CompuServe Signup Wizard

If you need help during the signup process, contact the CompuServe customer serivce office nearest you for assistance.   Use the Help window scroll bars to view the list below:

Country	Freephone	Direct	Fax
Argentina		+(54)(1) 345-3817	+(54)(1) 345-0825
Australia	1-800-025-240	+(61)(2) 410-4260	+(61)(2) 410-4223
Austria	0660-8750	+(49)(89) 66-535-222	+(49)(89) 66-535-241
Canada	800-848-8990	+(1)(614) 529-1340	+(1)(614)529-1611
Chile		+(56) 225-25171	+(56)(2) 252-5624
Colombia		+(57)(1) 312-1703	+(57)(1) 312-1857
France	36 63 81 31	+(33)(1) 47 14 21 60	+(33)(1) 47 14 21 51
Germany	0130 86 4643	+(49)(89) 66 56 78 90	+(49)(89) 66 57 80 08
Hong Kong		+(852)(2) 833-1500	+(852)(2) 506-3445
Hungary		+(36)(1) 135-6493	+(36)(1) 212-4612
Israel		+(972)(3) 638-8230	+(972)(3) 638-8288
Japan	012-022-1200	+(81)(3) 54715806	+(81)(3) 5471-5890
Mexico		+(52)(5) 629-8191	+(52)(5) 629-8198
Netherlands	060-225-991	+(44) 990-412412	+(44)(117) 925-2210
New Zealand	0800-446-113	+(61)(2) 410-4260	+(61)(2) 410-4223
South Africa		+(27)(1) 284-1253	+(27)(12)841-2530
South Korea	080-090-1435	+(82)(2) 318-1435	+(82)(2)753-8666
Switzerland	155-31-79	+(49)(89) 66-535-222	+(49)(89) 66-535-241
Taiwan	080-251-177	+(886)(2) 651-6899	+(886)(2)651-1800
Venezuela		+(58)(2) 793-2984	+(58)(2)793-1952
United Kingdom	0800 000 400	+(44) (990)412 412	+(44)(117)925 2210
United States	800-848-8990	+(1)(614) 529-1340	+(1)(614)529-1611
Elsewhere	800-848-8990	+(1)(614) 529-1340	+(1)(614)529-1611

CompuServe Signup Window

If you need help during the signup process, contact the CompuServe customer serivce office nearest you for assistance.   Use the Help window scroll bars to view the list below:

Country	Freephone	Direct	Fax
Argentina		+(54)(1) 345-3817	+(54)(1) 345-0825
Australia	1-800-025-240	+(61)(2) 410-4260	+(61)(2) 410-4223
Austria	0660-8750	+(49)(89) 66-535-222	+(49)(89) 66-535-241
Canada	800-848-8990	+(1)(614) 529-1340	+(1)(614)529-1611
Chile		+(56) 225-25171	+(56)(2) 252-5624
Colombia		+(57)(1) 312-1703	+(57)(1) 312-1857
France	36 63 81 31	+(33)(1) 47 14 21 60	+(33)(1) 47 14 21 51
Germany	0130 86 4643	+(49)(89) 66 56 78 90	+(49)(89) 66 57 80 08
Hong Kong		+(852)(2) 833-1500	+(852)(2) 506-3445
Hungary		+(36)(1) 135-6493	+(36)(1) 212-4612
Israel		+(972)(3) 638-8230	+(972)(3) 638-8288
Japan	012-022-1200	+(81)(3) 54715806	+(81)(3) 5471-5890
Mexico		+(52)(5) 629-8191	+(52)(5) 629-8198
Netherlands	060-225-991	+(44) 990-412412	+(44)(117) 925-2210
New Zealand	0800-446-113	+(61)(2) 410-4260	+(61)(2) 410-4223
South Africa		+(27)(1) 284-1253	+(27)(12)841-2530
South Korea	080-090-1435	+(82)(2) 318-1435	+(82)(2)753-8666
Switzerland	155-31-79	+(49)(89) 66-535-222	+(49)(89) 66-535-241
Taiwan	080-251-177	+(886)(2) 651-6899	+(886)(2)651-1800
Venezuela		+(58)(2) 793-2984	+(58)(2)793-1952
United Kingdom	0800 000 400	+(44) (990)412 412	+(44)(117)925 2210
United States	800-848-8990	+(1)(614) 529-1340	+(1)(614)529-1611
Elsewhere	800-848-8990	+(1)(614) 529-1340	+(1)(614)529-1611

List of CompuServe Offices
Argentina
Australia/New Zealand
Austria
Chile
France
Germany
Hong Kong
Hungary
Israel
Japan
Mexico
South Africa
South Korea
Switzerland
Taiwan
United Kingdom
United States/Canada
Venezuela
Other Countries

Define Connection Window

The Define Connection window enables you to customize your connection process.

If you are unsure about a particular setting, use the default value shown.

If you want to review or provide modem-specific information, click Define Modem.

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.

How to Use 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.

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 whether your computer has to dial a number to connect to CompuServe, such as Tone for a touchtone 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 CompuServe local access telephone number to be used to connect to CompuServe.   (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.

List of CompuServe Offices
Argentina
Australia/New Zealand
Austria

Select Communications Port Window

The Select Communications Port window asks you to select the communications port that your modem is using.   Click the port that is appropriate to your situation.

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

If you are unsure of what port your modem is using, click Auto-Detect.

If you want to customize your connection process, click Custom.

List of CompuServe Offices
Argentina
Australia/New Zealand
Austria
Chile
France
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Hungary
Israel
Japan
Mexico
South Africa
South Korea
Switzerland
Taiwan
United Kingdom
United States/Canada
Venezuela
Other Countries

Select Port Speed Window

The Select Port Speed window records your preferred port speed.

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.

If you are unsure which port speed to select, click Auto-Detect.

List of CompuServe Offices
Argentina
Australia/New Zealand
Austria
Chile
France
Germany
Hong Kong
Hungary
Israel
Japan
Mexico
South Africa
South Korea
Switzerland
Taiwan
United Kingdom
United States/Canada
Venezuela
Other Countries

Select Other Country Window

The Select Other Country window records country information about the country from which you will be connecting to CompuServe.

List of CompuServe Offices
Argentina
Australia/New Zealand
Austria
Chile
France
Germany
Hong Kong
Hungary
Israel
Japan
Mexico
South Africa
South Korea
Switzerland
Taiwan
United Kingdom
United States/Canada
Venezuela
Other Countries

Select Country Window

The Select Country window asks you to define the country from which you are connecting to CompuServe.

Find your country in the provided list.   (Click the arrow buttons to scroll through the list.)   Click the country, and then click Next.

List of CompuServe Offices
Argentina
Australia/New Zealand
Austria
Chile
France
Germany
Hong Kong
Hungary
Israel
Japan
Mexico
South Africa
South Korea
Switzerland
Taiwan
United Kingdom
United States/Canada
Venezuela
Other Countries

Search For Best Access Number Window

The Search For Best Access Number window finds an access number for you.

The access number refers to the CompuServe local access telephone number to be used to connect to CompuServe.   (This is NOT your home or business telehpone number.)

Type the telephone number for the location at which your modem is currently connected on the line beside Phone Number, and then click Next.

List of CompuServe Offices
Argentina
Australia/New Zealand
Austria
Chile
France
Germany
Hong Kong
Hungary
Israel
Japan
Mexico
South Africa
South Korea
Switzerland
Taiwan
United Kingdom
United States/Canada
Venezuela
Other Countries

Modify Number Window

The Modify Number window enables you to provide additional details about the access number used to connect to CompuServe, such as if the access number is a long distance call.

If you have call waiting enabled and a call comes in while you are connected to CompuServe, the connection will be lost, and you will have to reconnect to continue your CompuServe session.

Click the checkboxes that apply to your situation.   If you need to enter information, click the down arrow ni the appropriate box, and then click the choice you want.   When finished, your choice will be displayed in the box.

If the choice you want does not appear in the list, click any choice, and then type the correct information on the highlighted information shown in the box.

If you are unsure of the correct choice, use the default (already highlighted) choice.

List of CompuServe Offices
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Chile
France
Germany
Hong Kong
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Israel
Japan
Mexico
South Africa
South Korea
Switzerland
Taiwan
United Kingdom
United States/Canada
Venezuela
Other Countries

Define Signup Settings Window

If you need help during the signup process, contact the CompuServe customer serivce office nearest you for assistance.   Use the Help window scroll bars to view the list below:

Country	Freephone	Direct	Fax
Argentina		+(54)(1) 345-3817	+(54)(1) 345-0825
Australia	1-800-025-240	+(61)(2) 410-4260	+(61)(2) 410-4223
Austria	0660-8750	+(49)(89) 66-535-222	+(49)(89) 66-535-241
Canada	800-848-8990	+(1)(614) 529-1340	+(1)(614)529-1611
Chile		+(56) 225-25171	+(56)(2) 252-5624
Colombia		+(57)(1) 312-1703	+(57)(1) 312-1857
France	36 63 81 31	+(33)(1) 47 14 21 60	+(33)(1) 47 14 21 51
Germany	0130 86 4643	+(49)(89) 66 56 78 90	+(49)(89) 66 57 80 08
Hong Kong		+(852)(2) 833-1500	+(852)(2) 506-3445
Hungary		+(36)(1) 135-6493	+(36)(1) 212-4612
Israel		+(972)(3) 638-8230	+(972)(3) 638-8288
Japan	012-022-1200	+(81)(3) 54715806	+(81)(3) 5471-5890
Mexico		+(52)(5) 629-8191	+(52)(5) 629-8198
Netherlands	060-225-991	+(44) 990-412412	+(44)(117) 925-2210
New Zealand	0800-446-113	+(61)(2) 410-4260	+(61)(2) 410-4223
South Africa		+(27)(1) 284-1253	+(27)(12)841-2530
South Korea	080-090-1435	+(82)(2) 318-1435	+(82)(2)753-8666
Switzerland	155-31-79	+(49)(89) 66-535-222	+(49)(89) 66-535-241
Taiwan	080-251-177	+(886)(2) 651-6899	+(886)(2)651-1800
Venezuela		+(58)(2) 793-2984	+(58)(2)793-1952
United Kingdom	0800 000 400	+(44) (990)412 412	+(44)(117)925 2210
United States	800-848-8990	+(1)(614) 529-1340	+(1)(614)529-1611
Elsewhere	800-848-8990	+(1)(614) 529-1340	+(1)(614)529-1611

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Modem Control Settings Window

The Modem Control Settings window defines how your modem will behave while operating.   Use the Modem Control Settings window to select a modem other than the default modem type (Hayes Compatible).

If your modem is not on the list, select Other and check your modem manual for the correct initialization command and other settings that need to be changed.   Fill in the correct information and click OK.

Modem Type selection list	To see a list of modems available in CompuServe 3.0, click the arrow in the Modem text box. If your modem appears on the list, select it and the correct strings will be filled in automatically.
Initialize field	Enter the sequence to initialize the modem. AT S0 Q0 V1^M is the default Hayes string: **AT** alerts the modem that further commands will follow **S0** disables autoanswering **Q0** enables result code reporting to both the local and remote modems **V1** enables verbal result codes
Reset field	This string resets the modem. (The default is Z).
Prefix field	This string precedes a command. It is also known as the attention command. (The default is AT.)
Suffix field	This string, usually a carriage return, is needed to terminate a command. (The default is ^M).
Escape field	This string issues an Escape command. The default is ++ +. (On modems that use the MNP or ARC error control protocols, +++ also disconnects.)
Connect field	This string means connection has been established. (The default is CONNECT.)
Disable Data Compression field	**??**
Hardware Flow field	**??**
Dial Tone field	This string initiates tone dialing. (The default is DT.)
Dial Pulse field	This string initiates pulse dialing. (The default is DP.)
Hang-up field	This string frees the telephone line. (The default is H.)
Acknowledge field	This string acknowledges that the modem has received a command. (The default is OK.)
Failure field	This string means there is no connection or the signal has stopped. (The default is NO CARRIER.)

Disable Error Correction field	**??**
Software Flow field	**??**
OK button	Used to accept the changes you have made in this window and to close the window.
Cancel button	Click this button to exit Signup.

Customer Service contact information taken from CS3.hlp

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) 529-1340
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
1002 Buenos Aires
Argentina

Phone: (+54) (1) 345-2786
Fax: (+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: 9:00 - 21:00 Weekdays
     11:00 - 15:00 Saturdays

Austria

Austrian Freephone: 0660 8750
Outside Austria: (+49) (89) 66 535-222
Fax: (+49) (89) 66 535-241
Hours: 9:00 - 20:00 (CET) 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

France

CompuServe Information Service SARL
Centre ATRIA Rueil 2000
21, Av. Edouard Belin
92566 Rueil-Malmaison Cédex
France

AZUR Phone: 36-63-83-71
Outside France: (+33) (1) 4714 2190
Fax: (+33) (1) 4714 2151
Hours: 8:30 - 19:30 Weekdays

Germany

CompuServe GmbH
Postfach 1169
82001 Unterhaching/München
Germany

Germany Freephone: 0130 11 46 78
Outside Germany: (+49) (89) 66 535-222
Fax: (+49) (89) 66 535-241
Hours: 9:00 - 20:00 (CET) Weekdays

Hong Kong

CompuServe Hong Kong
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 Network, Kft.
Budapest II.
Uvegház u.9.
H-1028 Hungary

Phone: (+36) (1) 135-6493
Fax: (+36) (1) 212-3126
Hours: 8:00 - 16:30 Weekdays

Israel

CompuServe Israel
Trendline Info. Communications Svcs., Ltd.
12 Yad-Harutzim St.
Tel-Aviv 67778 Israel

Phone: (+972) (3) 6388230
Fax: (+972) (3) 6388288
Hours: 9:00 - 17:00 Sunday - Thursday

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

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

ATEL Co., Overseas Info. Team
2F. Kunja Bldg.
942-1 Daechi-dong
Kangnam-gu
Seoul, Korea 135-280

Korea Freephone: 0800 227 400
Outside Korea: (+82) (2) 528-0472
Fax: (+82) (2) 528-0567
Hours: 9:00 - 18:00 Weekdays
        9:00 - 17:50 Saturdays

Switzerland

Switzerland Freephone: 155-31-79
Outside Switzerland: (+49) (89) 66 535-222
Fax: (+49) (89) 66 535-241
Hours: 9:00 - 20:00 Weekdays

Taiwan

TTN-Serve
Taiwan Telecommunication Network Services Co., Ltd.
7Fl., No. 5
Dun-Hwa 5. Rd., Sec. 1
Taipei, Taiwan, R.O.C.

Taiwan Freephone: 080 251 177
Outside Taiwan: (+886) (2) 651-6899
Fax: (+886) (2) 651-1800
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

Freephone within U.K.:
 Sales: 0800 000200
 Service: 0800 000400
Outside U.K.:
 Sales: (+44) (117) 976-0681
 Service: (+44) (117) 976-0680

Fax Inside UK: (117) 925-2210
Fax Outside UK:(+44) (117) 925-2210

Hours: 9:00 - 21:00 (London Time) Weekdays
     10:00 - 17:00 Saturdays

United States/Canada

Customer Service
P.O. Box 20212
5000 Arlington Centre Blvd.
Columbus, Ohio 43220

US/Canada Freephone: (800) 848-8990
Outside US/Canada: (+1) (614) 529-1340
Fax: (+1) (614) 529-1611
Hours: 8:00 - 24:00 (EST) Weekdays
        12:00 - 22:00 (EST) Saturday and Sunday

Venezuela

CompuServe C.A. Venezuela
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