

CompuServe Signup Wizard

If you need help during the signup process, contact the CompuServe Customer Service office nearest you for assistance. Use the scroll bar in this help window to view contact information.

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Define Connection Window

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

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

If you need to provide modem-specific information, click Define Modem.

If you will be connecting through a communications port that access a LAN or modem pool, click LAN.

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 the rate 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 combination 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 need to provide modem-specific information, click Define Modem. (Provide the necessary information, and then click OK to return to the Define Connection Window.)

- 7 If you will be connecting through a communications port that access a LAN or modem pool, click LAN. (Provide the necessary information, and then click OK to return to the Define Connection Window.)

- 8 Click Next.

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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.

If you do not know which port your modem is using, click Auto-Detect.

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

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Select Port Speed Window

The Select Port Speed window records your preferred port speed.

Port speed, or baud, indicates the rate at which data will be transmitted over your communications line. Your modem must support the port speed that you select.

If you do not know which port speed to select, click Auto-Detect.

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Select Other Country Window

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

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Select Country Window

The Select Country window asks you to select the country from which you will be connecting to CompuServe.

Find (click) your country in the provided list. (You can click the arrow buttons to scroll through the list.) Then click Next.

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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 that will be used to connect to CompuServe. (This is NOT your home or business telephone number.)

On the line beside Phone Number, type the telephone number for the location at which your modem is currently connected. Then click Next.

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Modify Number Window

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

These selections are important. You might need to add numbers (codes) either at the beginning or end of the phone number to CompuServe. The call waiting selection, for example, indicates the need for a code to temporarily disable call waiting. If you are unsure of the code to use, contact your phone company.

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 provide information, click the down arrow in 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 a list, click any choice, and then simply type the correct information.

If you do not know which choice to click, use the default (already provided) choice.

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Define Signup Settings Window

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Modem Control Settings Window

The Modem Control Settings window defines the operating behavior of your modem. You only need to use this window if you are using a modem that is not 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

To see a list of modems, click the arrow in the Modem box. If your modem appears on the list, click it. (The correct information will be filled in automatically for you.)

Initialize

Enter the proper sequence to initialize the modem. AT S0 Q0 V1^M is the default Hayes string. (**AT** alerts the modem that additional commands will follow. **SO** disables autoanswering. **Q0** enables result code reporting to both the local and remote modems. **V1** enables verbal result codes.)

Reset

This string resets the modem. (The default is Z).

Prefix

This string precedes a command. It is also known as the attention command. (The default is AT.)

Suffix

This string, usually a carriage return, is needed to terminate a command. (The default is ^M).

Escape

This string issues an Escape command. The default is +++. (On modems that use the MNP or ARC error control protocols, +++ also disconnects.)

Connect

This string means connection has been established. (The default is CONNECT.)

Dial Tone

This string initiates tone dialing. (The default is DT.)

Dial Pulse

This string initiates pulse dialing. (The default is DP.)

Hang-up

This string frees the telephone line. (The default is H.)

Acknowledge

This string acknowledges that the modem has received a command. (The default is OK.)

Failure

This string means there is no connection or the signal has stopped. (The default is NO CARRIER.)

Customer Service contact information taken from CS3.hlp ...

Other Countries

For countries not listed, please contact CompuServe USA:

Direct

+(1)(614) 529-1340

Fax

+(1)(614)529-1611

Argentina

CompuServe S.A. Argentina

Direct

+(54)(1) 345-3817

Fax

+(54)(1) 345-0825

Australia/New Zealand

Fujitsu Australia Ltd.
Freephone
1-800-025-240

Direct
+(61)(2) 410-4260

Fax
+(61)(2) 410-4223

CompuServe Pacific
New Zealand
0800-446-113

Direct
+(61)(2) 410-4260

Fax
+(61)(2) 410-4223

Austria

Austria
Freephone
0660-8750

Direct
+(49)(89) 66-535-222

Fax
+(49)(89) 66-535-241

Chile

Chilepac S.A.
Direct
+(56) 225-25171

Fax
+(56)(2) 252-5624

France

CompuServe Information Service SARL
Freephone
36 63 81 31

Direct
+(33)(1) 47 14 21 60

Fax
+(33)(1) 47 14 21 51

Germany

CompuServe GmbH
Freephone
0130 86 4643

Direct+(49)(89) 66 56 78 90

Fax
+(49)(89) 66 57 80 08

Hong Kong

CompuServe Hong Kong

Direct

+(852)(2) 833-1500

Fax

+(852)(2) 506-3445

Hungary

CompuServe Hungary

Direct

+(36)(1) 135-6493

Fax

+(36)(1) 212-4612

Israel

CompuServe Israel
Direct
+(972)(3) 638-8230

Fax
+(972)(3) 638-8288

Japan

NIFTY Corporation
Freephone
012-022-1200

Direct
+(81)(3) 54715806

Fax
+(81)(3) 5471-5890

Mexico

CompuServe Mexico

Direct

+(52)(5) 629-8191

Fax

+(52)(5) 629-8198

Netherlands

CompuServe Netherlands
Freephone
060-225-991

Direct
+(44) 990-412412

Fax
+(44)(117) 925-2210

South Africa

CompuServe Africa
Direct
+(27)(12) 841-2530

Fax
+(27)(12)841-3604

South Korea

ATEL Co., Overseas Info. Team
Freephone
080-090-1435

Direct
+(82)(2) 318-1435

Fax
+(82)(2)753-8666

Switzerland

Switzerland
Freephone155-31-79

Direct
+(49)(89) 66-535-222

Fax
+(49)(89) 66-535-241

Taiwan

TTN-Serve
Freephone
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Direct
+(886)(2) 788-1588

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+(886)(2)782-2990

United Kingdom

CompuServe Information Service (UK) Ltd.
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0800 000 400

Direct
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United States/Canada

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+(1)(614)529-1611

Venezuela

CompuServe C.A. Venezuela

Direct

+(58)(2) 793-2984

Fax

+(58)(2)793-1952

Colombia

Colombia

Direct

+(57)(1) 312-1703

Fax

+(57)(1) 312-1857

Singapore

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