Users List

To sort the entries in the Private Chat window:

- 1 At the Chat Desktop, click the Chat button.
- 2 Click the Who's Here tab
- 3 Click a nickname in the list.
- 4 Click the Start Private Chat button
- 5 Click the left column heading of the Current Chats list to sort in this order.
 - A Current chats
 - B New messages received
 - C Inactive
 - D New invitations

Reading a Background

You can learn about a person by consulting the Member Profile information.

- 1 At the Chat Desktop, click the Chat side button.
- 2 Click the Who's Here top tab.
- 3 Click a nickname.
- 4 Click Member Profile.

Ignoring Someone

Add the names of people that you want to ignore to your custom Prohibited List.

- 1 At the Chat Desktop, choose **Modify Prohibited List** from the Chat menu.
- 2 Click New.
- 3 Click one or more nicknames.
- 4 Click Permanently or Temporarily.
- 5 Click OK

Reviewing Your Profile

Review your Member Profile anytime to make sure it says what you want it to say.

- 1 At the Chat Desktop, click the Chat side button.
- 2 Click the Who's Here top tab.
- 3 Click your nickname.
- 4 Click Member Profile.

Tracking

To display the activities of others in Chat, choose **Start Tracking** from the Chat menu.

To conclude tracking activities, choose **End Tracking** from the Chat menu.

Internet Topics

Overview of the Internet

CompuServe 3.0.4UK offers you direct access to the whole universe of Internet services. Many of these are the same types of services you find on CompuServe Interactive (CSI):

 Communication


 Information

 Entertainment

On the Internet, these services are generally located through one of these resources:

 USENET Newsgroups

 FTP (File Transfer Protocol)

 Telnet (Remote Login)

 World Wide Web

Surfing the Internet

Surfing the Internet refers to browsing or using the resources of the computers that make up the Internet.

You can browse the Internet in a number of ways:



Click the Main Menu side button (on the Home Desktop), and then click the Internet button.



Choose **Internet** from the Services menu to start the Internet Web Browser and access the CompuServe Interactive (CSI) home page on the World Wide Web. You can click on the links there to go to other Web sites. You can also type an address and go to another Web page.



If a choice on a menu or list of services accesses the Internet and you click it, you will go to the Internet.

What is a USENET Newsgroup?

A USENET (Users Network) newsgroup is the Internet equivalent of a discussion group.

First a message is posted (sent) to the newsgroup, and people respond to it with messages of their own. Then messages responding to the responses are posted and so on.

Newsgroups are organized into very broad categories which are further divided into subcategories (separated by periods), such as the following:

Alt Includes alternative topics to those in the other categories. For example, alt.bionet discusses professional matters of biologists and alt.k12 discusses education (up to high school) topics.

Comp Includes topics about computer hardware and software. For example, comp.graphics.animation discusses computer animation.

Misc Includes topics that don't fit elsewhere. For example, misc.education.science discusses issues related to science education.

News Includes topics about the Internet. For example, news.newusers.questions provides command questions and answers for new users of USENET.

Rec Includes topics about hobbies and pastimes. For example, rec.art.movies discusses movies and moviemaking.

Sci Includes topics about scientific (physical and social) research. For example, sci.physics.fusion discusses fusion research.

Soc Includes topics about the world's social and cultural issues. For example, soc.roots discusses genealogical subject matter.

Talk Includes opinions and debate on about any issue you care to name. For example, talk.religion.misc discusses all manner of religious matters.

There are also regional newsgroups, as well as newsgroups devoted to universities.

Finding Newsgroups

Follow these steps to find USENET newsgroups of interest to you:

- 1 Choose **Go** from the Access menu.
- 2 At the Go window, type USENET, and then click OK.
- 3 At the ensuing menu, double-click **USENET Newsreader (CIM)**.
- 4 At the USENET Newsgroups window, click **Subscribe to Newsgroups**, and then click Select.
- 5 At the Subscribe to Newsgroups window, you can find newsgroups in either of two ways:





Click one of the listings in the Browse for Newsgroups list and then click Select. This lists the groups of newsgroups within the selected area. You can select a group and drill further down.



Type a topic into the text box under Search for Newsgroups and then click the Search button. This lists all the newsgroups related to that topic.

Subscribing to Newsgroups

Subscribing to newsgroups incurs no additional fee. Follow these steps to subscribe to USENET newsgroups of interest to you:

- 1 Choose **Go** from the Access menu.
- 2 At the Go window, type USENET, and then click OK.
- 3 At the ensuing menu, double-click **USENET Newsreader (CIM)**.
- 4 At the USENET Newsgroups window, click **Subscribe to Newsgroups**, and then click Select.
- 5 At the Subscribe to Newsgroups window, you can identify a specific newsgroup by clicking the Subscribe by Name button and then entering the newsgroup name into the ensuing window. Or you can delve further for interesting newsgroups in either of two ways:
 -  Click one of the listings in the Browse for Newsgroups list and then click Select. This lists the groups of newsgroups within the selected area. You can select a group and drill further down.
 -  Type a topic into the text box under Search for Newsgroups and then click the Search button. This lists all the newsgroups related to that topic.
- 6 When you find a newsgroup that you want to subscribe to, mark it by clicking the checkbox next to the newsgroup name. You can click as many checkboxes as you like from a list of individual newsgroups. Whenever you're through with a list, click the Subscribe button.
- 7 Repeat Steps 5 and 6 as many times as you like.
- 8 When you have subscribed to all the newsgroups you want, click the Close button in the Subscribe to Newsgroups window.

Accessing Newsgroup Articles

You must have already subscribed to a USENET Newsgroup before you can access any of its articles.

- 1 Choose **Go** from the Services menu.
- 2 At the Go window, type USENET, and then click OK.
- 3 At the USENET Newsgroups window, click **USENET Newsreader (CIM)**, and then click Select.
- 4 At the Disclaimer Message window, click OK.
- 5 At the Netiquette Message window, click OK.
- 6 At the next window, click **Access Your USENET Newsgroups**, and then click Select.
- 7 At the next window, click a newsgroup, and then click Browse.
- 8 At the next window, click a thread, and then click Get.

Retrieving Marked Articles

You retrieve (download) Newsgroup articles in order to copy them to your computer.

- 1 Choose **Go** from the Services menu.
- 2 At the Go window, type USENET, and then click OK.
- 3 At the USENET Newsgroups window, click **Access Your USENET Newsgroups**, and then click Select.
- 4 At the Access Newsgroups window, click a newsgroup, and then click Browse.
- 5 At the Newsgroup window, click a topic (thread) to mark it as one you want to retrieve (download).
- 6 Each time you mark a topic, click one of the following options:



As is saves the article and its origin information



Quoted saves the article with >s at the beginning of each line so that you can type a reply and still reference the original message.



Decoded expands encoded image files.

- 7 Click Retrieve and following the ensuing windows.

Posting an Article

You post an article in a Newsgroup to express your views.

- 1 Choose **Go** from the Services menu.
- 2 At the Go window, type USENET, and then click OK.
- 3 At the USENET Newsgroups window, click **Access Your USENET Newsgroups**, and then click Select.
- 4 At the Access Newsgroups window, click a newsgroup, and then click Browse.
- 5 At the Newsgroup window, click Create.
- 6 Type your message contents and click the Send button.
- 7 If needed, provide your USENET options, such as your name.

What Can You Do with FTP?

File Transfer Protocol (FTP) is a way to move files across the Internet.

You can use FTP to locate and retrieve (download) files (including shareware and public-domain software) from computers (called sites) nearly anywhere on the Internet.

Selecting a Site

Follow these steps to select an FTP site.

- 1 Choose **Go** from the Access menu.
- 2 At the Go window, type FTP, and then click OK.
- 3 At the FTP Alert window, read the text and then click Proceed.
- 4 At the File Transfer Protocol window, click the List of Sites button, click a site, and then click Select.
(You can also access a specific site if you know where you want to go.)

Viewing a File

Here is how you can view a text or GIF file in an FTP site's directory:

- 1 Choose **Go** from the Access menu.
- 2 At the Go window, type FTP, and then click OK.
- 3 At the FTP Alert window, read the text and then click Proceed.
- 4 At the File Transfer Protocol window, click the List of Sites button, click a site, and then click Select. (You can also access a specific site if you know where you want to go.)
- 5 At the next window, click a directory. (You might need to go several directories deep.)
- 6 At the next window, click a text or GIF file in the Files listbox, and then click View.

Retrieving a File

You retrieve (download) a file from an FTP site in order to copy it to your computer.

- 1 Choose **Go** from the Access menu.
- 2 At the Go window, type FTP, and then click OK.
- 3 At the FTP Alert window, read the text and then click Proceed.
- 4 At the File Transfer Protocol window, click the List of Sites button, click a site, and then click Select.
(You can also access a specific site if you know where you want to go.)
- 5 At the next window, click a directory. (You might need to go several directories deep.)
- 6 At the next window, click a text or GIF file in the Files listbox, and then click Retrieve.
- 7 At the Save As window, indicate a location, and then click OK.

Submitting a File

You submit a file in order to upload it to an FTP site. However, many sites do not accept uploads.




- 1 Choose **Go** from the Access menu.
- 2 At the Go window, type FTP, and then click OK.
- 3 At the FTP Alert window, read the text and then click Proceed.
- 4 At the File Transfer Protocol window, click the List of Sites button.
- 5 Click a site, and then click Select.
- 6 At the Access a Specific Site window, provide any relevant information, and then click OK.
- 7 At the next window, click a directory. (You might need to go several directories deep.)
- 8 At the next window, click Upload, and then click OK.
- 9 At the next window, click File, and then indicate the file to be submitted.
- 10 At the next window, click OK, select the correct file type, and then click OK.

What Can You Do with Telnet?

Telnet is an Internet tool that lets you use commands on remote computers on the Internet.

For example, you might use telnet to connect to Dartmouth College library and view information. You could just as easily connect to a different library on the Internet.

To establish a telnet connection, you must have these pieces of information:



-  Name of the computer site you want to access .
-  Valid user name for that site.
-  Password for that site.

Some telnet sites allow for guest logins but limit the commands available to you. Once you are connected to a telnet site, you often see a menu-driven system which is under the control of the telnet site. Such a system guides you through the actions you may perform at that site.

Another common use of telnet is for users to log into their computers from remote locations. In this case, users enter their own user names and passwords and, therefore, have the same user privileges they would have when logged in without using telnet.

Accessing a Telnet Site

To access a site using telnet:

- 1 Choose **Go** from the Access menu.
- 2 In the Go window, type TELNET.
- 3 Click **OK**.
- 4 At the menu of Telnet options, you can either select a site from a list or specify a site that is not listed.
 -  To select a listed site:
 - 1 Double-click **List of Sites**.
 - 2 In the ensuing window, double-click a site name.
 -  To specify an unlisted site:
 - 1 Double-click **Access a Specific Site**.
 - 2 In the ensuing window, type the complete site name.
 - 3 Click **OK**.
- 5 At the You Are Leaving CompuServe window, click **Proceed**.

CompuServe 3.0.4UK takes you to the specified site. You should see a series of message reporting its progress. Once you arrive, you may see usage directions; if not, you need to know the procedures for using the site.

Related Help Topics

[What Can You Do With Telnet?](#)

Gopher

Gopher is a tool that conveniently lists a site's resources as a numbered list (menu). All you have to do is type the number of the resource and press Enter to access that resource.

- 1 Choose **Go** from the Services menu and type TELNET.
- 2 Click the OK button.
- 3 At the menu of Telnet options, double-click List of Sites.
- 4 Double-click The University of Minnesota Gopher.
- 5 Click the Proceed button and press Enter.
- 6 Click a resource number and press Enter.

Veronica

Veronica is an Gopher search tool. You provide a keyword, and Veronica searches the list items in Gopher for that keyword. This tool saves you the trouble of scanning menu after menu in search of your topic.

- 1 Choose **Go** from the Services menu and type TELNET.
- 2 Click the OK button.
- 3 At the menu of telnet options, double-click List of Sites.
- 4 Double-click The University of Minnesota Gopher.
- 5 Click the Proceed button and press Enter.
- 6 Type 8 and press Enter.
- 7 Type 3 and press Enter.
- 8 Type 19 and press Enter.
- 9 Type your keyword and press Enter.

Archie

Archie is a search tool for locating files on the Internet. You must telnet to an Archie server, perform a search, and then FTP to the given location to retrieve (download) the file.

- 1 Telnet to an Archie server.
- 2 Type ARCHIE at the login: prompt.
- 3 Press Enter at the password: prompt.
- 4 Type FIND and your subject (such as JETSON) and press Enter.

Note this information:



Host (such as **hea.ie**)



Directory (such as **/part4/funet-pics/comics/misc**)



Filename (such as **jetson.gif**).

- 5 Type BYE and press Enter.
- 6 GO FTP and click the Access the Specific FTP Site button.
- 7 Supply the site (host) and directory information and click the OK button.
- 8 Mark the file and click the Retrieve button.

Archie Servers

Although it's best to use the server closest to you, you can try any of these Archie servers:

-  **archie.unl.edu** (Nebraska, USA)
-  **archie.rutgers.edu** (New Jersey, USA)
-  **archie.nz** (New Zealand)
-  **archie.funet.fi** (Finland)
-  **archie.sogang.ac.kr** (Korea)

Many other Archie servers exist. Often you can type SERVERS at the Archie prompt and press Enter for a list of Archie servers.

What is the World Wide Web?

The World Wide Web (Web or WWW) is a graphical, hypermedia part of the Internet (with all the technical complexities hidden behind the scene).

When you view the WWW, you see text and graphics and can navigate by clicking on links (just as you do in this Help system).

The big difference is that WWW links can display pages (as well as images and sounds) from remote computers across the Internet.

Making a Personal Web Page

Retrieve (download) CompuServe's home page publishing software to make a private Web page.

- 1 Choose **Go** from the Access menu.
- 2 At the Go window, type OURWORLD, and then click OK.
- 3 At the Our World area, click Publish on Our World.
- 4 At the next window, click the download option and then follow those instructions.

What is HTML?

HTML stands for HyperText Markup Language and is used to describe the structure of a document. In other words, HTML codes identify the parts of a document (such as a paragraph, a bulleted list, a numbered list, and so on). These codes are the same whether you create them on a Macintosh, Window, UNIX, or other system and are easily read on different systems.

HTML, for the most part, does not describe the appearance of the document (such as, font, font size, indentations, and so on). These qualities are provided by each browser (the software you use to view the Web page) and are usually customized by the user. Thus, an HTML document can appear differently to each viewer but still have the same structure.

Finding Web Sites

One of the easiest ways to find a Web site is to click the Find side button (on the Home Desktop), click the Services top tab, and then click the Start Internet Search button.


You can also find interesting and informative Web sites and other Internet locations by consulting any of the numerous Internet-related Forum areas on CompuServe Interactive (CSi). To learn about CSi's Internet-related Forum areas, choose **Go** from the Access menu, and then enter INN in the ensuing window.

Related Help Topics


[Internet-Related Forum Areas](#)


Internet-Related Forum Areas


CompuServe Interactive (CSi) provides many Forum areas that cover the gamut of topics related to the World Wide Web and the Internet at large:

 Forum areas designed to help novices with the Web and the Net, such as the Internet New Users Forum (GO INETNEW), the Internet Welcome Centre Forum (GO INETWC), and the CompuServe Internet Applications Forum (GO CIAPPS).

 Forum areas maintained by popular Internet-related magazines, such as the Internet Magazine Forum (GO INTMAG) and the Internet World Magazine Forum (GO IWFORUM).

 Forum areas that cover all aspects of the Internet for non-English speakers, such as the Deutsches Internet Forum (GO GERINT), the Internet France Forum (GO INETFR), the Netherlands Internet Forum (GO NLINTER), and the Websurfer Forum (GO WEBSURF).

 Forum areas for advanced Internet users and Internet developers, such as the Internet Developers Forum (GO INETDEV) and the Internet Resources Forum (GO INETRES).

 Forum areas for Webmasters, Internet publishers, and others who want to conduct business on the Internet, such as the HTML Tools Forum (GO HTML), the Internet Business Forum (GO INETBIZ), the Internet Publishing Forum (GO INETPUB), the Internet Webmasters Forum (GO INETWEB), and the Webmaster Forum (GO WEBMASTER).

Of course, all these Forum areas provide information, opinions, and advice not only to their particular audiences, but to anyone who wants to explore any aspect of the Internet. Other Forum areas are also available. GO INN to learn more.

Using an Internet Browser

Choose **Internet** from the Services menu to use the Internet browser.

Newsdesk topics

What is the Executive News Service (ENS)?

ENS is a news clipping service that collects the news stories you want based on search terms that you create.

Public Folders are provided by ENS. Articles (stories) are organized by individual wire services. Anyone can open a Public Folder and read its articles.

Personal Folders are created by you. Articles (stories) about topics that match keywords you specify are clipped as they are released by wire services. Only you can open your personal folders.

Creating a Folder

If you want to collect only those news stories that meet your selection interests, create a personal folder.

- 1 At the News Desktop, click the Articles side button.
- 2 Click the Create Folders top tab.
- 3 Click New.
- 4 Provide the folder information.
- 5 Click OK.

Modifying a Folder

You can change a personal folder to update the search terms or other folder-specific information.

- 1 At the News Desktop, click the Articles side button.
- 2 Click the Create Folders top tab.
- 3 Click a folder.
- 4 Click Change.
- 5 Change the information as appropriate.
- 6 Click OK.

Clearing a Folder

Use the Empty button to clear a personal folder of all its news articles (stories).

- 1 At the News Desktop, click the Articles side button.
- 2 Click the Create Folders top tab.
- 3 Click a folder.
- 4 Click Empty.

Opening a Folder

You open a folder to see which news articles (stories) are inside.

- 1 At the News desktop, click the Articles side button.
- 2 Click a folder.
- 3 Click Open.

Deleting a Folder

If you are no longer interested in maintaining a personal folder, you can delete it.

- 1 At the News Desktop, click the Articles side button.
- 2 Click the Create Folders top tab.
- 3 Click a folder.
- 4 Click Delete.

Searching for a News Article

In the Executive News Service, you can search for news articles (stories).

- 1 At the News Desktop, click the Articles side button.
 - 2 Click the Search top tab.
 - 3 Select a folder from the Find articles in list.
 - 4 If you select the Current News folder, you can search for articles from specific sources (news wires). To eliminate a source, unmark the adjacent checkbox. If you want to search articles from just one or two sources, it's easier to click the None button beneath the list to unmark all the sources, and then mark the checkboxes for the sources you want to search.
 - 5 If you select the News by Company Ticker folder, type a ticker symbol into the field next to whose ticker is (required) and select the sources you want to search (optional).
 - 6 If you select a personal folder, you can specify a date range and/or select sources. (Remember, you can limit the sources for a personal folder when you create it.) To specify a date range, change the From date to any date between the date currently specified and today's date and/or change the To date to any date between the From date and today's date.
- 4 Click the Search button above the window.

You can also search for News Articles stored in your Filing Cabinet.

- 1 Access your Filing Cabinet.
- 2 At the Filing Cabinet window, click Search.
- 3 Choose **News articles** in the box beside Find. (Click the down arrow, and then click **News articles**.)
- 4 Provide additional search information as appropriate.
- 5 Click Search.

Reading a News Article

You open a news article to read it.

- 1 At the News Desktop, click the Articles side button.
- 2 Click a folder.
- 3 Click Open.
- 4 Click an article.
- 5 Click Open.

Saving a News Article

Saving a news article (story) to your Filing Cabinet lets you read the news article again later offline.

- 1 At the News Desktop, click the Articles side button.
- 2 Click a folder.
- 3 Click Open.
- 4 Click an article.
- 5 If you want to file (save) the article immediately, click File It.
- 6 If you want to mark the article to be filed at a later time, rather than immediately, click File Later.
(The file request will be added to your To-Do List.)

Printing a News Article

To print the news article (story) you are reading, choose **Print** from the File menu in the article window.

Marking a News Article for Retrieval

Use the File Later button to mark an article for later, rather than immediate, retrieval.

- 1 At the News Desktop, click the Articles side button.
- 2 Click a folder.
- 3 Click Open.
- 4 Click an article.
- 5 Click File Later. (The file request will be added to your To-Do List.)

Deleting a News Article

If you are reading an article (story) in a personal fFolder, you can delete the article by clicking the Delete button.

Home Desktop

In CompuServe 3.0.4UK, all your activity begins at the Home Desktop. You use this desktop to locate services or information by using these elements:

Menu bar provides you with these menus of commands:

File (New Text File, New Mail Message, New Forum Message, Open, Close, Save, Add to Favorite Places, Filing Cabinet, Address Book, To-Do list, Filing Cabinet Utilities, Page Setup, Print, Run, and Exit commands). Helps you manipulate files and special storage areas.

Edit (Undo, Cut, Copy, Paste, Clear, Select All, Paste From commands). Helps you manipulate text.

Access (Favorite Places, Find, Go, Terminal Emulator, CompuServe Directory, Connect, Connection Status, and Preferences commands). Helps you connect to or find information services as well as customize your CompuServe 3.0.4UK software.

Services (Table of Contents, News Community, Business & Prof. Community, Leisure Community, Entertainment Community, Education Community, Reference Community, Computing Community, Travel Community, Support Community, What's New?, ENS, Chat). Helps you quickly access popular services.

Mail (Create New Mail, Get New Mail, Send/Retrieve All Mail, Send File, and Address Book commands). Helps you to create and receive Mail, send files, and maintain your Mail addresses.

Window (displays menu items for each open window). Helps you quickly display a particular window.

Tool bar provides you with a list of the most recent places you've visited as well as single-click access to popular commands.

The Home Desktop provides you with these side tabs which display page tabs that you can use to explore CompuServe 3.0.4UK and CompuServe Interactive (CSi):

Main Menu (displays the Main Menu and Assistance page tabs). Helps you quickly connect to popular CSi services.

Go (displays the Go, Favorite Places, and Parental Controls page tabs). Helps you easily access a service, display a list of your favorite services, and control access to certain services.

Find (displays the Services, Files, and Members page tabs). Helps you find a particular service, Forum area file, or CSi member.

Mail Centre (displays the Read, Create, Address Book, and Search page tabs). Helps you manipulate your electronic Mail and list of electronic messages.

My Information (displays the Filing Cabinet and To-Do List page tabs). Helps you quickly review your membership information, items stored in your Filing Cabinet, and tasks pending in your current session.

Learn About (displays the CompuServe, Mail, Getting Around, and The Internet page tabs). Helps you understand several types of services on CSi as well as introduces you to the Mail Centre, methods

for locating information, and the Web browser.

Status bar provides you with icons showing connection status, connect time, Mail message count, and status messages.

Forum Desktop

Message Boards, file libraries, and conferences are all found in the Forum Desktop. Use these elements to explore the Forum area:

Menu bar provides you with these menus of commands:

File (New Text File, New Mail Message, New Forum Message, Open, Close, Save, Add to Favorite Places, Filing Cabinet, Address Book, To-Do list, Filing Cabinet Utilities, Page Setup, Print, Run, and Exit commands). Helps you manipulate files and special storage areas.

Edit (Undo, Cut, Copy, Paste, Clear, Select All, Paste From commands). Helps you manipulate text.

Access (Favorite Places, Find, Go, Terminal Emulator, CompuServe Directory, Connect, Connection Status, and Preferences commands). Helps you connect to or find information services as well as customize your CompuServe 3.0.4UK software.

Services (Table of Contents, What's New, Internet, Member Services, Latest Weather, Latest News, Executive News Services, Stock Quotes, Financial Portfolio Forums and Communities, and Chat commands). Helps you quickly access popular services.

Forum (Create Forum Message, Contribute Library File, Search, Get Announcements, Get Waiting Messages, See More Messages, Ignore All Invitations, Who's Here List, Rooms List, Modify Prohibited List, Change Nickname, Change Member Profile, Tracking, and Leave commands). Helps you use the Forum area.

Window (displays menu items for each open window). Helps you quickly display a particular window.

Tool bar provides you with a list of the most recent places you've visited as well as single-click access to selected popular commands.

The Forum Desktop provides you with these side tabs which display page tabs that you can use to explore CompuServe 3.0.4UK and CompuServe Interactive (CSi):

Welcome (displays the Welcome, Announcements, and Members page tabs). Helps you understand and use the Forum area.

Message Boards (displays the Read, Create, and Search page tabs). Helps you read, send, and search for messages in the Forum area.

File Libraries (displays the Read, Create, and Search page tab). Helps you view or search for files in the Forum area as well as contribute (upload) your own to the Forum area.

Forum Conference (displays the Public Rooms, Who's Here, and Friends page tabs). Helps you locate and start a conversation with anyone else in the Forum area or just your special friends.

Learn About (displays the What is a Forum, Message Boards, File Libraries, and Conferences page tabs). Helps you understand the purpose of a Forum area as well as its three major parts.

Leave Forums exits the Forum area and displays the Home Desktop.

Status bar provides you with icons showing connection status, connect time, Mail message count, and status messages.

News Desktop

The News Desktop, which is only available in the Executive News Service, helps you search for, read, and file news articles (stories) as well as maintain (create) Personal and Public Folders. Use these elements to explore the news desk:

Menu bar provides you with these menus of commands:

File (New Text File, New Mail Message, New Forum Message, Open, Close, Save, Add to Favorite Places, Filing Cabinet, Address Book, To-Do list, Filing Cabinet Utilities, Page Setup, Print, Run, and Exit commands). Helps you manipulate files and special storage areas.

Edit (Undo, Cut, Copy, Paste, Clear, Select All, Paste From commands). Helps you manipulate text.

Access (Favorite Places, Find, Go, Terminal Emulator, CompuServe Directory, Connect, Connection Status, and Preferences commands). Helps you connect to or find information services as well as customize your CompuServe 3.0.4UK software.

Services (Table of Contents, What's New, Internet, Member Services, Latest Weather, Latest News, Executive News Services, Stock Quotes, Financial Portfolio Forums and Communities, and Chat commands). Helps you quickly access popular services.

News (Get All Personal Articles, Get Announcements, and Leave commands). Helps you quickly view news articles (stories) and Announcements.

Window (displays menu items for each open window). Helps you quickly display a particular window.

Tool bar provides you with a list of the most recent places you've visited as well as single-click access to selected commands.

The News Desktop provides you with these side tabs which display page tabs that you can use to explore CompuServe 3.0.4UK and CompuServe Interactive (CSi):

Welcome (displays the Lobby page tab). Helps you understand and use the News desktop.

Articles (displays the Read, Search, and Create Folders page tabs). Helps you search for and read news articles (stories) as well as create, change, and delete clipping folders.

Learn About (displays the What is News, Articles, and Personal Folders page tabs). Helps you understand the purpose of a ENS as well as the use of clipping folders.

Leave News exits the News desk and displays the Home Desktop.

Status bar provides you with icons showing connection status, connect time, Mail message count, and status messages.

Chat Desktop

The Chat Desktop helps you communicate with friends (new and old) on CompuServe Interactive (CS3) in Public Rooms or Private Chats. Use these elements to explore the Chat area:

Menu bar provides you with these menus of commands:

File (New Text File, New Mail Message, New Forum Message, Open, Close, Save, Add to Favorite Places, Filing Cabinet, Address Book, To-Do list, Filing Cabinet Utilities, Page Setup, Print, Run, and Exit commands). Helps you manipulate files and special storage areas.

Edit (Undo, Cut, Copy, Paste, Clear, Select All, Paste From commands). Helps you manipulate text.

Access (Favorite Places, Find, Go, Terminal Emulator, CompuServe Directory, Connect, Connection Status, and Preferences commands). Helps you connect to or find information services as well as customize your CompuServe 3.0.4UK software.

Services (Table of Contents, What's New, Internet, Member Services, Latest Weather, Latest News, Executive News Services, Stock Quotes, Financial Portfolio Forums and Communities, and Chat commands). Helps you quickly access popular services.

Chat (Get Announcements, Ignore All Invitations, Who's Here List, Rooms List, Modify Prohibited List, Change Nickname, Tracking, and Leave commands). Helps you quickly control your interactions on the Chat desktop.

Window (displays menu items for each open window). Helps you quickly display a particular window.

Tool bar provides you with a list of the most recent places you've visited as well as single-click access to selected commands.

The Chat Desktop provides you with these side tabs which display page tabs that you can use to explore CompuServe 3.0.4UK and CompuServe Interactive (CSi):

Welcome (displays the Welcome page tab). Helps you understand and use the Chat desktop.

Chat (displays the Public Rooms, Who's Here, and Friends page tabs). Helps you locate and start conversation with anyone else in the Chat area or just your special friends.

Learn About (displays the What is Chatting, Public Rooms, Private Chats, and Group Chats page tabs). Helps you understand how to engage in the different kinds of chats.

Leave Chat exits the Chat desktop and displays the Home Desktop.

Status bar provides you with icons showing connection status, connect time, Mail message count, and status messages.

Browser Desktop

Your CompuServe screen changes as you explore CompuServe Interactive (CSi) services and Internet locations.

You can click (or double-click in some instances) the colorful graphics and buttons and assorted menu topics to view related services and information.

You can use the buttons along the top of your screen to go to other Web pages, Internet locations, and CSi services.

(You can position your arrow cursor over a Toolbar button for a few moments to learn what it represents.)


If you are having trouble getting to a service, click the Go button at the top of your screen, type the name of the service, and then click OK. If the Go feature is unable to locate the service, you will be given the opportunity to search for it.


You can also click the Find button to locate services.

What you see on your screen

Page displays the title of the current page. Click the arrow to view the titles of other pages visited during your session. (You can click a page to go directly to that page too.)

Go button enables you to go directly to a location that you specify.

 button redisplay the page you visited prior to the current page.

 button redisplay the page you visited after the current page.

Working indicator (to the left of the Main Menu button) is visible and animated only when transfer to a new page is in progress.

Main Menu button takes you back to the Main Menu page (on the CompuServe 3.0.4UK Home Desktop.)

File It button opens your Filing Cabinet.

Reload button retrieves graphics for menus.

What's New button displays the latest news highlights with links to the full articles.

Find button enables you to locate services based on a topic that you specify.

Stop button interrupts the retrieval of graphics. (You will not see this button all the time.)

These topics were moved from the L1 and L2 files to make common repository. Also two new ones for F1 support made on 13-May

Saving Items in the Filing Cabinet

If you want to store a Mail message, Forum message, news article (story), or other type of text article to review or use later, you can save it to your Filing Cabinet. Simply click the File It button in the message or article window, and then select or create the folder where you want to store it.

To access the Filing Cabinet, click the My Information side button (on the Home Desktop), and then click the Filing Cabinet top tab.

Finding Access Phone Numbers

If you travel frequently and connect to CompuServe Interactive (CSI) from different locations, you will need to learn the best access phone number for your particular location. Access phone numbers can also change unexpectedly.

To find access phone numbers, click the Main Menu side button (on the Home Desktop), click the Assistance top tab, and then click the Access Phones button.

Another way to find local access phone numbers for your current geographical area is to telephone (800)635-6225 or (800)63LOCAL.

Canceling an Activity

There might be times when you want to cancel an activity or task in progress. For example, while searching for a file, you might cancel the search to redefine the search terms.



In progress indicator windows, you can click the Cancel button (in the window) to cancel the task that is currently in progress.



In the Browser Desktop, you can click the Stop button (near the Toolbar) to cancel a task currently in progress there.

Confirming Online Status

You can confirm your online status by looking at the lower left-hand corner of the CompuServe window.

If you are connected to CompuServe Interactive (CSi), the connection counter beside the globe shown there will be displaying an increasing count of your connect time.

If the up and down arrows beside the globe are blinking, it means that information is being transmitted between your computer and CSi.

You can also look at the Connect or Disconnect button (the hands) on the CompuServe 3.0.4UK Toolbar. If the two hands are clasped (a handshake), you are connected to CSi. If the two hands are not clasped (no handshake), you are not connected to CSi.

Contacting Customer Service

To contact CompuServe Customer Service, click the My Information side button (on the Home Desktop), click the Membership Information top tab, and then click the Customer Service button.

You can review your membership account information at the Membership Information page, too. (Click the Account Information button.)

You do not need to contact Customer Service to find local access phone numbers. Instead, you can click the Main Menu side button on the Home Desktop, click the Assistance top tab, and then click the Access Phones button. Another way to find local access phone numbers for your current geographical area is to telephone (800)635-6225 or (800)63LOCAL.

You can also contact the nearest CompuServe Customer Service office for assistance at any time.

List of CompuServe Offices

[Argentina](#)

[Australia/New Zealand](#)

[Austria](#)

[Brasil](#)

[Chile](#)

[Colombia](#)

[France](#)

[Germany](#)

[Hong Kong](#)

[Hungary](#)

[Israel](#)

[Japan](#)

[Mexico](#)

[Netherlands](#)

[Singapore](#)

[South Africa](#)

[South Korea](#)

[Switzerland](#)

[Taiwan](#)

[United Kingdom](#)

[United States/Canada](#)

[Venezuela](#)

[Other Countries](#)

Using the To-Do List

Throughout your CompuServe 3.0.4UK session you can create an ongoing To-Do List of tasks you want to perform, such as retrieving Forum Message Topics or sending Mail messages. You can then process the tasks on your To-Do List all at once (or individually) whenever you like.

You add tasks to your To-Do List by clicking buttons such as Retrieve Later (rather than Retrieve), Send Later (rather than Send), and so forth, as appropriate.

To view your To-Do List, click the My Information side button (on the Home Desktop), and then click the To-Do List top tab.

Making a Web Page

CompuServe's Home Page Wizard software offers you an easy way to design a personal Web page. (You can also use other authoring tools.)

You can design your Web page to include pictures, sound files, jumps to other Web pages, and more.

You can then use the Publishing Wizard to copy your Web page to the Internet, where it can be viewed by millions.


Using Parental Controls


You can use Parental Controls to limit your child's access to the Internet and CompuServe Interactive (CSI).


To go to the CompuServe Parental Controls Centre, click the Go side button (on the Home Desktop), click the Parental Controls top tab, and then click the Parental Controls button.


Going to the Internet

Here are just a few of the many ways you can go to the Internet:

 Click the Go side button (on the Home Desktop), and then click the Go top tab to go directly to a Web page that you have visited recently or that you specify.

 Click the Main Menu side button (on the Home Desktop), and then click the Internet button.

 Choose **Internet** from the Services menu to start the Web Browser and access the CompuServe Interactive (CSi) home page on the World Wide Web.

 If a choice on a menu or list of services accesses the Internet and you click it, you will go to the Internet.

Using the Web Browser

The Web Browser is started automatically whenever you go to the Internet.

You can choose **Internet** from the Services menu to go directly to the CompuServe Interactive (CSi) home page on the World Wide Web.

If you are running Windows 95 and you go to a Web page, the Web page will be displayed within the CompuServe window. However, if you are not running Windows 95 and you go to a Web page, the Web page will not be displayed within the CompuServe window, but will be displayed externally (apart from your CompuServe 3.0.4UK software.)

Mapping Message Topics

From time to time, while reading Forum messages, you might want to map the Message Topic.

A message map is similar to a genealogy chart. It shows the relationships that a message has to other messages in the topic. You can also display messages from a message map.

To map a Message Topic, click the Map button (in the Read Forum Message window) while reading a Forum message or while viewing a list of Message Topics.

Viewing Only Today's Messages

To set up a search for today's Forum messages, click the Message Boards side button (at the Forum Desktop), and then click the Search top tab.

Click the More button there to specify your desired submission date. (Set it for today's date.)

Sending a Private Message

A private Forum message is visible only to those people to whom you send it.

To assign a private status to a message you want to send, click the Options button in the Create Message window (while creating or reviewing your message), and then click the Private Forum message option.

Contacting the Sysop

Every Forum area has a Forum manager, or sysop (short for system operator). You can contact the sysop by sending him or her a message.

To send a Private Message to the sysop, type *SYSOP in the Name box of the Create Message window.

If you want other Forum members to see the message, type SYSOP (without the asterisk) in the Name box instead.

Viewing a List of Upcoming Conferences

You can review Forum Conference schedules at the Announce page in a Forum area. (To get there, click the Welcome [side button](#), and then click the Announce [top tab](#).)

Going to the Executive News Service

The Executive News Service is a news clipping service that collects news articles (stories) according to your preferred search interests.

To go to the Executive News Service, choose **Go** from the Access menu, and then type ENS.

Submitting a Question in a Moderated Conference

You can submit a question at any time during a Moderated Conference.

In your Moderated Chat window, click the Ask button, type your question, and then click the Submit button shown there.

Changing a Question in a Moderated Conference

Once you have submitted a question in a Moderated Conference, you might want to change and resubmit it.

In your Moderated Chat window, click the Ask button, edit your question, and then click the Resubmit button shown there.

Withdrawing a Question in a Moderated Conference

Once you have submitted a question in a Moderated Conference, you might want to withdraw it.

In your Moderated Chat window, click the Ask button, and then click the Withdraw button shown there.

Viewing Voting Results in a Moderated Conference

To view the current results of a vote, click the Tally button in the Moderated Chat window.

Each time you click the Tally button, the voting results will be updated if new ballots have been cast.

Upon completion of the vote, the conference moderator will post the voting results for all to see.

Learning Service Names

Conduct a Services search to learn the names (Go words) of CompuServe Interactive (CSI) services.

- 1 At your Home Desktop, click the Find side button.
- 2 Click the Services top tab.
- 3 Type SERVICES in the provided box.
- 4 Click Search.

Using the Define Connection Window

- 1 If you want to change the value shown in the Port box, click the down arrow and then click the choice you want.

Port, or communications port, refers to the plug on the back of your computer used for communications, usually where your telephone line plugs in to your modem.

- 2 If you want to change the value shown in the Port speed box, click the down arrow and then click the choice you want.

Port speed, or baud, indicates your current speed at which data will be transmitted over your communications line. Your modem must support the port speed that you select.

- 3 If you want to change the value shown in the Access network box, click the down arrow and then click the choice you want.

Access network is the combinations of lines, satellites, and machines that enable your computer to exchange information with CompuServe Interactive (CSI).

- 4 If you want to change the value shown in the Dial type box, click the down arrow and then click the choice you want.

Dial type indicates how your modem dials a phone number to connect to CompuServe Interactive (CSI), such as Tone for a touch-tone phone. Select Direct only if your computer is hard-wired to another computer system which provides the connection for you.

- 5 If you want to change the value shown in the Access phone box, type it in the box.

Access phone number is the telephone number that your modem dials to connect to the CompuServe network. (Do NOT type your home or business telephone number here.)

- 6 If you want to review or provide modem-specific information, click Define Modem.

- 7 If you will be connecting through a communications port that access a LAN or modem pool that makes your connection to CompuServe for you, click LAN to specify required information.

- 8 Click Next.

Replying to a Message

Follow these steps to reply to any incoming Mail message.

- 1 If the message you want to reply to is not currently opened, find it and open it.
- 2 Click Reply (in the message window).
- 3 Compose your reply and provide any other necessary information.
- 4 Click Send.

Sending to the Internet

Follow these steps to create an Internet address format as you compose a Mail message.

- 1 In the Address box within your Create Mail window, type the word INTERNET
- 2 Type a colon (:)
- 3 Type the person's Internet address
- 4 Type an at sign (@)
- 5 Type the address domain

Example

INTERNET:HORATIO@CLEVELAND.FREENET.EDU

Receiving from the Internet

Tell your Internet correspondents to use one of the following address formats to send Mail to your CSI mailbox:



User ID@COMPUSERVE.COM. Be sure to replace the comma in your User ID number with a period.



Personal Address@COMPUSERVE.COM. Your Personal Address is not case-sensitive.

Examples

70009.1234@COMPUSERVE.COM

MaxNix@COMPUSERVE.COM

How to Telnet to CSi

Follow these steps to telnet to CSi from a computer connected to the Internet:

- 1 At the appropriate command prompt, type TELNET COMPUSERVE.COM, and then press Enter.
- 2 At the Host Name: prompt, type CISAGREE, and then press Enter.
- 4 At the Enter choice <300,2400,9600,14400,OFF>: prompt, type a baud rate, and then press Enter.
- 5 At the User ID: prompt, type your CSi member ID number, and then press Enter.
- 6 At the Password: prompt, type your CSi password, and then press Enter.

Attending a Moderated Conference

To attend a Moderated Conference:

- 1 Click the Forum Conference side button.
- 2 Click the appropriate Public Room.
- 3 Click Participate.

Nickname Rules

Your nickname may have a maximum of 19 characters, but may not contain asterisks (*), pound signs (#), or braces ({ or }).

Your nickname may contain embedded spaces, but CSi removes leading or trailing spaces. For example, Joe_Modem and Joe Modem are both valid nicknames.

A nickname cannot be obscene or offensive to the average person.

Changing Your Forum Conference Nickname

To change the nickname that is attached to your conference comments in this Forum area

- 1 Choose **Change Nickname** from the Forum menu.
- 2 In the Define Nickname window, type the nickname you want to use in future conferences.
- 3 Click OK.

Retrieving an Entire Folder

You can retrieve (download) an entire folder, but only if the folder is one of your Personal Folders.

- 1 Click the Articles side button.
- 2 Click a Personal Folder.
- 3 To retrieve the folder immediately, click File It. To mark the folder for later retrieval, click File Later.
(The retrieval request will be added to your To-Do List.)

Deleting from an ENS Folder

You can delete one or more articles without opening them from one of your Personal Folders in ENS.

- 1 Click the Articles side button.
- 2 Click a Personal Folder.
- 3 Click Open.
- 4 Click an article. To delete multiple articles, hold down the Control key while you click each article.
- 5 Click Delete.
- 6 In the ensuing window, which asks whether you want to delete the first selected article, click Yes.
- 7 Repeat Step 6 for each article you selected in Step 4.

Ignoring Group Chat Invitations

The Groups checkbox in your Chat preferences controls whether invitations to participate in Group Chats (Group Invitations) will be displayed on your screen while you are in Chat.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Chat top tab.
- 3 Mark the Groups checkbox (under Ignore invitations for).
- 4 Click OK.

Adding a Friend to your Friends List

- 1 At the Chat desktop, click the Chat side button.
- 2 Click the Friends top tab.
- 3 Click the New button.
- 4 In the Select Friends window, click the listing for someone you want to add.
- 5 If you want to add someone else, hold down the Control key while you click that person's listing. You can repeat this step as many times as you like.
- 6 Click OK.
- 7 In the ensuing window, click Yes if you want to add your new friend's name and CSi Mail address to CompuServe 3.0.4UK's Address Book. Otherwise, click No. This window appears once for every friend that you selected in Steps 2 and 3.

Starting a Private Chat

You send an invitation to someone to start a Private Chat.

- 1 Click the Chat side button.
- 2 Click the Who's Here top tab.
- 3 Click a name.
- 4 Click Start Private Chat.

New Command

The New command displays commands for creating a new Mail message, Forum message, or a text file.

Mail Message displays a window for creating a Mail message

Forum Message displays a window for creating a Forum message

Text displays a window for creating a text file.

The New command is on the File menu.

Open Command

The Open command displays a window for selecting and opening image and text files as well as file folders.

The Open command is on the File menu.

Close Command

The Close command closes the active window.

The Close command is on the File menu.

Save Command

The Save command stores the following information to a file you select or name:



All the text in the active text window.



Images in the active image window.

The Save command is on the File menu.

Filing Cabinet Command

The Filing Cabinet command displays a window that lets you store and organize information in one or more Filing Cabinet folders.

The Filing Cabinet command is on the File menu.

You can save the following items in your Filing Cabinet:



Mail messages



Forum area messages



Executive News Service articles (stories)







Text articles

Address Book Command

The Address Book command displays a window that helps you add and maintain mailing addresses.

The Address Book command is on both the File and Mail menus.

Use the Address Book for these maintenance activities:

-  Adding new addresses
-  Creating Group Mailing Lists
-  Opening addresses
-  Deleting addresses

Printer Setup Command

The Printer Setup command displays a window that lets you select options for your printer.

The Printer Setup command is on the File menu.

Print Command

The Print command prints the following information:



All the text in the active text window.



Images in the active image window.

The Print command is on the File menu.

Run Command

The Run command displays a window that lets you start a program.

The Run command is on the File menu

Exit Command

The Exit command closes the CompuServe 3.0.4UK software.

The Exit command is on the File menu.

If you are connected, this command disconnects you before closing the CompuServe 3.0.4UK software.

Undo Command

The Undo command lets you undo your last action.

The Undo command is on the Edit menu.

Cut Command

The Cut command lets you remove the highlighted text and place it on the clipboard.

The Cut command is on the Edit menu.

Copy Command

The Copy command lets you duplicate the highlighted text and place it on the Clipboard.

The Copy command is on the Edit menu.

Paste Command

The Paste command lets you put the contents of the clipboard at the insertion point.

The Paste command is on the Edit menu.

Clear Command

The Clear command deletes highlighted text.

The Clear command is on the Edit menu.

Select All Command

The Select All command lets you select (block) the contents of a text composition area (so that it is highlighted for copying or cutting).

The Select All command is on the Edit menu.

Show Clipboard Command

The Show Clipboard command lets you see the contents of the clipboard.

The Show Clipboard command is on the Edit menu (Macintosh only).

Preferences Command

The Preferences command lets you customize various aspects of CompuServe 3.0.4UK.

The Preferences command is on the Access menu.

Favorite Places Command

The Favorites Places command lets you display a window that lists favorite CompuServe Interactive (CSI) services or Internet locations. You can select a favorite place for immediate access, or add, change, or delete places.

The Favorite Places command is on the Access menu.

Find Command

The Find command includes commands for searching for services and members:

Services displays a window for finding a CompuServe Interactive (CSI) service.

Member displays a window for finding a CSI member.

The Find command is on the Access menu.

Go Command

The Go command displays a window from which you can go to a CompuServe Interactive (CSI) service or Internet location.

The Go command is on the Access menu.

Terminal Emulator Command

The Terminal Emulator command displays a window that lets you connect to CompuServe Interactive (CSI) using only text (no graphics or windows).

The Terminal Emulator command is on the Access menu.

Connect Command

The Connect command connects you to CompuServe Interactive (CSI).

The Connect command is on the Access menu.

Disconnect Command

The Disconnect command disconnects you from CompuServe Interactive (CSI) or the Internet, and also from the CompuServe network.

The Disconnect command is on the Access menu.

Connection Status Command

The Connection Status command displays a window that provides information about your phone link to the CompuServe network as well as the amount of time you've spent connected.

The Connection Status command is on the Access menu.

Preferences Command

The Preferences command displays a collection of preferences windows for customizing your CompuServe 3.0.4UK software. Preferences are grouped for your convenience, such as Mail preferences, Chat preferences, Toolbar preferences, and so forth.

The Preferences command is on the Access menu.

Internet Command

The Internet command starts the Web browser and displays the CompuServe Interactive (CSI) home page on the World Wide Web.

The Internet command is on the Services menu.

Table of Contents Command

The Table of Contents command displays a window that lets you explore CompuServe Interactive (CSI) services and events.

The Table of Contents command is on the Services menu.

What's New Command

The What's New command displays a window that lets you review summaries of the latest news affecting CompuServe Interactive (CSI) members.

The What's New command is on the Services menu.

Special Events Command

The Special Events command displays a window that lets you go to the unique offerings currently on CompuServe Interactive (CSI).

The Special Events command is on the Services menu.

Member Services Command

The Member Services command displays a window that lets you go directly to member assistance areas on CompuServe Interactive (CSI).

The Member Services command is on the Services menu.

Latest Weather Command

The Latest Weather command displays a window that lets you get weather information for most geographic areas.

The Latest Weather command is on the Services menu.

Latest News Command

The Latest News command displays a window that lets you choose current news stories.

The Latest News command is on the Services menu.

Stock Quotes Command

The Stock Quotes command displays a window that lets you select issues and get their prices.

You can also organize issues into folders.

The Stock Quotes command is on the Services menu.

Financial Portfolio Command

The Financial Portfolio command displays a window that helps you calculate the current value of your stocks.

The Financial Portfolio command is on the Services menu.

Create Forum Message Command

The Create Forum Message command displays a window that lets you create and send a message to a person in a Forum area.

The Create Forum Message command is on the Forum menu.

Contribute Library File Command

The Contribute Library File command displays a window that lets you send a file to the Forum area library.

The Contribute Library File command is on the Forum menu.

Search Command

The Search command displays commands for finding messages, files, and members in a Forum area.

Messages displays a window for finding a Forum message.

Files displays a window for finding files.

Members displays a window for finding a member.

The Search command is on the Forum menu.

Get Announcements Command

The Get Announcements command displays a window of fast-breaking or otherwise important information pertaining to the desktop or area that you are in at the time.

The Get Announcements command is on the Forum, Chat, Conference, and News menus.

Get Waiting Messages Command

The Get Waiting Messages command displays a window that displays the Forum area messages addressed to you.

The Get Waiting Messages command is on the Forum menu.

See More Messages Command

The See More Messages command displays a window that lets you display and access messages based on date, time, or specific Forum message number.

The See More Messages command is on the Forum menu.

Ignore All Invitations Command

The Ignore All Invitations command hides any Group Invitations or Private Invitations sent to you when you are in a Public Room in a Forum area, Chat, or the Conference Centre, for as long as you are in the particular area.

The Ignore All Invitations command is on the Chat, Forum, and Conference menus.

Change Forum Interests Command

The Change Forum Interests command displays a window that lets you define or change the interests included in your Member Profile in a Forum area.

The Change Forum Interests command is on the Forum menu.

Start Tracking Command

The Start Tracking command displays a window that lets you watch who enters and leaves, switches locations, and changes nicknames in an area, such as a Forum area, Chat, or the Conference Centre.

The Start Tracking command is on the Forum, Chat, and Conference menus.

Leave Command

The Leave command closes the current desktop.

The Leave command is on the Forum, News, and Conference menus.

Get Announcements Command

The Get Announcements command displays a window that lets you see the official verbiage about the Newsdesk.

The Get Announcements command is on the News menu.

Leave Command

The Leave command closes the Newsdesk.

The Leave command is on the News menu.

Create New Mail Command

The Create New Mail command displays a window that lets you create and send electronic Mail.

The Create New Mail command is on the Mail menu.

Get New Mail Command

The Get New Mail command displays a window that lets you get electronic Mail people have sent to you.

The Get New Mail command is on the Mail menu.

Send and Receive All Mail Command

The Send and Receive All Mail command automatically retrieves (downloads) your incoming Mail (from your mailbox to your computer), and sends your outgoing Mail (from your Outgoing Messages folder) for you, as well.

The Send and Receive All Mail command is on the Mail menu.

Send File Command

The Send File command displays a window that lets you select a file and send it as part of a Mail message. You can send more than one file at a time.

The Send File command is on the Mail menu.

Get Announcements Command

The Get Announcements command displays a window that lets you see the official verbiage about Chat.

The Get Announcements command is on the Chat menu.

Modify Prohibited List Command

The Modify Prohibited List command displays a window that lets you maintain a list of people you'd like to avoid in a particular area, such as Chat, a Forum area, or the Conference Centre.

The Modify Prohibited List command is on the Chat, Forum, and Conference menus.

The people listed are blocked from all chats, Group Invitations and Private Invitations, and are not displayed in group and room windows or the Who's Here List. However, they can still detect your presence.

Change Nickname Command

The Change Nickname command displays a window that lets you create or change your nickname in Chat.

The Change Nickname command is on the Chat menu.

Contents Command

The Contents command displays the help system Contents page.

The Contents command is on the Help menu.

Search for Help on Command

The Search for Help on command displays a window where you can search for help topics.

The Search for Help on command is on the Help menu.

What's New in This Version Command

The What's New in This Version command displays a summary of new features for CompuServe 3.0.4UK.

The What's New in This Version command is on the Help menu.

Upgrading from CIM Command

The Upgrading from CIM command displays information about upgrading to CompuServe 3.0.4UK from versions of CIM.

The Upgrading from CIM command is on the Help menu.

How to Use Help Command

The How to Use Help command displays a window that offers tips for using the help system.

The How to Use Help command is on the Help menu.

CompuServe Directory Command

The CompuServe Directory command displays a listing of hundreds of services and locations on CompuServe Interactive (CSI). You can access such services directly from the CompuServe Directory.

The CompuServe Directory command is on the Access menu.

About CompuServe for Windows Command

The About CompuServe for Windows command displays the About CompuServe for Windows box so that you can review version information.

The About CompuServe for Windows command is on the Help menu.

Home Desktop Command

The Home Desktop command enables you to return to the Home Desktop.

Each of the commands on the Windows menu corresponds to a desktop that you recently visited in your CompuServe 3.0.4UK session. If you click a Windows command, you will return to that desktop.

The Home Desktop command is on the Windows menu.

Forum Desktop Command

The Forum Desktop command enables you to return to the Forum Desktop.

Each of the commands on the Windows menu corresponds to a desktop that you recently visited in your CompuServe 3.0.4UK session. If you click a Windows command, you will return to that desktop.

The Forum Desktop command is on the Windows menu.

News Desktop Command

The News Desktop command enables you to return to the News Desktop.

Each of the commands on the Windows menu corresponds to a desktop that you recently visited in your CompuServe 3.0.4UK session. If you click a Windows command, you will return to that desktop.

The News Desktop command is on the Windows menu.

Conference Centre Desktop Command

The Conference Centre Desktop command enables you to return to the Conference Centre Desktop.

Each of the commands on the Windows menu corresponds to a desktop that you recently visited in your CompuServe 3.0.4UK session. If you click a Windows command, you will return to that desktop.

The Conference Centre Desktop command is on the Windows menu.

Browser Desktop Command

The Browser Desktop command enables you to return to the Browser Desktop.

Each of the commands on the Windows menu corresponds to a desktop that you recently visited in your CompuServe 3.0.4UK session. If you click a Windows command, you will return to that desktop.

The Browser Desktop command is on the Windows menu.

Settings and Preferences

Setting Your Forum Area Preferences

Forum preferences enable you to customize your Forum sessions. You can specify the names you want to go by in a Forum area, as well as whether to automatically file copies of messages that you send. You can also set preferences for your Forum conferences (chats).

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Forums top tab.
- 3 Provide your information.
- 4 Click OK.

Choosing Your Forum Conference Nickname

Initially, the name attached to your comments in Forum conferences is the same as the name assigned to your account. If that seems a bit formal, you can use the nickname of your choice. You can define a global nickname and/or define a nickname for use within a particular Forum.

To define a global nickname

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Forums top tab.
- 3 In the Name to use while conferencing box, type the nickname to be attached to your conference comments in Forum areas at large.
- 4 Click OK.

To define a nickname for conferencing in a particular Forum area

- 1 In the Forum area, choose **Change Nickname** from the Forum menu.
- 2 In the Define Nickname window, type the nickname to be attached to your conference comments in this Forum area (and only this Forum area).
- 3 Click OK.

Auto-Filing Sent Forum Messages

The Keep a copy of all sent mail in checkbox causes all Forum messages that you send to be filed automatically in your Filing Cabinet.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Forums top tab.
- 3 Mark the Keep a copy of all sent mail in checkbox.
- 4 Click Select Folder.
- 5 Specify the folder in which you want to save copies of your sent messages in the corresponding box.
- 6 Click OK.

Setting Chat Preferences

Chat preferences enable you to customize your Chat sessions. You can specify a Chat nickname, as well as preferences related to your Prohibited Users List, recording Chat conversations, ignoring invitations, and retrieving graphics and sound files.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Chat top tab.
- 3 Provide your information.
- 4 Click OK.

Adding People to the Prohibited List Permanently

The Permanently option ensures that the people you add to your Prohibited List will remain on the list indefinitely.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Chat top tab.
- 3 Click Permanently (under Add prohibited users to list).
- 4 Click OK.

Adding People to the Prohibited List Temporarily

The For today only option ensures that the people you add to your Prohibited List will remain on the list only for the duration of your Chat session.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Chat top tab.
- 3 Click For today only (under Add prohibited users to list).
- 4 Click OK.

Requesting a Prompt for Adding People to the Prohibited List

The Ask me option ensures that you will be prompted each time you add a person to the Prohibited List as to whether the person should remain on the list indefinitely or just for the current Chat session.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Chat top tab.
- 3 Click Ask me (under Add prohibited users to list).
- 4 Click OK.

Creating a Chat Transcript File

The Record chat text feature causes a Chat transcript file to be created each time you participate in or observe a chat.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Chat top tab.
- 3 Mark the Record chat text checkbox (under Record conversations).
- 4 Click OK.

Appending Chat Text to a File

The Add new text to the room's log file feature enables future chats to be appended to an ongoing chat transcript (log) file.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Chat top tab.
- 3 Mark the Record chat text checkbox (under Record conversations).
- 4 Click OK.

Ignoring Private Chat Invitations

The Private Chats checkbox in your Chat preferences controls whether invitations to participate in Private Chats will be displayed on your screen while you are in Chat.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Chat top tab.
- 3 Click the Private Chats checkbox (under Ignore invitations for).
- 4 Click OK.

Requesting that Graphics Files be Retrieved

The Graphics files feature enables you to retrieve (download) and view graphics files that are sent while participating in a conference (chat).

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Chat top tab.
- 3 Mark the Graphics files checkbox (under Retrieve).
- 4 Click OK.

Requesting that Sound Files be Retrieved

The Sound files feature enables you to retrieve (download) and hear sound files that are sent while participating in a conference (chat).

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Chat top tab.
- 3 Mark the Sound files checkbox (under Retrieve).
- 4 Click OK.

Requesting that All Retrieved Files be Saved

The Save all retrieved files feature causes all graphics and sound files sent during a conference (chat) to be saved automatically on your computer.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Chat top tab.
- 3 Mark the Save all retrieved files checkbox (under Retrieve).
- 4 Click OK.

Setting Your Fonts Preferences

Fonts preferences determine how characters, such as letters and numbers, look on your screen.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Fonts top tab.
- 3 Provide your information.
- 4 Click OK.

Changing the Appearance of Letters on Your Screen

The Change button in your Fonts preferences enables you to change the appearance of characters, such as letters and numbers, on your screen.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Fonts top tab.
- 3 Click the display category in the Item list box.
- 4 Click Change.
- 5 Click the desired font and size.
- 6 Click OK.

The Default button changes text back to its original (default) appearance (font and size).

Setting General Preferences

General preferences enable you to define the Web browser to be used with CompuServe 3.0.4UK, as well as change some other aspects of the way CompuServe 3.0.4UK is initially set to operate.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the General top tab.
- 3 Provide your information.
- 4 Click OK.

Defining Your Default Internet Browser

The Internet Browser Options feature enables you either to modify various aspects of Microsoft Internet Explorer (the browser that CompuServe 3.0.4UK is initially set to use), to define a different path to the Web browser, or to specify that CompuServe 3.0.4UK use a different browser.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the General top tab.
- 3 To modify Microsoft Internet Explorer (MSIE) operations, click the Define Browser Preferences button. This takes you to a window where you can review and/or edit the default specifications. When you're through, click the OK button to return to the General tab.
- 4 To use any browser other than MSIE, click the Use external Internet browser checkbox. This removes the Define Browser Preferences button, which applies only to MSIE.
- 5 To specify a different executable file for the browser, click the Select button beside the Internet Browser box. Then locate the browser you want to use, click it, and then click OK.

Note: You must specify a different path if you select a different browser. Optionally, you can also specify a different path for MSIE, if you have placed it somewhere other than the location initially recommended during installation of CompuServe 3.0.4UK.

- 6 In the General preferences window, click OK.

Requesting a Save Opened Graphics Prompt

The Prompt to save opened graphics feature ensures that you will be reminded about saving an opened graphic when you attempt to close it.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the General top tab.
- 3 Mark the Prompt to save opened graphics checkbox.
- 4 Click OK.

Retrieving Graphic Versions of Menus

The Retrieve graphic versions of menu feature enables you to view many CompuServe Interactive (CSI) menus in a colorful, graphic presentation.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the General top tab.
- 3 Mark the Retrieve graphic versions of menus checkbox.
- 4 Click OK.

Displaying All Warning Dialogs

The Display Confirmation Messages feature ensures that cautionary messages and confirmation windows are displayed on your screen whenever appropriate. (Any such messages that you have previously disabled will be re-enabled.)

- 1 Choose **Preferences** from the Access menu.
- 2 Click the General top tab.
- 3 Click the Display Confirmation Messages button.
- 4 In the window that asks whether you want to display all warnings and confirmation windows that have been hidden, click the Yes button.
- 5 Click OK.

Seeing What's New When You Connect

CompuServe 3.0.4UK is initially set to display a window with a list of news stories and other articles of interest to members whenever you log on to CompuServe Interactive. You can change this setting when you don't want to see What's New, and then change it back when you want to see it again.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the General top tab.
- 3 Click the checkbox next to Show What's New when connecting.
- 4 Click OK.

Setting Connection Preferences

Connection preferences contain the information that is required for you to make a connection to CompuServe Interactive (CSi) or the Internet, such as your communications port, access telephone number, and so forth.

- 1 Choose **Preferences** from the Access menu.
- 2 Provide your information.
- 3 Click OK.

Creating a Connection Set

The Add feature in your Connection preferences enables you to create secondary connection sets for alternative connection requirements, such as when having to change a telephone access number in order to connect from a different location.

Note: To use connection sets for different geographical locations on the same computer, you should also define your connections in Windows 95, associate them with your CompuServe 3.0.4UK connection sets, and create sets of Windows 95 LOCATION settings.

- 1 Choose **Preferences** from the Access menu.
- 2 Retain or change the information as appropriate. This includes content associated with the Define Modem and Define Advanced buttons.
- 3 Click Add.
- 4 Specify a name for the new connection set.
- 5 Click OK.

Related help topics

[Defining a Connection in Windows 95](#)

Defining a Connection in Windows 95

To use connection sets for different geographical locations on the same computer, you should also define your connections in Windows 95, associate them with your CompuServe 3.0.4UK connection sets, and create sets of Windows 95 LOCATION settings.

For each location that you have created a connection set for:

- 1 Right-click on the My Computer icon to open Windows 95 Explorer.
- 2 Choose **Explore**.
- 3 Click on Dial-Up Networking.
- 4 Create a new connection, following the instructions presented by the wizard. (Use a unique name, such as the city name, for the name of the computer you are dialing.)
- 5 When you've answered all the wizard's questions, right-click on the new connection entry in the right pane of the Windows 95 Explorer.
- 6 In the ensuing window, click the Server Type button.
- 7 In the ensuing window, click the top menu and set it to read "CISPPP: PPP connection using CompuServe networks." This tells Windows 95 to use the connection scripts and CIS.INI file in your CompuServe 3.0.4UK software.
- 8 To associate the new Windows 95 connection with the appropriate CompuServe 3.0.4UK connection set, modify the menu value for Connect Using (with Dial-Up Networking set as the connection type).
- 9 Choose **Settings** from the Start menu, and then choose **Control Panel** from the menu of settings.
- 10 Double-click the Modems icon.
- 11 In the ensuing window, click the Dialing Properties button.
- 12 Complete the settings for the location you'll be dialing from (its local access phone number, 9' if you'll need to dial an outside line first, and so on).
- 13 Save the settings.

Once you have completed this procedure for all the different locations you'll be accessing CSi from, you can switch from setting to setting as you travel.

Deleting a Connection Set

The Delete feature in your Connection preferences enables you to remove unneeded connection sets.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the connection set in the Connection box that you want to delete. (Click the down arrow, and then click a connection set.)
- 3 Click Delete.

Changing Your Member Name

The Member name box in your Connection preferences indicates the name you want to use when using CompuServe Interactive (CSI).

- 1 Choose **Preferences** from the Access menu.
- 2 Change the name in the Member name box as appropriate.
- 3 Click OK.

Changing Your Member ID

The Member ID box in your Connection preferences indicates the CompuServe Interactive (CSI) member ID number you want to use to connect to CSI or the Internet.

- 1 Choose **Preferences** from the Access menu.
- 2 Change the information in the Member ID box as appropriate.
- 3 Click OK.

Changing Your Password

You must be connected to CompuServe Interactive (CSi) in order to change your CSi Password. (Changing the password recorded in your Connection Preferences will not actually change your official CSi Password.)

- 1 Choose **Go** from the Access menu.
- 2 At the Go window, type PASSWORD, and then click OK.
- 3 Follow the ensuing prompts to provide the appropriate information.
- 4 If your previous password is recorded in your Connection Preferences, you will need to change it so that it matches your new password. (Specifying your password in your Connection Preferences streamlines your connection process, enabling you to connect to CSi without having to manually provide your password each time you want to make a connection. However, if you specify your password in your Connection Preferences, anyone using your computer will be able to use your CSi account. If you have security concerns, you should delete your password from your Connection Preferences.)

To change (or delete) your password in your Connection Preferences:

- 1 Choose **Preferences** from the Access menu.
- 2 Change (or delete) the password in the Password box as appropriate. You will not see your password as you type it, only asterisks.
- 3 Click OK.

Changing Your Access Phone Number

The Access phone box records the telephone number required for you to connect to CompuServe Interactive (CSi) or the Internet.

- 1 Choose **Preferences** from the Access menu.
- 2 Change the phone number in the Access phone box as appropriate.
- 3 Click OK.

Changing Your Communications Port

The Port box indicates the communications or COM port you want to use to connect to CompuServe Interactive (CSi) or the Internet.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the arrow in the Port box.
- 3 Click the desired Port.
- 4 Click OK.

Changing Your Baud Rate

The Port speed box indicates the baud rate at which your modem will transmit and receive information.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the arrow in the Port speed box.
- 3 Click the desired speed.
- 4 Click OK.

Changing Your Access Network

The Access network box determines the communications network that will be used to connect to CompuServe Interactive (CSi) or the Internet.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the arrow in the Access network box.
- 3 Click the desired network.
- 4 Click OK.

Changing Your Dial Type

The Dial type box determines how your modem dials to connect to CompuServe Interactive (CSi) or the Internet.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the arrow in the Dial type box.
- 3 Click the desired dial type.
- 4 Click OK.

Setting Mail Preferences

Mail preferences enable you to request whether to save outgoing (unsent) messages, as well as whether to file (save) sent messages, whether to view Mail directly from your online mailbox, and whether to delete Mail from your online mailbox once retrieved (downloaded).

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Mail top tab.
- 3 Provide your information.
- 4 Click OK.

Auto-Deleting Retrieved Mail from Mailbox

The Delete mail from online mailbox when retrieved checkbox ensures that your CompuServe Interactive (CSI) mailbox will be cleaned out each time you get your Mail.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Mail top tab.
- 3 Mark the Delete mail from online mailbox when retrieved checkbox.
- 4 Click OK.

Viewing Mailbox Before Retrieving Mail

The View mail online before retrieving checkbox enables you to process your incoming Mail at your online mailbox rather than retrieving it to your computer first.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Mail top tab.
- 3 Mark the View Mail online before retrieving checkbox.
- 4 Click OK.

Auto-Filing Sent Mail

The Keep a copy of all sent mail in checkbox causes all Mail messages that you send to be filed automatically in your Filing Cabinet.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Mail top tab.
- 3 Mark the Keep a copy of all sent mail in checkbox.
- 4 Click Select Folder.
- 5 Specify the folder in which you want to save copies of your sent Mail in the corresponding box.
- 6 Click OK.**

Including Yourself when Replying to All

The Include self when replying to all checkbox causes a copy of your reply to be sent to you whenever you click the Reply All button while reading an incoming message.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Mail top tab.
- 3 Mark the Include self when replying to all checkbox.
- 6 Click OK.

Setting Your News Preferences

News preferences determine whether particular articles (stories) that you retrieve (download) from a Personal Folder in the Executive News Service will also be deleted from the online folder after they have been retrieved.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the News top tab.
- 3 Provide your information.
- 4 Click OK.

Requesting that Retrieved News Articles be Removed from Folders

The Delete all retrieved feature ensures that an article (story) that you retrieve (download) from a Personal Folder in the Executive News Service will also be deleted from the online folder after it has been retrieved.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the News top tab.
- 3 Mark the Delete all retrieved checkbox.
- 4 Click OK.

Setting Your Terminal Emulation Preferences

Terminal preferences enable you to customize your terminal emulation sessions by controlling the size of your scrollback buffer.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Terminal top tab.
- 3 Provide your information.
- 4 Click OK.

Defining the Terminal Emulation Scrollback Buffer Size

The terminal emulation scrollback buffer enables you to view your recent terminal emulation activities.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Terminal top tab.
- 3 Type a number from 25-500 in the Size of scrollback buffer box. (Type a high value.)
- 4 Click OK.

Automating Keystrokes in Terminal Emulation

The Function-Key Definitions feature enables you to assign one or more keystrokes to up to 10 ALT key combinations in terminal emulation.

- 1 Choose **Set Function Keys** from the Terminal menu in terminal emulation.
- 2 Determine which ALT key combination you want to define. Type a title for the key combination in the appropriate box beneath Title. For example, if the key combination returns a weather forecast, you could type WEATHER.
- 3 Type the desired keystrokes or commands in the appropriate box beneath Command.
- 4 Click OK.

Creating a Terminal Emulation Log File

The Log to File feature enables you to log (record) your terminal emulation screen activity to a file.

- 1 Choose **Log to File** from the Terminal menu.
- 2 In the Save As window, select the folder and specify the file you want to log to. By default, your activity will be logged to TERMINAL.LOG in the CS3 folder.
- 3 Specify the type of file: either logging files (the default) or All files.
- 4 Click the OK button.
- 5 If the file you specified in Step 2 already exists, click the Append or Overwrite button in the File Save window (or click the Cancel button to cancel your instructions and start over).
- 6 Proceed with your activities. Everything you type and everything CSi responds will be recorded in the file you specified, as long as you remain in the same service.
- 7 When you have finished everything that you want to be logged, choose **Log to File** from the Terminal menu again.

Printing a Terminal Emulation Session

The printer logging feature enables you to print whatever appears in the active window when you are using a terminal emulation service.

- 1 Choose **Log to Printer** from the Terminal menu.
- 2 Proceed with your activities. Everything you type and everything CSi responds will be logged to your printer (sent to the printer buffer for printing when the buffer is full or when you stop printing), as long as you remain in the same service.
- 3 When you have finished everything that you want to be printed, choose **Log to Printer** from the Terminal menu again.

Setting Your Terminal Type

Normally, CompuServe 3.0.4UK uses a type of terminal emulation called Full VT100. Some terminal emulation services, however, use a terminal type called CIS VT100. The most noticeable difference between the two is that the text and background colors for one are the opposites of the text and background colors for the other.

To change your terminal type, you must be using a terminal emulation service. All you need to do is choose **VT100** from the Terminal menu. (This command appears as either **VT100 Full** or **VT100 CIS**; when you choose it, it 'toggles' from one to the other.)

Setting Your Toolbar Preferences

Toolbar preferences enable you to add and change the various buttons on your CompuServe 3.0.4UK Toolbar. You may add as many buttons as there is room for in the Toolbar.


- 1 Choose **Preferences** from the Access menu.
- 2 Click the Toolbar top tab.
- 3 Provide your information.
- 4 Click OK.

Inserting a Toolbar Button

The Insert feature in your Toolbar preferences enables you to add a button to your CompuServe 3.0.4UK Toolbar.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Toolbar top tab.
- 3 In the Functions Displayed list, click the button after which you want to insert the new button.
- 4 Insert the new button:

 To insert the button for a function included in the Available Functions list, select the function and then click the Insert button.

 To insert a button for a function (CompuServe Interactive service or Internet location) that is not included in the Available Functions list:

- 1 Click the Insert Service button.
 - 2 In the Insert Service window, type a Toolbar tip for the function in the Name field. The Toolbar tip appears in the tip balloon when you move your mouse pointer over the Toolbar button, so it should be short and to the point.
 - 3 Type the service name (Go word) or Internet URL in the Service field. If it's a URL, be careful to type it exactly as given; many URLs are case-sensitive.
 - 4 Select one of the buttons in the Button box.
 - 5 Check the contents of the Name field and the Service field, and the selected button.
 - 6 When you're sure that the contents of the Insert Service window are correct, click the OK button.
- 6 In the Toolbar tab, click the OK button.

Deleting a Toolbar Button

The Delete feature in your Toolbar preferences removes a button from your CompuServe 3.0.4UK Toolbar.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Toolbar top tab.
- 3 Click the button you want to delete in the Functions Displayed list box.
- 4 Click Delete.

Defining Default Directories

The Set Directories window enables you to change the directories (folders) where the files used to support CompuServe 3.0.4UK, as well as the files that you retrieve (download) while using it, are placed by default.

- 1 Choose **Preferences** from the Access menu.
- 2 Click the General top tab.
- 3 Click Set Directories.
- 4 Click a directory.
- 5 Click Change.
- 6 In the Open window, locate and click a directory to be used as the new directory.
- 7 Click OK.
- 8 If you want to change another directory, repeat Steps 4-7.
- 9 In the Set Directories window, click OK.

Defining Your Modem Settings

The Modem Control Settings window enables you to review or define your modem command strings and modem security values.

Note: These modem settings apply only during membership signup and when you manually dial a terminal emulation connection (that is, choose **Terminal** from the Access menu and then click the Manual Connect checkbox before clicking the Connect button.) The modem settings that govern normal communications are those defined in the Windows 95 Control Panel (the settings specified in Dial-Up Networking configuration).

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Provide your information.
- 4 Click OK.

Specifying a Modem

The Modem Control Settings window enables you to specify a modem to use with your connection settings.

Note: These modem settings apply only during membership signup and when you manually dial a terminal emulation connection (that is, choose **Terminal** from the Access menu and then click the Manual Connect checkbox before clicking the Connect button.) The modem settings that govern normal communications are those defined in the Windows 95 Control Panel (the settings specified in Dial-Up Networking configuration).

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Click a modem in the Modem box. (Click the down arrow, and then click a modem.)
- 4 Click OK.

Specifying an Initialization String

The modem initialization command string initializes your communication sequence.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Type the appropriate information in the Initialize box.
- 4 Click OK.

Specifying a Prefix String

The Prefix string is also known as the attention command

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Type the appropriate information in the Prefix box.
- 4 Click OK.

Specifying a Dial Tone String

The Dial Tone string is the string that initiates tone dialing.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Type the appropriate information in the Dial Tone box.
- 4 Click OK.

Specifying a Reset String

The Reset string resets the modem.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Type the appropriate information in the Reset box.
- 4 Click OK.

Specifying an Escape String

The Escape string issues an Escape command.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Type the appropriate information in the Escape box.
- 4 Click OK.

Specifying a Connect String

The Connect string is the string or phrase that is displayed when connection is established.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Type the appropriate information in the Connect box.
- 4 Click OK.

Specifying a Suffix String

The Suffix string is the correct string to terminate a command.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Type the appropriate information in the Suffix box.
- 4 Click OK.

Specifying a Dial Pulse String

The Dial Pulse string is the string used to initiate pulse dialing.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Type the appropriate information in the Dial Pulse box.
- 4 Click OK.

Specifying a Hang Up String

The Hang Up string is used to free the telephone line.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Type the appropriate information in the Hang Up box.
- 4 Click OK.

Specifying an Acknowledge String

The Acknowledge string is the correct string or phrase displayed when a command is successfully received by the modem.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Type the appropriate information in the Acknowledge box.
- 4 Click OK.

Specifying a Failure String

The Failure string is the string or phrase to be displayed when there is no connection or the modem signal stops.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Type the appropriate information in the Failure box.
- 4 Click OK.

Specifying Modem Security

The modem security feature enables you to password-protect your modem with a Member ID number and Password.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Click Set Security.
- 4 Type the appropriate information in the Member ID and Password boxes.
- 5 Click OK.

Conducting a Silent Modem Sequence

The Speaker Off feature in your Modem Settings window ensures that you can connect to CSi without hearing your modem connection sounds.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Modem.
- 3 Mark the Speaker Off checkbox.
- 4 Click OK.

Setting Advanced Preferences

The Advanced preferences window enables you to review or provide additional logon information that might be necessary for your particular network. For example, you might want to receive notice in the event that your modem carrier signal is lost.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Advanced.
- 3 Provide your information.
- 4 Click OK.

Defining Logon Parameters

Logon Parameters are special instructions appended to your member ID number. You should provide such information only when so directed by a CompuServe Customer Service representative.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Advanced.
- 3 Type the appropriate information in the Logon Parameters box.
- 4 Click OK.

Defining a Time-Out Value

If you frequently experience time-out problems, you can increase the HMI time-out value, but large values may also waste time and money.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Advanced.
- 3 Type the appropriate information in the HMI Time-Out box.
- 4 Click OK.

Defining a Retries Value

Your retries value determines the number of times the connection process should be initiated should a dialing-related problem occur.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Advanced.
- 3 Type the appropriate information in the Retries box.
- 4 Click OK.

Enabling Carrier Detect

The Enable Carrier Detect feature ensures that your connection software will attempt to detect when your modem loses carrier.

Your modem must support this feature for it to work reliably.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Advanced.
- 3 Mark the Enable Carrier Detect checkbox.
- 4 Click OK.

Specifying an X.121 Calling Address

The Advanced preferences window enables you to type the X.121 calling address for your system if you are using an Eicon X.121 Address.

- 1 Choose **Preferences** from the Access menu.
- 2 Click Define Advanced.
- 3 Type the address in the X.121 box.
- 4 Click OK.

Choosing Your Chat Nickname

To specify a nickname that others see when you are in Chat conferences

- 1 Choose **Change Nickname** from the Chat menu.
- 2 In the Define Nickname window, type the nickname to be attached to your Chat comments.
- 3 Click OK.

Misc. late-breaking topics 28-May

Using Shortcut Keys

You can use shortcut keys (or hotkeys) while using CompuServe 3.0.4UK to navigate side buttons and top tabs via your keyboard.

At the Home Desktop, Forum Desktop, News Desktop, Chat Desktop, and Conference Centre Desktop:




ALT + 1 is equivalent to clicking the top-most side button, ALT + 2 is equivalent to clicking the second top-most side button, and so forth.



ALT + Shift + 1 is equivalent to clicking the first (left-most) page (top tab) associated with the top-most side button, ALT + Shift + 2 is equivalent to clicking the second page, and so forth.



How to Use Help

In help, you click on green words and yellow folders () to view other help topics.

Click on the following green words. Watch what happens.



[What is a pop-up window?](#)



[What is a procedure window?](#)

(Use the scroll bar in this window to view more topics about help, or click the Back button to return to the previous help topic.)


Related help topics

[How to use the scroll bar](#)


[How to find help topics](#)

[How to access the help system](#)

[How to size and move help windows](#)

[How to use](#)  :



[How to use](#)  :



[How to use the Help Topics Feature](#)

[How to use help system menus](#)


[How to leave the help system](#)

What is a Pop-Up Window?

When you click on a green word (with a broken green underline), help appears in a small pop-up window like this. (Click anywhere outside the Pop-Up window to dismiss it.)

What is a Procedure Window?

When you click on a green word (with a solid green underline), procedural help often appears in a window like this.

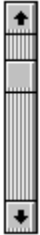
You can click the close box in the upper right-hand corner of the help window to dismiss it. (In Windows 95, the close box looks like ,.)

If you want to return to the original help window without dismissing this window, click the original window, making sure that you do not also click a green word in the process.

How to Use the Scroll Bar

If you see scroll bars in a help window, it means that all of the information in the particular help topic is not currently visible. (You can use the scroll bar to scroll through the topic to view all of its information.)

(Click the various parts of this sample scroll bar to learn how to use it.)



(Some scroll bars are horizontal. The same principles apply.)

You can click this arrow button to scroll forward one line at a time.

You can click this arrow button to scroll backward one line at a time.

You can click in this region (below the elevator box) to scroll forward one page at a time.

You can click in this region (above the elevator box) to scroll backward one page at a time.

You can position your arrow cursor on this elevator box, press the right mouse button, and then drag the elevator box up and down while continuing to hold down the right mouse button to display other parts of the topic.



How to Redisplay this Topic

To redisplay the How to use help topic, simply choose **How to use help** from the Help menu.

How to Use



If you choose **Contents** from the Help menu, a Contents page for the help system is displayed.

As you explore (click) the various categories, you will see yellow folders that look like:  and .

Click the following sample folder to see what happens. (Then click it again.)





Sample topics

How to Use



If you choose **Contents** from the Help menu, a Contents page for the help system is displayed.

As you explore (click) the various categories, you will see yellow folders that look like:  and .

Click the following sample folder to see what happens. (Then click it again.)



Sample topics

[What is a Mailbox?](#)

[Listing Your Mail Messages](#)

[Visiting Your Mailbox](#)


[Retrieving Mailbox Messages](#)

These are only sample topics. Now dismiss this Pop-Up window, and then click the (opened) yellow folder to hide the sample topics.

How to Use



If you are at the Help Topics window, you might see a page displayed with book-related icons.

The icons look like ,



, and



You can double-click on



icons to view related topics.



You can double-click on



icons to hide related topics.



You can double-click on



icons to view those help topics.

(You can also single click on an icon, and then click the Open, Close, or Display button in the lower part of the window, as appropriate.)

How to Use the Help Topics Feature

Whenever you click the Index button along the top of your help window, a Help Topics window is displayed.

Each top tab in the Help Topics window leads to a unique page:



Contents page displays a page with icons that look like



, and







Index page enables you to find topics via keyword



Find page enables you to perform a full-text search of help system topics






How to Access the Help System

You can access the help system a number of ways:

-  If you are at a window, you can press the F1 key (on your keyboard) for help with that window.
-  Some windows have a Help button that you can click for help with that window.
-  Some desktops (screens) have a Learn About side button that you can click. (After clicking the Learn About side button, click the appropriate Learn About top tab, and then double-click a topic.)
-  The Help menu offers a number of commands that you can choose. (See the Help Menu Commands topic below.)


Help Menu Commands


Each of the following Help menu commands accesses the help system:


-  **Contents** displays a Contents page for the entire help system.
-  **Search for help on** displays the Index for the help system.
-  **What's New in This Version** displays a help topic that summarizes some of the new features in CompuServe 3.0.4UK.
-  **Upgrading from CIM** displays a help topic that you will find useful if you are upgrading to CompuServe 3.0.4UK from CompuServe Information Manager software, such as WinCIM 2.01.
-  **How to use Help** displays this help topic (How to Use Help) so that you can learn how to use and navigate the help system.

How to Find Help Topics

If you are in the help system you can:


 Click the Contents button along the top of your help window to explore the help system via topic categories.


 Click the Glossary button along the top of your help window for quick definitions about new terminology.

 Click the Index button along the top of your help window to search for help topics via keyword.


(If you are using Windows 3.1, this button will be called Search.)

If you are not in the help system you can:

 Click the Learn About side button (when available) for desktop-sensitive help.

 Press the F1 key on your keyboard while at a window for context-sensitive help about that window.

 Choose **Search for Help on** from the Help menu to search for help topics via keyword.

 Choose **Contents** from the Help menu to explore the help system via topic categories.

How to Use Help System Menus

Just above the button bar in your help windows are miscellaneous words (menus).

A menu is a collection of related actions (commands). You click a menu name to view the menu. You then click a command to initiate its function.

Menus enable you to customize your help sessions. For example, using the various help system menus you can assign bookmarks to and print help system topics, increase (or decrease) the type size in help system windows, and more.

How to Size and Move Help Windows

Help windows are designed to stay on top of your screen so that you do not accidentally lose them.




To size a help window (make it smaller or larger), position your arrow cursor on any window border, press the right mouse button, and then drag the border (as appropriate) while continuing to hold down the right mouse button. Release the right mouse button when you are satisfied with the new window size.



To move a help window, position your arrow cursor on the window title, press the right mouse button, and then drag the window (as appropriate) while continuing to hold down the right mouse button. Release the right mouse button when you are satisfied with the new window position.

How to Leave the Help System

To leave (close) the help system, simply click the close box in the upper right-hand corner of the help window.

The close box looks like .

However, you might want to keep the help system opened as you use CompuServe 3.0.4UK for easy reference. (You will probably want to size and move your help windows for your viewing pleasure.)

To leave the help system without closing it, click anywhere outside the help window but inside the CompuServe window.

Using the Index

Individual commands, windows, and pages are not listed as key entries.



To find information about individual commands, look under: commands, list of



To find information about individual windows and pages, look under: windows and pages, list of



To find simple explanations (definitions) of terms and concepts, click the Glossary button along the top of this help window



To learn how to use the help system, click the Help button along the top of this help window

Other Countries

For countries not listed, please contact CompuServe USA:

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+(49)(89) 66-535-241

Brasil

CompuServe Brasil

Direct

(011) 3675-0299

Internet e-mail address:

informacoes@compuserve.com.br

Chile

Chilepac S.A.

Direct

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Fax

+(56) (2) 252-5624

Colombia

Direct

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Fax

(571) 312-1857

France

CompuServe Information Service SARL

AZUR Phone

36 63 81 31

Direct

+(33)(1) 47 14 21 60

Fax

+(33)(1) 47 14 21 51

Germany

CompuServe GmbH

Freephone

01805-25 81 46

Direct

++(49) 1805 25 81 46

Fax

+(49)(89) 66 57 80 08

Hong Kong

CompuServe Hong Kong

Direct

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Fax

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Hungary

CompuServe Hungary
Middle Europe Networks, Kft.

Direct

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Fax

+(36)(1) 212-4612

+(36)(1) 212-0639

Israel

CompuServe Israel
Trendline Communications and Info. Svcs., Ltd.
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Fax
+(972)(3) 638-8288

Japan

NIFTY Corporation

Freephone

012-022-1200

Direct

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Fax

+(81)(3) 5471-5890

Mexico

CompuServe Mexico

Direct

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Fax

+(52)(5) 629-8198

Netherlands

CompuServe Netherlands

Freephone

0800-022-5991

Direct

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Or GO NLHELP for latest contact details.

Fax

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Singapore

CompuServe Pacific
CNS Information(s) Pte. Ltd.
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Direct
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+(65)226-3603

South Africa

CompuServe Africa

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Fax

+(27)(12) 241-3604

South Korea

Hanjin Info System & Telecom Co.

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Fax

+(82)(2)753-8666

Switzerland

Switzerland

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0848-80 11 12

Outside Switzerland

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Taiwan Telecommunications

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Fax

+(886)(2)782-2990

United Kingdom

CompuServe Information Service (UK) Ltd.

Within U.K.

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Outside U.K.

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Fax

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United States/Canada

Customer Service

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Direct

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Fax

+(1)(614)529-1611

Venezuela

CompuServe C.A. Venezuela/Andean Net Services

Phone

+(58) (2) 793-2984

Fax

+(58) (2) 793-1952

Alphabetical Listing of Address Formats

Listed below are address formats for many interconnected Mail services:

Advantis 400

X400:(C=country;A=IBMX400;P=private-domain;S=surname;G=given-name)

America Online

INTERNET:address@AOL.COM

AppleLink

INTERNET:address@APPLELINK.APPLE.COM

AT&T EasyLink

X400:(C=country;A=WESTERN UNION;P=private-domain;S=surname;G=given-name;D=ELN:easylink-number)

AT&T Mail 400

X400:(C=country;A=ATTMAIL;P=private-domain;S=surname;G=given-name;D=ID:mail-id)

BT Messaging Service

X400:(C=country;A=BT;O=organization;S=surname;G=given-name)

Cable and Wireless (Mercury)

X400:(C=country;A=CWMAIL;P=private-domain;O=organization;S=surname;G=given-name)

CompuServe Interactive (CSi)

Use the CSi member ID number or personal address.

CompuServe Mail Hub Service

MHS:user-name@workgroup

or ...

CCMAIL:user-name AT post-office

Deutsche Bundespost

X400:(C=country;A=DBP;P=private-domain;O=organization;S=surname;G=given-name)

Fax

FAX: fax-number

Infonet

X400:(C=country;A=INFONET;P=private-domain;O=organization;S=surname;G=given-name)

Internet

INTERNET:address@domain

Lotus cc:Mail

CCMAIL:username AT post-office

Lotus Notes

NOTES:username@domain

MCI Mail

MCIMAIL:mci-id

or ...

X400:(C=country;A=MCI;P=private-domain;S=surname;G=given-name;D=ID:mail-id)

or ...

X400:(C=country;A=MCI;S=surname;D=EMS:ems-number;D=MBX1:mailbox)

NIFTY-Serve

NIFTY:mail-id

or ...

X400:(C=country;A=NIFTY;P=private-domain;S=mail-id)

Novell Netware MHS

MHS:username@post-office

Private CompuServe Mail

system-name:user-address

Prodigy

INTERNET:address@PRODIGY.COM

SprintMail

X400:(C=country;A=TELEMAIL;P=private-domain;O=organization;S=surname;G=given-name)

Telex and TWX

TLX:machine-number answerback

Uniplus arCom 400 (Swiss)

X400:(C=country;A=ARCOM;P=private-domain;O=organization;S=surname;G=given-name)

Uniplus 400NET (Dutch)

X400:(C=country;A=400NET;P=private-domain;O=organization;S=surname;G=given-name)

Unisource Business Network

X400:(C=country;A=400NET;P=private-domain;O=organization;S=surname;G=given-name)

U. S. Postal

>POSTAL\name\company\street-address\street-address\city\state\zip\country

answerback

Optional component of Telex and TWX address formats. Do not specify an answerback unless you are sure that it is correct.

country

Standard X.400 code for the country where the mail service is located.

given name

First name of the recipient.

mail id

Recipient's unique mail service address.

organization

Organization through which the recipient receives messages.

private domain

Private domain of the recipient's organization (if there is one).

surname

Last name of the recipient.

system name

Three-letter code assigned to a private CompuServe mail system.

state

The state, province, or other government subdivision.

username

Recipient's username.

workgroup

Recipient's MHS workgroup, as registered with the CompuServe Mail Hub.

post office

Recipient's cc:Mail post office as registered with the CompuServe Mail Hub.

username

Recipient's username, which identifies a Lotus cc:Mail user.

post-office

Lotus cc:Mail post office, as registered with the CompuServe Mail Hub.

username

Recipient's username, which identifies a Lotus Notes user.

domain

Address registered by the user with Lotus Notes Enterprise Connect.

username

Recipient's username, which identifies a Novell NetWare MHS user.

post-office

Novell NetWare MHS post office, as registered with the CompuServe Mail Hub

administrative-domain

Unique mail service identifier, such as DBP for Deutsche Bundespost, MCI for MCI Mail, or TELEMAIL for SprintMail.

fax-number

The country code, followed by the area code or city code, followed by the telephone number.

ems-number

The unique Remote Electronic Mail System identifying number.

mailbox

The unique mailbox identifier.

Contacting Customer Service

Please click the appropriate location.

[Argentina](#)

[Australia/New Zealand](#)

[Austria](#)

[Brasil](#)

[Chile](#)

[Colombia](#)

[France](#)

[Germany](#)

[Hong Kong](#)

[Hungary](#)

[Israel](#)

[Japan](#)

[Mexico](#)

[Netherlands](#)

[Singapore](#)

[South Africa](#)

[South Korea](#)

[Switzerland](#)

[Taiwan](#)

[United Kingdom](#)

[United States/Canada](#)

[Venezuela](#)

[Other Countries](#)

Reinstalling CompuServe 3.0.4UK

- 1 Insert the CompuServe CD into your CD-ROM drive.
- 2 Double-click Setup.exe.
- 3 Select the Custom Install option to reinstall CompuServe 3.0.4UK:



If you have software on your computer that currently enables you to connect to the Internet, or if you will be connecting via LAN, select Use Existing Internet Connectivity.



If you do not have software on your computer that enables you to connect to the Internet and you will be using a modem to connect to CSI, select Dial-Up Networking.

(You might need to uninstall your CompuServe 3.0.4UK software if you attempt to reinstall and learn that you need more space on your hard drive.)

Uninstalling CompuServe 3.0.4UK

You might need to uninstall your CompuServe 3.0.4UK software if you attempt to reinstall and learn that you need more space on your hard drive.










Here is one way you can uninstall your CompuServe 3.0.4UK software:

- 1 If you are currently running CompuServe 3.0.4UK, please exit the program. (Choose **Exit** from the File menu.)
- 2 At your Windows 95 desktop, choose **Settings** from the Start menu, and then choose **Control Panel** from the ensuing submenu. (Click the Start button to access the Start menu.)
- 3 In the Control Panel window, open the Add/Remove Programs icon.
- 4 In the Add/Remove Programs window, click the Install/Uninstall top tab.
- 5 Click the appropriate entry for CompuServe 3.0.4UK that you wish to uninstall, and then click the Add/Remove button.
- 6 Click OK.

(You can also use the Uninstall program that comes with your CompuServe 3.0.4UK software to uninstall CompuServe 3.0.4UK.)

Confirming Your Dial-Up Networking Settings

If you are using Dial-Up Networking, please follow these steps to confirm that your Dial-Up Networking settings are set appropriately.

- 1 In your CompuServe 3.0.4UK software, choose **Preferences** from the Access menu.
- 2 Confirm that Dial-Up Networking is specified in the Winsock box (under Connection Type). If it is not, click the down arrow, and then click Dial-Up Networking from the resulting list.
- 3 If CompuServe is your Internet Service Provider (ISP), click the Configure Phone button and proceed to Step 4. If you use a different ISP, click the OK button and refer to your ISP's documentation for further instructions.
- 4 In the CS3 Connection window, click the Server Type button.
- 5 In the Server Types window, do the following:
 -  Confirm that CISPPP.PPP Connection using CompuServe networks is specified in the Type of Dial-Up Server box. If it is not, click the down arrow, and then click CISPPP.PPP Connection using CompuServe networks from the ensuing menu.
 -  Confirm that the TCP/IP checkbox is the only one checked in the Allowed Network Protocols box. (Click a checkbox to mark or unmark it.)
 -  Click the TCP/IP Settings button when all settings are accurate.
- 6 In the TCP/IP Settings window, do the following:
 -  Confirm that both the Server assigned IP address and Server assigned name server addresses options are selected. (Click an option to select it.)
 -  Confirm that both the Use IP header compression and Use default gateway on remote network checkboxes are marked.
 -  Click OK when all settings are accurate.
- 7 Click OK in the Server Types window to return to the CS3 Connection window.
- 8 Click the Configure button.
- 9 In the ensuing window, do the following:
 -  Confirm that the Port and Maximum Speed settings specified are appropriate for your modem. If they are incorrect, please provide the appropriate information.
 -  Click the Connection top tab, click the Define Advanced button, and then confirm that the Use flow control checkbox is marked and the Hardware (RTS/CTS) option is selected.
 -  Click OK when all settings are accurate.

- 10 Click OK in all subsequent windows, until you close the Preferences window. This completes the procedure.

Confirming Your Dial-Up Networking Modem Settings

If you are using Dial-Up Networking (DUN), please follow these steps to confirm that your modem settings are appropriate.






- 1 In your CompuServe 3.0.4UK software, choose **Preferences** from the Access menu.
- 2 In the Connection tab, click the Configure Dial-Up Networking button (in the Phone Number box).
- 3 In the window for defining a DUN connection, click the Configure button (in the Connect using box). This takes you to a window for defining modem properties. (You can open the same window by double-clicking the **Modems** icon in the Windows 95 Control Panel.)
- 4 Make sure that the correct modem is selected.
- 5 Review the current settings and modify them if necessary. Refer to your modem manual for information.
- 5 Once you're satisfied with the settings, click OK in the modem properties window, and then click OK again in the connection definition window, and finally click OK in the Preferences window.


If you encounter problems after making changes to your modem settings, it may be necessary to uninstall and then reinstall your modem, and then to shut down and restart your computer. Once the computer is restarted, you should reconfigure the Dial-Up Networking settings.

Confirming Your Default Winsock Settings

If you have existing Internet connectivity and are using a default Winsock, please follow these steps to confirm that your default Winsock settings are set appropriately.

Note: This method works only if you are using Dial-Up Networking as your default network connection. If you do not know how to verify this, please contact your Internet Service Provider (ISP).


- 1 In your CompuServe 3.0.4UK software, choose **Preferences** from the Access menu.
- 2 Confirm that Default Winsock is specified in the Winsock box (under Connection Type). If it is not, click the down arrow, and then click Default Winsock from the ensuing menu.
- 3 At your Windows 95 desktop, open the My Computer icon. (You can double-click on the My Computer icon to open it.)
- 4 In the My Computer window, open the Dial-Up Networking folder. If there is no Dial-Up Networking folder, end this procedure and reinstall CompuServe 3.0.4UK using Custom Install to select Dial-Up Networking.
- 5 If there is a Welcome to Dial-Up Networking panel in the Dial-Up Networking folder, click the Cancel button in the lower right-hand corner of that panel.
- 6 In the Dial-Up Networking window, click the CompuServe Connection icon once to select it. If there is no CompuServe Connection icon, end this procedure and reinstall CompuServe 3.0.4UK using Custom Install to select Dial-Up Networking.
- 7 Choose **Properties** from the File menu in the Dial-Up Networking window.
- 8 In the CS3 Connection window, click the Server Type button.
- 9 In the Server Types window, do the following:
 -  Confirm that CISPPP.PPP Connection using CompuServe networks is specified in the Type of Dial-Up Server box. If it is not, click the down arrow, and then click CISPPP.PPP Connection using CompuServe networks from the ensuing menu.
 -  Confirm that the TCP/IP checkbox is marked and that all other checkboxes are not marked. (Click a checkbox to mark or unmark it.)
 -  Click the TCP/IP Settings button when all settings are accurate.
- 10 In the TCP/IP Settings window, do the following:
 -  Confirm that both the Server assigned IP address and Server assigned name server addresses options are selected. (Click an option to select it.)
 -  Confirm that both the Use IP header compression and Use default gateway on remote network checkboxes are marked.


 Click OK when all settings are accurate.


11 Click OK in the Server Types window in order to return to the CS3 Connection window.

12 Click the Configure button.

13 In the ensuing window, do the following:

 Confirm that the Port and Maximum Speed settings specified are appropriate for your modem. If they are incorrect, please provide the appropriate information. (Check your modem manual to be sure.)

 Click the Connection top tab, click the Define Advanced button, and then confirm that the Use flow control checkbox is marked and the Hardware (RTS/CTS) option is selected.

 Click OK when all settings are accurate.

14 Click OK in the CS3 Connection window, close the Dial-Up Networking window and then the My Computer window, and click OK in the Preferences window. This completes the procedure.

Checking Proxy Server Settings

To run CompuServe 3.0.4UK on a proxy server, you must have the Windows 95 proxy client installed on your computer, with the Winsock proxy enabled.

You can determine whether the proxy is enabled through the following procedure:

- 1 Choose **Settings** from the Windows 95 Start menu, and then choose **Control Panel** from the menu of settings.
- 2 In the Control Panel, click the WSP Client icon. (WSP stands for Winsock Proxy.)
- 3 In the ensuing window, select Enable WSP Client.
- 4 Restart your computer.

If the proxy server does not work properly, contact your proxy server administrator.



Please Increase Your HMI Time-Out

If you see one of these error messages:

Host did not initiate protocol
Protocol timed out

Your connection was terminated because CSI took too much time to respond to your last transmission.

Please increase your HMI time-out to at least 120 seconds and then try to connect again.

To increase your HMI time-out:

- 1 From the Access menu, choose **Preferences**.
- 2 In the Preferences window, click the Define Advanced button.
- 3 In the Define Advanced Settings window, change the number in the HMI protocol time-out field to 120. (If it is already set to 120 or higher, try increasing it by an increment of 30.)
- 4 Click the OK button to return to the Preferences window.
- 5 Click the OK button to activate your changes.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Try Again

If you see one of these error messages:

- Application requested abort
- Application requested immediate abort
- Unexpected protocol packet received
- Protocol transport error
- Packet overflow detected
- Packet underflow detected
- Failure packet detected

CompuServe 3.0.4UK was unable to initialize CompuServe's proprietary communications protocol. Sometimes this indicates an unreliable modem connection.

Please try to connect again.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Close Applications

If you see this error message:
Out of memory

Your system is out of memory or system resources.

Please close all applications that you are running and try to connect again. (You can press the Ctrl, Alt, and Delete keys on your keyboard simultaneously to bring up a list of running applications.) Close all applications except CompuServe 3.0.4UK, Internet Explorer, and FCSERV32, which holds the Filing Cabinet files for CompuServe 3.0.4UK.

If you continue to experience a problem, reboot (restart) your computer.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see one of these error messages:

Comm port failed

Could not set comm port

Your communications port is not responding to CompuServe 3.0.4UK or CompuServe 3.0.4UK was unable to change the communications port setting.

Please try to connect again.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Try Again

If you see this error message:
Could not read script file

The path (directory specifications) for your connection script files has been modified.

Please determine where the script files are located, and change your CompuServe 3.0.4UK directory settings accordingly.

Connection scripts in CompuServe 3.0.4UK all have the extension .SCR. Two essential connection scripts are CONNECT.SCR and PHONE.SCR. You can find the directory that contains these scripts with the Windows 95 File Manager.

The procedure for changing the CompuServe 3.0.4UK directory settings is as follows:

- 1 Choose **Preferences** from the Access menu.
- 3 Click the General top tab.
- 5 Click the Set Directories button.
- 7 In the Set Directories window, select Connection Scripts from the list of files and click the Change button.
- 9 In the ensuing Open window, specify the correct path for the directory containing the script files by selecting the appropriate folder, and then click the OK button.
- 11 In the Set Directories window, confirm that the correct directory is listed for Connection Scripts. If not, repeat Steps 4 and 5.
- 13 Click the OK button in the Set Directories window and then click the OK button in the Preferences window.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Reinstall

If you see one of these error messages:

- Invalid script file specified
- Symbol not found
- Script expression is invalid
- Specified primary network is invalid
- Missing account id or password
- Invalid parameters specified

One or more of the CompuServe 3.0.4UK connection script files has become corrupted.

If you haven't modified any script files, you should reinstall your CompuServe 3.0.4UK software using Custom Install to select Dial-Up Networking or Use Existing Internet Connectivity, as appropriate.

If you have modified any script files, you should review your modifications.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Confirm Member ID and Password

If you see one of these error messages:

User ID needed

Password needed

CSi did not recognize your Member ID or Password.

Please confirm that the Member ID and Password specified in your Connection Preferences is accurate. Sometimes it helps to delete your Password and enter it again.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Setting Connection Preferences](#)



Please Confirm Communications Port

If you see this error message:
Invalid comm port specified

The communications port that you have specified in your CompuServe 3.0.4UK software is not available, you are using an invalid WSOCK32.DLL file, or the WSOCK32.DLL file is missing.

The following suggestions might help you resolve your problem:



Confirm that there is a file named WSOCK32.DLL in your WINDOWS\SYSTEM subdirectory. If WSOCK32.DLL is not there, please reinstall CompuServe 3.0.4UK using Custom Install to select Dial-Up Networking.



If there is a WSOCK32.DLL file in the directory or subdirectories that contain your CompuServe 3.0.4UK software, please rename the file to WSOCK32.OLD.



Confirm that the port setting in your Connection Preferences is correct. To check the port setting, choose **Preferences** from the Access menu and look in the Phone/Port Information box.



Confirm that your Dial-Up Networking settings are accurate.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Confirming Your Dial-Up Networking Settings](#)

[Contacting Customer Service](#)

[Setting Connection Preferences](#)

[Reinstalling CompuServe 3.0.4UK](#)

Please Try Again

If you see this error message:

Could not connect

CompuServe 3.0.4UK was unable to establish a connection to the host computer.

Please try to connect again.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Reinstall

If you see this error message:
Specified .INI file is invalid

One or more of the CompuServe 3.0.4UK connection script files has become corrupted due to reasons beyond our control.

Please reinstall your CompuServe 3.0.4UK software using Custom Install to select Dial-Up Networking or Use Existing Internet Connectivity, as appropriate.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Provide InfoPlex Information

If you see one of these error messages:

IPX Password needed

IPX Mailbox needed

IPX Mailbox password needed

One or more of your InfoPlex settings is incorrect or missing.

Please confirm that your InfoPlex settings are correct.

If the problem persists, please contact your CompuServe account representative.

Related Information

[Confirming Your Dial-Up Networking Settings](#)

[Contacting Customer Service](#)



Please Confirm Host Name

If you see this error message:

Winsock error: could not resolve gateway.compuserve.com

Your dialer was unable to identify an Internet host computer that matched the URL you specified (in this instance, gateway.compuserve.com).

The following suggestions might help you resolve your problem:



Make sure that you are connecting to gateway.compuserve.com or have a good reason (for example, you are using a proxy) not to do so. If the error message indicates that you are trying to connect to some other URL, open your CIS.INI file (located in the main folder for your CompuServe 3.0.4UK software) with a text editor or word processor and change the URL specified for HostIPName= to gateway.compuserve.com. (This is in the section of the CIS.INI file that is headed [Connector (CIS Connection)]).



Confirm that you are using your Internet Service Provider's version of WSOCK32.DLL. (Not all versions of this file are the same. Call your Internet Service Provider to get details on the version you should be using.)



Test your dialer's ability to contact CSi by attempting to establish a connection without running CompuServe 3.0.4UK.



Please also confirm that your Dial-Up Networking settings are accurate.

You can change your host name by editing your CIS.INI file in your \CSERVE directory. Look for the HostIPName entry in the [Connector (CIS Connection)] section.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Confirming Your Dial-Up Networking Settings](#)

[Contacting Customer Service](#)

[Testing Your Dialer](#)

[Reinstalling CompuServe 3.0.4UK](#)

Testing Your Dialer

Follow these steps to ensure that your dialer is able to contact CSi apart from CompuServe 3.0.4UK.

- 1 If you are using Dial-Up Networking, choose **Programs\Accessories\Dial-Up Networking** from the Start menu. If you are not using Dial-Up Networking, go to Step 3.
- 2 Open the CS3 Connection icon. (This is the default name for the connection, but you might have decided to change it.) Click the Connect button to see if it will connect.
- 3 Choose **Run** from the Start menu.
- 4 Enter the word **COMMAND**
- 5 At the ensuing prompt, enter the phrase **PING GATEWAY.COMPUERVE.COM** and watch what happens. (Be sure to include a period between GATEWAY and COMPUERVE, and between COMPUERVE and COM.) If the connection is successful, you will see a series of four lines beginning with the words "Reply From." If you see these, your dialer is working properly. If you do not see this series of lines and are using Dial-Up Networking, please confirm your Dial-Up Networking settings. If you do not see this series of lines and are using a LAN connection, please contact your LAN administrator.



Please Confirm Winsock

If you see this error message:

Winsock error: WINSOCK.DLL not found

The WSOCK32.DLL file is either not present on your computer or is in the wrong directory. It must be in your WINDOWS\SYSTEM subdirectory.

The following suggestions might help you resolve your problem:



Confirm that there is a file named WSOCK32.DLL in your WINDOWS\SYSTEM subdirectory. If WSOCK32.DLL is not there, please reinstall CompuServe 3.0.4UK using Custom Install to select Dial-Up Networking.



If there is a WSOCK32.DLL file in the directory or subdirectories that contain your CompuServe 3.0.4UK software, please rename the file to WSOCK32.OLD. (Please do not delete the file.)

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Confirm Winsock

If you see this error message:

Winsock error: Bad address

The WSOCK32.DLL file is either not present on your computer or is in an incorrect directory or path.

The following suggestions might help you resolve your problem:



Confirm that the port setting in your Connection Preferences is correct. To check the port setting, choose **Preferences** from the Access menu and look in the Phone/Port Information box.



Confirm that there is a file named WSOCK32.DLL in your WINDOWS\SYSTEM subdirectory. If WSOCK32.DLL is not there, please reinstall CompuServe 3.0.4UK using Custom Install to select Dial-Up Networking.



Examine your CSERVICE directory or path. If you have a WSOCK32.DLL file in your CSERVICE directory or path, please rename it to WSOCK32.OLD. (Please do not delete the file.)



Please also confirm that your Dial-Up Networking settings are accurate.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Confirming Your Dial-Up Networking Settings](#)

[Contacting Customer Service](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Try Again

If you see one of these error messages:

- Winsock error: Socket operation on non-socket
- Winsock error: Socket type not supported
- Winsock error: Net dropped connection or reset
- Winsock error: Socket is not connected
- Winsock error: Connection timed out
- Winsock error: No route to host
- Winsock error: Network subsystem is unavailable
- Winsock error: The network subsystem has failed
- Winsock error: Network can't be reached at this time
- Winsock error: Connection aborted due to timeout or other failure
- Winsock error: Connection reset by remote host
- Winsock error: Attempt to connect was forcefully rejected
- Winsock error: Host is down
- Winsock error: Host not found or server failure
- Winsock error: Non-recoverable error
- Generic Winsock Error

Please try to connect again.

Please also confirm that your Dial-Up Networking settings are accurate.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Confirming Your Dial-Up Networking Settings](#)

[Contacting Customer Service](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Confirm Phone Number

If you see this error message:

Dial-Up Networking failed: a voice-only number was dialed

A voice-only number was dialed by your modem. One easy way to confirm the problem is to dial the phone number manually and listen to confirm that you hear modem tones.

Please confirm that the phone number specified in your Connection Preferences is accurate, and then try again.

You can obtain the best phone number for any location by calling 1-800-635-6225 (1-800-63LOCAL). You will be asked to enter the phone number that you will be dialing from and to select a modem speed. You should select the highest speed that your modem supports (the highest speed that is less than or equal to your modem's maximum speed).

You can use the following procedure to determine your modem's maximum speed:

- 1 From the Windows 95 Start menu, choose **Settings**,
- 3 From the ensuing menu of settings, choose **Control Panel**.
- 5 In the Control Panel window, double-click the **Modems** icon.
- 7 In the Modem Properties window, select the modem to be used by CompuServe 3.0.4UK, and then click the Properties button.
- 9 In the ensuing window, look at the number in the Maximum speed box.
- 11 Close all windows.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Setting Connection Preferences](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Confirm Phone Number

If you see this error message:

Dial-Up Networking failed: no answer

There was no answer at the phone number that your modem dialed. You can test the confirm the problem by dialing the number manually and listening for modem tones.

Please confirm that the phone number specified in your Connection Preferences is accurate, and then try again.

You can obtain the best phone number for any location by calling 1-800-635-6225 (1-800-63LOCAL). You will be asked to enter the phone number that you will be dialing from and to select a modem speed. You should select the highest speed that your modem supports (the highest speed that is less than or equal to your modem's maximum speed).

You can use the following procedure to determine your modem's maximum speed:

- 1 From the Windows 95 Start menu, choose **Settings**,
- 3 From the ensuing menu of settings, choose **Control Panel**.
- 5 In the Control Panel window, double-click the **Modems** icon.
- 7 In the Modem Properties window, select the modem to be used by CompuServe 3.0.4UK, and then click the Properties button.
- 9 In the ensuing window, look at the number in the Maximum speed box.
- 11 Close all windows.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Setting Connection Preferences](#)



Please Confirm Phone Number

If you see this error message:

Dial-Up Networking failed: data carrier not established

Dial-Up Networking was unable to establish a connection to the CompuServe network. You can test the problem by dialing the number manually and listening for modem tones.

Please confirm that the phone number specified in your Connection Preferences is accurate, and then try again.

You can obtain the best phone number for any location by calling 1-800-635-6225 (1-800-63LOCAL). You will be asked to enter the phone number that you will be dialing from and to select a modem speed. You should select the highest speed that your modem supports (the highest speed that is less than or equal to your modem's maximum speed).

You can use the following procedure to determine your modem's maximum speed:

- 1 From the Windows 95 Start menu, choose **Settings**,
- 3 From the ensuing menu of settings, choose **Control Panel**.
- 5 In the Control Panel window, double-click the **Modems** icon.
- 7 In the Modem Properties window, select the modem to be used by CompuServe 3.0.4UK, and then click the Properties button.
- 9 In the ensuing window, look at the number in the Maximum speed box.
- 11 Close all windows.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Setting Connection Preferences](#)



Please Confirm Line Connection

If you see this error message:

Dial-Up Networking failed: no dial tone

There is no dial tone.

Please check the connection between the phone line and the modem.

If you're using voicemail, please remove any messages before attempting to reconnect.

If you're trying to connect from Europe or from a hotel room, or you have voicemail, please change your Windows 95 settings to disable dial tone recognition.

Try adding X3 to your Dial-Up Networking modem settings:

- 1 From the Access menu, choose **Preferences**.
- 2 In the Connection tab, click the Configure Dial-Up Networking button.
- 3 In the General tab, click the Configure button.
- 4 In the modem properties window, click the Connection tab.
- 5 Click the Advanced button.
- 6 In the Advanced Connection Settings window, type X3 into the Extra settings box.
- 7 Click the OK button as many times as necessary to close all windows.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Confirming Your Dial-Up Networking Settings](#)

[Contacting Customer Service](#)



Please Check Your Modem

If you see either of these error messages:

modem not responding

Dial-Up Networking failed: Modem not responding

Your modem is not turned on or is disconnected.

Please check the connections between your computer and modem and ensure that the modem is turned on.

Please also confirm that your Dial-Up Networking settings are accurate.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Confirming Your Dial-Up Networking Settings](#)

[Contacting Customer Service](#)



Please Try Another Phone Number

If you see this error message:

Dial-Up Networking failed: Too many errors occurred because of poor phone line quality

The line quality of the connection between the phone number you dialed and the remote host computer was too poor to continue.

If you have a secondary access phone number, please set the Connection Preferences in CompuServe 3.0.4UK to dial that number.

If you do not have a secondary access number and CompuServe Interactive (CSi) is your Internet Service Provider (ISP), you can obtain other local access phone numbers by calling (800)63LOCAL. If CSi is not your ISP, please contact your ISP for further information.

Once you have reset the phone number, please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Setting Connection Preferences](#)

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: The port handle is invalid

An internal error related to the modem that you dialed is preventing Dial-Up Networking from communicating with it.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Close Communication Applications

If you see this error message:

Dial-Up Networking failed: The port is already open

Dial-Up Networking can not use your modem because it is currently being used by some other application, such as voice mail or fax software.

Please close all applications that may be using the modem, and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Close Communications Applications

If you see either of these error messages:

Dial-Up Networking failed: Cannot set port information

Dial-Up Networking failed: This port is not configured for Dial-Up Networking

Dial-Up Networking can not properly configure the communications port that your modem is using.

Please close all applications that may be using the modem, such as voice mail or fax software, and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Confirm Your Communications Port Settings

If you see either of these error messages:

Dial-Up Networking failed: The port is not connected

Dial-Up Networking failed: The port was not found

Dial-Up Networking can not find the communications port that is connected to your modem.

Please confirm that your communications ports are correctly configured. To check your port configurations

- 1 Choose **Settings** from the Windows 95 Start menu.
- 2 Choose **Control Panel** from the menu of settings.
- 3 In the Control Panel window, double-click the System icon.
- 4 In the System Properties window, click the Device Manager tab.
- 5 Click the box next to Ports (Com & LPT) to list the available ports.
- 6 To review the configuration for any port, double-click that port.

Once you have confirmed the settings for the port that Dial-Up Networking is using, please close all applications that may be using the modem, such as voice mail or fax software, and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Confirm Your Communications Port Settings and Check Your Modem Cable Connections

If you see this error message:

Dial-Up Networking failed: Hardware failure in port or attached device

Dial-Up Networking could not connect because of a problem with your PC or your modem.

Please confirm that your communications ports are correctly configured. To check your port configurations

- 1 Choose **Settings** from the Windows 95 Start menu.
- 2 Choose **Control Panel** from the menu of settings.
- 3 In the Control Panel window, double-click the System icon.
- 4 In the System Properties window, click the Device Manager tab.
- 5 Click the box next to Ports (Com & LPT) to list the available ports.
- 6 To review the configuration for any port, double-click that port.

Once you have confirmed the settings for the port that Dial-Up Networking is using, please make sure that all cables to and from your modem are properly connected, and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Confirm Your Modem Identification

If you see this error message:

Dial-Up Networking failed: The device does not exist

Dial-Up Networking can not find the modem that it is set to dial. Please confirm that the correct modem is selected.

- 1 Choose **Preferences** from the Access menu.
- 2 In the Connection tab, click the Configure Dial-Up Networking button.
- 3 In the CS3 Connection window, select the appropriate modem in the Connect using box. (To open a list of the available modems, click the down arrow at the right.)
- 4 To view and/or modify the modem properties, click the Configure button.
- 5 When you are satisfied that the correct modem is selected and properly configured, click the OK button as many times as necessary to close all the windows that you have opened.
- 6 Try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Confirming Your Dial-Up Networking Settings](#)

[Contacting Customer Service](#)



Please Install Your Modem

If you see this error message:

Dial-Up Networking failed: The device type does not exist

Dial-Up Networking can not find any usable modems installed on your computer.

To install a modem

- 1 Choose **Settings** from the Windows 95 Start menu.
- 2 Choose **Control Panel** from the menu of settings.
- 3 In the Control Panel window, double-click the Modems icon.
- 4 In the Modem Properties window, click the Add button to start the Install New Modem Wizard.
- 5 Follow the instructions in the ensuing windows.
- 6 Once the modem is installed, make sure it is selected in your CompuServe 3.0.4UK Connection Preferences. Open CompuServe 3.0.4UK and choose **Preferences** from the Access menu, then click the Configure Dial-Up Networking button in the Connection tab, and finally, in the ensuing CS3 Connection window, select the new modem in the Connect using box.
- 7 Try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Confirming Your Dial-Up Networking Settings](#)

[Contacting Customer Service](#)



Please Try Again

If you see either of these error messages:

Dial-Up Networking failed: The route is not available

Dial-Up Networking failed: The route is not allocated

Dial-Up Networking was unable to establish a network route to CompuServe Interactive or the specified Internet location.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: Invalid compression specified

Dial-Up Networking attempted to establish a connection using an invalid compression method.

Please try again to connect

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Setting Connection Preferences](#)



Please Close Applications

If you see either of these error messages:

Dial-Up Networking failed: Out of buffers

Dial-Up Networking failed: Cannot allocate memory

Dial-Up Networking ran out of memory.

Please close all active applications, and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Close Applications

If you see either of these error messages:

Dial-Up Networking failed: An asynchronous request is pending

Dial-Up Networking failed: The port is already in use or is not configured for Dial-Up Networking dial out

Dial-Up Networking could not connect because another application is currently using your modem and/or your Dial-Up Networking phonebook entry.

Please close all communications applications, such as voice mail or fax software, and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: The port or device is already disconnecting

Some other application caused Dial-Up Networking to disconnect.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Close Communications Applications

If you see this error message:

Dial-Up Networking failed: The port is not open

Dial-Up Networking can not open the port that is connected to your modem.

Please close all applications that may be using the port, such as voice mail or fax software, and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Close Communications Applications

If you see this error message:

Dial-Up Networking failed: The port is disconnected

Dial-Up Networking can no longer communicate with the communications port that is connected to your modem.

Please close all applications that may be using the port, such as voice mail or fax software, and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: Cannot open the phonebook file

Dial-Up Networking was unable to open the specified phonebook file (Windows NT) or the registry (Windows 95) to read the phonebook entry information.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Confirm Connection Selection

If you see this error message:

Dial-Up Networking failed: Cannot find the phonebook entry

Dial-Up Networking was unable to locate the phonebook entry defined by your CompuServe 3.0.4UK Connection Preferences.

Please use the following procedure to select a different connection:

Note: The name initially assigned for the CompuServe 3.0.4UK connection is CS3 Connection.

- 1 Choose **Preferences** from the Access menu.
- 2 In the Connection Type box, select a different connection from the list next to Connect using. (You can click the arrow at the right of the current selection to display the complete list.)
- 3 Click the OK button.
- 4 Try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Setting Connection Preferences](#)

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: Cannot load the phonebook file

Dial-Up Networking was unable to load the specified phonebook file (Windows NT) or to open the registry (Windows 95) to read the phonebook entry information.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: Cannot write the phonebook file

Dial-Up Networking was unable to write to (modify the contents of) the specified phonebook file (Windows NT) or the registry (Windows 95).

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Reinstall CompuServe 3.0.4UK

If you see this error message:

Dial-Up Networking failed: Invalid information found in the phonebook file

The phonebook entries for Dial-Up Networking are corrupt.

Please reinstall CompuServe 3.0.4UK and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Reinstalling CompuServe 3.0.4UK](#)

[Contacting Customer Service](#)



Please Reinstall CompuServe 3.0.4UK

If you see this error message:

Dial-Up Networking failed: Cannot load a string

Dial-Up Networking could not load information that it needed from the phonebook entry

Please reinstall CompuServe 3.0.4UK and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Reinstalling CompuServe 3.0.4UK](#)

[Contacting Customer Service](#)



Please Reinstall CompuServe 3.0.4UK

If you see this error message:

Dial-Up Networking failed: Cannot find a key

Dial-Up Networking could not find information that it needed in the phonebook entry

Please reinstall CompuServe 3.0.4UK and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Reinstalling CompuServe 3.0.4UK](#)

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: The port was disconnected

Dial-Up Networking was disconnected.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Confirm Your Identification and Password

If you see either of these error messages:

Dial-Up Networking failed: The port was disconnected by the remote computer

Dial-Up Networking failed: The connection dropped

Dial-Up Networking was disconnected by the host computer system.

If you are using an Internet Service Provider (ISP) other than CompuServe Interactive (CSi), please make sure that your username and password are correct, and then try again to connect.

If CSi is your ISP, please reinstall CompuServe 3.0.4UK and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Reinstalling CompuServe 3.0.4UK](#)

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: The port was disconnected due to hardware failure

Dial-Up Networking was disconnected because of a hardware failure in your computer or your modem.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: The port was disconnected by the user

Either you or your computer disconnected Dial-Up Networking.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Confirm Your Identification and Password

If you see this error message:

Dial-Up Networking failed: Cannot register your computer on the remote network

The remote host computer system could not establish the connection.

If CompuServe Interactive (CSi) is your Internet Service Provider (ISP), please try again to connect.

If you are using an ISP other than CSi, please make sure that your username and password are correct, and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: Unknown Error

Dial-Up Networking failed because of an internal error that it could not identify.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Confirm Your Connection Settings

If you see this error message:

Dial-Up Networking failed: The wrong device is attached to the port

The modem specified in the current Dial-Up Networking phonebook entry is no longer connected to the specified communications port.

Make sure that the specified modem is available on the specified port. If it is, please reinstall CompuServe 3.0.4UK and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Setting Connection Preferences](#)

[Reinstalling CompuServe 3.0.4UK](#)

[Contacting Customer Service](#)



Please Reinstall CompuServe 3.0.4UK

If you see this error message:

Dial-Up Networking failed: The string could not be converted

Some information in your current Dial-Up Networking phonebook entry is in an invalid format.

Please reinstall CompuServe 3.0.4UK and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Reinstalling CompuServe 3.0.4UK](#)

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: No asynchronous net available

Dial-Up Networking could not find its asynchronous network component.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: The server cannot allocate NetBIOS resources needed to support the client

Dial-Up Networking could not connect because of the remote host computer did not have enough NetBIOS resources.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: A network adapter at the server failed

Dial-Up Networking could not connect because of a network adapter failure on the remote host computer.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see this error message:

Dial-Up Networking failed: The request has timed out

The host computer did not respond quickly enough to your connection request.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Reinstall CompuServe 3.0.4UK

If you see this error message:

Dial-Up Networking failed: Internal authentication error

Some information in your current Dial-Up Networking failed because of internal network binding problems.

Please reinstall CompuServe 3.0.4UK and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Reinstalling CompuServe 3.0.4UK](#)

[Contacting Customer Service](#)



Please Log On During Authorized Hours

If you see this error message:

Dial-Up Networking failed: The account is not permitted to log on at this time of day.

Your Internet Service Provider (ISP) will not permit you to log on at this time of day.

Please log on at a permitted time. If you do not know the permitted hours, please contact your ISP.



Please Contact Your Internet Service Provider

If you see this error message:

Dial-Up Networking failed: The account is disabled

Your Internet Service Provider (ISP) has disabled your account.

Please contact your ISP for further information.



Please Contact Your Internet Service Provider

If you see this error message:

Dial-Up Networking failed: The password has expired

The password for accessing your Internet Service Provider (ISP) account has expired.

For further information, please contact your ISP.



Please Contact Your LAN Administrator or Internet Service Provider

If you see this error message:

Dial-Up Networking failed: Error changing passwords on domain. Try again.

Your attempt to change the password for accessing your account has failed.

For further information, please contact your LAN administrator or your Internet Service Provider (ISP).



Please Contact Your Internet Service Provider

If you see this error message:

Dial-Up Networking failed: The account has expired

Your Internet Service Provider (ISP) account has expired.

For further information, please contact your ISP.



Please Confirm Dial-Up Networking Permission

If you see this error message:

Dial-Up Networking failed: The account does not have Dial-Up Networking permission

Your network account does not have dial-up privileges.

For further information, please contact your Internet Service Provider (ISP) or your network administrator.



Please Try Again

If you see this error message:

Dial-Up Networking failed: The Dial-Up Networking server is not responding

The host computer (remote server) is not responding to Dial-Up Networking.

Please try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Check Your Modem Cables

If you see either of these error messages:

Dial-Up Networking failed: Your modem has reported an error

Dial-Up Networking failed: Your modem (or other connecting device) has reported an error

Your modem has reported an error condition to Dial-Up Networking.

Please make sure that all the cables to and from your modem are properly connected, and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Check Your Modem Power and Cables

If you see this error message:

Dial-Up Networking failed: Your modem (or other connecting device) is not working

Dial-Up Networking could not complete a connection because your modem is not working properly.

If you have an external modem, please make sure that it is turned on and receiving power. Whether your modem is internal or external, please make sure that all its cables are properly connected, and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Confirm Modem Identification

If you see this error message:

Dial-Up Networking failed: Unrecognized response from the device

Dial-Up Networking received an unrecognized response from your modem.

Please confirm that the correct modem software is installed. Use the following procedure:

- 1 Choose **Settings** from the Windows 95 Start menu.
- 2 Choose **Control Panel** from the menu of settings.
- 3 In the Control Panel window, double-click the Modems icon.
- 4 In the Modem Properties window, make sure that the modem specified for Dial-Up Networking is installed.

If the modem is not listed, please add it with the following procedure:

- 1 Click the Add button to start the Install New Modem Wizard.
- 2 Follow the instructions in the ensuing windows.

Once you are sure that the specified modem is installed, make sure it is selected in your CompuServe 3.0.4UK Connection Preferences. Use the following procedure:

- 1 Choose **Preferences** from the Access menu in CompuServe 3.0.4UK.
- 2 In the Connection tab, click the Configure Dial-Up Networking button.
- 3 In the CS3 Connection window, select the new modem in the Connect using box.

When you are sure that the specified modem is installed and identified in your CompuServe 3.0.4UK Connection Preferences, try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Confirming Your Dial-Up Networking Settings](#)

[Contacting Customer Service](#)



Please Decrease Modem Speed

If you see this error message:

Dial-Up Networking failed: The device moved to a BPS rate not supported by the COM driver

Dial-Up Networking failed because your computer can not keep up with your modem.

Please reset your modem's maximum speed to a lower value. Use the following procedure:

- 1 Choose **Settings** from the Windows 95 Start menu.
- 2 Choose **Control Panel** from the menu of settings.
- 3 In the Control Panel window, double-click the Modems icon.
- 4 In the Modem Properties window, select the appropriate modem and then click the Properties button.
- 5 In the ensuing window, select a lower number in the Maximum speed box.
- 6 Click OK as many times as necessary to return to the Control Panel window
- 7 Close the Control Panel window.
- 8 Try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Decrease Modem Speed

If you see this error message:

Dial-Up Networking failed: Serial overrun errors were detected while communicating with your modem

Dial-Up Networking failed because your computer can not keep up with the remote host computer.

Please reset your modem's maximum speed to a lower value. Use the following procedure:

- 1 Choose **Settings** from the Windows 95 Start menu.
- 2 Choose **Control Panel** from the menu of settings.
- 3 In the Control Panel window, double-click the Modems icon.
- 4 In the Modem Properties window, select the appropriate modem and then click the Properties button.
- 5 In the ensuing window, select a lower number in the Maximum speed box.
- 6 Click OK as many times as necessary to return to the Control Panel window
- 7 Close the Control Panel window.
- 8 Try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Confirm Phone Number

If you see this error message:

Dial-Up Networking failed: The line is busy

Dial-Up Networking could not connect because the phone number that it dialed was busy.

Please make sure that the correct phone number is being dialed, and then try again to connect.

You can obtain the best phone number for any location by calling 1-800-635-6225 (1-800-63LOCAL). You will be asked to enter the phone number that you will be dialing from and to select a modem speed. You should select the highest speed that your modem supports (the highest speed that is less than or equal to your modem's maximum speed).

You can use the following procedure to determine your modem's maximum speed:

- 1 From the Windows 95 Start menu, choose **Settings**,
- 3 From the ensuing menu of settings, choose **Control Panel**.
- 5 In the Control Panel window, double-click the **Modems** icon.
- 7 In the Modem Properties window, select the modem to be used by CompuServe 3.0.4UK, and then click the Properties button.
- 9 In the ensuing window, look at the number in the Maximum speed box.
- 11 Close all windows.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Setting Connection Preferences](#)

[Contacting Customer Service](#)



Please Confirm Phone Number

If you see this error message:

Dial-Up Networking failed: The device cannot dial the phone number

Dial-Up Networking can not dial the specified phone number.

Please make sure that the correct phone number is being dialed, and then try again to connect.

You can obtain the best phone number for any location by calling 1-800-635-6225 (1-800-63LOCAL). You will be asked to enter the phone number that you will be dialing from and to select a modem speed. You should select the highest speed that your modem supports (the highest speed that is less than or equal to your modem's maximum speed).

You can use the following procedure to determine your modem's maximum speed:

- 1 From the Windows 95 Start menu, choose **Settings**,
- 3 From the ensuing menu of settings, choose **Control Panel**.
- 5 In the Control Panel window, double-click the **Modems** icon.
- 7 In the Modem Properties window, select the modem to be used by CompuServe 3.0.4UK, and then click the Properties button.
- 9 In the ensuing window, look at the number in the Maximum speed box.
- 11 Close all windows.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Setting Connection Preferences](#)

[Contacting Customer Service](#)



Please Confirm Phone Number

If you see this error message:

Dial-Up Networking failed: ERROR_PHONE_NUMBER_TOO_LONG

The specified phone number is too long.

Please make sure that the correct phone number is being dialed, and then try again to connect.

You can obtain the best phone number for any location by calling 1-800-635-6225 (1-800-63LOCAL). You will be asked to enter the phone number that you will be dialing from and to select a modem speed. You should select the highest speed that your modem supports (the highest speed that is less than or equal to your modem's maximum speed).

You can use the following procedure to determine your modem's maximum speed:

- 1 From the Windows 95 Start menu, choose **Settings**,
- 3 From the ensuing menu of settings, choose **Control Panel**.
- 5 In the Control Panel window, double-click the **Modems** icon.
- 7 In the Modem Properties window, select the modem to be used by CompuServe 3.0.4UK, and then click the Properties button.
- 9 In the ensuing window, look at the number in the Maximum speed box.
- 11 Close all windows.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Setting Connection Preferences](#)

[Contacting Customer Service](#)



Please Confirm Phone Number

If you see this error message:

Dial-Up Networking failed: A person answered instead of a modem

Dial-Up Networking could not connect because the phone number that it dialed was answered by a person.

Please make sure that the correct phone number is being dialed, and then try again to connect.

You can obtain the best phone number for any location by calling 1-800-635-6225 (1-800-63LOCAL). You will be asked to enter the phone number that you will be dialing from and to select a modem speed. You should select the highest speed that your modem supports (the highest speed that is less than or equal to your modem's maximum speed).

You can use the following procedure to determine your modem's maximum speed:

- 1 From the Windows 95 Start menu, choose **Settings**,
- 3 From the ensuing menu of settings, choose **Control Panel**.
- 5 In the Control Panel window, double-click the **Modems** icon.
- 7 In the Modem Properties window, select the modem to be used by CompuServe 3.0.4UK, and then click the Properties button.
- 9 In the ensuing window, look at the number in the Maximum speed box.
- 11 Close all windows.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Setting Connection Preferences](#)

[Contacting Customer Service](#)



Please Confirm Phone Number

If you see this error message:

Dial-Up Networking failed: There is no answer

Dial-Up Networking could not connect because there was no answer at the phone number that it dialed.

Please make sure that the correct phone number is being dialed, and then try again to connect.

You can obtain the best phone number for any location by calling 1-800-635-6225 (1-800-63LOCAL). You will be asked to enter the phone number that you will be dialing from and to select a modem speed. You should select the highest speed that your modem supports (the highest speed that is less than or equal to your modem's maximum speed).

You can use the following procedure to determine your modem's maximum speed:

- 1 From the Windows 95 Start menu, choose **Settings**,
- 3 From the ensuing menu of settings, choose **Control Panel**.
- 5 In the Control Panel window, double-click the **Modems** icon.
- 7 In the Modem Properties window, select the modem to be used by CompuServe 3.0.4UK, and then click the Properties button.
- 9 In the ensuing window, look at the number in the Maximum speed box.
- 11 Close all windows.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Setting Connection Preferences](#)

[Contacting Customer Service](#)



Please Confirm Phone Number

If you see this error message:

Dial-Up Networking failed: Cannot detect carrier

Dial-Up Networking could not connect because the modem could not detect a data-bearing connection.

Please make sure that the correct phone number is being dialed, and then try again to connect.

You can obtain the best phone number for any location by calling 1-800-635-6225 (1-800-63LOCAL). You will be asked to enter the phone number that you will be dialing from and to select a modem speed. You should select the highest speed that your modem supports (the highest speed that is less than or equal to your modem's maximum speed).

You can use the following procedure to determine your modem's maximum speed:

- 1 From the Windows 95 Start menu, choose **Settings**,
- 3 From the ensuing menu of settings, choose **Control Panel**.
- 5 In the Control Panel window, double-click the **Modems** icon.
- 7 In the Modem Properties window, select the modem to be used by CompuServe 3.0.4UK, and then click the Properties button.
- 9 In the ensuing window, look at the number in the Maximum speed box.
- 11 Close all windows.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Setting Connection Preferences](#)

[Contacting Customer Service](#)



Please Confirm Your Callback Phone Number

If you see either of these error messages:

Dial-Up Networking failed: The incorrect authentication module

Dial-Up Networking failed: ERROR_BAD_CALLBACK_NUMBER

Dial-Up Networking's callback facility can not work properly because the wrong callback phone number has been specified for the line that your modem is connected to.

Please make sure that the callback number is correct.

If the problem persists, contact your LAN administrator or your Internet Service Provider.



Please Confirm Username and Password

If you see this error message:

Dial-Up Networking failed: Access denied because username and/or password is invalid on the domain

If you are using an Internet Service Provider (ISP) other than CompuServe Interactive (CSi), please make sure that your username and password are correct, and then try again to connect.

If CSi is your ISP, please reinstall CompuServe 3.0.4UK and then try again to connect.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Reinstalling CompuServe 3.0.4UK](#)

[Contacting Customer Service](#)



Please Try Again

If you see any of the following error messages, Dial-Up Networking has encountered an internal error condition. Please try again to connect. If the problem persists, please contact CompuServe Customer Service and report the exact text of the error message.

Dial-Up Networking failed: ERROR_EMPTY_INI_FILE
Dial-Up Networking failed: ERROR_NOT_BINARY_MACRO
Dial-Up Networking failed: ERROR_DCB_NOT_FOUND
Dial-Up Networking failed: ERROR_STATE_MACHINES_NOT_STARTED
Dial-Up Networking failed: ERROR_STATE_MACHINES_ALREADY_STARTED
Dial-Up Networking failed: ERROR_PARTIAL_RESPONSE_LOOPING
Dial-Up Networking failed: ERROR_INVALID_AUTH_STATE
Dial-Up Networking failed: ERROR_WRITING_INITBPS

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see any of the following error messages, Dial-Up Networking has encountered an internal error condition. Please try again to connect. If the problem persists, please contact CompuServe Customer Service and report the exact text of the error message.

Dial-Up Networking failed: A NetBIOS error has occurred
Dial-Up Networking failed: An operation is pending
Dial-Up Networking failed: Caller's buffer is too small
Dial-Up Networking failed: The event is invalid
Dial-Up Networking failed: The buffer is invalid
Dial-Up Networking failed: The structure size is incorrect
Dial-Up Networking failed: ERROR_WRITING_SECTIONNAME
Dial-Up Networking failed: ERROR_WRITING_DEVICETYPE
Dial-Up Networking failed: ERROR_WRITING_DEVICENAME
Dial-Up Networking failed: ERROR_WRITING_MAXCONNECTBPS
Dial-Up Networking failed: ERROR_WRITING_MAXCARRIERBPS
Dial-Up Networking failed: ERROR_WRITING_USAGE
Dial-Up Networking failed: ERROR_WRITING_DEFAULTOFF
Dial-Up Networking failed: ERROR_READING_DEFAULTOFF

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see any of the following error messages, Dial-Up Networking has encountered an internal error condition. Please try again to connect. If the problem persists, please contact CompuServe Customer Service and report the exact text of the error message.

Dial-Up Networking failed: The Session Management Module is not initialized
Dial-Up Networking failed: The Session Management Module is invalid
Dial-Up Networking failed: ERROR_SLIP_REQUIRES_IP
Dial-Up Networking failed: ERROR_IPXCP_NO_DIALOUT_CONFIGURED
Dial-Up Networking failed: ERROR_IPXCP_NO_DIALIN_CONFIGURED
Dial-Up Networking failed: ERROR_IPXCP_DIALOUT_ALREADY_ACTIVE
Dial-Up Networking failed: ERROR_ACCESSING_TCPCFGDLL
Dial-Up Networking failed: ERROR_NO_IP_RAS_ADAPTER
Dial-Up Networking failed: ERROR_PROJECTION_NOT_COMPLETE
Dial-Up Networking failed: ERROR_PROTOCOL_NOT_CONFIGURED
Dial-Up Networking failed: ERROR_PPP_NOT_CONVERGING
Dial-Up Networking failed: ERROR_PPP_CP_REJECTED

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see any of the following error messages, Dial-Up Networking has encountered an internal error condition. Please try again to connect. If the problem persists, please contact CompuServe Customer Service and report the exact text of the error message.

Dial-Up Networking failed: ERROR_PPP_LCP_TERMINATED
Dial-Up Networking failed: ERROR_PPP_REQUIRED_ADDRESS_REJECTED
Dial-Up Networking failed: ERROR_PPP_NCP_TERMINATED
Dial-Up Networking failed: ERROR_PPP_LOOPBACK_DETECTED
Dial-Up Networking failed: ERROR_PPP_NO_ADDRESS_ASSIGNED
Dial-Up Networking failed: ERROR_CANNOT_USE_LOGON_CREDENTIALS
Dial-Up Networking failed: ERROR_TAPI_CONFIGURATION
Dial-Up Networking failed: ERROR_NO_LOCAL_ENCRYPTION
Dial-Up Networking failed: ERROR_NO_REMOTE_ENCRYPTION
Dial-Up Networking failed: ERROR_REMOTE_REQUIRES_ENCRYPTION
Dial-Up Networking failed: ERROR_IPXCP_NET_NUMBER_CONFLICT

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see any of the following error messages, Dial-Up Networking has encountered an internal error condition. Please try again to connect. If the problem persists, please contact CompuServe Customer Service and report the exact text of the error message.

- Dial-Up Networking failed: The MAC is not available for this connection
- Dial-Up Networking failed: The session cannot be established in time
- Dial-Up Networking failed: A macro required by the device was not found in the device .INF file section
- Dial-Up Networking failed: A command or response in the device .INF file section refers to an undefined macro
- Dial-Up Networking failed: The <message> macro was not found in the device .INF file section
- Dial-Up Networking failed: The <defaultoff> macro in the device .INF file section contains an undefined macro
- Dial-Up Networking failed: The device .INF file could not be opened
- Dial-Up Networking failed: The device name in the device .INF or media .INI file is too long
- Dial-Up Networking failed: The media .INI file refers to an unknown device name
- Dial-Up Networking failed: The device .INF file contains no responses for the command
- Dial-Up Networking failed: The device .INF file is missing a command
- Dial-Up Networking failed: Attempted to set a macro not listed in device .INF file section
- Dial-Up Networking failed: The media .INI file refers to an unknown device type
- Dial-Up Networking failed: A response keyname in the device .INF file is not in the expected format
- Dial-Up Networking failed: The device response caused buffer overflow
- Dial-Up Networking failed: The expanded command in the device .INF file is too long

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see any of the following error messages, Dial-Up Networking has encountered an internal error condition. Please try again to connect. If the problem persists, please contact CompuServe Customer Service and report the exact text of the error message.

- Dial-Up Networking failed: RasMan initialization failure. Check the event log.
- Dial-Up Networking failed: Bipler port initializing. Wait a few seconds and redial.
- Dial-Up Networking failed: No active ISDN lines are available
- Dial-Up Networking failed: No ISDN channels are available to make the call
- Dial-Up Networking failed: ERROR_IP_CONFIGURATION
- Dial-Up Networking failed: ERROR_NO_IP_ADDRESSES
- Dial-Up Networking failed: ERROR_PPP_TIMEOUT
- Dial-Up Networking failed: ERROR_PPP_REMOTE_TERMINATED
- Dial-Up Networking failed: ERROR_PPP_NO_PROTOCOLS_CONFIGURED
- Dial-Up Networking failed: ERROR_PPP_NO_RESPONSE
- Dial-Up Networking failed: ERROR_PPP_INVALID_PACKET

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see any of the following error messages, Dial-Up Networking has encountered an internal error condition. Please try again to connect. If the problem persists, please contact CompuServe Customer Service and report the exact text of the error message.

- Dial-Up Networking failed: Device response received when none expected
- Dial-Up Networking failed: ERROR_INTERACTIVE_MODE
- Dial-Up Networking failed: The usage parameter in the media .INI file is invalid
- Dial-Up Networking failed: Cannot read the section name from the media .INI file
- Dial-Up Networking failed: Cannot read the device type from the media .INI file
- Dial-Up Networking failed: Cannot read the device name from the media .INI file
- Dial-Up Networking failed: Cannot read the usage from the media .INI file
- Dial-Up Networking failed: Cannot read the maximum connection BPS rate from the media .INI file
- Dial-Up Networking failed: Cannot read the maximum carrier BPS rate from the media .INI file

Related Information

[Contacting Customer Service](#)



Please Try Again

If you see this error message:
could not initialize commport

CompuServe 3.0.4UK could not initialize your communications port because the port name was invalid.

Please confirm your communications port in your Connection Preferences, and then try again.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Setting Connection Preferences](#)



Please Try Again

If you see this error message:
could not connect through Internet

Please try again at a later time.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Setting Connection Preferences](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Confirm Direct Dial Access

If you see this error message:
direct dial access not allowed on account

Neither toll-free (800) direct dial access nor modem connections are authorized for the account that you specified.

Please ensure that you are not attempting to establish a direct connection.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Setting Connection Preferences](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Confirm Modem ID and Password

If you see this error message:
invalid modem security ID/password

Your modem security ID or modem password is missing or invalid.

Please confirm this information in the Modem Security window, and then try again.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Setting Connection Preferences](#)

[Specifying Modem Security](#)



Please Confirm Initialization Strings

If you see this error message:
modem not initializing

CompuServe 3.0.4UK reset your modem successfully, but then could not initialize it.

Please confirm your modem initialization strings as defined in your modem settings, and then try again.

If your modem settings are correct, please check PHONE.SCR or whatever script you are using to transmit dialing instructions to your modem.

If you are unable to resolve the problem, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Defining Your Modem Settings](#)

[Setting Connection Preferences](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Check Your Modem Cables and Your Connection Settings

If you see either of these error messages:

no dialtone

Dial-Up Networking failed: There is no dial tone

Your modem is not receiving a dial tone or is receiving one but does not recognize it.

Please make sure that all the cables to and from your modem are properly connected, and then try again to connect.

Sometimes you can resolve the problem by switching the jacks. Put the line cable into the phone jack, and the phone cable into the line jack.

If you're using dial-up networking, try adding X3 to your Dial-Up Networking modem settings:

- 1 From the Access menu, choose **Preferences**.
- 2 In the Connection tab, click the Configure Dial-Up Networking button.
- 3 In the General tab, click the Configure button.
- 4 In the modem properties window, click the Connection tab.
- 5 Click the Advanced button.
- 6 In the Advanced Connection Settings window, type X3 into the Extra settings box.
- 7 Click the OK button as many times as necessary to close all windows.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Confirming Your Dial-Up Networking Settings](#)

[Contacting Customer Service](#)



Please Try Again

If you see this error message:
too many retries

The maximum number of attempts to establish a connection has been exceeded.

Please try again.

Sometimes you can resolve this problem by increasing the number of times that CompuServe 3.0.4UK tries to establish a connection before giving up:

- 1 Choose **Preferences** from the Access menu.
- 3 Click the Define Advanced Settings button.
- 5 In the Define Advanced Settings window, change the number in the Number of retries field (in the Session Settings box).
- 7 Click the OK button.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Confirm Phone Number

If you see this error message:
number is busy

The phone number that your modem is dialing is busy, or your modem is dialing the wrong phone number.

Please confirm the access phone number in your Connection Preferences, and then try again.

You can obtain the best phone number for any location by calling 1-800-635-6225 (1-800-63LOCAL). You will be asked to enter the phone number that you will be dialing from and to select a modem speed. You should select the highest speed that your modem supports (the highest speed that is less than or equal to your modem's maximum speed).

You can use the following procedure to determine your modem's maximum speed:

- 1 From the Windows 95 Start menu, choose **Settings**,
- 3 From the ensuing menu of settings, choose **Control Panel**.
- 5 In the Control Panel window, double-click the **Modems** icon.
- 7 In the Modem Properties window, select the modem to be used by CompuServe 3.0.4UK, and then click the Properties button.
- 9 In the ensuing window, look at the number in the Maximum speed box.
- 11 Close all windows.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Setting Connection Preferences](#)



Please Try Again

If you see this error message:
missing X.121 address

Please fill in your X.121 address and try again.

To fill in your X.121 address

- 1 Choose **Preferences** from the Access menu.
- 2 Click the Define Advanced button.
- 3 Type your X.121 address into the X.121 Address field. If you don't know the address, ask your system administrator.
- 4 Click the OK button.

If the problem persists, please contact your account representative or CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Try Again

If you see one of these error messages:

system is unavailable
remote busy or unavailable

The CSI host computer system is busy or not available.

Please try again.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Confirm Member ID and Password

If you see one of these error messages:

invalid user ID or password

Incorrect User ID or password

The Member ID or Password specified in your CompuServe 3.0.4UK software is incorrect or missing.

Please confirm your Member ID and Password in your Connection Preferences. Sometimes it helps to delete your Password and enter it again.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Setting Connection Preferences](#)



Please Try Again

If you see this error message:
simultaneous users exceeded (Infoplex)

There are too many users trying to access the system at the same time.

Please try again.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Confirm Logon Parameters

If you see one of these error messages:

invalid user ID syntax

system unavailable, check user ID

One or more logon parameters could be incorrectly formatted.

1? Confirm that the Member ID that CompuServe 3.0.4UK is using is correct. To check your Member ID, choose **Preferences** from the Access menu and look in the Connection Settings box.

2? Confirm that no logon parameters are specified. To check your logon parameters, click the Define Advanced button.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Confirming Your Dial-Up Networking Settings](#)

[Contacting Customer Service](#)

[Setting Advanced Preferences](#)



Please Try Again

If you see one of these error messages:

- CAP not supported
- Invalid ESC-I sequence supplied
- modem connection lost/dropped
- host not responding to login request
- secure response from host was invalid
- PPP connection failure
- generic CIS connection failure

Please try to connect again.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)

[Reinstalling CompuServe 3.0.4UK](#)



Please Try Again

If you see this error message:
secure login failure, non-secure connect

Please try to connect again.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



Please Try Again

Please try to connect again.

If the problem persists, please contact CompuServe Customer Service.

Related Information

[Contacting Customer Service](#)



No Network Messages

If you see the following message:

You will not receive network message popups

No notices or other messages from the communications network that Dial-Up Networking is using will be displayed on your screen.

In itself, this does not pose a problem. However, you should be aware that you will not be notified about network problems, conditions affecting activities, progress of operations, and so on.

Learn About CompuServe Special Exceptions



CSi is News

Whether you want a global perspective on the news or the latest local weather, CSi brings you the news the way you want it. You can get current updates directly from respected news and weather sources - often before they are available in the media. And you can take advantage of a convenient clipping service to collect stories of special interest to you.

Would you like to go there now?

Click the following topic, and then close this help window.

[Take me to the News area!](#)



CSi is Chat

When you're ready for social interaction and lively conversation in real time, CompuServe Chat is the place to be! Here, you can meet old friends and make new ones, chat with a whole room full of people, participate in private conversations, or just observe the festivities - right from the comfort of your home.

Would you like to go there now?

Click the following topic, and then close this help window.

[Take me to the Chat area!](#)



CSi is Forums and Communities

If you are looking for information, support, or just a place to express yourself on almost any subject, check into the Forum areas on CSi. These online special interest groups enable members to exchange information about their shared enthusiasms. Forum members can exchange messages on the message boards, retrieve (download) and contribute (upload) files in the libraries, and meet in the electronic conference rooms to chat or listen to an invited speaker.

Would you like to go there now?

Click one of the following topics, and then close this help window.

[Take me to a list of Forum areas!](#)

[Take me to the Practice Forum!](#)



CSi is Mail

CSi Mail is your key to fast, reliable communication with members worldwide. And the Mail Centre enables you to manage your correspondence with ease and efficiency. You can compose messages while connected or disconnected - and send them immediately or hold them in your Outgoing Messages folder to be sent later. Addressing Outgoing Mail is streamlined by one-click access to your Address Book - and you can easily define addresses for members of CSi and many different Mail services.

To access the Mail Centre, click the Mail Centre [side button](#) on the Home Desktop.

Learn About Mail Page Topics



Read New Messages

To list your new Mail messages, click the Mail Centre [side button](#), click the Read [top tab](#), and then click the Get Mail button.

Your Mail Preferences determine whether your new Mail will be retrieved from your online mailbox to your computer (the default), or whether you will instead go to your online mailbox to process messages there.

(To review your current Mail preferences, choose **Preferences** from the Access [menu](#), and then click the Mail top tab.)

Want to learn more?

[Opening an Incoming Message](#)

[Retrieving Mailbox Messages](#)

[Setting Mail Preferences](#)



Send a Message

To send a message that you are currently composing, when you complete the message, simply click the Send button in the Create Mail window.

If you click Send Later, the message will be placed in both the Outgoing Messages list and the To-Do List, but not sent.

To send a message stored in your Outgoing Messages list, click the Mail Centre side button, click the Create top tab, click the listed message, and then click the Send button.

Want to learn more?

[Addressing a Mail Message](#)

[Attaching a File to a Mail Message](#)

[Reviewing or Editing Outgoing Messages](#)



Learn Mail Options

Mail Options enable you to assign various sending options to a Mail message, such as whether to assign an urgency status to the message, whether to specify a particular release or expiration date, whether to request a notification when the recipient actually opens the message, and whether the message text should be reformatted when sent.

You can assign sending options while you are creating, reviewing, or modifying a message by clicking the Options button in the Create Mail window.

Want to learn more?

[Assigning Urgency Status](#)

[Requesting a Return Receipt](#)

[Specifying a Release Date](#)

[Specifying an Expiration Date](#)

[Controlling Text Formatting in a Message](#)



Attach a File

You can send one or more files with a CSi Mail message by attaching each file to the message before sending it. The original message and any attached files are sent together, but as individual messages.



If you have already created the accompanying Mail message and the message is opened, or if you are currently creating the Mail message, simply click the Attach File button in the Create Mail window to select a file.



If you have not yet created the accompanying Mail message, choose **Send File** from the Mail menu.

Want to learn more?

[Attaching a File to a Mail Message](#)

[Sending a Mail Message](#)



Retrieve Only Some Messages

Because your mailbox resides on CSi (online), you can read and process your incoming Mail two ways:



You can retrieve your entire mailbox contents (all messages) to your computer, then process them on your computer (online or offline) at your leisure (the default).



You can visit your online mailbox to selectively process and retrieve (download) individual messages. Use this method to retrieve only some messages from your mailbox.

Consult your Mail Preferences to set up your preferred processing method.

(To review your current Mail preferences, choose **Preferences** from the Access menu, and then click the Mail top tab.)

Want to learn more?

[Setting Mail Preferences](#)

[Visiting Your Mailbox](#)

[What is a Mailbox?](#)



Reply to a Message

Before replying to a message, you must open (read) it.

To compose your reply, click the Reply button in the Read Mail window.

If you want text from the original message to appear in your reply, simply select it via your right mouse button before clicking the Reply button.

Want to learn more?

[Replying to a Message](#)

[Forwarding an Incoming Message](#)

[Creating a Mail Message](#)

[Including Yourself when Replying to All](#)



Make an Address Book Entry

You can make an Address Book entry in two ways:



If you are currently at your Address Book, simply click the Add Entry button.



If you are reading a Mail message and want to add the message author or a member of the message recipient list, click the Add Address button in the Read Mail window.

Want to learn more?

[Making an Individual Address Entry](#)

[Making a Mailing List Entry](#)



Review Mail Preferences

Mail preferences enable you to personalize your CSi Mail sessions. For example, you can request whether to file sent messages, whether to view mail directly from your online mailbox, and whether to delete Mail from your online mailbox once it has been retrieved.

To review your current Mail preferences, choose **Preferences** from the Access menu, and then click the Mail top tab.

Click to view step-by-step instructions for

[Auto-Deleting Retrieved Mail from Mailbox](#)

[Viewing Mailbox Before Retrieving Mail](#)

[Including Yourself when Replying to All](#)



Address a Message

There are two ways to address a Mail message:



You can type the recipient name and address in the Name and Address boxes in the Create Mail window. (Use this method if you are sending the Mail message to one person.)



You can click the Recipients button in the Create Mail window and create a Recipient List. (If a recipient is in your Address Book, the name and address information will be filled in automatically as you type the recipient's name.)

Want to learn more?

[Making an Address Book Entry](#)

[Making an Individual Address Entry](#)

[Making a Mailing List Entry](#)



Get a Personal Address for CSi Mail

A Personal Address is a CSi Mail address that you can use instead of your member ID number. A good Personal Address, such as some variation of your name, should be easy for people to remember when they want to send you messages. There is no extra charge for using a Personal Address.

To obtain a Personal Address, access the REGISTER service on CSi. REGISTER gives you some suggestions for a Personal Address based on your name. You can select one of the suggestions or specify a different Personal Address, provided that it conforms with the following rules:



It must have from two to 32 characters.



It can include letters, numbers, and underscore characters (_), but can not include spaces or any other special characters.



At least one character must be a letter.



No character can be repeated more than four times in succession.

Once you confirm your Personal Address, it becomes the "signature" for all your CSi Mail messages. Your correspondents can send messages to either your Personal Address or your CSi member ID number.

Note: Your complete address for Internet e-mail must still include @compuserve.com. So, for instance, if your Personal Address is MaxNix, your complete e-mail address would be MaxNix@compuserve.com.

Once you have a Personal Address, you cannot change it. However, you can elect to "sign" your CSi Mail messages with your user ID number instead of your Personal Address.

If you forget your Personal Address, you can find it by accessing REGISTER again.

Want to learn more?

[Obtaining a Personal Address](#)

[Sending Mail to a Personal Address](#)

[Finding a Forgotten Personal Address](#)

[Changing Your CSi Mail Signature](#)



Search for a Message

To set up a search for a specific Mail message, click the Mail Centre [side button](#), and then click the Search [top tab](#).

You can search for Mail messages in your mailbox (online messages), as well as Mail messages that you have already retrieved (filed messages) to your computer.

Want to learn more?

[Opening an Incoming Message](#)

[Searching for Items in the Filing Cabinet](#)

[Viewing Mailbox Before Retrieving Mail](#)



Create a Message

You do not have to be connected to CSi to create a Mail message.

To create a Mail message, click the Mail Centre side button, click the Create top tab, and then click the New button.

Want to learn more?

[Creating a Mail Message](#)

[Sending a Mail Message](#)

[Attaching a File to a Mail Message](#)

Learn About Getting Around Page Topics



Save Items in the Filing Cabinet

If you want to store a Mail message, Forum message, news article, or other type of text article to review or use later, you can save it to your Filing Cabinet. Simply click the File It button in the message or article window, and then select or create the folder where you want to store it.

To access the Filing Cabinet, click the My Information side button, and then click the Filing Cabinet top tab.

Want to learn more?

[Marking a File for Later Retrieval](#)

[Filing an Incoming Message](#)

[Saving a News Article](#)

[Searching for Items in the Filing Cabinet](#)



Find Access Phone Numbers

If you travel frequently and connect to CSI from different locations, you will need to learn the best access phone number for your particular location. Access phone numbers can also change unexpectedly.

To find access phone numbers, click the Main Menu [side button](#), click the Assistance [top tab](#), and then click the Access Phones button.

Want to learn more?

[Finding Members of CompuServe Interactive](#)

[Changing Your Access Phone Number](#)



Cancel an Activity

There might be times when you want to cancel an activity or task in progress. For example, while searching for a file, you might cancel the search to redefine the search terms.



In progress indicator windows, you can click the Cancel button (in the window) to cancel the task that is currently in progress.



If the CompuServe window shows a Stop button (near the Toolbar), you can click the Stop button to cancel a task currently in progress there.



If you want to disconnect from CSi for any reason while in the midst of a process (activity), you can click on the globe displayed in the lower left-hand corner of the CompuServe window.

Want to learn more?

[Accessing the CompuServe Directory](#)

[Finding Services on CompuServe Interactive](#)

[Retrieving a File from a Forum Area](#)



Confirm Online Status

You can confirm your online status by looking at the lower left-hand corner of your CompuServe window.

If you are connected to CSi, the connection counter beside the globe shown there will be displaying an increasing count of your connect time.

If the up and down arrows beside the globe are blinking, it means that information is being transmitted between your computer and CSi.

You can also look at the Connect or Disconnect button (showing the hands) on the CompuServe Toolbar. If the two hands are clasped (a handshake), you are connected to CSi. If the two hands are not clasped (no handshake), you are not connected to CSi.

Want to learn more?

[Accessing a Service](#)

[Changing Your Password](#)

[Finding Services on CompuServe Interactive](#)

[Inserting a Toolbar Button](#)



Explore Chat

CompuServe Chat enables you to chat (converse via your computer) with people around the world!

To explore the CompuServe Chat area, click the Main Menu side button, click the Main Menu top tab, and then click the Chat button.

Want to learn more?

[Finding Services on CompuServe Interactive](#)

[Participating in a Public Chat](#)

[What is Chat?](#)



Contact Customer Service

To contact CompuServe Customer Service, click the Main Menu [side button](#), click the Assistance [top tab](#), and then click the Member Services button.

You can review your membership account information at the Assistance page, too. (Click the Account Information button.)

You can also contact the nearest CompuServe Customer Service office for assistance at any time.

List of CompuServe Offices

[Argentina](#)

[Australia/New Zealand](#)

[Austria](#)

[Brasil](#)

[Chile](#)

[Colombia](#)

[France](#)

[Germany](#)

[Hong Kong](#)

[Hungary](#)

[Israel](#)

[Japan](#)

[Mexico](#)

[Netherlands](#)

[Singapore](#)

[South Africa](#)

[South Korea](#)

[Switzerland](#)

[Taiwan](#)

[United Kingdom](#)

[United States/Canada](#)

[Venezuela](#)

[Other Countries](#)

Want to learn more?

[Accessing the CompuServe Directory](#)

[Finding Services on CompuServe Interactive](#)



Use the To-Do List

Throughout your CompuServe 3.0.4UK session you can create an ongoing To-Do List of tasks you want to perform, such as retrieving Forum Message Topics or sending Mail messages. You can then process the tasks on your To-Do List all at once (or individually) whenever you like.

You add tasks to your To-Do List by clicking buttons such as Retrieve Later (rather than Retrieve), Send Later (rather than Send), and so forth, as appropriate.

To view your To-Do List, click the My Information side button, and then click the To-Do List top tab.

Want to learn more?

[Accessing the CompuServe Directory](#)

[Finding Services on CompuServe Interactive](#)



Find Services

To set up a search to find CSI services, click the Find [side button](#), and then click the Services top tab.

You can also find CSI services by consulting the CompuServe Directory, an electronic guide to hundreds of Forum areas and other services. (Choose **CompuServe Directory** from the Access menu.)

Want to learn more?

[Finding Services on CompuServe Interactive](#)

[Finding Internet Services](#)

[Searching for a News Article](#)



Explore CSI

There are many ways to explore CSI's vast collection of services and Forum areas.

The easiest way is to click the Main Menu [side button](#), click the Main Menu top tab, and then click any of the round buttons there. For example, Table of Contents lets you explore CSI services that are grouped according to popular category, and What's New lets you explore the latest CSI events and upcoming promotions.

You can also choose **CompuServe Directory** from the Access menu to view descriptions of CSI services.

Want to learn more?

[Finding Services on CompuServe Interactive](#)

[Finding Internet Services](#)

[Searching for a News Article](#)



Explore Forum Communities

Here are some ways to explore and find Forum communities:



Click the Main Menu side button, click the Main Menu top tab, and then click the Forums and Communities button.



Choose **CompuServe Directory** from the Access menu and browse the numerous descriptions of the Forum areas on CSi.



Choose **Go** from the Access menu and enter FORUMS for an up-to-date list.



Click the Find side button, click the Services top tab, and then search on the word FORUM.

Want to learn more?

[Internet-Related Forum Areas](#)

[Finding Services on CompuServe Interactive](#)

[Finding Forum Areas](#)



Find Files

Here are some ways that you can find files on CSI:



Click the Find [side button](#), and then click the Files [top tab](#) to set up a search for files anywhere on CSI using its File Finder.



If you are in a Forum area, click the File Libraries side tab, and then click the Search [top tab](#) to set up a search for files in that Forum area.



Join a Forum area where you think people might know about the file you are interested in, and post a message requesting help finding it. (You could also participate in a Forum Conference and ask someone for assistance.)

Want to learn more?

[Searching for a File](#)

[Posting a Message](#)



Find a Member

The easiest way to find a CSi member is to set up a member search. To set up your search, click the Find [side button](#), and then click the Members [top tab](#).

If the member frequents a particular Forum area, you can go there and post a private message (to the member) on one of the Message Boards. The member will see the message and respond to you!

Want to learn more?

[Adding Member Information to Your Address Book](#)

[Learning About Members of CompuServe Interactive](#)

[Posting a Message](#)



Go to a Service or Web Page

Here are some ways to go to a service on CSi or a Web page on the Internet:



You can use the Go feature to go directly to the service or Web page. Click the Go side button, and then click the Go top tab to specify your destination. (You can also reference recently visited services or Web pages from the Go page.)



If you have recently used CompuServe 3.0.4UK to visit the service or Web page, you can use the Page feature to the left of the CompuServe Toolbar to return to that service or Web page. (Click on a service or Web page listed there to return to it.)



If the service or Web page you want to go to is listed in your Favorite Places, you can go directly to that service or Web page from the Favorite Places page. Click the Go side button, and then click the Favorite Places top tab to select a service or Web page listed there.

Want to learn more?

[Finding Services on CompuServe Interactive](#)

[Finding Newsgroups](#)

[Finding Web Sites](#)

Learn About Internet



Make a Web Page

You can use CompuServe's Home Page Wizard, as well as your own Web page software, to design a personal Web page.

You can design your Web page to include pictures, sound files, links to other Web pages, and more.

You can then use the Publishing Wizard to copy your Web page to the Internet, where it can be viewed by millions.

Want to learn more?

[Overview of the Internet](#)

[Making a Personal Home Page on the Web](#)

[What is HTML?](#)



Send Mail via Internet

CSi Mail offers a convenient, easy, and economical way to communicate via the Internet.

You send Mail to an Internet user just as you would to a CSi member. Type the complete Internet address in the Address box of the Create Mail window. (People sending to you must also type special address information.)

The easiest way to find a person's Internet address is to ask them. You can also have them send you a message, and then add their address to your Address Book.

Want to learn more?

[Addressing a Mail Message](#)

[Receiving from the Internet](#)

[Sending to the Internet](#)



Subscribe to a USENET Newsgroup

A USENET Newsgroup is the Internet equivalent of a discussion group.

First a message is posted to the newsgroup, and people respond to it with messages of their own. Then messages responding to the responses are posted, and so on.

You can subscribe to a USENET Newsgroup from CSI. (There is no additional cost involved when subscribing to a USENET Newsgroup.)

Want to learn more?

[What is a Usenet Newsgroup?](#)

[Finding Newsgroups](#)

[Subscribing to Newsgroups](#)



Connect Via Remote Logon

You can connect to CSi through the Internet.

For some people, this feature may save the cost of a long-distance call. For others, this feature may provide easy access from work or school.

Want to learn more?

[How to telnet to CSi](#)

[What Can You Do with Telnet?](#)

[Selecting a Site](#)



Use Parental Controls

You can use Parental Controls to limit your child's access to the Internet and CSI.

To go to the Parental Controls area, click the Go side button, click the Parental Controls top tab, and then click the Parental Controls button.

Want to learn more?

[Finding Services on CompuServe Interactive](#)

[Learning About Internet Services](#)



Go to the Internet

Here are just a few of the many ways you can go to the Internet:



Click the Main Menu side button, click the Main Menu top tab, and then click the Internet button.



Click the Go side button, and then click the Go top tab to go directly to a Web page that you have visited recently. (You can also specify a new Web page.)



Choose **Internet** from the Services menu to start the Internet Web Browser and access the CompuServe Interactive Web page.

Note: If you install an earlier version of CompuServe software after installing CompuServe 3.0.4UK, your browser may not be able to switch to CompuServe 3.0.4UK when it receives a GOCSEVE instruction. To restore the ability, open the WIN.INI file and remove the CS3_ at the beginning of the CS3_Window= entry in the [Go] section. The complete entry should be Window=CIM3MainClass.



If a choice on a menu or list of services accesses the Internet and you click it, you will go to the Internet.

Want to learn more?

[What is a USENET Newsgroup?](#)

[What Can You Do with Telnet?](#)

[What Can You Do with FTP?](#)



Use the Internet Web Browser

The Internet Web Browser is started automatically whenever you go to a Web page on the Internet.

Note: If you install an earlier version of CompuServe software after installing CompuServe 3.0.4UK, your browser may not be able to switch to CompuServe 3.0.4UK when it receives a GOCSEVER instruction. To restore the ability, open the WIN.INI file and remove the CS3_ at the beginning of the CS3_Window= entry in the [Go] section. The complete entry should be Window=CIM3MainClass.

You can choose **Internet** from the Services menu to go directly to the CompuServe Interactive Web page.

If you are running Windows 95 and you go to a Web page, the Web page will be displayed within the CompuServe window. However, if you are not running Windows 95 and you go to a Web page, the Web page will not be displayed within the CompuServe window, but will be displayed in a second window (apart from your CompuServe window.)

Want to learn more?

[Internet-Related Forum Areas](#)

[Finding Web Sites](#)

[What is the World Wide Web?](#)



Define a Default Web Browser

If you have a particular Web browser that you prefer to use, you can define it to be the default.

Choose **Preferences** from the Access menu, click the General top tab, mark the Use external Internet browser checkbox, and then click the Select button to open (identify) the preferred browser.

Note: If you install an earlier version of CompuServe software after installing CompuServe 3.0.4UK, your browser may not be able to switch to CompuServe 3.0.4UK when it receives a GOCSEVERE instruction. To restore the ability, open the WIN.INI file and remove the CS3_ at the beginning of the CS3_Window= entry in the [Go] section. The complete entry should be Window=CIM3MainClass.

Want to learn more?

[Internet-Related Forum Areas](#)

[Finding Web Sites](#)

[Using an Internet Browser](#)



Find a Web Page

Finding an Internet Web page is easy. Click the Find [side button](#), click the Services [top tab](#), and then click the Start Internet Search button to set up your search.

You can also click the Main Menu side button, and then click the Internet button to view Web pages posted by CSi members.

You can also consult the many Internet-related Forum areas on CSi to learn about the Internet and Web sites to visit.

Want to learn more?

[Internet-Related Forum Areas](#)

[Finding Web Sites](#)

[Making a Personal Home Page on the Web](#)

[Overview of the Internet](#)



Explore the Internet

To explore the Internet, click the Main Menu [side button](#), click the Main Menu [top tab](#), and then click the Internet button.

There are also a number of Internet-related Forum areas on CSi to help you learn about the Internet.

Want to learn more?

[Internet-Related Forum Areas](#)

[Finding Internet Services](#)

[Overview of the Internet](#)



Find Internet-Related Forum Areas

Here are some ways to find Internet-related Forum areas on CSI:



Click the Main Menu side button, click the Main Menu top tab, click the Internet button, and then click Internet Forums.



Choose **Go** from the Access menu and enter INTERNET.



Click the Find side button, click the Services top tab, and then click the Search button to set up a search on words such as INTERNET and WEB. (Do not click the Start Internet Search button unless you want to search for sites on the Internet rather than on CSI.)

Want to learn more?

[Internet-Related Forum Areas](#)

[Finding Internet Services](#)

[Posting a Message](#)

Learn About Forum Messages Page Topics



Map Message Topics

From time to time, while reading Forum messages, you might want to map the Message Topic.

A message map shows the relationships that a message has to other messages in the topic. You can also display messages from a message map.

To map a Message Topic, click the Map button while reading a Forum message or while viewing a list of Message Topics.

Want to learn more?

[Replying to a Message](#)

[Searching for a Message](#)



Post a Message

To post a message, simply create a message, and then send it to someone in the Forum area.

You can also simply reply to a Forum message.

When you post a Forum message that is not a reply to a Forum message, you actually start a new Message Topic! (You might want to consult the existing Message Topics first to see whether you want to do this.)

You can create a Forum message without being connected to CSi (offline). At the Home Desktop, choose **New Forum Message** from the File menu.

Want to learn more?

[Creating a Message](#)

[Posting a Message](#)

[Replying to a Message](#)



Find a Specific Message

There are many ways to find Forum messages.



You can click the Message Boards [side button](#), and then click the Search [top tab](#) to set up a message search based on a keyword or date range.



If you prefer not to set up a search, you can simply browse through hundreds of Forum messages on your own, section by section.



If you can't seem to find the message you want, ask other CSI members! Post a message in the Forum area, or send an informal question while in a Forum conference.

Want to learn more?

[Browsing Forum Messages](#)

[Posting a Message](#)

[Searching for a Message](#)

[Searching for Items in the Filing Cabinet](#)



View Only Today's Messages

To set up a search for today's messages, click the Message Boards [side button](#), and then click the Search [top tab](#).

(Specify using other search method in the Find messages box. Then click the More button and set the date beside Submitted since to today's date.)

Want to learn more?

[Replying to a Message](#)

[Searching for a Message](#)



Reply to a Forum Message

You can send a reply to any Forum message, but only if the message is currently opened.

In the Read Forum Message window, click the Reply button to compose (and send) your reply.

Want to learn more?

[Posting a Message](#)

[Replying to a Message](#)



Delete a Forum Message

You may delete a Forum area message only in two instances:



You created the message



The message is addressed to you

To delete such a Forum message, open the message, and then click the Delete button.

Want to learn more?

[Browsing Forum Messages](#)

[Creating a Message](#)

[Searching for a Message](#)



Leave a Forum Area

Click the Leave Forum [side button](#) to leave a Forum area.

Want to learn more?

[Accessing a Service](#)

[Reviewing Recent Destinations](#)

[What is a Forum Area?](#)



Send a Private Message

A private Forum message is visible only to those people to whom you send it.

To assign a private status to a message you want to send, click the Options button in the Create Forum Message window (while creating or reviewing your message), and then click the Private Forum Message option.

Want to learn more?

[Creating a Message](#)

[Posting a Message](#)



Contact the Sysop

Every Forum area has a Forum manager, or sysop. You can contact the sysop by sending him or her a private message.

To send a private message to the sysop, type *SYSOP in the Address box of the Create Forum Message window.

If you want other Forum members to see the message along with the sysop, type SYSOP (without the asterisk) in the Address box instead.

Want to learn more?

[Posting a Message](#)

[Creating a Message](#)



Read Waiting Messages

You can read your Waiting Messages (unread messages addressed specifically to you) easily in a Forum area.

If you are not at the Welcome page, click the Welcome [side button](#). (You actually see the Welcome page each time you access the Forum Desktop.)

If you see a Read Waiting Messages button there, you have Waiting Messages. (Click it to view your Waiting Messages.)

If you do not see a Read Waiting Messages button, you simply do not have any Waiting Messages.

Want to learn more?

[Browsing Forum Messages](#)

[Replying to a Message](#)

Learn About Forum Libraries



Contribute (Upload) a File

To contribute (upload) a file from your computer to a Forum Library, click the File Libraries [side button](#), click the Create [top tab](#), and then click the New button. (Click the file, and then click OK.)

After providing the necessary information about the file, click the Send button (in the Contribute File Request window) to actually contribute the file.

Want to learn more?

[Contributing a File](#)

[Retrieving a File from a Forum Area](#)

[Understanding Naming Conventions](#)



View New Files

To set up a search for recently contributed files, click the File Libraries [side button](#), and then click the Search [top tab](#).

Click the More button there to specify your desired submission date. (Set it for a recent date.)

Want to learn more?

[Retrieving a File from a Forum Area](#)

[Reviewing a File](#)

[Searching for a File](#)



View a File

Forum files come in various formats that determine whether you can view them online.



You can view most graphics files. You can also view compressed binary files. Clicking the Open button associated with such files enables you to view them.



For other types of file formats, you must retrieve the file before you can view it. Clicking the Retrieve button associated with such files enables you to retrieve them.

Want to learn more?

[Learning About a File](#)

[Searching for a File](#)

[Understanding File Types](#)



Understand File Concepts

There are several file formats that you might encounter while browsing the various File Libraries in a Forum area. Here are just a few examples:



Text (TXT)



Graphics (GIF, JPG, PNG)



Binary (EXE)



Compressed binary (ZIP, SIT)

Want to learn more?

[Browsing Forum Libraries](#)

[Retrieving a File from a Forum Area](#)

[Understanding File Types](#)



Print a File

You cannot print binary files. However, you can print text files and some graphics files.

To print a file, open the file, and then choose **Print** from the File menu.

If you are unable to print the file, it might be because your printer is not set up correctly. (You can choose the **Print Setup** command from the File menu to review or change your printer settings.)

Want to learn more?

[Learning About a File](#)

[Understanding File Types](#)



Retrieve (Download) a File

To retrieve a file from a list, such as while browsing a File Library, click the file, and then click the Retrieve button shown there.

You can also retrieve a file that you have opened by clicking the Retrieve button in the opened file window.

If you click Retrieve Later, you are in effect marking the file (adding it to your To-Do List) so that it can be retrieved later in the session.

Want to learn more?

[Contributing a File](#)

[Retrieving a File](#)

[Viewing a File](#)



Learn About a File

Every file in a Forum area has a brief Description associated with it. If you are browsing a list of files you can view a file Description by clicking the file, and then clicking the Description button shown there.

You can also learn about a file simply by examining the information displayed along with the listed file, such as its title, size, date submitted to the Forum area, and accesses (number of times the file has been retrieved).

You can sort the list by clicking the column headings.

Want to learn more?

[Browsing Forum Libraries](#)

[Contributing a File](#)

[Understanding File Types](#)



Find a File

There are many ways to find files in a Forum area.



You can click the File Libraries [side button](#), and then click the Search [top tab](#) to set up a file search.



If you prefer not to conduct a search for files, you can simply browse through hundreds of Library files on your own, section by section.



If you can't seem to find the file you want, ask other CSI members! Post a message in the Forum area, or send an informal question while in a Forum Conference.

Want to learn more?

[Posting a Message](#)

[Retrieving a File from a Forum Area](#)

[Searching for a File](#)

Learn About Forum Conferences



Attend a Moderated Conference

A moderated conference is a planned event featuring a guest speaker. The moderator coordinates the conference and handles questions as appropriate.

To see what conferences are scheduled for a Forum area, click the [Welcome side button](#), and then click the [Announcements top tab](#). From there you can learn conference schedules, as well as review other Conference announcements.

Want to learn more?

[Attending a Moderated Conference](#)

[Voting in a Conference](#)



Leave a Conference

To leave a conference at any time, simply close the Chat window.

(There is no Leave button to leave a conference.)

Want to learn more?

[Participating in a Conference](#)

[What is a Forum Area?](#)



View List of Upcoming Conferences

You can review Forum Conference schedules at the Announcements page in a Forum area. (To get there, click the Welcome side button, and then click the Announcements top tab.)

You can also learn schedule information for other Forum area conferences by visiting the Communicate area on CSI. Choose **Go** from the Access menu and enter CONVENTION to get there.

Want to learn more?

[Attending a Moderated Conference](#)

[What is a Forum Area?](#)



Record a Conference

You might want to make a transcript file of a conference for later use.

To record a conference you are attending, simply click the Record Text button in the Chat window. (The name and location of the transcript file will appear on the status line at the bottom of the window.)

The Record Text button will change (toggle) to a Stop Recording button, which you can click to conclude the recording process.

Want to learn more?

[Logging a Public Chat](#)

[Participating in a Conference](#)

[Setting Your Forum Area Preferences](#)



Attend a Moderated Conference

A moderated conference is a planned event featuring a guest speaker. The moderator coordinates the conference and handles questions as appropriate.

To learn schedules of upcoming conferences for a Forum area, click the Welcome side button, and then click the Announcements top tab. From there you can learn conference schedules, as well as review other Conference announcements.

Want to learn more?

[Attending a Moderated Conference](#)

[Setting Your Forum Area Preferences](#)

[Voting in a Conference](#)



Participate in a Conversation

To view a list of Public Rooms in which you can participate, click the Forum Conference [side button](#).

To be able to participate in the ongoing conversation (chat) for a particular Public Room, simply click the room (from the list), and then click the Participate button.

Want to learn more?

[Participating in a Public Chat](#)

[Setting Your Forum Area Preferences](#)



Use the Prohibited List

Sometimes the comments of a particular person can become very annoying. To block such comments from appearing on your screen, you can add the person to your Prohibited List, either temporarily (for the current session only) or permanently (until you explicitly remove the person from the Prohibited List).

To add someone to your Prohibited List, choose **Modify Prohibited List** from the Forum menu.



Learn Who's Here

You can easily learn who is in a Forum area. Click the Forum Conference [side button](#), then click the Who's Here [top tab](#).

The people currently in the Forum area will be listed along with their Member ID numbers, whether they are in a particular Conference room, and the location from which they are connecting to CSI.

Want to learn more?

[Reviewing Your Profile](#)

[Setting Your Forum Area Preferences](#)



Start a Conversation

You can start a public conversation with someone in a Public Room easily.

Click the Forum Conference side button to view a list of available Public Rooms. Click the Public Room you want to participate in, and then click Participate.

Type a comment and then click the Send button (in the Chat window).

Want to learn more?

[Attending a Moderated Conference](#)

[Participating in a Conference](#)

[Voting in a Conference](#)

Learn About Public Rooms



Learn Who is in the Chat Area

You can easily learn who is in the Chat area. Click the Chat [side button](#), and then click the Who's Here [top tab](#).

The people currently in the Chat area will be listed along with their Member ID numbers, whether they are in a particular Public Room, and the location from which they are connecting to CSI.

If you have set up a Friends list, you can have just those names listed. (Mark the Show only Friends checkbox.)

Want to learn more?

[Finding Out Who's Here](#)

[Listing All Available Public Rooms](#)

[Participating in a Public Chat](#)

[Creating a Friends List](#)

[Creating a Prohibited Users List](#)



Record a Conversation

You might want to make a transcript file of a conversation (chat) for later use.

To record a chat you are participating in, simply click the Record Text button in the lower left-hand corner of the Chat window. (The name and location of the transcript file will appear next to the button.)

The Record Text button will change (toggle) to a Stop Recording button, which you can click to conclude the recording process.

Want to learn more?

[Logging a Public Chat](#)

[Participating in a Private Chat](#)

[Observing a Chat without Contributing](#)



Make Friends

Chat is an especially friendly area of CSi.



You can make friends by joining a conversation (chat) that appeals to you and then introducing yourself. (The more often you visit the Chat area, the sooner you'll be recognized as "one of the gang" in your favorite Chat rooms.)



You can add your new friends to your personalized Friends List so that you can find them quickly each time you enter the Chat area.

Want to learn more?

[Creating a Friends List](#)

[Adding a Friend to your Friends List](#)



Respond to an Invitation

When you are in the Chat area, you may be invited to participate in a Group Chat or Private Chat.

The invitation will be displayed in a window. You accept or decline the invitation by clicking the Accept or Decline buttons.

Want to learn more?

[Concluding a Group Chat](#)

[Ignoring Invitations](#)

[Selecting Members for a Group Chat](#)



Prevent Invitations

Some days you might not want to be bothered by invitations to participate in Group Chats and Private Chats.

To prevent such invitations from appearing on your screen for the current Chat session, choose **Ignore all Invitations** from the Chat menu.

(The next time you visit a Chat area you will be set up to receive invitations again.)

Want to learn more?

[Creating a Prohibited Users List](#)

[Editing a Prohibited Users List](#)

[Ignoring Invitations](#)

[Setting Chat Preferences](#)



Just Observe an Ongoing Chat

You can observe an ongoing Chat without having to contribute (participate) anything to the conversation.

To view a list of available Public Rooms, click the Chat [side button](#). To just observe an ongoing Chat, click a room from the list, and then click the Observe button.

When you observe a Chat, nobody knows you are there.

Want to learn more?

[Finding Who's Here](#)

[Setting Chat Preferences](#)



Make Somebody be Quiet

There may be times when you prefer not to view comments from particular people.

You can create a Prohibited Users List of such people's nicknames. People in this list will be blocked from all chats and group invites, and their comments will not be displayed on your screen.

To create or edit a Prohibited Users List, choose **Modify Prohibited List** from the Chat menu.

Want to learn more?

[Creating a Prohibited Users List](#)

[Editing a Prohibited Users List](#)

[Ignoring Invitations](#)

[Setting Chat Preferences](#)



Change a Nickname

You can change your nickname as many times as you like in Chat.

To do so, choose **Change Nickname** from the Chat menu.

If you do not want to have to create a nickname each time you visit Chat, you can request that a particular nickname be used as your regular nickname. The next time you type your nickname upon entering the Chat area, simply mark the Always use that nickname checkbox.

Want to learn more?

[Nickname Rules](#)

[Setting Chat Preferences](#)

Learn About Private Chats



Start a Private Chat

If you want to talk to someone without having anyone else hear (see) your conversation, start a private Chat.

To send a private Chat invitation to someone, click the Chat [side button](#), and then click the Who's Here [top tab](#). Once there, click a nickname from the list, and then click the Start Private Chat button.

The person receiving the invitation must agree to participate in a private chat with you before the private chat can actually begin.

Want to learn more?

[Concluding a Private Chat](#)

[Participating in a Private Chat](#)

[Starting a Private Chat](#)



Record a Private Chat

You might want to make a transcript file of a chat for later use.

To record a chat you are participating in, simply click the Record Text button in the lower left-hand corner of the Chat window. (The name and location of the transcript file will appear next to the button.)

The Record Text button will change (toggle) to a Stop Recording button, which you can click to conclude the recording process.

Want to learn more?

[Creating a Friends List](#)

[Finding Who's Here](#)

[Setting Chat Preferences](#)



Conduct Simultaneous Chats

You can conduct as many private Chats as you like at the same time.

The nicknames of your current private Chat participants are listed in your Private Chat window. You click on a nickname from the list to display that particular conversation (chat).

(Click the Goodbye button to end a private chat.)

Want to learn more?

[Finding Out Who's Here](#)

[Participating in a Private Chat](#)

[Setting up a Private Chat](#)

Learn About Group Chats



Make a Comment

You make a comment in a Group Chat just as you would in a Public Room.

Type your comment in the box beside the Send button. Then click the Send button.

Want to learn more?

[Finding Out Who's Here](#)

[Joining a Group Chat](#)

[Logging a Group Chat](#)



Form a Group

You can participate in a Group Chat if you want to converse (chat) with several people privately.

If you are currently in a Public Room, click the Who's Here button in the upper left-hand corner of the Chat window to view a list of all people in the room. For each person you want to include in your Group Chat, click his or her nickname, and then click the Group Invitations button.

If you are not in a Public Room, you can still set up a Group Chat. Click the Chat side button, and then click the Who's Here top tab to view a list of people currently in the Chat area that you can send a Group Invitation to.

Want to learn more?

[Concluding a Group Chat](#)

[Selecting Members for a Group Chat](#)

[Setting up a Group Chat](#)



Make a Comment

You make a comment in a Group Chat just as you would in a Public Room.

Type your comment in the box beside the Send button. Then click the Send button.

Want to learn more?

[Concluding a Group Chat](#)

[Selecting Members for a Group Chat](#)



Prohibit Chat Invitations

You might find invitations to participate in private or group chats bothersome or distracting, no matter how well-intentioned.

You can modify your Chat preferences so that such invitations will not be displayed on your screen.

You can alternatively prevent invitations from appearing on your screen for just the current chat session by choosing **Ignore all Invitations** from the Chat menu. (The next time you visit a Chat area you will be set up to receive invitations again.)

Want to learn more?

[Ignoring Invitations](#)

[Setting Chat Preferences](#)



Add to Your Friends List

You can make a Friends list of your favorite Chat acquaintances.

To review your Friends List, click the Chat [side button](#), and then click the Friends [top tab](#).

To add someone to your Friends List, click the New button there.

Only CSI members currently in the Chat area can be added to your Friends List.

Want to learn more?

[Creating a Friends List](#)

[Adding a Friend to your Friends List](#)

[Creating a Prohibited Users List](#)

[Editing a Prohibited Users List](#)

Learn About Public Folders



Sort News Articles

When you view a list of news articles in Executive News Service, you initially see them in reverse chronological order (most recent article first).

You can sort the list in other orders by clicking the column headings: Title, Date, and Source. Each heading can be used to sort the list in ascending or descending order. For instance, Title will sort the list in ascending or descending alphabetical order.

When you change the sort order, a < or a > appears next to the appropriate column heading. For instance, <Title means the list is sorted in ascending alphabetical order by title.

To resort the list in its original order, click the Date column heading until it reads >Date.

Want to learn more?

[Printing a News Article](#)

[Retrieving an Entire Folder](#)



Save News Articles

To save a news article that you are reading, simply click the File It button shown in the article window.

You can also save a news article that appears in a list without having to open (read) the article. Click the listed article, and then click the associated File It button.

Want to learn more?

[Reading a News Article](#)

[Saving a News Article](#)



Search for Articles

To narrow the selection of news articles listed in an Executive News Service folder, click the Articles side button, and then click the Search top tab. This displays a window where you determine which articles are listed.

In the Current News folder, you can search by source (news wire). Initially, all available news wires are selected. You can eliminate articles from some sources by unmarking the appropriate checkbox. If you want to narrow the article selection down to just one or two sources, it's easier to click the None button below the list of sources. This unmarks all the checkboxes, and you can then mark the ones you want.

In the News by Company Ticker folder, you must specify a stock ticker symbol. Optionally, you can also search by source.

In a personal folder, you can search by date range, specifying any From date that is within the folder's retention period, and any To date that is between the From date and today's date. Optionally, you can also search by source. (The only available sources are the ones you specified when you created the folder.)

Want to learn more?

[Reading a News Article](#)

[Saving a News Article](#)

[Searching for Items in the Filing Cabinet](#)



Browse Recent Articles

In the Executive News Service, articles are automatically listed in folders that you can browse or search. (Click the Articles [side button](#), and then click the Read page to browse or the Search page to search.)

Articles are listed by release date and time, with the most recent article listed first. However, you can resort the articles in reverse chronological order, or in ascending or descending order of title or news wire.

Want to learn more?

[Reading a News Article](#)

[Saving a News Article](#)

[Make a Personal Folder](#)

[Opening a Folder](#)

[Sort News Articles](#)



Delete a Folder

In the Executive News Service, you can create up to three personal folders. Once you have created a personal folder, you can delete it with the following procedure:

Note: You can never delete a Public Folder. Public folders are created by CompuServe Interactive (CSI).

- 1 Click the Articles side button.
- 2 Click the Create Folders top tab.
- 3 Click the personal folder you want to delete.
- 4 Click the Delete button.

Want to learn more?

[Make a Personal Folder](#)

[Clearing a Folder](#)


[Opening a Folder](#)


[Searching for a News Article](#)



Read the Next Article

In the Executive News Service, If you are reading an article, you can read the next article in the same folder without closing the article window.

To display the next article, simply click  (unless that button is dimmed, which means there are no more articles).

Similarly, you can display the previous article by clicking .

Want to learn more?

[Printing a News Article](#)

[Saving a News Article](#)

[Searching for a News Article](#)

Learn About Personal Folders



Change a Folder

If you are in the Executive News Service and have one or more personal folders, you might want to change them (from time to time) so that they better reflect your ongoing search interests.

To change a personal folder, click the Articles side button, and then click the Create Folders top tab. (Click the folder to be changed from the list, and then click the Change button.)

Want to learn more?

[Make a Personal Folder](#)

[Deleting a Folder](#)

[Opening a Folder](#)



Go to Executive News Service

The Executive News Service (ENS) is a news clipping service where you can find current news articles from a wide variety of news wires. ENS also offers personal folders, which collect news articles related to topics that you specify and hold them as long as you like, so you can peruse them at your leisure.

To go to the Executive News Service, choose **Executive News Service** from the Services menu.

Want to learn more?

[Deleting a Folder](#)

[Opening a Folder](#)

[Make a Personal Folder](#)



Make a Personal Folder

The Executive News Service (ENS) enables you to create up to three personal folders that will collect (clip) news articles that meet your specifications.

To create a Personal folder in ENS

- 1 Click the Articles side button.
- 2 Click the Create Folders top tab.
- 3 Click the New button.
- 4 In the Define personal folder window, type a name for the personal folder into the Folder name field.
- 5 Specify up to seven clipping terms. Each term can be very simple or quite complex: You can instruct ENS to clip articles containing any word that contains the term, begins with the term, or ends with the term. The term can be any combination of printable characters. Optionally, you can narrow or broaden the selection by specifying whether the articles must contain another term as well (And), must contain either this term or another term (Or), or must contain this term but not another term (And Not). To specify a new term, click the > button next to Or at the bottom right of the Clipping terms box.
- 6 If you want to clip articles from some news wires but not all, click the Custom radio button and then select the news wires you want.
- 7 If you want to keep articles in your personal folder for any period other than 14 days after they are clipped, change the number in the field next to Articles expire after.
- 8 If you want to specify that the folder be maintained for more than one year from today, change one or more of the numbers in the fields next to Folder expires on.
- 9 Click the OK button at the bottom of the window.

Want to learn more?

[Deleting a Folder](#)

[Opening a Folder](#)



Delete a Personal Folder

If you are using the Executive News Service and want to delete one or more of your personal folders, you can do so at the Create Folders page.

Click the Articles side button, and then click the Create Folders top tab to get there. (Click a folder that you want to delete, and then click the Delete button.)

You can delete only folders that you create (personal folders).

Want to learn more?

[Deleting a Folder](#)

[Opening a Folder](#)



Retrieve an Entire Folder

If you are using the Executive News Service and want to retrieve all articles from a personal folder, simply retrieve the entire folder.

Click the Articles side button, click the Read top tab, click the personal folder you want to retrieve, and then click the File It button.

Want to learn more?

[Modifying a Folder](#)

[Retrieving an Entire Folder](#)



Delete Only Some Articles

If you are using the Executive News Service, you can delete selected news articles from one or more of your personal folders rather than delete the entire personal folder.



If you are reading a news article in a Public Folder, you can delete it by clicking the Delete button in the article window.



You can also delete a news article that appears in a list (in an opened personal folder) without having to read the article. (Click the listed article, and then click the Delete button associated with the list.)

Want to learn more?

[Deleting from a Folder](#)

[Printing a News Article](#)

[Saving a News Article](#)

Learn About Conference Centre



Learn Conference Schedules

To learn schedules for conferences in the Conference Centre or the Customer Service Live area, go to the Chat:Conferences area.

(Choose **Go** from the Access menu, and then type CONVENTION.)

Once at the Chat:Conferences area, to learn conference schedules, choose **Conference Calendar**.

Want to learn more?

[Attending a Moderated Conference](#)

[Participating in a Conference](#)

[Voting in a Conference](#)



Attend a Moderated Conference

A moderated conference is a planned event featuring a guest speaker. The moderator controls the conference and handles questions as appropriate.

To learn schedules of upcoming conferences for a Forum area, click the [Welcome side button](#), and then click the [Announcements top tab](#). From there you can learn conference schedules, as well as review other Conference announcements.

Want to learn more?

[Attending a Moderated Conference](#)

[Setting Your Forum Area Preferences](#)

[Voting in a Conference](#)



Leave a Conference

To leave a conference at any time, simply close the Chat window. (There is no Leave button to leave a conference.)

Want to learn more?

[Participating in a Conference](#)

[What is a Forum Area?](#)



View List of Upcoming Conferences

You can review Forum conference schedules at the Announcements page in a Forum area. (To get there, click the Welcome [side button](#), and then click the Announcements [top tab](#).)

You can also learn schedule information for other Forum area conferences by visiting the Communicate area on CompuServe Interactive (CSI). To get there, choose **Go** from the Access [menu](#) and then enter CONVENTION.

Want to learn more?

[Attending a Moderated Conference](#)

[What is a Forum Area?](#)



Record a Conference

You might want to make a transcript file of a conference for later use.

To record a conference you are attending, simply click the Record Text button in the Chat window. (The name and location of the transcript file will appear on the status line at the bottom of the Chat window.)

The Record Text button will change (toggle) to a Stop Recording button, which you can click to conclude the recording process.

Want to learn more?

[Attending a Moderated Conference](#)

[Participating in a Conference](#)

[Voting in a Conference](#)



Change a Nickname

You can change your nickname as many times as you like in Chat.

To do so, choose **Change Nickname** from the Chat menu.

If you do not want to have to create a nickname each time you visit Chat, you can request that a particular nickname be used as your regular nickname. The next time you type your nickname as you enter the Chat area, simply mark the Always use that nickname checkbox.

Want to learn more?

[Nickname Rules](#)

[Setting Chat Preferences](#)



Participate in a Conversation

To view a list of public rooms in which you can participate, click the Forum conference [side button](#).

To be able to participate in the ongoing conversation (chat) in a particular public room, simply click the room (from the list), and then click the Participate button.

Want to learn more?

[Participating in a Public Chat](#)

[Setting Your Forum Area Preferences](#)



Use the Prohibited List

There may be times when you prefer not to view comments from a particular person.

You can add such members to your Prohibited List for a temporary or permanent duration. People in this list will be blocked from all chats and group invitations, and their comments will not be displayed on your screen.

To add someone to your Prohibited List, choose **Modify Prohibited List** from the Conference [menu](#).

Want to learn more?

[Creating a Prohibited Users List](#)

[Editing a Prohibited Users List](#)

[Ignoring Invitations](#)



Learn Who is in the Conference Centre

You can easily learn who is in the Conference Centre. Click the Forum Conference [side button](#), then click the Who's Here [top tab](#).

The people currently in the Conference Centre will be listed along with their Member ID numbers, whether they are in a particular Conference room, and the location from which they are connecting to CSi.

Want to learn more?

[Attending a Moderated Conference](#)

[Finding Out Who's Here](#)

[Participating in a Conference](#)

[Voting in a Conference](#)



Start a Conversation

You can easily start a conversation with someone in a public room.

Click the Forum Conference [side button](#). Click the public room that you want to participate in, and then click Participate.

In the Chat window, you converse by typing a comment and then clicking the Send button

Want to learn more?

[Attending a Moderated Conference](#)

[Participating in a Conference](#)

[Voting in a Conference](#)



Submit a Question

You can submit a question at any time during a moderated conference.

In your Moderated Chat window, click the Ask button, type your question, and then click the Submit button shown there.

Want to learn more?

[Attending a Moderated Conference](#)

[Participating in a Conference](#)

[Voting in a Conference](#)



Change a Question

Once you have submitted a question in a moderated conference, you might want to change and resubmit it.

In your Moderated Chat window, click the Ask button, edit your question, and then click the Resubmit button shown there.

Want to learn more?

[Attending a Moderated Conference](#)

[Participating in a Conference](#)

[Voting in a Conference](#)



Withdraw a Question

Once you have submitted a question in a moderated conference, you might want to withdraw it.

In your Moderated Chat window, click the Ask button, and then click the Withdraw button shown there.

Want to learn more?

[Attending a Moderated Conference](#)

[Participating in a Conference](#)

[Voting in a Conference](#)



View Voting Results

To view the current results of a vote, click the Tally button in the Moderated Chat window.

Each time you click the Tally button, the voting results will be updated if new ballots have been cast.

Upon completion of the vote, the conference moderator will post the voting results for all to see.

Want to learn more?

[Attending a Moderated Conference](#)

[Participating in a Conference](#)

[Voting in a Conference](#)



Vote in a Conference

Sometimes in a conference you will be given the opportunity to vote on particular issues.

If so, a special Vote window will appear on your screen.

Mark the appropriate ballot information, and then click the Cast Vote button shown there.

Want to learn more?

[Attending a Moderated Conference](#)

[Participating in a Conference](#)

[Voting in a Conference](#)

