How to Log In

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Getting the Equipment Hooked Up

This chapter takes you through a step-by-step process to get you connected and communicating with GreenNet. It may look imposing at first, but you may rest easy in the knowledge that much of the work is one-time-only and that the everyday process of using GreenNet is much less complicated. Have fun!

First, some background information – you can skip ahead if you already know about modems and telephones and how to hook yours up, or if you are going to connect to GreenNet via the Internet. For connecting via GNS Dialplus, skip to page 13, for connecting via Direct Dial, skip to page 14, for connecting via EUnet, skip to page 15, for connecting via the Internet , skip to page 16.

Modem and Telephone Information

Your computer communicates with GreenNet via ordinary voice telephone lines. You can use any residential phone line and many business lines. You will need a phone socket near your computer to plug your modem into. If you don't have one within reach, you can either move your computer, buy a phone extension cord, or get a new socket installed.

If you are trying to use a multi-line phone system to connect your computer with GreenNet, you must have either:

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a)   a dedicated computer phone line separate from the multi-line phone system; or

b)   a line on which you can get an external line out by dialling one digit (usually 9); or

c)   a tap into the phone line in question before it passes through the multi-line system (often a separate socket installed in the incoming phone cable). Sockets of this sort can be bought fairly cheaply at phone stores; or

d)   a fax line which you can share with the modem: this often works well.

In some cases, you can plug your modem line into the back of a phone answering machine or into a 2-way adaptor in the same socket as an answering machine.

Getting a Modem

A modem is a piece of computer equipment that allows computers to communicate with each other using ordinary phone lines. You'll need a modem to communicate with GreenNet.

The speed at which modems communicate is called their "baud rate"(see glossary for explanation of this term). Several years ago the standard baud rate for modems was 300 or 1200, but now the most common and inexpensive modems are 2400 baud and "Hayes Compatible." Modems like this accept commands in the same way as modems manufactured by the Hayes company, a standard in the modem world (like IBM is in the computer world). They often include error correction (MNP or V42, see glossary) and even fax capability too. Hayes compatibility is almost essential; the Hayes standard is universal and almost all communications software has been designed to work with it.

You may want to consider investing in a faster modem, 9600 or 14,400 baud, to save money and time by speeding up your GreenNet sessions. You will gain the most benefit if you want to send or receive lots of information. At 2400 baud, the information from GreenNet will come onto your screen at about 4 lines per second, which is faster than the average reading speed (certainly on a flickering computer screen at least). So, it will be only when you are copying information between your computer and GreenNet that you will gain the full benefit of the higher speed. While you are staring at the screen deciding what command to type next the high speed makes no difference as no information is exchanged between your computer and GreenNet.

We do not recommend 300 baud (V21) or 75/1200 baud (V23) as their slow data transfer rates can lead to problems and high costs. Access is possible at these speeds via the Public Data Network (see below). GreenNet's direct-dial lines do **not** support 75/1200 baud (V23). or 300 baud (V21).

If you need help to get your modem and software set up properly, please do not hesitate to contact us, either by email to 'support' or by phone/fax at the numbers on the front cover. In addition, there are two conferences on GreenNet where technical advice and instruction can be located or requested: "`help`" and "`micro`." Your computer dealer may also be able to help you with questions about your modem or communications software.

Internal or External?

Modems come in two basic varieties. An "internal" modem slides into a slot inside your computer while an "external" modem plugs into the back via a cable.

External modems require a "serial port" (RS 232 connection) on the back of your computer; this has a connector for the modem cable. Most IBM-PC compatible computers come with a serial port. External modems usually come with a set of indicator lights on the front to let you know what the modem is doing (answering the phone, dialling the phone, receiving, transmitting etc.); this is often a handy feature. Because you don't have to open up your computer, external modems are easier to install. Macintosh computers have a serial port. It is marked with a little telephone icon. There is also a range of internal modems for *some* types of Macintosh computers including the II series and the Macintosh Portable. Atari computers also have a serial port.

If you are going to buy an external modem, be sure your computer has a spare "serial port." On IBM-PC compatibles, if you have a mouse, it will usually be occupying one serial port already. Find out if it has another one by checking your computer manual, by looking at the invoice (for something like "...with serial port..."), by asking someone who might know, or by looking for a long D-shaped male (pins sticking out) 25 pin connector.   Some computers (particularly "IBM AT-compatibles") have serial ports with only 9 pins, so check for this as well. You can get 9-25 pin adaptors and adaptors

from male (pins) to female (sockets) if you need any. If your PC *doesn't* have a spare serial port, consider buying an internal modem instead. External modems often don't come with a cable included; this is something you should buy from the same place you get the modem so you know that the necessary connections are compatible.

Internal modems for PCs are out of the way: they don't take up any room on your desk and they don't need any cables to connect to the computer because the whole modem just slides right in. Because internal modems are inside your PC, you don't have to worry about spilling coffee on them or stepping on them or... and because they plug right in to your computer, they don't need an outside power source as external modems do.

If you are going to buy an internal modem, ensure that you have a spare "slot" inside your PC. If you haven't installed any new and wonderful toys that come on internal cards since you got your computer, you probably don't have to worry about this.

If you get an internal modem and you already have other equipment which may use a serial port (a mouse, some scanners, a fax card...), it's best to get someone knowledgeable to install the modem and to ensure that it isn't conflicting with that other equipment. Get them to write the "COM port" number they've given to the modem on a sticky label and put it on the modem (the COM port number is the way the computer knows how to talk to the modem instead of other cards that can be put in adjacent slots).

Everyday use

An internal modem, because it is powered by the computer itself, will usually automatically turn on with the computer (but check whether there's an on/off switch on the bit of modem that shows on your computer's "back panel"!). An external modem will usually have an on/off switch that you need to switch "on" to use it.

If you have a phone plugged into your modem, it will work normally when you're not using the modem. When you *are* using the modem, you're using the phone line, so you can't phone out on that line and all callers in will get a busy signal. This may seem obvious, but it's very common to be merrily networking away while waiting for that "important phone call" to come in without realising that it probably has been *trying* to come in for quite some time.

Another item to note is that if you are on a modern digital exchange (in the UK "System X" etc.) *and* you have "call-waiting" installed on your telephone line, the "beep" that you usually hear when a second call comes in will tend to interfere with your connection to GreenNet. The solution? Use GreenNet when you don't expect calls coming in, have call forwarding taken off, or get another phone line. Some exchanges allow you to temporarily disengage call-waiting. Contact your local operator for instructions on how to do this.

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First Time – Setting Up Your Communications Software

To get your computer to communicate with the outside world, you need communications software compatible with your computer. Among the programs we have found most useful are ProComm for IBM-PC compatibles and ZTerm 0.9 for the Apple Macintosh. While there are many communications packages available, and you may wish to use something other than ProComm or ZTerm 0.9, we support these two

packages due to their ease of use, low cost and the overall availability of technical support. Both programs are "shareware" — that means that you may freely obtain and use a copy on a trial basis. They are available on this basis from GreenNet ; if you decide to use ProComm or ZTerm 0.9 regularly, it is your responsibility to send in the registration fee to the distributors. This information is shown on ProComm's and ZTerm's start-up screens.

If you have a high speed modem, you may find you need a more powerful communications software than Procomm or Zterm to take full advantage of the speed of your modem. We

can suggest suitable packages, however, not all of them are shareware so for some of them we can't provide copies for you to try.

If you use Windows on a PC, you already have a basic communications package, the Windows terminal program. You can use this, or, if you find it too limited, we can suggest other windows packages; again, some are shareware, some you would have to buy.

If you use an Amstrad PCW (not PC-compatible) then you already have a basic communications program that came with the operating system; it is called 'Mail232'.

Note: The most recent shareware versions of ZTerm and ProComm and other communications packages can be found on-line in the conferences `'pc.library'` and `'mac.library'`, or on disk from GreenNet. There is also a commercial version of ProComm, called ProComm Plus, and most other shareware or commercial commmunications programs are just as suitable for connecting to GreenNet.

Setting the Parameters in your Software

Specific information about ProComm and ZTerm settings can be found in a separate 'Quick Reference Guide' for those programs. Please ask for a copy from 'support' if you need one. We also have 'Quick Reference Guides' for a number of other popular communications packages; ask if we have one for your preferred program. The following are the generic and necessary parameters to which you should set your communications software. Refer to your communications software instructions for how to set these parameters.

- Data Bits?   **8 Bit ASCII**
- Stop Bits?   **1**
- Xon/Xoff?   **On**   (Flow Control)
- Duplex?   **Full**
- Parity?   **No**

However, if you will access GreenNet through a Public Data Network (GNS Dialplus - not direct dial), you should either set your software to 'strip high bit' if it has such an option, or, if your software supports "Space Parity", set the following:

- Data Bits?   **7 Bit ASCII**
- Stop Bits?   **1**
- Xon/Xoff?   **On**   (Flow Control)
- Duplex?   **Full**
- Parity?   **Space**

You should also set the baud rate equal to the highest baud rate of your modem. If your modem is 1200 or 2400 baud then this is straightforward. If your modem is higher speed, then it can probably be set to talk to your computer at a faster speed than it talks to the modem on the other end of the phone call. Why? Chances are, your high speed modem can also compress the data that it is transmitting, and send it even faster than the stated baud rate. In that case, it will have to feed the uncompressed data to and from your computer faster than it feeds the compressed data down the phone line, hence the need to set those two baud rates separately to different values. If you are lucky, your high speed modem will take care of all this by itself, and you don't have to worry. But often they don't, and you will have to learn a little bit more to make everything work smoothly.

Basic Modem Settings

If you have a Hayes compatible 2400 modem you can start by trying the following in the place in your software where it asks for a "setup string". This is what the communications software program sends to the modem to tell it to get ready for use. The minimum necessary is often:

AT Q0 E1 S0=0 V1

This tells the modem not to answer incoming phone calls (which is a nuisance if you want it to share a line with your phone or answering machine or fax) and to send 'verbal' messages back to your computer instead of strange code numbers.

There is also a place in your communications software to tell it which 'comm port' your modem is using. You can figure this out by trial and error if you like, since most computers only have 3 or 4 'comm ports' at most, (numbered 1 through 4). If your modem is 'internal' then the 'comm port' is that number you got the person who installed it to write on a label. To find out by trial and error (and find out if your modem is ready to work at the same time, turn your modem on (if it has a switch) and start your communications program. Make sure you are in 'terminal mode' (i.e. not in the dialing directory or another menu for changing the setup) and try typing

AT <RETURN>

Your modem should respond by saying 'OK'. If it doesn't, try another 'comm port' by changing the settings in your software, and try again.

Fax modem settings

If you have a modem that will also send faxes, and you want to use it for faxing as well as connecting to GreenNet, then you will need to read your modem manual to find out which command to put in your setup string to switch it from 'fax mode' to 'data mode'. Otherwise you may find that your modem is still trying to behave like a fax when you want it to call GreenNet, and it won't respond properly.

High Speed Modem Settings

The critical settings for getting your high speed modem to work smoothly are all to do with flow control. Flow control is the way that two computers, or a computer and modem tell each other "Send me data now, I'm waiting" and "Don't send me data now, I'm busy". If the link between your modem and computer is running at the same speed as the link between your modem and GreenNet's modem, then you can consider that as if it was all one 'pipe' and the 'flow control' works between each end. In that case, you can use 'software flow control' which is that strange 'Xon/Xoff' setting in the table of settings above.   This means that when you computer needs to tell GreenNet to 'slow down' it sends an 'Xoff' character (which is actually a control-S) and GreenNet stops sending data until your computer sends an 'Xon' character (a control-Q) to say it is ready for more.   Or vice versa, if GreenNet needs to tell your computer to slow down.

If, however, your modem is doing data compression then you have to consider the link between your computer and your modem as one pipe at one speed, and the link betwen your modem and GreenNet's modem as another pipe at another speed. So, to keep all the data flowing smoothly you need two lots of 'flow control', one for each pipe. If both links tried to use Xon/Xoff, they would get confused about which signal was meant for which bit of the link. Luckily, there is another form of flow control, hardware flow control, also known as 'RTS/CTS' for the name of the particular wires in your modem-computer cable that are used for it. So, you need to set 'hardware flow

control' for the link between your

computer and your modem, and 'software flow control' for the link through to GreenNet. Not all communications programs can do this, nor can all computers; in particular, Apple Macs have one less wire inside their modem cables and this makes life very tricky when it comes to high speed modems. Let's take each case in turn:

Apple Macs and External High Speed Modem Settings

There are two kinds of cables for connecting external modems to Apple Macs, one for low speed modems up to 2400 baud, or 9600 baud with no data compression, and one for high speed modems with data compression. Make **sure** you have the right cable for your modem. If you have the wrong cable, it might work for logging in, but then when you start to transfer information at top speed, it will lose parts of it. If you have a low speed modem/cable, you should set the speed in your communications software to be the same as the speed of your modem, and choose Xon/Xoff flow control. If you have a high speed modem/cable, you should set the speed in your communications software to be the highest speed of your modem, and choose hardware flow control. If you have problems with your high speed modem, try bringing the speed down to 9600 baud and see if that fixes it. You lose a little on the speed, but that is a small price to pay for getting your complete message through first time everytime.

PC-compatibles and other computers and High Speed Modem Settings

Most other computers besides Apple Macs use the full 9 wire serial cables for hooking up external modems. They may well have 25 pins rather than nine, but only 9 are used. If your modem is internal, the connections are all taken care of internally, but the same settings for flow control are still needed. To get the full advantage from your high speed modem, you need software that can set both hardware and software flow control at the same time. If you are using software that can set only one kind of flow control, you may find that you have to bring your speed settings down to the same speed as the connection between your modem and GreenNet. Procomm, and the Windows Terminal program are both in this category. The optimum setings for a high speed modem are as follows:

In your software:

- Xon/Xoff?   **On**   (Software Flow Control)
- RTS/CTS?   **On**   (Hardware Flow Control)
- Speed?   **Highest your modem will support, see below**

In your modem:

- Xon/Xoff?   **Ignore/Passthrough**   (Software Flow Control)
- RTS/CTS?   **On**   (Hardware Flow Control)
- DTE Speed? **Locked**   at the highest speed, as set in your software
- Connect Speed? **Autobaud** Let it decide how fast to connect to GreenNet

You will need to read your modem manual to discover how to set it to do the things listed above, these settings are usually part of the extended command set and vary from modem to modem (the standard Hayes commands only cover basic modem operation.)

In case you were now wondering, GreenNet's modems are high speed modems with data compression, and we have to set them up to do both kinds of flow control properly too. So, once you get your settings sorted out, all three bits of the link (your computer <-> your modem <-> Greennet modem <-> GreenNet computer) will shunt your data along without losing a single character!

Entering the telephone number and Dialling

All 2400 and faster, and most other modems enable your communications software to do the dialling for you. Insert the appropriate number into your software in the 'directory' if it has one. You also need to enter the dial command, which for Hayes compatible modems is the all-capital letters "ATDT" for touch tone-type phones — digital (System X) exchanges — or "ATDP" for pulse-type or rotary phones. It will either go in front of the phone number, or in the "modem setup" section of the software. If you don't have a "Hayes compatible" modem you will need to look this prefix up in your modem manual).

With some old modems, you need to dial the phone number yourself. In this case, set your communications software to "local" or "voice" mode. Then dial the number yourself on your telephone and, when you hear a high-pitched tone, turn on your modem and/or switch to "data" mode, wait for the "carrier detect" ("CD") light on the modem to come on, and hang up the phone.

Connecting to GreenNet through GNS Dialplus

GreenNet "resides" on a central computer in London. Calling GreenNet directly would subject many of you to long distance charges. Therefore, we provide you access through the GNS Dialplus Public Data Network, enabling those living in the UK outside the London local calling area, in most cases, to access GreenNet with a local call plus a lower charge than the equivalent long distance phone call. GNS Dialplus is an international telecommunications service owned and operated by British Telecommunications plc and is a completely separate entity from GreenNet. GreenNet's use of GNS Dialplus is similar to the way you use the telephone system.

When you sign up, we provide you with a list of local GNS Dialplus access numbers. You can use the same procedure dialling into your nearest GNS Dialplus number, or any of the numbers on the list. The list is updated from time to time if you want to chack the lastest numbers, you can call the 0800 number listed on the GNS Dialplus sheet, or contact GreenNet support.

Enter your chosen GNS Dialplus number into your sommunications software. When you dial the GNS Dialplus number, and go through the short series of steps described below, you are logged into GreenNet. All GNS Dialplus numbers accept the following range of access baud rates: 300, 75/1200, 1200 and 2400 baud (CCITT V21, 23, 22 and 22bis respectively). 9600 baud is supported through separate numbers.

It will pay you to compare the relative prices of British Telecom charges, Mercury (if you have it) or other phone companies, and GNS Dialplus charges. Currently GNS Dialplus is cheaper for speeds up to 2400 baud, but during off-peak phone rates, a high speed modem plus Mercury long distance can be marginally cheaper, depending on your choice of Mercury charging scheme. Any special offers (like offpeak long distance calls for the price of local calls) could make calling directly to London and bypassing GNS Dialplus cheaper.

Tell your software to dial your GNS Dialplus access number. Wait for GNS to answer. You may hear a high-pitched tone for a moment. You can tell it has answered when you see on your screen:

```
CONNECT
```

Depending on your modem and speed of access, you may see the speed indicated after the word 'CONNECT'. (If you are using MNP Error Correction you will see '/REL' after the connect speed if an error-corrected path has been established successfully.)

Now wait. After a short pause, you should see something like this:

```
                    British   Telecom
          ----------------------------------------
                        Welcome to

              G N S   D I A L P L U S

              Your key to data communication
            Simple, reliable and cost effective
                      wherever you are

          ----------------------------------------
          (C) British Telecommunications plc 1989

          If problems occur, please telephone
          0800 181555, quoting the following:
          Taunton              m04      MCPD1160

          To logoff, type QUIT and press RETURN

          To access Dialplus, type your password
          and press RETURN:
```

Now you should enter the special GNS Dialplus password, to give you access to the GreenNet system. This is simply the word GREENNET . It is *not* your special, personal password given to you on your welcome letter. Type GREENNET and press the <RETURN> key. You will see the password echoed back to you as a line of asterisks. The system will respond with:

```
Calling     GREENNET

Connected to GREENNET

login: (? for help):
```

Connecting to GreenNet via Direct Dial

You can also dial direct into GreenNet without using the Data Network. You should investigate the relative costs of doing this and using the Data Network.

The process is very similar to GNS Dialplus access, but simpler. At present you can use 1200 baud (also called CCIT V22), 2400 baud (CCIT V22bis) , 9600 baud (CCITT V32), 14,400 baud (CCITT V32bis) and PEP (Telebit standard) speeds, plus MNP and V42 error correction and data compression up to Level 5 & V42bis. The same number is used for all speeds up to 14,400 baud: +44 71 608 2622. The same speeds plus PEP are accessible on +44 71 608 2911, but the latter number has only one line, while the former has 6 lines. If you

are in the UK, convert the number to the appropriate local or national form before dialling. From outside London, this is 071-6082622. If you are outside the UK, replace the '+' with your international dialling prefix.

We recommend that unless you have a Telebit modem, you use the first number first, and only if you have difficulties connecting to that number that you try the second number. There are a small number of (usually older) modems that have problems connecting to the first number. If you have Mercury phones or Mercury long distance, you may have a phenomenon called "tone on answer" that disrupts some modems, including the ones on our main number. If you ask, Mercury will turn off this "feature" for you (they say they are phasing it out anyway) or you can use the second number, which is not sensitive to it.

Dial the number and wait for GreenNet to answer. You may hear a high-pitched tone for a moment. You can tell it has answered when you see on your screen:

```
CONNECT
```

Depending on your modem and speed of access, you may see the speed indicated after the word 'CONNECT'. (If you are using MNP Error Correction you will see '/REL' after the connect speed if an error-corrected path has been established successfully.)

Now wait. You are connected to GreenNet and the next thing you should see is the login prompt, described below. If you don't see it, hit <RETURN> a few times to get connected.

Connecting to GreenNet via EUnet Dialup Internet

You can also dial into GreenNet using a local or national number in various European countries (see separate sheet for an up to date list) using EUnet dial up access points. EUnet is a commercial network that provides Internet connectivity throughout most European and North African Countries.

The process is very similar to GNS Dialplus and Direct Dial access. At present you can use modem speeds up to 14,400 baud (V32bis) on most numbers, and they will automatically adjust to the speed of your modem if it is slower Error. correction and data compression (MNP 5 or V42bis) is also provided if your modem or software supports it.

Dial the EUnet access number which is cheapest for you from the list on the sheet provided. Wait for the EUnet modem to answer. You may hear a high-pitched tone for a moment.

Depending on your modem and speed of access, you may see the speed indicated after the word 'CONNECT'. (If you are using MNP Error Correction you will see '/REL' or '/ARQ' after the connect speed if an error-corrected path has been established successfully.)

Now wait. The next thing you should see is the login prompt, described below. If you don't see it, hit <RETURN> a few times to get connected. If you still don't get a 'login' prompt, hang up and try dialling again. This first 'login' prompt is sent by one of the EUnet computers. Enter 'greennet' as the username. If it asks you for a password, type 'greennet'

again. If you get 'login incorrect' then contact GreenNet support by phone or fax (numbers on the cover of the manual) and we will try to help. Not all the access points have quite the same procedures; we've asked them to bring things into line, but there are a few reminaing exceptions as we go to press.

Here is an example using a high speed modem to connect to the Amsterdam access point:

```
CONNECT 14400/ARQ


sun4nl.NL.net ttyi0 Penril via ALM-2
Please login: greennet <RETURN>


The connection should be 8-bit transparent now
If not, please e-mail beheer@NL.net


NLnet will connect you with Greennet...
Trying...
Connected to gn.apc.org.
Escape character is 'off'.



SunOS UNIX (gn)


login:
```

Connecting to GreenNet via the Internet (telnet or rlogin)

If you use a computer that is already directly connected to the Internet (for example, a university computer, including universities on 'Janet', the Joint Academic Networks in the UK) then you can dispense with all the fuss about modems and phone lines, and connect directly to GreenNet over the Internet. We can't tell you exactly how to do this, because there are many different ways that your computer could be set up, so you may need to seek help from your computer support staff if you can't work out how to do it from the guidelines here. This is where the problems can come up. We know several GreenNet users at universities (that shall remain nameless) who gave up and bought a modem because it was so difficult to get their computer support staff to help them.

The most likely commands you will need to use are 'telnet' or 'rlogin'. 'rlogin' will probably only work from computers running 'unix' or some DOS networks, but telnet should work from any kind of computer on the Internet.

```
telnet gn.apc.org
Trying 193.37.35.2...
Connected to gn.apc.org.
Escape character is '^]'.



SunOS UNIX (gn)
```

```
login:
```

Instead of 'gn.apc.org', which is GreenNet IP address, you could have typed GreenNet's 'IP number', which is '193.37.35.2' If you find that using 'gn.apc.org' gives you 'unknown' system' then try using the IP number instead; it could be that the mechanism that looks up

the number from the name is not working properly for some reason. Use 'rlogin' if you understand how to make it work correctly (or can get someone to show you how), otherwise just stick to using telnet.

The 'login:' that appeared on the last line is GreenNet, you can now proceed to the next paragraph to learn how to log in.

Logging in: Username, Password, and Terminal Type

Once connected to GreenNet the first prompt the system will give you will be to "log in" as shown below:

```
login: (? for help):
```

You may see 'login:' by itself, or 'login: (? for help):' or 'login: (or type help):' depending on how you connected to GreenNet. Whichever you see, the response is the same: type in the user name assigned on your welcome letter.   For the purposes of this manual, we will use the username "jbloggs."

```
login: (? for help): jbloggs <RETURN>
```

Note the username is typed in lower-case letters. You could type in all capitals, but then the system would ask whether you could type lower case letters at all. In general, you can type *commands* in either upper- or lower-case letters. But when you log in, you should use lower-case letters if possible.

Note also that if you accidentally typed "jbliggs," you could backspace and retype the name properly. In general, every command can be retyped *before* you hit **<RETURN>**. However, because GreenNet doesn't yet know what key your computer uses to backspace and delete, you may find it doesn't work very well here. If you find you can't correct a mistake, hit **<RETURN>** anyway, and then hit **<RETURN>** again to skip the password prompt, and start again at the new 'login' prompt that appears.

When you're satisfied that you've typed the right name, press the **<RETURN>** key. You'll then get:

```
Password: (? for help):
```

Type the password we provided you on your welcome letter and press **<RETURN>**. If you want another password, you can always change it once you are logged in (see Chapter 6, page 78). When you type in your password, your screen will not show the letters as you type them, to keep your password hidden from casual passers-by. As with the username, if you have trouble correcting typing mistakes, just press **<RETURN>** and start again at the new login prompt.

```
Password: (? for help): [password typed but not seen on screen] <RETURN>
```

If you have typed your username or password incorrectly, the system will reply with:

```
login incorrect
login: (? for help):
```

Try again with the correct username and password.

You must type your password exactly as it appears in your welcome letter, including upper and lower case as shown. Be sure that your password includes one non-alphabet character. Passwords must have at least one character that is not a lower-case letter (such as a number or a punctuation mark). One exception: please do not use the question mark. If you do, you will cause the help messages to be printed, instead of logging on!

If you continue to get the message "login incorrect," please call us at the number on the front cover.

Next, GreenNet asks you what kind of terminal you are using:

```
Terminal = generic (hit <RETURN> or enter new terminal type):
```

When you first sign up, you are provided with the "generic" terminal mode. This works well with most computers and you may just hit **<RETURN>**. However, to get the best out of GreenNet you may want to specify a different terminal type, such as 'vt100' or another type that your communications software can emulate (see Chapter 6). If so, enter the type now.

If you specify a new terminal type, or if this is your first time logging in, you will be asked to press the key you use to erase the last character you typed.

```
Press the key used to delete a character, followed by <RETURN>: <BACKSPACE> <RETURN>
Your delete key is: BACKSPACE
```

In this case we hit the BACKSPACE key (or <CTRL-H>). If you get something other than BACKSPACE, you might want to see Chapter 6 to find out about changing it; GreenNet is much easier to use if your erase key is the BACKSPACE key.

If all has gone well, you will get the following salutation:

```
  Welcome to GreenNet.  For help, type "?"

       GreenNet Command Menu:

       c        --   Conferences
       d        --   Databases
       h        --   Help Tutorial
       i        --   Internet - telnet
       m        --   Mail - electronic mail, send faxes
       s        --   Setup - change password, language, terminal type, etc.
       u        --   User Directory
       ?        --   Help on these options
       bye      --   Logout - end your GreenNet session
```

```
Your selection:
```

If you are in a special sub-network, you will see the name of whatever your own network is in the place of "GreenNet". and you may see a different welcome "banner" before the menu appears.

At times you will see additional information when logging in:

```
Welcome to GreenNet. For help, type "?"

You have new conf entries in gn.netnews alerts env.announcements...
You have new mail messages

        GreenNet Command Menu:

        c       --  Conferences
        d       --  Databases
        h       --  Help Tutorial
        i       --  Internet - telnet
        m       --  Mail - electronic mail, send faxes
        s       --  Setup - change password, language, terminal type, etc.
        u       --  User Directory
        ?       --  Help on these options
        bye     --  Logout - end your GreenNet session

Your selection:
```

This tells you that there are new entries in some of your regular conferences (see "Visiting Conferences" in Chapter 3). Also, you are informed that there is new mail waiting for you (see Chapter 2). Additional messages, referred to as "System Announcements" may also appear. These are generated by GreenNet staff to draw your attention to important events or changes on the system.

At this point, you have eight "top-level" choices for proceeding:

c — takes you into conferences;

d — takes you into the on-line databases;

i — takes you out to the world of Internet resources;

h — enters the online tutorial that looks much like this manual; and

m — enables you to send and receive electronic mail and send faxes;

s — enables you to modify your password, terminal type, or delete key, etc.;

u — allows you to get a complete or partial list of other users on the system ;

? — gives you help on these options;

bye — logs you off the system

You are now ready to proceed. The following chapters will explain each of these options. But first you should know some general rules about using the system.

Seven General Rules

Before you decide what to do on the system, you should keep in mind seven general rules.

1. **Hanging Up Won't Hurt Anything** — If you've made a lousy connection, if a tornado suddenly blows out your power lines or if your cat jumps all over the keyboard, you can always hang up and dial in again. Nothing will be lost. Even if you were composing a message at the time, most of what you've already typed will be waiting for you the next time you try to compose a message.

2. **Commands Usually Require Only the First Letter** — As we review various commands, you will notice that they are presented as "(h)elp" or "(q)uit." The parentheses indicate what letter is necessary to execute a command. Hence, to get help, you can either type **h** or **help**. The only command requiring you to type the whole word is **bye**, which logs you off the system.

3. **Downloading/Uploading Saves Time and Money** — It's usually wise to begin your session by telling your software to "capture" or "save" everything that comes across the screen into a file on your computer (consult your communications software guide (on the disk itself) for directions). This way, you can quickly "download" your mail and other items of interest without having to read it on the screen. Then you can log off, read the material at your leisure, write responses, and log back into the system to "upload" your responses. By minimising your time on the system, you can save money. To make this easier, you can set your terminal type to "capture" (see Chapter 6).

4. **If You're Lost, Type** "?" **or** "h" — The system has a great deal of online help. If you don't know what to do next, type **h** for a detailed explanation or **?** for a quick listing of your options.   This will give help everywhere except when you're typing a message. If you're still lost, consult this manual. (See below for suggestions as to where you might be.)

5. **If Stuck, Hit <RETURN>** — If you're unsure where you are in the system, a good rule is simply to press <RETURN> once or twice until you get a system prompt.

   If nothing continues to happen, you may be composing a message. Hit **<RETURN>.<RETURN>**: the return key, one full stop, and the return key again. If this also fails to budge, you may be using the 'Pico editor', which expects a CONTROL-X to quit, so try typing that.

   You might also try typing CONTROL-C, or sending a "break" (see your software manual for how to send a "break"). However, this will abort any operation you are currently running. Otherwise, see below for clues to determine your location.

6. **If things are really frozen, hang up and start again** — If you can't get a response from GreenNet after trying the above suggestions, don't wait more than a minute or two before hanging up and starting again. GreenNet is sometimes a little slow, but not *that* slow, and no response after a couple of minutes means something else has gone wrong.

7 **Make Sure You Really Log Off** — Many communications software packages enable you to leave your on-line "session", run another program on your computer (perhaps word processing), and return to your on-line session without ever logging off. While this may be convenient, it is also expensive; you will be charged for all

your time logged into GreenNet. So be sure that, when you leave the system (by typing **bye**), you have really logged off. Typing **quit** after typing **bye** ensures you have disconnected from the Public Data Network. Un-plugging your modem or computer from the telephone socket is a

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completely reliable way to ensure that you've really disconnected.

Where Am I?

If you get confused about which level you are at while logged into GreenNet, look at the prompt on your screen. The prompt is the message near the bottom left of your screen or communications "window": the cursor (flashing bar) ought to be just to the right of it.

`?` You are at the "`Network Command`" prompt, or main menu; from here you can select:
(c)onference
(m)ail
(s)etup
(u)sers
(d)ata
(h)elp, or
bye (to disconnect from GreenNet)

`Mail?` You are inside the Mail system. You can read and send messages and store messages in folders. Use (q)uit to return to the main menu. See Chapter 2 — Electronic Mail for more about this prompt.

`Conf?` You are in the Conference mode and may actually be within a particular conference. You can type the name of a conference to "go" to it. Once in a conference, you can:

• (i)ndex to get the list of topic headers within this conference;
• (v)isit the next conference on your conference list (more on this later); or
• (m)aintain your personal list of conferences; adding, deleting, or listing the conference names on it.

See Chapter 3 — Conferences for more commands at this prompt. To return to the main menu, (q)uit.

`Setup?` You are in the terminal setup mode, used for changing terminal settings. See Chapter 6 — Personal Preferences for instructions. To return to the main menu, (q)uit.

`Data?` You are in the database mode. Follow the prompts offered you to go further into the database. A complete list of commands appears in the Reference section, page 96.

`Edit:` You are in the on-line editor. Type (q)uit to abort editing and return to the "`Conf?`" or "`Mail?`" prompt; or type <RETURN> to save and send the text you've written so far. Chapter 2 of the tutorial has a discussion of the editing commands in Electronic Mail on page 26. A complete list of editing commands appears in the Reference section, page 106.

`Standard conferences:`

You are in the conference maintenance mode; you can list or change your regular conferences. Hit <RETURN> or (q)uit to get back to the "`Conf?`" prompt. See Chapter 3, page 50, for more about maintaining a conference

list.

If you don't see any prompt, you may be within the editor, typing a message. If you use the 'millie' editor, type <RETURN> followed by a full stop, followed by <RETURN> to get to the "Edit:" prompt. Then type (q)uit if you want to get back to the "Conf?" or "Mail?" prompt, after you have told the system that you really want to quit by typing (y)es at the prompt.

If you use 'pico' as your editor, you should see a line at top and bottom of your screen telling you which keys to press for help or to quit. But sometimes they can get wiped off your screen by mistake. If you think you might be in the middle of writing a message with 'pico' then type <CTRL-X >(hold down the control key and type x) and see if you get a message asking you to send your message or not (answer 'y' for yes, or 'n' for no), and you should get back to a "Mail?" or "Conf?" prompt.

If you have chosen 'i' for Internet and tried to connect to another computer system, then try the telnet escape character: type <CTRL-]> (hold down the control key and type a right square bracket) and see if you get a prompt that looks like:

`telnet>`

If so, you can type 'quit <RETURN>' to get back the GreenNet menus.

If you still get nothing, refer to rules 5 and 6 of the seven general rules on page 20.

Note: The prompts can vary depending on the choice you make under the (s)etup. New users start with most help, as they will automatically have the "long" menu option. This can be changed to the short option under the same (s)etup command.