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Home Businesses Get Clubby–p. 28

Forums' Cozier Cyber Space–p. 32

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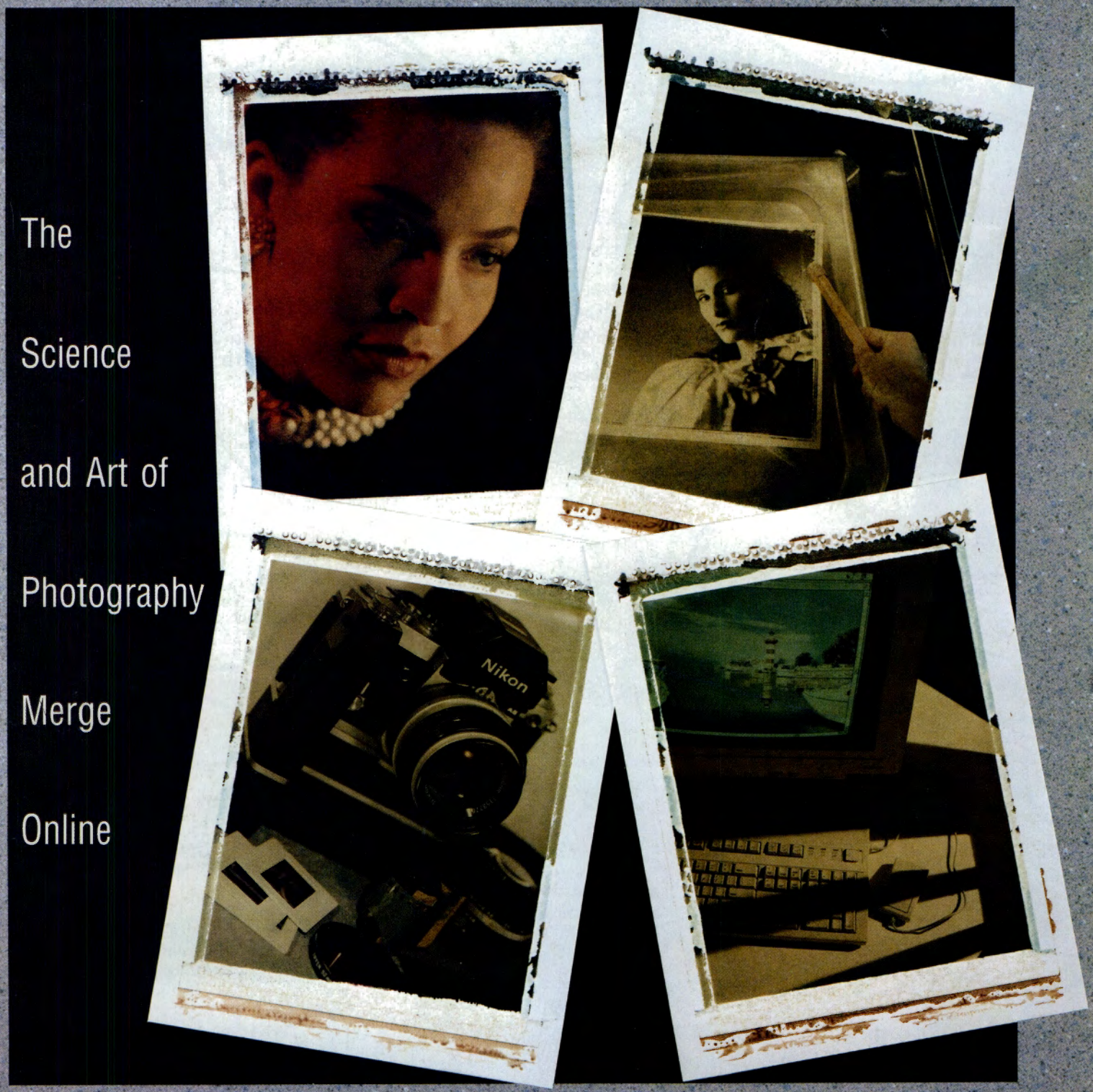
CompuServe MAGAZINE



The Science and Art of Photography Merge Online

Questions?

Is there an alternative procedure for amniocentesis?

What software will link laptops to LANs?

Which should I buy: Ford Explorer or Jeep Grand Cherokee?

Are there articles on how to finance a franchise?

Is there a summary of who should get a flu shot?

What should I consider when saving for my kid's college education?

Any new ideas on collecting delinquent accounts?

Which defense contracts has AAI Corp won?

Is upgrading my 286 worth the trouble?

How can I get my baby to sleep through the night?

What has Jerry Garcia been up to?

Are there any reviews of Madonna's latest book?

What's new in the lawn and garden supply industry?

How do I care for my child's croup cough?

Are there simple tutorials on customizing Windows?

Are there articles on planning quick and easy low-fat meals?

What are the low-cost alternatives when wiring network hubs?

Which recording of Brahms Concerto in D Minor should I buy?

What is the latest research reported in the trade press on recycling plastics?

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How much did Value City Department Stores pay for Gee Bee?

Are there recent articles on new treatments for allergies?

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Too Hot to Print

▶ Catch computer industry news as it happens, read special reports, commentary and more product reviews. You'll find it only in *Online Today*, a daily updated newspaper.

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Dear Reader

Periodically we reevaluate *CompuServe Magazine's* content and structure to help ensure that the publication continues to meet your needs—even exceed your expectations when possible.

Based on recent readership polls, focus groups, overall trends, and your direct feedback, we are aware of the need for more content to serve work-at-home and small business operators; enhance personal and professional creativity and productivity; increase effectiveness of information search, retrieval and management; and raise the overall level of reader interaction with the magazine. We also hear the call for more sampler-style program and text file listings from the forum libraries of CompuServe, similar to the "Uploads" column formerly appearing in the pages of *CM*.

We hear you, and this month we've embarked upon a few changes, with a few more to come in the next two months.

Beginning on page 28, you'll see a new section called "Personal Enterprise." PE covers many facets of personal productivity for home and business life, with an accent on practical articles for work-at-homers/consultants, small business operators and telecommuters. Other areas covered here include information retrieval, personal financial management, and methods of enhancing creativity and productivity.

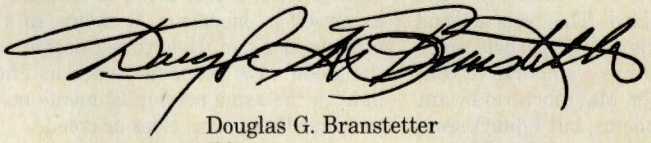
The magazine's lifestyles section, formerly called "Personal Business," becomes "Random Access" (see page 32), and offers many of the same leisure-time subjects including entertainment, travel, health, hobbies, games, CompuServe community news and other assorted light features.

On page 54 you'll find a new two-page department called "Readers' Writes," a section designed to encourage your participation in your membership magazine. The section includes several special features including a write-in question-and-answer column with Contributing Editor Charles Bowen, co-author of the widely acclaimed *How to Get the Most Out of CompuServe* book series from Bantam. Also included: "Member Essay" (a reader-written column formerly featured in the Monitor section), Graphic of the Month, Reader Tips of the Month and a Mensa Puzzler. New features will be added or substituted periodically. All Readers' Writes features call for action from you, and any reader contributions used on these pages reward the contributor $25 or more in CompuServe connect credit.

Another *CM* contributing editor, John Edwards, also debuts in the magazine this month with a print version of "Behind the Screens," a popular column published in *Online Today* (GO OLT), *CM*'s online daily news service. Edwards' wit and wisdom about the world of computers, high technology and global networking have entertained *OLT* readers for nearly a decade and have gained him a substantial online following. We're pleased to offer samples of his work in the Monitor section from now on.

Finally, plans are underway to construct a new-and-improved "downloadables" column, which will also encourage reader participation by requesting your nominations for notable program and text files stored away in the libraries of CompuServe forums. This new feature will appear in the March issue, following *CM*'s always-popular "Favorite Files" issue in February.

Tell us what you think. Write to the editors via CompuServe Mail at 76004,3302, or post a message in Section 10 of the CompuServe Help Forum (GO HELPFORUM). We look forward to hearing from you.



Douglas G. Branstetter
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Letters

Redux on Modems

Regarding the article "Fast-Track Modems" by Michael Naver (November, p.10): Baud is not an obsolete term. It is still a valid measure of the speed of a transmission channel. Baud varies from bits per second in that a baud, defined as a single signal element, may contain multiple bits, through the use of multilevel signals produced through various methods.

Baud refers to signal elements on the transmission channel, the physical (first) layer of the seven-layer protocol model. These elements can be changes in voltage or current at the DCE port, but it takes a modem (MOdulator DEModulator) to convert them to tones, used on the data link (second) layer.

There are still many current loop and voltage-change dependent data communications devices used in the real world. Their signals may sound like tones if their baud rate is high enough, but they aren't modulated/demodulated; they are used directly.

Jim Longley
New York Telephone Co.
Transmission Technical Support
Albany, N.Y.

Thanks to Michael Naver for the article on high-speed modems in *CompuServe Magazine*. It did a very good job of explaining the new technology. I hope it makes readers feel more comfortable with the decision to move up in speed.

John Wiley
Supra Corp.
Albany, Ore.

"Fast-Track Modems" mentions the V.32bis speed standard. This was a good article, but it sounds like hyperbole since the lack of a 14,400-bps CompuServe connection is glossed over. Manufacturers want to sell lots of fast modems, but I didn't see a mention of the new proposed V.Fast/V.32ter standard. Modems supporting it will soon be available.

Brian Walsh
Barrington, Ill.

Editor's Note: CompuServe does not currently support 14,400 bps, but plans to do so in the future. For details, see the interview with CompuServe's Chief Technical Officer Sandy Trevor on page 13 of the December issue of CompuServe Magazine.

Virus Prevention

I enjoyed the article on virus prevention ("High-Tech Hygiene," November, p.20). I compile *The Hack Report*, a free monthly report available from the IBM Bulletin Board Forum that lists hacked files, hoaxes, Trojan Horse files and pirated commercial software that has been found on BBS systems worldwide. Reports of such files are sent to me from BBS users and sysops, software authors and "The Hack Watchers," a group of dedicated assistants located in North America, Europe, the Middle East, South Africa and (soon) Australia. Published as a public service, *The Hack Report* is issued on the first Saturday of each month. To find the current issue, visit the IBM Bulletin Board Forum (GO IBMBBS), Library 4, "BBS Management," and search using the keywords HACK REPORT.

Lee Jackson
Kyle, Texas

Boy, am I glad that I have an Amiga and don't have to worry about viruses! That's the impression I got after reading the article about ways to protect your computer against viruses. From the '90-'91 catalog of freely distributable software (Amiga owners don't have to pay for basic utilities), I can choose from Virus Check Dir, VirusControl, VirusUtils, VirusX and Virus_Alert.

Gary Goldberg
Silver Spring, Md.

E-mail & Education

The article "Class Act" (November, p.38) was a timely reminder of the importance of computer technology and information services to the future of education. The value of international e-mail alone to teachers such as myself is enormous. It shows, in a way nothing else can, that young people across the globe have the same concerns and delight in the same accomplishments no matter what their color, class or creed.

Ken Haworth
Sussex, England

Shareware 'Top 10' List

In Andy Rathbone's article "Joysticks to the World" (November, p.42), Scott Miller stated that two of his games had held the No. 1 position "on the Association of Shareware Professionals Shareware Top 10 list." Such a list does not exist, nor has it ever existed. I believe Mr. Miller was referring to a list compiled by Dorinda MacLean. It is an effort compiled and copyrighted by her, and is in no way sponsored or approved by the ASP.

This error has two unfortunate results: First, it does not give the proper credit due to the actual author of the list. Second, it seems to imply that the ASP is giving recognition and preference to a small group of authors.

Richard Harper, President
ASP
Reed City, Mich.

It was great that you published an article discussing ways computers and online access can advance the educational process. However, in Vero Beach, Fla., the future is now. We have developed the "Indian River Idea."

The Indian River Education Foundation received a $200,000 grant to set up a local access bulletin board and to acquire loaner computers for the schools. This grant, based on the idea that learning occurs in many settings, is a great way for the community to support the educational process and offer "expert" help to students. Recently, our students "talked" to students in Geneva, Switzerland, Danville, Calif. and other cities on CompuServe.

Jim Dielschneider
Vero Beach, Fla.

Correction

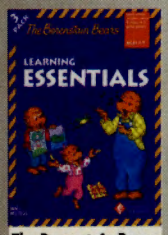
The mountain goat GIF image used in the November Update (p.52) to announce the revamped Earth Forum (GO EARTH) was incorrectly credited to Tony Mandile. The original photograph is by forum member Norm Smith.

Also, the correct file name for the game *Ultima Underworld,* referenced in the photo caption on p.43, should read UWDEMO.ZIP.

Send a Letter

Send your letter to the editor by CompuServe Mail to 76004,3302. A $25 connect credit is given to the writer of each letter published. *Sorry, we cannot acknowledge letters or answer questions through this service.* Please use CompuServe's Feedback system (GO FEEDBACK) or call **800/848-8990** (U.S. only) for questions, problems, address changes, etc. A representative from Customer Service will be glad to help you.

How to Kick Off the New Year Right?



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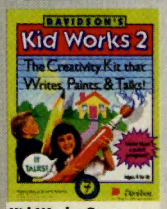

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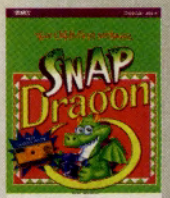

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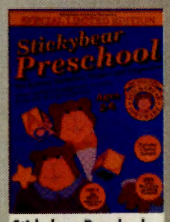

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MONITOR

A Better, Cleaner Bottom Line

The words "green business" may make you think of the color of cash. But in the Earth Forum (GO EARTH), Section 14, "Green Business," the term applies to companies that make money while showing respect for the environment.

Renee Matyear, a forum sysop, says green business can be a cost-effective way to run a company. As an example, she points to the recent decision made by a Southern California electrical utility to close an aging nuclear plant in favor of acquiring energy from less expensive alternate sources.

Mark White, who teaches a course on environmental financial management at the University of Virginia, says it's possible for a company to "do well by doing good." White is in Germany on a Fulbright Scholarship, researching the attitudes of German businesses toward the environment.

"My research on this subject indicates that 'green' companies do indeed outperform 'brown' companies in terms of financial return to shareholders," says White. He notes that green business practices result in a number of benefits, such as better planning and efficiency, that aren't readily apparent to casual observers.

"It's important that information (about green business) be more widely disseminated," says White. "It will make a difference (to the environment)."

MICHAEL MCLAUGHLIN

A 'Just Say No' Campaign for the Computing Set

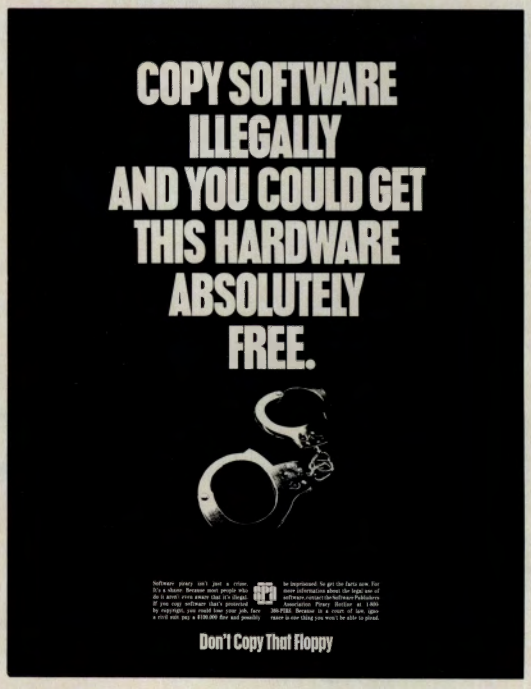
In bold letters above a shiny pair of handcuffs the poster reads: Copy software illegally and you could get this hardware absolutely free.

The Software Publishers Association (GO SPAFORUM) has added education to its battle against software piracy. The U.S. poster campaign is aimed at working adults in an attempt to stem the tide of piracy, which costs the U.S. industry more than $2.4 billion in retail sales each year. Worldwide losses run $10 billion to $12 billion annually.

The single largest form of theft is end-user copying. The law allows you to make a backup copy for yourself. Piracy occurs when people make copies of programs for themselves or friends. Particularly guilty are students, so the SPA is trying to reach the younger crowd with a rap video called "Don't Copy That Floppy."

The video package includes lesson plans for grades four to six and grades seven and eight, although it is appropriate for kindergarten through 12th grade.

Teachers can receive a free copy of "Don't Copy That Floppy" (for a $10 shipping and handling fee) from SPA Education, Dept. 1730, M St. N.W., Suite 700, Washington, DC 20036.



CompuServe, or Logging On at 2400 Bard

Writing a poem is usually far easier than getting one published. Even tiny literary magazines—the ones that pay their writers only in best wishes—are swamped with far more poetry submissions than they need.

To give poets the exposure they deserve, the Literary Forum (GO LITFORUM) offers Library 11, "Poetry/Lyrics." It's the perfect place to find a poem that fits your current mood. Among the ASCII scribblings on love, nature, war and vegetarianism, you'll want to check out:

- "Aspirin"—Scott Mass' simple poem describing the life of an aspirin. ASPRIN.ASC.
- "Industrial Vision"—A poem by Karen Nash that centers on the construction of a 12-meter yacht. 12METR.DOC.
- "Armageddon"—An examination of the environmental abuse of the middle class. "People say it reads like Ginsberg," observes writer J. Todaro. ARMGDN.TXT.
- "Ghost in the Machine"—A poem by Joshua Corey that both writers and hackers can relate to. GHOST.JC.

JUANA SILCOX

MICHAEL MCLAUGHLIN

Directing Your Dozing

For members of Section 13, "ESP/The Mind/Dreams," of the New Age Forum (GO NEWAGE), sleep is more than simply sawing logs—it's an opportunity to explore the virtual reality of the mind.

"Dream control is definitely possible, as many of us in the section will attest," says member Brad Hill. "Lucid dreaming —the awareness of the dream state while it is happening and the control of that state—is a large part of what we talk about in this section."

"Once lucid in a dream, you can do just about anything," notes member Dean Waters. "I have consciously chosen to fly, to put my hand into solid objects, to grab power lines and test other 'realities' of the dreamscape. In some of my best lucid dreams, the dream world has been even more clear and tangible than much of my waking life. I have had dreams where I could feel the wind in my hair, the grass under my feet and the smell of the world around me. It's exhilarating."

Says Waters, "Dreaming is fun. Keeping a dream journal is the best way to advance your ability to recall dreams. Telling yourself before you go to sleep, 'I will dream tonight, I will remember my dreams and I will write them down when I wake up,' is a good way to start."

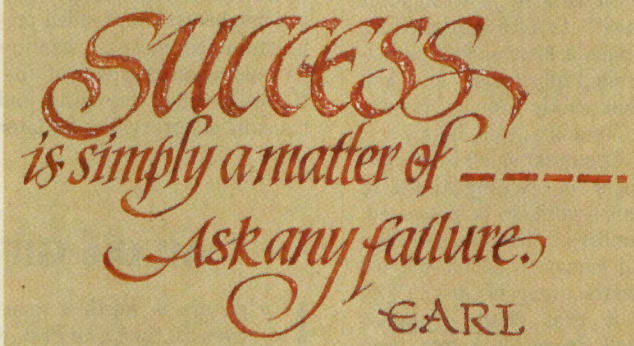
Monitor

Contributors:
Cathryn Conroy, John Edwards, Mike Pietruk, Lindsy Van Gelder

Wisdom of the Sages

How good are you at recognizing famous quotations? For instance, what's the missing word in "Necessity is the mother of ... ." If you said "invention" and recalled that it came from Plato's *Republic*, you could be on your way to achieving the rank of Master in *Classic Quotes Quiz* (GO TMC45). This brain jogger, one of many trivia challenges that are part of The Multiple Choice (GO TMC), tests your recognition of famous words of history, literature and personalities of today.

Don't feel up to the challenge quite yet? A tutor is as near as the IBM Special Needs Forum (GO IBMSPEC) in a four-file set called "Wisdom of the Ages at Your Fingertips." Donated by California Freeware to the forum's Library 2, "Software," the series—WISDOM.EXE, FLOPPY.EXE, FLOP2.EXE and FLOP3.EXE—is a database of epigrams, proverbs, quotations and sayings from classical literature.



JUANA SILCOX

Plastic That Travels Well

Thanks to increased competition for a place in our wallet, credit card issuers are offering all sorts of perks to convince us to use their brand of plastic.

One such perk of special interest to travelers is bonus frequent flyer air miles. Travel Forum (GO TRAVSIG) member Jeff Meyers has compiled a list of these cards and presents them in the Library 0, "General Interest," file CREDIT.AIR.

The list, which includes American, America West, USAir, United, Air Canada and Northwest, indicates the issuer, a contact phone number, annual fee and amount of miles awarded for dollars charged.

The Airmiles card from Citibank benefits customers of American, USAir, United and Air Canada. Initially, customers receive a 200-mile sign-up bonus; thereafter, they earn one mile for each $25 charged.

The AAdvantage card, also from Citibank, is exclusively for American Airlines customers. While there is no bonus for signing up, the later payoff is lucrative: one mile per $1 charged.

PAUL MONTGOMERY

WORLD UPDATE

New Members to the East

CompuServe has launched two new services for members in the Far East and Middle East. CompuServe Hong Kong, provided in conjunction with Hutchison Information Services, offers local customer support and billing, reduced network charges and 9600-bps access. As part of the CompuServe network, it offers $15/hour access compared to the current Infonet rate of $49.70/hour.

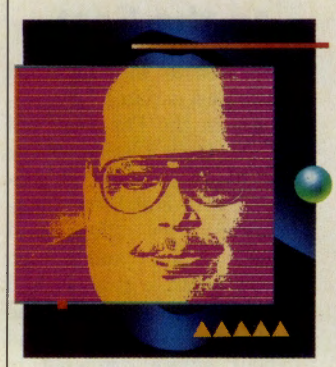
CompuServe Israel, offered through an arrangement with Trendline, features cost-effective access, local currency billing and local customer support. Members can access the service via the IsraKav network for $21/hour (1200 to 2400 bps) in addition to CompuServe's standard connect-time charges. For more information on access numbers and network rates, GO LOGON.

A new Member Recommendation Programme has been launched to allow European members to introduce friends to CompuServe. Current members (or their friends) can purchase full membership kits at discounts of up to 40 percent and receive the added benefit of a $25 usage credit for every new member they introduce. There are similar programs offered for members elsewhere in the world; for more information, call the nearest Customer Service office or GO FRIEND.

CompuServe members in Germany can now discuss a range of computing and other topics in the Deutsches Computer Forum (GO GERNET). The forum is conducted in German and its sections include "Telekommunikation," "Programmieren," "Mac/Atari/Amiga," "Datex-J," "Politik/Wirtschaft," "Presse & Medien" and others. Forum Manager Max Bold is a writer for *Bildschirmtext Magazin* and is writing a soon-to-be-published book about CompuServe titled *Kompass CompuServe*.

Behind the Screens

with John Edwards



PC Rapture: Oooo, That Smell

Computer users come in all shapes, sizes and ages. We're a pretty diverse group. Yet, it's been noticed that all users share certain traits in common, whether the individual operates a modest Commodore 64 or a lofty 33MHz 80486-based machine.

Is there a user, for instance, who doesn't have at least one disk file that's a nasty, four-letter word? I doubt it. I happen to have several. And breathes there a computer person who hasn't yelled at his or her computer in a moment of bitter pique?

Absolutely every computer person has, at one time or another, delayed a project to pick dust, lint or hair out of a keyboard.

Have you ever forgotten to turn on the printer before printing a document?

Every user has spilled some kind of liquid perilously close to a vital software or hardware component.

If you own a mouse, you've removed the ball and tried to bounce it.

It's a small world indeed.

* * *

I love the smell of a brand new computer, fresh out of the box. An olfactory delight! The odor is far superior to that much over-hyped "new car smell" everybody talks about.

So what is "new computer smell"? It's a fragrant mixture of plastic, foam packaging materials, lubricating oils and other exotic aromas. It gets me kind of ... well, happy.

Computer smell is the harbinger of exciting times to come—words to be processed, numbers to be spreadsheeted and games to be played. It's also the aroma of power. (Why is it that 80486 dynamos smell so much better than 8086 notebooks?)

Computer smell should be packaged in little spritz bottles, so it can be sprayed onto systems that have lost their aroma (it goes after a couple of weeks). A few shots under the arms might help the user on a Saturday night, too.

And remember, as Mary Nash said to Virginia Weidler in that great film, *The Philadelphia Story*: "Don't say 'stinks,' darling. If absolutely necessary, 'smells'—but only if absolutely necessary."

For more "BTS" gems by John Edwards, GO OLT-130. Edwards is a contributing editor of CompuServe Magazine. *His CompuServe User ID number is 70007,412.*

One-Quarter Impulse Chuckle

Star Trek mavens in the Science Fiction and Fantasy Forum (GO SCIFI) have been wondering how the starship regulars would sign their e-mail with personalized emoticons. Some of their suggestions:

Captain Picard (:-)
Commander Riker :-{)}
Lt. Worf < >:{(}
Counsellor Troi **:-)
Lt. LaForge #-)
Data [:-|
William Shatner }(:-)
Shatner in a high wind } (:-(

New Auto Access for the Amiga

Have you ever observed someone in a forum posting 10 replies in a span of 30 seconds and then capturing 100 new messages in five minutes? More than likely, this power user is accomplishing all this and more thanks to one of the growing number of member-created programs designed specifically to simplify forums and CompuServe Mail.

The newest of these, AutoPilot, will be of special interest to Amiga users. Found in the Amiga Vendor Forum (GO AMIGAVEN), Library 9, "AutoPilot/Whap!," file AP.LHA, the program supports unattended preprogrammed message capture for reading and replying offline. It also permits browsing and marking of library files for later downloading.

Responding to member requests, author and veteran Amiga forums Sysop Steve Ahlstrom has incorporated features such as multitasking, an integral message reader/editor, and an interactive online mode into AutoPilot. After an initial evaluation period, those seeking full online support can pay the $69.95 registration fee through the online Shareware Registration service (GO SWREG) using Registration ID 246.

Making AutoPilot even more powerful are supplementary scripts. The file APSCPT.LZH contains two scripts: the first captures the CompuServe online index while the second taps into Associated Press headlines.

All the GIFs Fit to Print

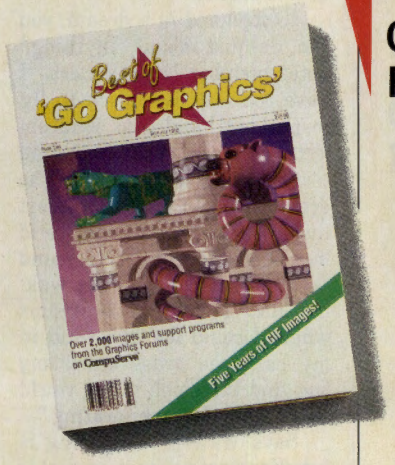
If a picture is worth a thousand words, then *The Best of GO GRAPHICS* should be worth about 2 million.

With more than 2,000 images and support programs from all of the graphics forums, as well as 13 other CompuServe forums, this book can help you sort through those images to find just the one you want. Each Graphics Interchange Format (or GIF, pronounced "jif") image is reproduced in pictorial format and includes all of the information you need to locate it online for downloading.

The images can be haunting: A member of the military honor guard stands reflected against the granite wall of names on the Vietnam Veterans Memorial (Graphics Gallery Forum, GO GALLERY, Library 7, "SI: People/Places," VVM.GIF).

Or visionary: A futuristic woman floats through the sky above a moonscape (Computer Art Forum, GO COMART, Library 3, "Hall of Fame," STRNGE.GIF).

Or historical: Astronauts Buzz Aldrin and Neil Armstrong erect the American flag on the moon (Graphics Gallery Forum, Library 8, "NASA: Man in Space," NHSF35.GIF).



Or whimsical: A dithered koala bear (Quick Pictures Forum, GO QPICS, Library 3, "Hall of Fame," GPKOAL.GIF).

Updated quarterly, the book is published by PRC Inc. and edited by GIF guru Larry Wood. It sells online for $12.50, plus $2.50 for shipping and handling in the United States (slightly higher for international orders). A subscription of four issues costs $40 plus $10 shipping and handling.

To order the latest edition, GO PRC-4.

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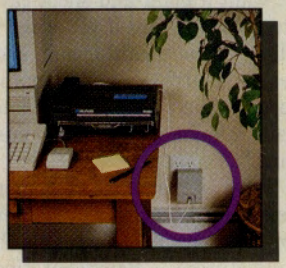

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by Cathryn Conroy

AW SHOOT!

So, you're not Ansel Adams? Aid in photography's mechanics and aesthetics will help you develop.

Taking photographs has never been as easy or as economical as it is today. The advent of 35mm point-and-shoot cameras has allowed even camera klutzes a chance to take a decent picture.

But photography is more than loading film and pushing buttons; it is both a science and an art. If you master only the science, your photos have no soul; pay attention to just the art, and the results could be grainy and dark.

"You can't be an artist until you master the science," insists Lara Hartley, a professional photographer living in the wilds of eastern Oregon. "The science is the camera equipment you choose, the chemicals that create the images and the film you select. But sometimes people get so involved in the science, they forget about the art."

FEATURE

CM's Cover Story:
Working on Your Image

▼
Professional Advice, p. 11, 12
▼
Digital Imaging, p. 13
▼
Photo Gallery, p. 16

The Scientific Method

Selecting a camera and film that will fit your needs is the first step toward mastery of the science. There are hundreds of cameras on the market today, ranging from throw-away models you can pick up at the grocery store for less than $10 to sophisticated cameras outfitted with a variety of lenses that could run more than $15,000. The choices can be overwhelming. (See "The Pros Know: How to Buy a Camera," p. 11.)

To help narrow the selection, John Monroe, manager of K&B Camera Center in New Orleans and The Electronic Mall (GO KB), advises you to first think about the type of photographs you will take. Will they primarily be holiday pictures of the family, or do you want to wander in the woods photographing wildlife?

"If you just want a point-and-shoot camera, it's hard to go wrong. But if you want to advance, you'll need more equipment, such as special lenses and a tripod," says Monroe. "If you're able to define the types of photographs you want to take, it's relatively easy to find a camera."

While the sales staffs of good camera stores can answer many questions, CompuServe members have an inside track to the camera manufacturers. Representatives from Beseler, Bogen, Canon, Fuji, Ilford, Jobo, Kodak, Nikon, Minolta and Pentax are online in the Photography Forum (GO PHOTOFORUM) and readily field questions

on their products.

When Fred Mittelman, a Federal Deposit and Insurance Corp. senior attorney, toured western New York, Niagara Falls and Ontario, Canada, he took along his vintage 1978 35mm camera, only to get fuzzy images. Jokes about his failing eyesight aside, he knew it was time for an auto-focus camera.

Posting a message in the forum, Mittelman asked about the differences between several brands and inquired whether there was an adapter that would allow him to continue using his Minolta lenses occasionally. Philip Braden, Minolta's technical guru, gave Mittelman all the information he needed, including stores near his Arlington, Va., home. Mittelman figures he saved about $300 following Braden's advice, rather than trying to wing it himself.

"Even if you're knowledgeable about photography, you need information. There is no easier source than posting a message in the Photography Forum," says Mittelman, who specializes in taking pictures of trains and his two-year-old daughter.

Jason Loven of West Kingston, R.I., finds that contacting a camera manufacturer's technical representative online is far easier than trying to pin one down on the telephone. "They seem to respond better and more accurately online, perhaps because their answers are visible to many people," he says, noting that others tend to get involved in the message thread and present questions he might never have considered. "The threads allow others to answer questions with their own experiences. Photography is a somewhat expensive pursuit, and timely, realistic information is important to making the most of your money."

Loven, a computer programmer who delights in photographing car races, was interested late last summer in buying a camera designed for the serious amateur or semi-pro. Minolta already had such a camera on the market, but just before Loven was about to make the decision to buy, Nikon introduced a competitive product. The announcement was posted in the Photography Forum months before it appeared in photography magazines, giving Loven the chance to compare the two camera systems.

To get the most out of the forum, camera buyers should do some homework first. Don't simply ask, "What camera should I buy?" Be more specific in your request, advises Mike Wilmer, forum sysop and a professional portrait photographer from Sacramento, Calif. Describe the type of photographs you will take, how much you are willing to spend and how much technically you want to do yourself versus letting the camera do it for you.

"New photographers must first learn the limitations of the tools," says Wilmer. "Then the rest of their photographic career is spent trying to work within those limits while making it look like there are no limits at all."

Learning and transcending the limits of the science of photography usually happens when you encounter a problem. Sometimes you can solve it on your own. A photograph is much darker than you had anticipated so you let more light in the aperture. An image is too busy with no center of interest; you learn to move in closer, concentrating on one area instead of trying to capture it all. When you can't solve the problem yourself, the best resource is other photographers.

David Krumholz, a New York City optometrist by vocation and underwater photographer by avocation, purchased a Nikonos V underwater camera with extension tubes for macro-photography. But Krumholz discovered that when the 35mm underwater lens was attached to extension tubes, it would rotate only about 20 degrees; it should have rotated 90 degrees. He returned the unit to Nikon, but the replacement tubes fit no better. With a shoot approaching in just weeks, Krumholz needed a solution fast.

He sent out a plea for help in the Scuba Forum (GO DIVING), Section 7, "U.W. Photo & Video." Forum member R. Scott Ireland answered the call. He had encountered an identical problem and said that the difficulty was not in the extension tubes but in the lens flange, and explained how to fix it. "I fol-

The Pros Know: How to Buy a Camera

Buying a camera is much like buying a car: You must first decide how you will use it. Just as a commuter wouldn't opt for a limo, you don't need a $5,000 35mm camera with a zoom lens if you want only to take photos of your kids a few times a year. A common mistake is to buy equipment that is too sophisticated and expensive for the desired use.

Here's some advice from professional photographers Carol Bernson, Lara Hartley and Mike Wilmer, as well as K&B Camera Center Manager John Monroe:

Remember: All cameras are not created equal.

Think! How will you use the camera? What types of photographs will you usually take?

Decide how much technical work you want to do manually. If you want the camera to handle lighting and focusing, go for a 35mm point-and-shoot camera; otherwise, spring for a more sophisticated camera that puts you in control.

Decide how much to spend. Buy the best you can afford.

Check brochures and photography magazines for information on cameras in your price range. Look for ease of operation, reliability, good lens quality and affordability.

Ask questions in the Photography Forum (GO PHOTOFORUM).

Visit camera stores. Hold several cameras, looking for those that operate easily, have features you want and fit comfortably in your hands.

Narrow the selection to two or three choices and shoot a short test roll of film with each. Most camera stores are happy to let you do this, particularly if you buy the film and processing there.

Study the results of your test shoot and make your decision.

"The good news is that it's hard to make a bad choice," says Wilmer. "Camera technology has come that far!"

—CC

lowed Scott's advice, and the lens worked beautifully," says Krumholz.

Equipment difficulties aren't the only photography problems brought to the online experts. Scott Pignone, a junior at William R. Boone High School in Orlando, Fla., is the photography editor of the school newspaper. He turned to the Photography Forum when he needed tips on how to shoot a basketball game. There, he learned which lens would work best, where to sit to get the best angles, and what shutter speeds and film to use. He later used this knowledge to shoot the NBA All Star weekend in Orlando. "I was able to obtain some great shots of some of the NBA's best players," he says.

William Safford, an assistant sysop in the ModelNet Forum (GO MODELNET) and an amateur photographer from Albany, N.Y., often taps the Photography Forum's expertise. One of his most desperate calls for help was issued last August when he accidentally dropped some film into water. Safford was traveling out West where temperatures during the day topped 120 degrees and reached a sweltering 170 degrees inside his car. Exposed film needs to be kept cool, so he packed it double-bagged on a cooler shelf. Ice, also packed in bags to keep the moisture away from the film, was stacked on the bottom of the cooler. "This worked for several weeks until Murphy's Law struck," he says. "The film bag fell off the shelf, both bags had leaks, and the ice bag also leaked. Ergo, water-logged film."

He feared that his precious shots of two desert rocket launches, Arches National Park and Little Cottonwood Canyon were lost forever. Instead of panicking, he posted a message in the Photography Forum. "Within hours, I received advice to keep the film immersed and contact a specialized lab for professional development as soon as possible," he says. He learned that once film is wet, it should stay wet; otherwise, when it dries, it will stick to itself, making it impossible to unroll without ruining the images. Safford followed the advice and virtually all of the pictures were saved.

Becoming an Artist

Dealing with the daily demands of the science of photography is only part of the process of being a photographer. Real photographers—be they amateur or professional—are also artists, facing obstacles that range from simply learning to see what is in front of them to dealing creatively with exposure and composition.

"Most people don't register the beauty or the horror that surrounds them in the simplest forms," says Hartley. "We tend to become immune to the everyday sights, whether they are beautiful or full of suffering. To be a photographer, you have to be open and vulnerable to all the experiences you see."

Perrin Kelling, author of *Creative Photography* and owner of Kelling Media Co. in East Aurora, N.Y., has devised an exercise to help struggling shutterbugs learn to think like artists. She suggests finding a scene you have viewed so many times that it is boring, whether it is outside your kitchen window or the place where you get stuck in traffic each day. Buy some cheap film and take one picture of your boring spot.

"Now the fun begins," she says. Create at least 11 homemade filters to put over your lens, such as plastic wrap smeared with food-colored petroleum jelly or a thin sheet of dryer lint. Shoot through them, photographing that boring scene. "You may discover that not only did you change a dreary outlook on a boring scene, but you have also become a filter inventor," says Kelling.

Try to see life in a new way, but realize that your eyes and the camera's eye see differently. "The eye is a fabulous instrument that will probably never be matched by any technology," says Wilmer. While the human eye can easily deal with light ratios of 1,000 to 1, such as a bright, sunny scene with deep, dark shadows, a camera can deal only with light ratios of 3 to 1, which would be highlight to shadow. "The depth of understanding of those limitations is one fundamental difference that separates pros and amateurs," he says.

Before Stanley N. Schwartz, a physician and amateur photographer from Tulsa, Okla., traveled to Death Valley, he posted a message in the Photography Forum asking which locations would provide the best shots. Although most people photograph Stovepipe Wells Sand Dunes from a standard access point, he was advised to drive west of the Dunes, hike east and take the photo with the sun setting behind him.

"You see the light, and you think about whether it's warm or cold light, whether it's harsh or soft light, and what it will do to your picture," says Schwartz. "Some light is plain, and some light is magic. Photography forces the realization that beauty is constantly moving and changing, appearing and disappearing."

When budding photographers understand how their film works, they will understand the concept of exposure, says K&B Camera Center Manager Monroe. "It seems to me that suddenly a light will come on, and everything will make sense," he says. Of course, advancements in camera metering technology have eliminated a lot of the guesswork in how much light to let in.

The Pros Know: How to Shoot Home Videos

Shooting a great home video takes more than squinting your eye and pressing a button. Rod Woodcock, leader of Section and Library 17, "Camcorders," of the Consumer Electronics Forum (GO CEFORUM), offers these tips to home film makers:

Buy an appropriate camcorder for your needs. Don't be overly impressed with too many features, gadgets and gizmos. Get one that everyone in the family can operate. Remember: People are impressed with the video, not the equipment.

Charge those batteries. A camcorder is useless without a fully charged battery. Have more than one battery charged and ready for special occasions. Don't store the battery mounted on the camcorder until you're ready to tape, because this speeds up the discharge even when the unit is turned off.

Keep the lens clean. Dust, which often goes undetected, makes the picture less sharp. Use only lens tissue to clean the lens; never use a handkerchief, necktie or eyeglass cleaner.

Don't overuse the zoom lens. A zoom can be impressive when used occasionally, but its real use is to adjust the image size and composition when you're not videotaping.

Focus and frame. Roll tape only after you have focused and framed the shot, keeping the camcorder steady.

Consider the timing. Try not to record any shot shorter than 10 seconds, and pause the tape when the action gets boring, editing as you tape. Your audience will appreciate your efforts.

Point carefully. Avoid the "garden hose" videotaping technique of loading a two-hour tape and just pointing the camcorder anywhere and everywhere. Boring!

Buy a tripod. When you don't need to move around, use a tripod for added steadiness and more professional results.

—*CC*

However, there may be times when you're forced to guess. Mike Pearson, formerly assistant vice president of Bankers Trust Co. in New York City, was well known around the office for his photography skills. After a corporate reorganization, management decided that the best way for employees to meet their co-workers and learn more about the changes was through a 3½-minute music video. A professional photographer was hired to shoot slides of those working during regular business hours, and Pearson was corralled into taking the shots of employees who worked evenings and weekends.

He was instructed to take the photos using a flash in fluorescent light. The problem: He had to avoid the dreaded "green" skin such mixed light would cause. He asked the experts in the Photography Forum how to circumvent the odd-looking colors. He received dozens of tips and decided to use a higher power flash that overwhelmed the fluorescent lights and forced the background to go very dark.

His first "corporate exposure" was a resounding success, giving Pearson the gumption to quit his job as a systems programmer and start his own photography business in Seattle, Wash.

In addition to lighting, a common problem facing amateur photographers is composition. It's easy to unintentionally cut off heads, arms or legs. "Most people tend to put the main object they are photographing in the center of the picture," says Monroe. "They are not thinking in terms of the final print, only in terms of what they are photographing." For instance, if you're shooting a photo of a family with trees in the back-

Camera Obscure: Digital Imaging Emerges

Don't be too quick to toss your Nikon on the slagheap. No one's threatening to take your Kodachrome away, but after a century and a half of images based on silver salts, photography is beginning to play by the numbers. Digital photography is here—to stay.

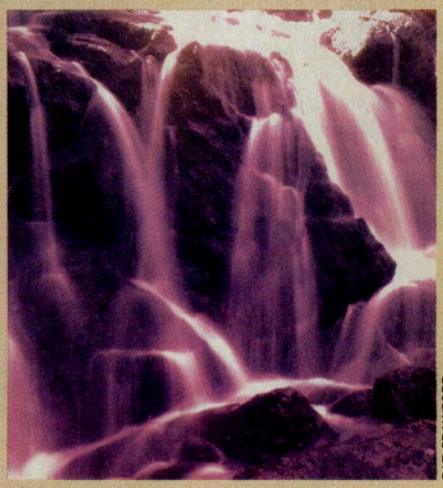
Stop off in Section 14, "Digital Imaging," of the Photography Forum (GO PHOTOFORUM), and the debate you'll encounter won't be whether professional photographers will have to go digital, but how soon. (See DTHOFP.THD in Library 5, "Digital Imaging. ")

Maybe digital photography was inevitable. Cameras have grown increasingly sophisticated and a large part of the publishing industry deals in images that have been scanned and digitized anyway. Why not go directly from lens to digital storage?

In practice, the path to direct-digital images faces some hurdles. Most photography professionals consider the 35mm format the minimum acceptable resolution. Yet a 35mm negative contains about 18 million grains that produce the image. Each grain is essentially equivalent to a pixel in an electronic image. (A VGA screen reproduces about 256,000 total pixels—about 1/70th of the detail in a piece of 35mm film.) Considering each pixel as a byte, that little piece of 24-by-36mm film holds almost as much data as a 20MB hard disk!

Some expensive ($9,000 and up, up, up) "image capture devices" (as cameras are called in the digital photography world) are in professional use. Kodak makes two that couple CCD sensors (similar to but more sensitive than those used in video cameras) to different Nikon camera bodies. Instead of striking photographic film, light hits the sensors, which generate electrical signals that are stored in digital format on high-capacity disk drives.

But most nonprofessional photographers don't need the quick turnaround and high resolution that these systems offer. We'll settle for lower-resolution images for home viewing—and the lower costs of merely electronic, as opposed to digital, images.



PAT CRAWFORD

Cascading 1s and 0s: Digital image

Consumer models of still video cameras (from Sony and Canon) capture enough information to present a sharp image on a television or VGA monitor screen. The picture is probably as good as a print from a sloppy photofinisher, though rarely equivalent to the work of a good lab.

For the do-it-yourselfer, Dycam (and through a license, Logitech) offers cameras that produce black-and-white images with technology similar to the familiar hand scanner. These produce images for direct use in computer graphics programs. How good are they?

Sam Merrell, a Photography Forum regular and digital-imaging consultant who teaches at New York's School of Visual Arts, used a Dycam Model I camera in his imaging class last year to give the final exam. The photos, he says, are "a lot better than the drugstore prints you used to get from a Kodak Brownie, and you can make the prints on a laser printer."

Kurt Foss, a Photography Forum regular who covers digital imaging for industry trade journals, is less enthusiastic about existing filmless cameras. The immediate digital photo future for amateur photographers, he says, may lie within a different direction: the Photo CD system announced by Kodak last August.

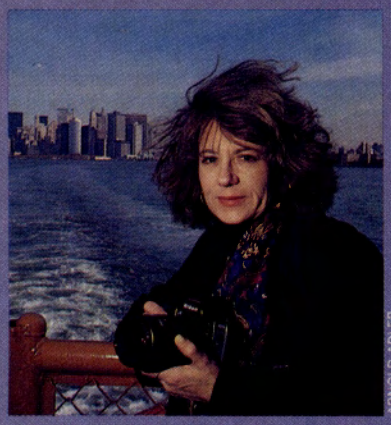
By spring, photofinishers will be developing film and scanning the images onto Photo CDs instead of printing them. Kodak is selling Photo CD players and has leased the specs to virtually the entire consumer electronics industry. Moreover, Photo CDs can be read into computer graphics programs from CD-XA (extended architecture) drives, which are just hitting the market.

If Photo CD catches on, most photofinishers will offer the service. Moreover, Kodak has plans for do-it-yourself print stations. Take your Photo CD to the kiosk, put in your money, and select an image. You can crop and enhance it on a screen, then print it as a regular photograph or a greeting card.

The advantages of Photo CD are that initial images would still be captured on film, which is still the most efficient mechanism for recording light, but would be transformed into digital format where they could be manipulated and used in a variety of ways. (For products and uses related to the Photo CD system, browse Library 5, "Digital Imaging," with the keywords PHOTO CD.)

Patricia Harris and David Lyon are free-lance writers based in Cambridge, Mass.

A Picture Perfect Vacation



Be sure zoom lens is zooming: Bernson

For many families, photography is a part of every trip. But unless you use your camera frequently, professional photojournalist Carol Bernson advises you to shoot a roll of film and get it developed *before* you leave home to make sure the camera is in proper working order. Check the batteries and replace them if they are old. Also, pack spare batteries.

Don't store the camera and film in the car's glove compartment or trunk since hot temperatures will ruin film. Process your film soon after you return home.

If you're traveling through an airport, pack the camera and film in lead-lined bags to prevent X-ray damage or get your film processed at your destination.

If there is a disadvantage to the advancements in camera technology, it is that more people don't understand how their equipment works. "Some people use their cameras so rarely that it is not a real tool for them. They have to struggle against the camera, rather than letting the camera become a part of them," says Lara Hartley, a professional photographer from eastern Oregon. "You won't get familiar with the mechanical aspects of the camera unless you go out and use it."

Desktop Showing: How to View GIFs

You already know you can display your favorite snapshots in your wallet and photo album as well as framed on your walls, but did you also know you can display them on your computer?

Graphics Interchange Format—or GIF (pronounced "jif")—images are data files created by digitizing photographs, drawings, paintings and other graphic designs. Developed by CompuServe, the GIF standard allows the same graphic images to be viewed on all types of computers.

GIF photographic images are downloaded from a forum and viewed offline using a "decoder," a special viewer that decompresses and translates the data so your computer can display the image. The CompuServe Information Manager (CIM) has a GIF decoder built into it so retrieving files from forum libraries is a snap. Just visit the library and browse or search the files with the pull-down menu options. When you find something that interests you, select the "Retrieve" option on the display and the program takes care of the rest. To order or download CIM, GO CISSOFT.

If you do not have CIM, you will find decoders for all types of computers free for the downloading in the Graphics Support Forum (GO GRAPHSUPPORT), Library 3, "GIF Viewers."

To download and view GIF images offline, follow these steps (utilities referenced are in the Graphics Support Forum):

DOS Computers

1. Format a blank diskette or create a new directory on your hard disk.
2. Download PROGS.IBM, which lists decoders for DOS computers, from Library 1, "Go Graphics Help."
3. Select a decoder and download it. An excellent choice for first-timers is CSHOWA.EXE (a self-extracting file containing the viewer program) and CSHOWA.TXT (a description of the program) in Library 3, "GIF Viewers."
4. Download a GIF image of your choice.
5. Place CSHOWA.EXE and the GIF image you downloaded on the blank diskette or in the new directory. Type CSHOWA.EXE and answer Y at the prompt to extract the viewer. Then type CSHOW and highlight the GIF file name with your cursor and hit the Return key. A new screen appears with various viewing options. To display the image without altering any viewing options, press Return or the space bar.

For more instructions, GO PIC-278.

ground, frame the family to the right so some of the scenery you see with your eyes is duplicated in the photograph.

Monroe advises taking an extra second or two to frame the picture and look at the perimeter. "Look at the entire frame of the picture because you are concerned with the whole picture and that includes the boundary," he says.

When you're shooting a portrait, get close—and then get closer. If you're taking a photo of a child, what you see with your eyes is that child's expression. If you stand at a comfortable distance from the child, you'll get a photo of the child from the waist up. What you really want is the child's face. "Get closer, and you'll take a better portrait," says Monroe.

The portrait will also be better if the child doesn't stand perfectly still, looking stiff and unnatural, while you shoot. The shutter will stop movement, particularly if you're outside, so let the child move freely. "You'll get more involvement and emotion with the subject," says professional photojournalist Carol Bernson, who specializes in shooting celebrity portraits for magazines and newspapers.

FEATURE

Sometimes, composition issues can be solved with the science of photography. Jim Button, founder and president of the ButtonWare software company in Bellevue, Wash., had an opportunity for publicity in the local newspaper, but he needed screen shots—fast. With no time to hire a professional, Button decided to do it himself. Following the advice of Photography Forum members, he learned he had to do two things when composing the photo: eliminate screen reflection and avoid line curvature so everything would appear straight across the entire image. "I took the pictures in a windowless room to eliminate reflection, and I used a telephoto lens to flatten the overall image and eliminate the distortions that occur from placing the camera too close to the screen," says Button.

Not all composition problems can be technically solved; some need the artist's touch.

Macintosh Computers

1. Download SITEXP.SEA (the decompression utility StuffIt Expander) from Library 14, "Miscellaneous Utilities & Code," so you can unpack any compressed Macintosh files.

2. Download PROGS.MAC from Library 1, which lists decoders for the Macintosh. Set your terminal program for MacBinary receive.

3. Select a decoder and download it. An excellent choice for novices is GIFCNV.SEA in Library 3, "GIF Viewers."

4. Download a GIF image of your choosing. (Read MAC1.TXT in Library 1 for tips on adjusting your terminal program so you don't lose characters from the file.)

5. Once the file is downloaded, log off, load the decoder and view the picture.

For more instructions, GO PIC-139.

Other Computers

The above basic steps for downloading a GIF image and viewing it offline can be followed by users of any computers. Amiga owners should read the file PROGS.AMG in Library 1 to select a decoder (GO PIC-178 for more information). Users of all other computers should consult PROGS.TXT to select a compatible decoder (GO PIC-145 for additional help).

—CC

Framing the photograph in different ways can help you see things you might otherwise overlook and create a unique shot.

When Mark English, an accountant from Richmond, British Columbia, traveled to the United States last summer, he visited California's Mono Lake. Rather than photograph the water and wildlife, English took the advice of several forum members and focused instead on the profusion of wild grasses growing along the lake's edge in and around the Tufa formations. "I turned my eye away from the lake, which almost everyone photographs, and attempted some images juxtaposing these incredible grasses and plants against the otherworldly 'moonscape' of the Tufa formations."

It's important to take a camera with you everywhere. "The reason we have cameras is to capture that moment, that piece of life that will never be repeated," says Lara Hartley. "Too many moments go by because people don't understand their cameras."

English knows Hartley is right. Just after sunset one evening last summer while camping in Yosemite National Park with his wife and three children, he turned around and saw the most beautiful afterglow on Halfdome, bordered by trees along the Merced River. He framed a shot isolating a "wedge" of Halfdome in profile against the blue and mauve sky.

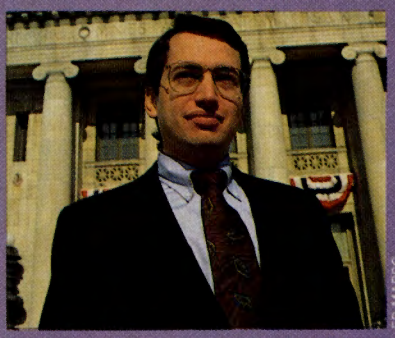
"The rock virtually seemed to glow from a light within—rich orange and deep honey shades that even now seem quite unreal," he says. "Serendipity often plays more of a role than we would like to admit."

Taking good photographs is something that is learned over time by making mistakes. "You have to learn to *see*," says Hartley. "The image isn't in front of you; it's two inches behind the camera in your brain, in your awareness.

"Be aware of not only the overall vista, but also the small details. Awareness of those details can make a compelling image."

Cathryn Conroy is senior writer of CompuServe Magazine *and book review editor of* Online Today. *Her CompuServe User ID number is 70007,417.*

It's the Law: GIF and the Copyright



ED MARCO

Can't sell that Picasso download: Wilf

If you plan to download GIF photographic images from the forums, be aware that the U.S. Copyright Act protects GIF images created and uploaded within the United States.

Photographers who upload their images to CompuServe implicitly allow them to be downloaded; however, there are limits as to how you can legally use GIF images after downloading.

You do not have the right to distribute or make copies of the original work, according to Photography Forum member Frederick M. Wilf, J.D., a principal in the Media, Pa., law firm Elman & Wilf and an expert in intellectual property law. Although you may create new versions of the original image for your own use (known as "derivative" versions in legalese), you may not distribute your derivative works. In other words, you may turn a GIF photograph into Windows wallpaper for your computer, but you may not reproduce that image for publication in your company's newsletter.

However, many photographers uploading GIF files to CompuServe grant broader rights, allowing those who download images to make copies and distribute them to family and friends.

Copyright laws in countries other than the United States vary, but the United States has signed international treaties that protect the copyrights of citizens in most developed nations.

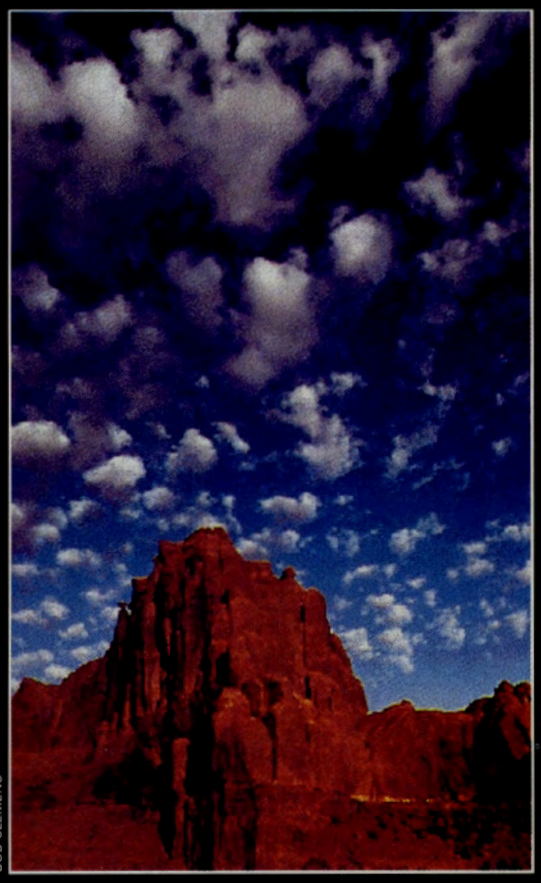
If you have questions about copyright law as it applies to GIF images, consult the Photography Forum (GO PHOTOFORUM) or the Legal Forum (GO LAWSIG).

—CC

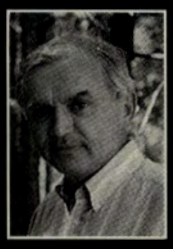
PHOTO GALLERY

Photography, as explained by Photo Forum member Rick Odato (see below), is all about capturing a slice of time. "The ability to freeze a moment in a rapidly changing universe is, in large part, the marvel of the camera," he says. Many skilled forum members who have snared the three-dimensional energy or emotion of an instant in a two-dimensional image, or have playfully considered the possibilities of digital technology, have displayed their compositions online for others to ponder and relish. "Exchanging [GIF] images online is very much like exchanging messages with people. It's just that it's visual instead of verbal," says Photo Forum Sysop Mike Wilmer. He notes that the reasons for sharing images are as varied as the people who share them: educating or entertaining others, a desire for critique or simply "art for art's sake." "Some members are just really happy to see someone else enjoying their images," Wilmer says.

All of the images in this gallery are available in the Photography Forum (GO PHOTOFORUM) Library 7, "Sysop Picks GIFs." For details on how to view images, see "Desktop Showing: How to View GIFs," page 14.



BOB CLEMENS



Retired Eastman Kodak photographer Bob Clemens took this beautifully contrasted photo (Nikon FA, 35mm wide-angle lens) of red rock on a visit to Arches National Park, Utah, just before dawn. File REDROK.GIF.

RICK ODATO

Airline pilot Rick Odato sought photography as a second career 15 years ago as a creative alternative to his regimented profession. An example of Odato's work in product and portrait photography can be seen in file MODEL.GIF, a graceful black-and-white shot of model 'Jennifer B.'

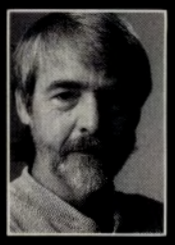
JIM KASSON

Amateur lensman Jim Kasson created this image from a photograph of a clownfish amidst anemonies (Nikonos V, 15mm f/2.8 Nikkor lens) taken in the Red Sea near Sharm El-Shiek, Egypt. After scanning the negative, he added a clownfish from another image and the brushstroke effect with Fractal Painter. File CLOWN.GIF is archived with the question "Is this image still a photograph?"

Photography Forum Sysop and professional photographer Mike Wilmer took this night shot of the San Francisco Hyatt's lounge area while attending a 1992 digital imaging expo. You'd never know it, notes Wilmer, but his Pentax 645 (35mm lens) was improvisationally perched on a hotel handrail, slightly elevated by a matchbook. File HYATT.GIF.

MIKE WILMER

PAT CRAWFORD



Professional lensman and "Wizzard" Pat Crawford created this montage in PhotoStyler from scanned images of a sunset in the Boundary Waters region of Minnesota (Nikon FA, 35mm wide-angle lens) and of himself, donning a costume used in a software company ad shoot in his studio. File WIZARD.GIF.

JIM JETER

Hobbyist Jim Jeter photographed this richly-colored Double Delight rose with a Nikon F2As (55mm lens) in the front yard of his southern California home. The inner luminosity was a happy accident, a result of the angle of sunlight and the flower's hue. File RROSE2.GIF.

MIKE WILMER

Mike Wilmer also captured this scenic waterfront view of Rockport, Mass., while shooting local residents' portraits. The textured and slightly posterized look was added using PhotoShop. File ROKPRT.GIF.

Photography Favorite Files

Whether you're looking for photographs or advice on shooting them, you'll find an abundance in a number of forums:

GIF PHOTOGRAPHS

Fish—Butterfly fish. Aquaria/Fish Forum (GO FISHNET), Library 11, "Graphics Library," GR0090.GIF (39,424 bytes).

Eclipse—Total solar eclipse in February 1979. Astronomy Forum (GO ASTROFORUM), Library 6, "Astrophotography," ECLPS2.GIF (22,144 bytes).

George Michael—Singer George Michael at MTV awards. Atari ST Arts Forum (GO ATARIARTS), Library 4, "GIF/RLE/FCP Pics," GMICHA.GIF (30,080 bytes).

Infiniti—1992 Infiniti J30. Automobile Forum (GO CARS), Library 3, "Car Buying," INFI01.GIF (243,584 bytes).

Bald Eagle—Headshot. Outdoors Forum (GO OUTDOORS), Library 4, "Outdoor Graphics," EAGLE.GIF (44,032 bytes).

Portrait of Child—Wide-eyed little boy. Photography Forum (GO PHOTOFORUM), Library 7, "Sysop Picks GIF," MF-BOY.GIF (76,507 bytes).

Seascape—Harbortown Yacht Basin, Hilton Head, N.C. Photography Forum (GO PHOTOFORUM), Library 7, HARBOR.GIF (188,155 bytes).

Sea Turtle—Underwater photo taken off Kauai, Hawaii. Scuba Forum (GO DIVING), Library 16, "Experiences/Stories," TURTLE.GIF (149,298 bytes).

Star Trek—Captain Kirk struggling with the tribbles. ShowBiz Forum (GO SHOWBIZ), Library 17, "GIF Photos," JTKIRK.GIF (216,996 bytes).

Space Shuttle—Discovery clearing the pad. Space Forum (GO SPACEFORUM), Library 10, "STS Mission GIFS," STS26.GIF (90,981 bytes).

BUYING A CAMERA

These files are located in the Photography Forum (GO PHOTOFORUM):

Comparison Chart—Four popular EOS cameras are compared. Library 2, "35mm Cameras," CHART.EOS (7,019 bytes).

Camera Support Systems—Information on tripod legs, ballheads, quick-release systems and more. Library 4, "Flash/Tripods/Etc.," CAMSUP.ZIP (32,495 bytes).

PROCESSING PHOTOS

These files are located in the Photography Forum:

Computer Darkroom II—Shareware program for DOS computers that eliminates the need for multiple test prints as it calculates new exposure time. Library 16, "Photo Software," CDR2.ZIP (283,219 bytes).

Kodachrome—Detailed article on the Kodachrome process published in *Camera and Darkroom*. Library 11, "Color Film/Process," KODAKR.TXT (12,673 bytes).

THE FUTURE

These files are in the Photography Forum:

Death of Photography—Forum message thread of debate of digital versus silver imaging. Library 5, "Digital Imaging," DTHOFP.THD (47,479 bytes).

Digital Cameras—Technical information on Kodak's DCS 200 Digital Camera family. Library 5, 200AN.TXT (2,276 bytes).

Photo CD Players—Kodak's Photo CD. Library 5, FEATUR.TXT (2,587 bytes).

Future of Photography—*PhotoPro Magazine* article predicting future photography developments. Library 14, "Miscellaneous," PHOKN1.TXT (8,765 bytes).

CAMCORDERS

These files are located in the Consumer Electronics Forum (GO CEFORUM), Library 17, "Camcorders":

Palm-sized Camcorders—Users' comments with emphasis on Panasonic's PV-40 VHS-C. PALM.THD (9,724 bytes).

Traveling—Tips on traveling with a camcorder, including how to pack, supplies needed and dealing with customs. CAMTRV.ART (13,211 bytes).

Battery Life—Information on charging and discharging camcorder batteries. DECHRG-.THD (23,354 bytes).

Insurance Records—Tips on videotaping your belongings for insurance purposes. CAMINS.ART (12,558 bytes).

UNDERWATER PHOTOGRAPHY

These files are in the Scuba Forum (GO DIVING), Library 7, "U.W. Photo & Video":

Housing Criteria—Criteria for selecting underwater video housings. WHAT. (20,256 bytes).

Music—Listing of suggested music for slide shows and presentations on underwater topics. MUSIC.TXT (11,455 bytes).

FOR THE PROS

These files are in the Photography Forum:

Copyright—Overview of the copyright process, what it means to the creator, work-for-hire, how to register and proper forms of notification. Library 12, "Stock/ProFiles," ASMPCO.TXT (18,139 bytes).

Stock Photo Business—Transcript of forum conference with Jim Pickerell on how to get started in the stock photo business. Library 12, JIMPIC.CO (44,466 bytes).

Get a Release—Tips on getting model and property releases. Library 13, "Business/Marketing," MODELR.THD (60,318 bytes).

John Sexton—Transcript of forum conference with professional photographer John Sexton featuring helpful tips and inspirational thoughts. Library 14, "Miscellaneous," SEXTON.CO (47,670 bytes). ◀

Finding GIF Images

Digitized GIF photographs can be downloaded and viewed offline using a decoder. (See "Desktop Showing: How to View GIFs," p. 14.) Look for photos in these forums:

AQUARIA/FISH FORUM
(GO FISHNET)
Library 11, "Graphics Library"

ASTRONOMY FORUM
(GO ASTROFORUM)
Library 6, "Astrophotography"

AUTOMOBILE FORUM
(GO CARS)
Library 3, "Car Buying," and
Library 11, "Collectors' Corner"

COLLECTIBLES FORUM
(GO STAMPS)
Selected libraries

EARTH FORUM
(GO EARTH)
Library 0, "Earth Graphics/GIFs"

FLORIDA FORUM
(GO FLORIDA)
Library 9, "Pix & Pics"

GRAPHICS CORNER FORUM
(GO CORNER)
Selected libraries

GRAPHICS GALLERY FORUM
(GO GALLERY)
Selected libraries

GRAPHICS PLUS FORUM
(GO GRAPHPLUS)
Selected libraries

MILITARY FORUM
(GO MILITARY)
Library 12, "Military Graphics"

OUTDOORS FORUM
(GO OUTDOORS)
Library 4, "Outdoor Graphics"

PHOTOGRAPHY FORUM
(GO PHOTOFORUM)
Library 6, "GIF Gallery," and
Library 7, "Sysop Picks GIF"

RACING FORUM
(GO RACING)
Selected libraries

SHOWBIZ FORUM
(GO SHOWBIZ)
Library 17, "GIF Photos"

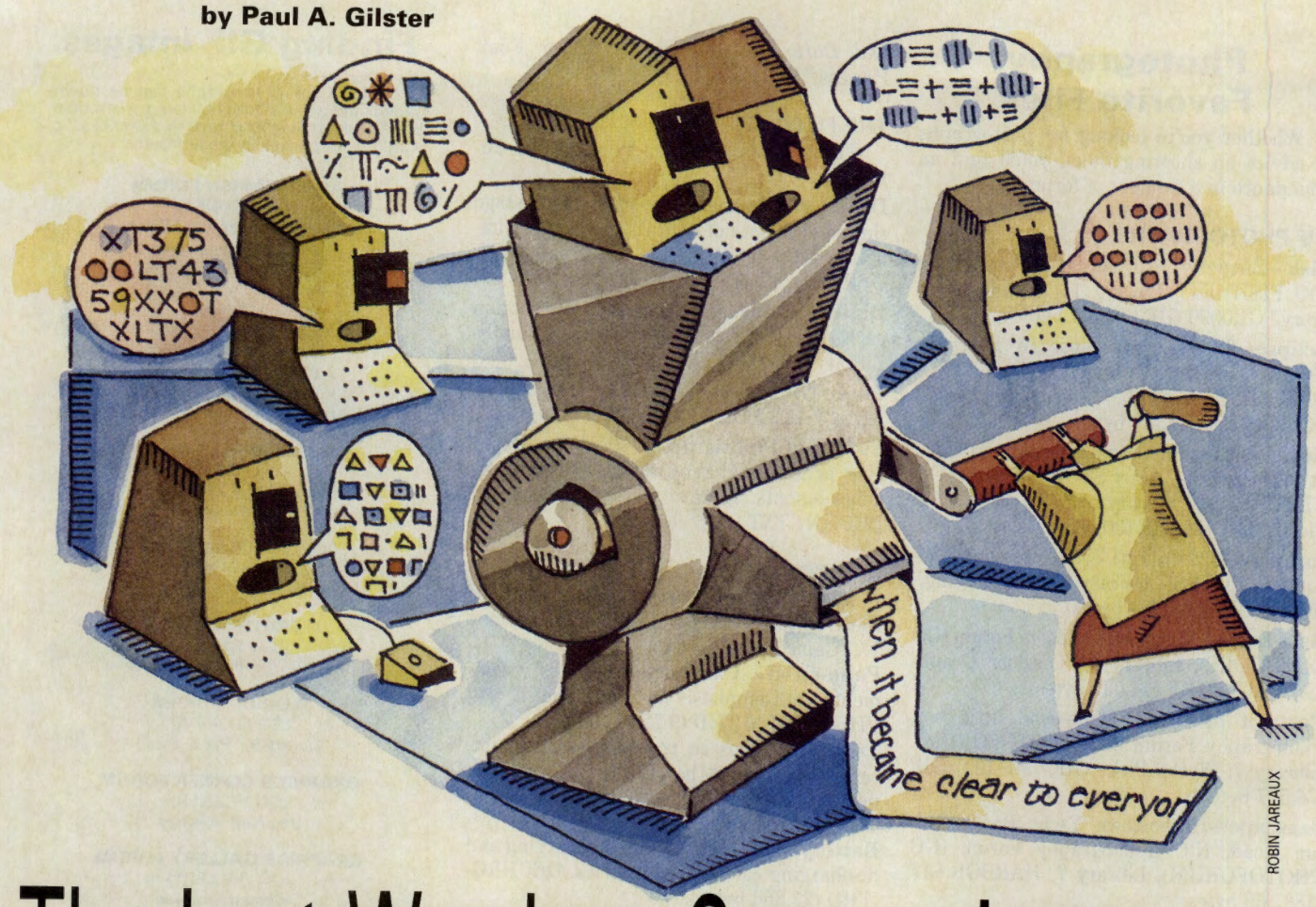
NASA

SPACE FORUM
(GO SPACEFORUM)
Selected libraries

TRAINNET FORUM
(GO TRAINNET)
Selected libraries

TRAVEL FORUM
(GO TRAVSIG)
Library 10, "Photo Album"

by Paul A. Gilster



ROBIN JAREAUX

The Last Word on Conversions

One word processor's document is another's tangled mess of text. Find reformatting solutions online.

In an ideal world, all word processors would be fully compatible. But anyone who has switched programs lately knows that isn't the case. Pull a document from WordStar into Word for Windows and you may find the formatting has changed. The macros you built for WordPerfect 4.2 need re-translation to adapt to version 5.1, and Ami Pro 2.0's foreign language dictionaries won't work in Ami Pro 3.0.

The situation gets even more complicated when you're moving between computer platforms. What's a user to do? Fortunately, CompuServe's membership is wide enough to have encountered almost any problem likely to come down the pike. In many forums devoted to word processing applications, conversion issues are discussed and solutions found.

At the Indiana University Center on Philanthropy, Lois Sherman was arranging a conference on nonprofit organizations when she ran into a classic conversion problem. Sherman had asked presenters to submit their papers as WordPerfect or ASCII files, which would then be converted to a uniform format including a proportional font.

Some 40 scholarly papers arrived, about a quarter of them in standard ASCII, but with hard carriage returns at the end of each line. Some writers, moreover, had formatted their documents with spaces instead of tabs. The lack of consistency turned carefully created tables into a mass of misplaced letters and numbers when Sherman tried to re-format the documents for use at the conference.

Sherman's message in the WordPerfect Users Forum (GO WPUSER) elicited several responses mentioning a shareware program called TextCon. Downloading the program from one of the forum's libraries, Sherman began running the problem papers through the conversion process. Soon the rogue hard returns were gone and the papers were ready for use. "I'm pleased to report that TextCon worked flawlessly for me the first time around," she says.

Third-party programs aren't always necessary, because word processors generally have their own conversion routines. But as Michael Brady found out, they don't always finish the job. Brady uses both WordStar 5.5 and Microsoft Word for Windows 2.0. WordStar provides a stand-alone conversion pro-

COMPUTING SERVICES

CM's Computing Services Credo: Exceed the speed limit, boost power, refresh your memory, squash bugs ... from bootup to shutdown, our global tech team helps you get with the program.

▼
Doc Exchange Crash
▼
Top Dogs Have Their Day, p. 24
▼
Welcome Windows CIM, p. 26

Popular Third-Party File Converters

If your word processor alone doesn't have the muscle to convert your documents to the needed format, a third-party conversion vendor may be able to help. Here's a list of the most prominent players:

Company	Product	Description
Keyword Office Technologies Ltd. 800/866-6539	Softpak ($195)	Handles file conversions between Multimate, WordStar, Microsoft Word, Samna and IBM DisplayWrite.
Mastersoft Inc. 800/624-6107	Windows Word for Word ($80); Word for Word/Mac ($149); Word for Word Professional ($149)	Windows Word for Word is an add-on to Microsoft Word. Word for Word/Mac supports more than 25 formats. Word for Word Professional converts between 90 different formats.
XyQuest Inc. 508/671-0888	Word for Word/XyWrite ($50 plus shipping)	Converts document files from 20 different formats to format of XyWrite III Plus.
White Crane Systems Inc. 404/594-8180	AutoWord ($150)	Conversion for MS-DOS word processors. Includes format codes and basic graphics format conversions.
WordPerfect Corp. 800/321-5906 GO WPCS GO WPUSER	ConvertPerfect ($49); ConvertPerfect for Windows ($49)	ConvertPerfect converts files to and from 30 DOS file formats including WordStar, MultiMate, Microsoft Word, XyWrite and WordPerfect. ConvertPerfect for Windows converts from any of five word processing formats.
Argosy Software 212/274-1199	Software Bridge/Mac ($159)	Translates between more than 30 Mac and PC word processing programs, for more than 800 possible translation paths.
Systems Compatibility Corp. 800/333-1395	Software Bridge 5.1 ($149)	Converts documents between 28 PC word processing applications and three Macintosh word processors.

gram that can create files formatted for the DOS version of Word; Brady runs his files through it before pulling them into Word for Windows. Using the Word for Windows conversion program, he warns, strips the formatting from the original WordStar files.

Screenwriter Adam Rodman has run into similar problems. A Microsoft Word user anticipating a switch to Word for Windows, Rodman saved his files in Rich Text Format, an industry standard for storing text. The problem: When Word for Windows read the files, many of his headers were missing. "It wasn't a big deal to replace them by hand," Rodman says, "but I shouldn't have had to. What's really a mess is when you have complex tables or formatting demands. Then, invariably, a human being has to spend a fair amount of time sorting things out."

Word processor developers work to keep their products fine-tuned; little is as worrisome as customers who suddenly can't make their files do what they want. Lotus Development Corp., for example, produced a workaround, available in the libraries of the Lotus Word Processing Forum (GO LOTUSWP), that allowed Ami Pro 3.0 users to work with their version 2.0 international dictionaries until the version 3.0-specific dictionaries were released in the fall.

Whether through third-party software or simple ingenuity, such workarounds can save the day even when the problem at hand involves computers using different operating systems. Marte Brengle, a sysop in the Commodore Applications Forum (GO CBMAPP), says one question is commonplace: How do I move word processor documents from an 8-bit Commodore computer to an IBM PC running MS-DOS?

The transition is challenging because there is no program that allows an IBM-compatible PC to read the Commodore's disk. But because several programs let a Commodore computer read an IBM disk, the usual solution is to send the files from Commodore to PC via a null modem cable using Crosslink, a program in the forum's libraries. Brengle also refers forum members to CBM2PC.HLP, a file in Library 2, "ARC/Help/Forum Utilities," containing numerous tips on making the switch.

Free-lance writer Robin Rowland has dealt with file conversion issues since 1985, when he and collaborator James Dubro combined on a radio drama for the Canadian Broadcasting Corp. In the years since, the two authors have had to cope with two different operating systems, Dubro's Macintosh and Rowland's IBM-compatible PC. Dubro would save his Microsoft Word files in DOS format and send them via modem to Rowland, who would convert them from Word to WordStar format using Star Exchange, a program from Systems Compatibility Corp. that comes with WordStar.

When they first tested this routine, nothing worked; Dubro's DOS file would not convert into anything readable. Rowland uploaded sample files to the WordStar Forum (GO WORDSTAR), where members pointed out extraneous characters that were sabotaging the conversion. The problem wasn't in the conversion software itself, but in the modem transmission. Because Dubro hadn't turned off MacBinary format when he transmitted a file, his system was sending formatting characters that Rowland's program couldn't read. Turning off MacBinary made the text conversions workable.

For individuals, file conversion can be a challenge; for large organizations, it can become a full-time job. John Filshie works for the Agricultural and Food Research Council in Harpenden, England. The Council planned to move from DEC computers to IBM PCs running WordPerfect. Filshie knew that the DEC storage system was not readable by DOS, nor were the internal codes of the two word processors easy to convert. The first solution was to transfer DEC documents to the PCs by connecting the communications ports of each. Filshie then used Software Bridge to convert between file formats.

"Simple documents looked reasonable when printed, but they were messy and difficult to edit," Filshie says. "Complex, heavily formatted documents were a disaster." Having decided to create its own conversion routines, AFRC then brought in a local programmer. After some four weeks of programming and testing, the company had an automated conversion package that routinely routed documents into WordPerfect. In six months, almost all of the DEC machines had

Write Files: Word Processor Add-ons

Looking for enhancements or add-ons for your word processor? You'll find a host of shareware and freeware programs in the various word processing forums. If you're uncertain where to turn, use the FIND command at any ! prompt. FIND WORD, for example, turns up forum addresses for a wide range of word processors, from Borland International's Sprint to WordPerfect and Microsoft Word. And don't forget the useful tools in the Macintosh and IBM Applications Forums:

Here's a sample of the kinds of files you can find in the forum libraries:

TeX Front End—TeXtPlus Professional is a front-end word processor for the typesetting program TeX, letting you create documents without familiarity with TeX. English and German versions included. Shareware. Amiga Users Forum (GO AMIGAUSER), Library 6, "Word Processing/DTP," TXTPLS.LHA (667,216 bytes).

Borland Sprint Footnote Package—Utility streamlines production of footnotes in Borland's Sprint program. Hit a single key to create or edit footnotes in a split-screen window. Borland Applications Forum (GO BORAPP), Library 16, "Sprint," FNO.ZIP (16,128 bytes).

Spelling Checker for IBM PCs—ShareSpell, a shareware package, offers a 112,000-word dictionary and dictionary management programs. IBM Applications Forum (GO IBMAPP), Library 2, "Word Processing," SS24B.ZIP (267,263 bytes).

Pop-up Thesaurus—PopSaurus offers more than 70,000 synonyms, and can be used as a stand-alone program or as a pop-up TSR that comes up over your word processor. Shareware. IBM Applications Forum, Library 2, PS11.ZIP (307,702 bytes).

Computerized Notes—WinPost is a popular shareware tool that lets you create the electronic equivalent of the yellow Post-It note. Makes a great annotation tool for Ami Pro or any other Windows word processor. Lotus Word Processing Forum (GO LOTUSWP), Library 12, "Shareware/Utilities," WPST32.ZIP (294,206 bytes).

Proposal Templates—These pre-formatted templates help you generate proposals that close sales, win bids and help get projects approved. In Microsoft Word and text formats. Shareware. Macintosh Applications Forum (GO MACAP), Library 2, "Word Processing," PROPOS.SIT (71,424 bytes).

Recover Files—Recover! is a utility that enables you to retrieve the text of any bad file that the Macintosh's Finder can't open. Mac Applications Forum, Library 2, RECOVE.SIT (24,064 bytes).

Memory Macro—Remember 1.0 is a macro that restores all files that were open when you exited Word for Windows, placing the cursor back where you left it in each one. Microsoft Word Forum (GO MSWORD), Library 4, "Word for Windows," REMEMB.EXE (19,379 bytes).

Automatic Indexing—Create "back of the book" style indexes with this flexible program that reads Word, WordPerfect, WordStar and a variety of other formats without conversion. Handles any size document. Shareware. Microsoft Word Forum, Library 6, "Word for DOS," PCINDX.EXE (273,408 bytes).

Macro Collection—Contains more than 170 keyboard macros for WordPerfect using the "double quick" concept: press a key once and get Function 1; press it twice rapidly and get Function 2. Also download JLFIX.COM, which contains corrections for some macros. WordPerfect Users Forum, (GO WPUSER), Library 4, "Macros/Merges DOS," JLMACS.EXE (190,464 bytes).

Text Retrieval—dtSearch, a text-retrieval program, allows Boolean logic, proximity and phrase searches, and related features. Works with WordPerfect and a variety of other word processors. Shareware. WordPerfect Users Forum, Library 12, "Third Party/Utilities," DTSRCH.EXE (305,629 bytes).

Form Builder—Archive containing PC-Forms, a tool for assembling business and legal documents, and PC-Library, which creates and maintains text libraries. Completed documents are loaded into your chosen word processor. Shareware. WordStar Forum (GO WORDSTAR), Library 15, "Third Party/Add-ons," PCFMS1.ZIP (210,522 bytes).

been replaced, and WordPerfect was installed company-wide.

Because business conversions are demanding, the consultants who manage them often check CompuServe's forums for advice and tips. When Peter Broullire was hired to help a legal office convert files from the Wang environment to IBM PCs, he listened in on conversations in several forums, finally running across Sally Neuman, primary sysop in PC MagNet's Tips/Utilities Forum (GO ZNT:UTILFORUM). Neuman is also a regular in the WordPerfect Users Forum, where she assists members with various file-conversion problems. For Broullire, Neuman laid out a lengthy set of options, from which he settled on Software Bridge.

A systems integrator who has specialized in file conversions since 1985, Neuman notes that conversion problems are often the result of poorly designed software. "The engineers made a lot of assumptions about what people wanted and about what the destination software required, and often these assumptions were wrong," she says. "In other cases, software had to be generic to avoid massive reprogramming efforts. And let's not even *think* about converting glossaries, macros and other automated systems."

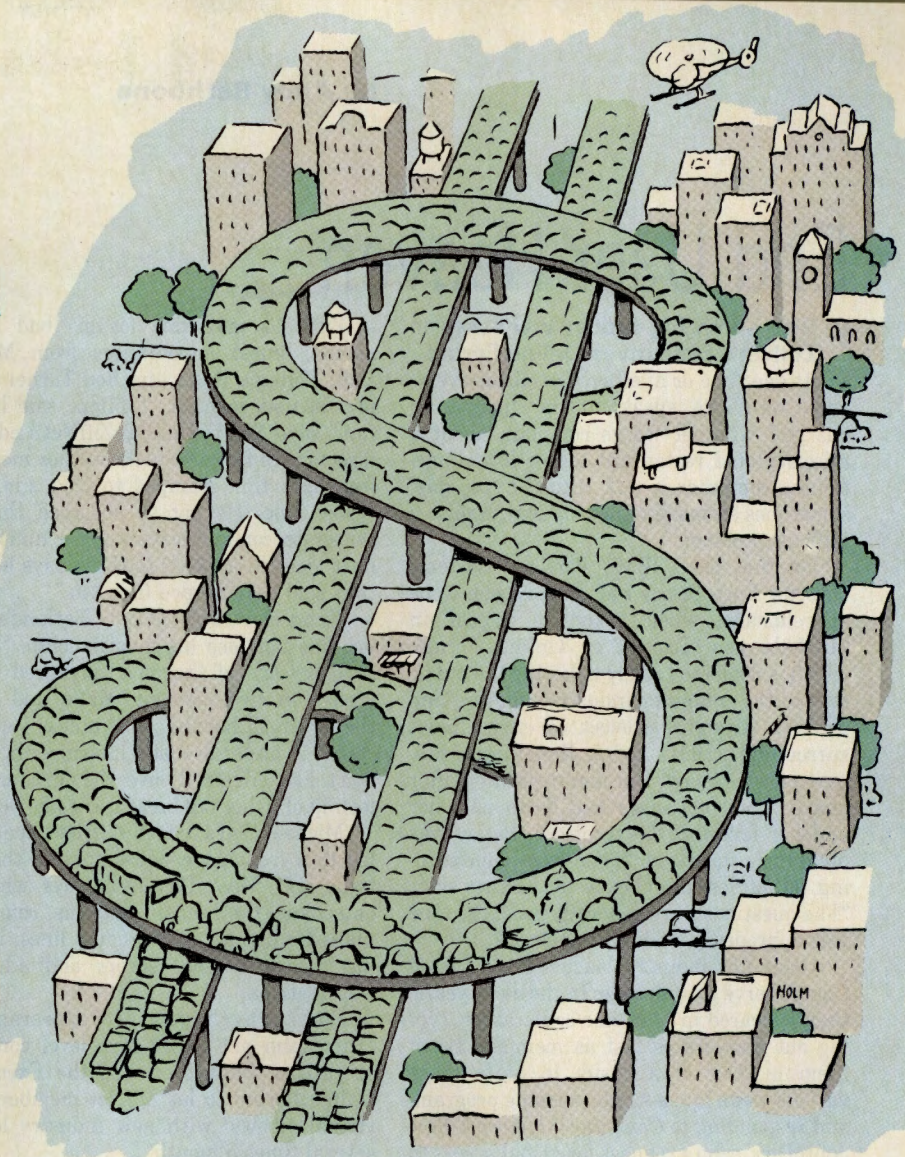
Conversion at the level Neuman is talking about puts major strains on even the best programmer's ingenuity. Mike Irwin needed to take a set of WordPerfect files and convert them into ASCII text with all their formatting preserved as special codes so the documents could be imported into Paradox, where they would serve as the basis of an electrical parts catalog. WordPerfect, however, has trouble converting its own codes into text strings. Irwin sought help in the WordPerfect Users Forum.

The answers were quick in coming, including an ingenious fix for preventing long lines from wrapping to the next line, which Irwin had tried in vain to prevent. Members suggested configuring the word processor to print on legal paper in landscape mode with a tiny point size. "Set up in this way," Irwin says, "the lines never got to the end of this apparently enormous piece of paper." Irwin also received forum help in eliminating extraneous WordPerfect symbols, such as those for hard and soft carriage returns.

Conversion problems aren't always this complex, but it's useful to know that even a challenging, multiprogram implementation like Irwin's can be studied and debugged online. One thing's for sure: The growth in new software programs shows no signs of slackening, and despite the best efforts of developers, moving files from one format to another will continue to be a major issue for end-users. CompuServe's forums are likely to be enlivened with file-conversion tips and tricks for some time to come.

Paul A. Gilster is a computer columnist and technology writer based in Raleigh, N.C. He specializes in the application of new technologies to business.

Whoever called it a *Freeway*, never owned a car...



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CS3AA1

by Andy Rathbone

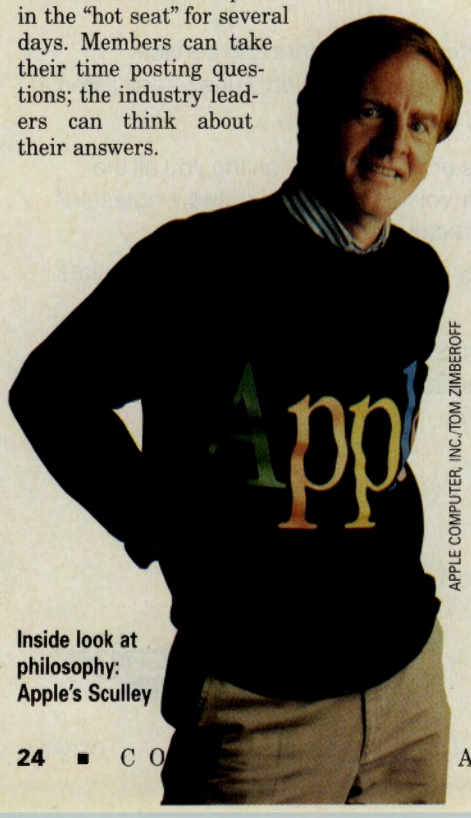
End User Heaven

Grill some big industry cheeses in ZiffNet's Executives Online Forum.

At one time or another, just about everybody wants to speak to the "person in charge." Whether it's to complain about a miscalculated restaurant tab or a malfunctioning computer, a talk with the "top dog" sometimes seems like the only way to solve a difficult problem.

On that note, IBM's Personal Systems Director Lucy Baney had good reason to be apprehensive when asked to appear in ZiffNet's new Executives Online Forum, which is dedicated solely to letting the public talk to the computer industry's movers and shakers. Given the provocative environment surrounding IBM's OS/2, Baney was prepared for the worst. But four days later, after nearly 1,500 messages had flown past her and her fellow IBM executives, Baney was pleasantly surprised. "There was some sniping, but far less than I expected," Baney says. "The questions were generally good; the tone was appropriate and quite upbeat."

Computer industry leaders have visited CompuServe for a decade. In the early years, they appeared in real-time conferences, typing out answers as fast as members typed them in. Out of a desire to unify these various visits into a single, ongoing program, and responding to *Computer Shopper* Editor John Dickinson's request for global access to online guests, ZiffNet created the Executives Online Forum (GO ZNT:EXEC). Instead of a flurry of messages over a two-hour span, ZiffNet's new forum puts executives in the "hot seat" for several days. Members can take their time posting questions; the industry leaders can think about their answers.



APPLE COMPUTER, INC./TOM ZIMBEROFF

Inside look at philosophy: Apple's Sculley

ZiffNet's magazine forums had hosted popular guest appearances from Michael Dell, Philippe Kahn and Rod Turner in the previous six months. "Philippe said he had fun," says Ed Passarella, ZiffNet's editorial director. "In fact, one night we saw messages from him time-stamped to 2:30 a.m. West Coast time. He got so absorbed that the corporate communicators there limited his next visit (in a week) to three days because they said they needed him, too."

Kahn discussed not only Borland's product line but also his musicianship: "I have probably one of the most advanced digital studios in my basement," Kahn said during the forum. "I hardly use it unless I want to record. I prefer acoustic instruments, and I don't like effects. I love the idea and the feeling of using my breath. It's like yoga."

Michael Dell's second ZiffNet appearance led to a front page news story in the next issue of *PC Week*, Passarella says, when the outspoken CEO confirmed his company's plans for several new product lines, including multiprocessor servers and advanced workstations.

Sparked by the success of appearances by Dell, Kahn and other high-level computer executives, ZiffNet created the Executives Online Forum to let ZiffNet members "rub virtual elbows" with new industry leaders several times a month.

The result? A new, interactive dimension to Ziff Communications' line-up of computer magazines. "For example, *PC Magazine* does a first look at Ami Pro 3.0," Passarella says, "then invites its readers to discuss the product online with an executive from Lotus and the author of the review."

While readers visit the forum to post questions, they also can download a demo of the product. "The result is a coordinated print, forum and download event," Passarella says. The recent four-day visit by Baney and other IBM executives led to 1,450 messages, and 400 downloads of OS/2 demos, application demos and text files, he notes.

It seems everyone is a winner: The executives promote their latest products and provide demo copies of the software; members worldwide participate in the dialogue, catching the industry leaders' computing views firsthand. But are the execs giving straightforward opinions, or dishing out standard public relations chatter? Like anything else discussed online, opinions vary.

For example, Richard Shorter of Auckland, New Zealand, caught wind of the Executives Online Forum while reading ZiffNet's What's New announcements. Curious, he headed for the forum to ask Lee Reiswig, IBM's assistant general manager of Personal Systems Programming, about IBM's positioning of OS/2 with its Unix offerings. "Reiswig said they're complementary products," Shorter says. "IBM will offer interoperability and consistent support for both. Obviously there was some element of PR, but I didn't mind that: It reinforced the fact that IBM is committed to OS/2."

Mark Polly in Cleveland wondered why his shipments of the OS/2 Toolkit and C Compiler were taking so long. He took his questions straight to the top. "I got a response very quickly expressing IBM's surprise that any orders were backlogged," he says. In a matter of days, he received calls from several people at IBM trying to track down what went wrong, and within a week the toolkit and compiler were shipped.

Ross Pettit of Racine, Wis., hit the IBM execs for details on their LAN strategy. "They spelled out clearly how NetWare fits into OS/2, that it will run as a nondedicated mode task," Pettit says. "This indicated a closer relationship with Novell than I had expected."

Harald Steinmetz of Bad Homburg, Germany, visited to hear what's *really* going on at IBM. "The information given out by Reiswig and Baney isn't found in official IBM statements because IBM is so careful with statements," he says. "But the forum showed me what is going on behind the scenes. The commitment of IBM to OS/2 and to a smooth way for us to migrate to Taligent or Pink (whatever the name will be) via OS/2 makes it the only choice for me."

Some members, such as Minnesota resi-

ZIGY KALUZNY

Raised the veil on new products: Dell

Who's Been in the Hot Seat?

Although ZiffNet's Executives Online Forum is the first CompuServe forum devoted to interaction between computer industry leaders and forum members, online guest appearances by industry leaders are nothing new. In fact, it was the popularity of recent ZiffNet visits by Michael Dell and Philippe Kahn that led to the Executives Online Forum's birth. Here's a sampling of transcripts from these and other chats with industry leaders:

EXECUTIVES ONLINE FORUM (GO ZNT:EXEC)

Library 16, "Guest Archives"

Michael Ludin, Dustin Software, August 1992. LUDIN.ZIP (11,469 bytes).

IBM Personal Systems and OS/2 executives, July 1992. IBM.ZIP (273,646 bytes).

Rod Turner, Symantec/Norton, June 1992. TURNER.ZIP (19,246 bytes).

Michael Dell, Dell Computers, May 1992, DELL2.ZIP (23,846 bytes); December 1990, DELL1.ZIP (28,221 bytes).

Mike Maples, Microsoft, April 1992. MAPLES.ZIP (56,526 bytes).

Steve Wagstaff, ARES, April 1992. ARES-.ZIP (19,041 bytes).

Rick Apple, Zeos, March 1992. ZEOS.ZIP (32,348 bytes).

Philippe Kahn, Borland, February 1992. KAHN.ZIP (165,048 bytes).

Gordon Eubanks, Symantec, February 1992. EUBANK.ZIP (26,919 bytes).

Ted Waitt, Gateway 2000, December 1991. WAITT.ZIP (42,618).

IBM OS/2 SUPPORT FORUM (GO IBM0S2)

Brian Proffit, OS/2 Tools Strategist, November 1991. Library 17, "IBM Files," GENIE.ZIP (13,871 bytes).

Lee Reiswig, IBM's "Blue Ninja," August 1991. Library 17, NINJA.ZIP (13,422 bytes).

IBM SPECIAL NEEDS FORUM (GO IBMSPECIAL)

Dennis Devendra, IBM National Support Center for Persons with Disabilities, November 1989. Library 11, "Conferences," SRD.CON (11,045 bytes).

MAC NEW USERS/HELP FORUM (GO MACNEW)

Quadra Development Team, Apple Computers, December 1991. Library 8, "Guest/CO Archives," QUADCO.TXT (31,208 bytes).

John Sculley, Apple Computers, November 1990. Library 8, SCLLEY.SIT (130,048 bytes).

Steve Wozniak, creator of the Apple II computer, November 1986. Library 8, WOZ1.TXT (5,905 bytes).

MAC ENTERTAINMENT FORUM (GO MACFUN)

Jeff Yette and Brenda Garno, Sir Tech, November 1991. Library 3, "Adventure/War Games," WEAPCO.CPT (12,032 bytes).

LDC WORD PROCESSING FORUM (GO LOTUSWP)

Bill Jones, Lotus, February 1991. Library 9, "Lotus Manuscript," BJAPCO.ARC (19,375 bytes).

ATARI ST ARTS FORUM (GO ATARIARTS)

John Eidsvoog and Charles Johnson, CodeHead Technologies, May 1992. Library 15, "News & Reviews," CH_CO.TXT (14,494 bytes).

John Jainschigg, editor and publisher of *Atari Explorer*, March 1992. Library 15, EXPLOR.CO (16,557 bytes).

ATARI ST PRODUCTIVITY FORUM (GO ATARIPRO)

Sam Tramiel, Atari, October 1988. Library 17, "Misc. Files," SAM-T.CO (22,423 bytes).

AMIGA USERS FORUM (GO AMIGAUSER)

Melissa Jordan Grey and Todor Fay of the Blue Ribbon SoundWorks, May 26, 1992. Library 3, "CO Transcripts," BRSWCO.LZH (12,156 bytes).

dent Mike Widseth, didn't have any questions answered. However, "several other people asking related questions *were* answered," Widseth says, "and I was able to get some good info. It didn't seem overly PR heavy. They answered questions you couldn't get the answer to anywhere else."

The IBM executives' popularity led to an unprecedented scroll rate: Messages scrolled off the board so quickly that members had to log on twice a day to keep up. Some questions went unanswered in the forum, but received replies through CompuServe Mail, Passarella says. Transcripts of the exchanges were placed in the forum's libraries (see box above).

When Michael Ludin, president and CEO of Dustin Discount Software, took over the "guest executive" seat from the IBM leaders, the forum was less hurried, allowing for more personal attention. John Goodwin, president of an employment database service in Kansas City, took full advantage of the calm. He needed detailed information about faxes and scanners not found in trade magazine reviews.

COMPUTING SERVICES

"Ludin was helpful in identifying a fax/modem/phone switch for us," Goodwin says. "While he didn't fully comprehend my questions on scanning, I was most impressed with his one-day follow-up. We corresponded for two days by fax."

Indeed, the forum seems to be successful all the way around, says Passarella. Not only do the members enjoy speaking with the people they've read about, but also the executives themselves jump at a chance to meet their customers firsthand and gauge support for their products.

"The wildly successful visit by IBM's OS/2 team started as a phone call from an IBM employee who read about the guest stint by Microsoft's Mike Maples," Passarella says. "When we followed up, it turned into a six-person contingent."

And as for "real talk" versus "PR"? "We're confident that members quickly see through any smoke and get right to substantive issues," Passarella says. "Our guests realize this, too, and respond frankly."

For the latest word on the forum guest list, head for the Executives Online Forum. The "News Flash" announcement automatically displays the current month's schedule of guest appearances. ZiffNet is available to CompuServe members for a $2.50 a month surcharge. Standard connect-time charges apply.

Andy Rathbone is co-author of PCs for Dummies. *His CompuServe User ID number is 75300,1565.*

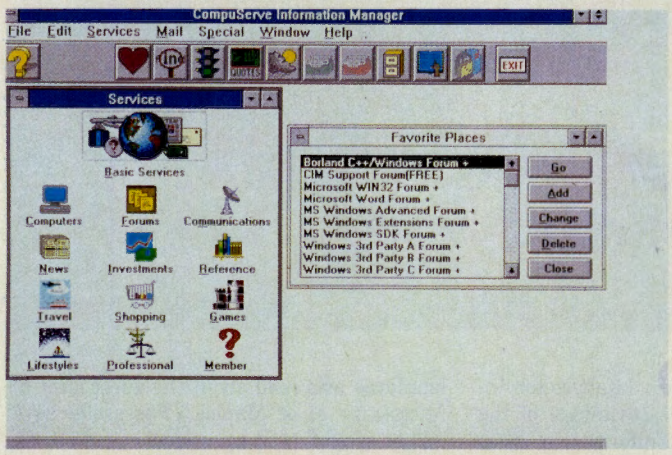
by Harry Green

A WinCIM Test Drive

A first look at features of the Windows Information Manager.

CompuServe's new Windows-based information manager, WinCIM℠, makes a session on CompuServe as different from an ordinary command-driven session as Windows is different from DOS. Let's cruise through a CompuServe session to give you an idea of how WinCIM operates.

First, start your engine, which, of course, is the Windows operating system, and install WinCIM. The cruise can't start until you've initialized WinCIM, so pull down the Special menu and insert the communication variables that WinCIM will use for logging you on to CompuServe: the primary and backup access numbers, password, modem speed, comm port and other such session variables. With these in place, you can immediately send and receive mail, obtain weather forecasts, download stock quotes or access any of CompuServe's services simply by clicking the mouse cursor on the appropriate icon on the Ribbon below the main menu.



Ribbon of popular features and Window-ed display: WinCIM

Most main menu options, such as File, Edit, Window and Help, will be familiar to Windows users. Immediately below the menu is the Ribbon with a selection of icons. One of the icons brings up the Services menu, which lists a baker's dozen categories, including basic services, news, investments and games. Click any one of these, and the engine roars to life, seizes the modem and dials the Information Service.

But throttle back for a moment. Before you log on the first time, take time to fill up the Favorite Places directory. If you frequently access the IBM File Finder, for example, it can be added to Favorite Places using these simple steps: Click the icon to open a dialog box, click Add, type the full title of the destination (IBM File Finder) and the shortcut used for reaching it (IBMFF). When you click OK, it is added to the directory.

COMPUTING SERVICES

If you want a refresher on what is available online, click the Help menu and select the CompuServe Directory to bring up a complete list of services. All of this is done offline without incurring any usage charges. You also can create mail and forum messages offline and put them in the Out-Basket for delivery during the online session.

Going online is as simple as clicking a mouse button on your first destination. Assume you're going to check e-mail and send a couple of messages that you prepared offline. Click Mail on the main menu. WinCIM logs you on, and takes you to CompuServe Mail. If you have any waiting messages, you can read them online or simply file them in the In-Basket for offline perusal. WinCIM sends any messages from the Out-Basket and waits for the next destination.

Suppose you want to download stock market statistics daily for the stocks in your portfolio. Click the Quotes icon, list the stock exchange symbol in the box that pops up, and WinCIM retrieves market statistics that you can copy to the Clipboard and paste into a database or spreadsheet.

With WinCIM, cruising the forums is a different experience than it is using CompuServe's menu or command-driven interfaces. You can still use the familiar GO procedure by clicking a traffic light icon. For forums you access occasionally, this process works fine, but it's easier to add frequently visited forums to your Favorite Places menu and let WinCIM do the work.

When the connection is established, a box of icons called the Toolbox appears, showing the forum options. If you have messages waiting, you can retrieve them or store them for offline perusal and response.

For message browsing, the initial dialog box shows the forum's sections with the number of new messages and topics in each section since you last logged on. You can mark them for retrieval or map them. The advantages of a graphical user interface are apparent when you map the messages to show the threads. The name of the originator of the thread is shown at the top, followed by subsequent messages joined with lines showing the various branches. You can enter the thread at any point by clicking the mouse cursor on the message. As with e-mail, you can choose to read messages online or simply mark them for later download. When you exit CompuServe, WinCIM downloads and stores all marked messages and logs off automatically.

To appreciate WinCIM's versatility, browse the forum libraries and download files. When you click the Library icon, WinCIM lists all of the libraries in the forum. When you choose a library, it lists all of the files it contains together with pertinent data, such as date uploaded, author and file size. You can expand the display to show the file description that you normally get with the Browse command. When you decide to download a file, there are no commands or protocols to worry about. Just instruct WinCIM to download, and it does the rest. During the download, a window pops up to show the elapsed time, the time remaining, and the percent of the download completed. Since you're running under Windows, you can let it download in the background while you run another application.

When you terminate the session, just tell WinCIM to disconnect. If you have marked files for retrieval, it downloads and stores them, then disconnects.

If you've wondered why CompuServe makes a program available that reduces the amount of time you spend online, download WinCIM and give it a try. The program makes a CompuServe session so effortless that you'll find yourself logging on just to enjoy a cruise through the forums. For the latest information about obtaining WinCIM and receiving support, GO WINCIM.

Harry Green is president of Pacific Netcom Inc., a Portland, Ore., telecommunications consulting firm. His latest book is The Business One-Irwin Handbook of Telecommunications. *His CompuServe User ID number is 70007,431.*

Window-less CIM Versions

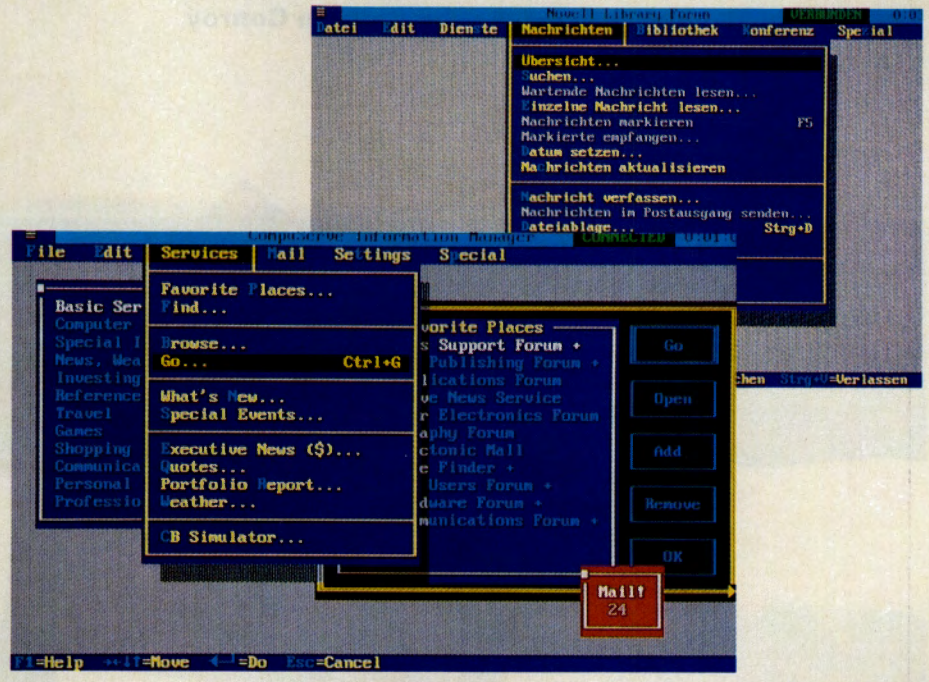
Are you among the PC users who haven't converted to Windows yet? Take heart. You can still get many of the features of WinCIM with one of the DOS versions of CompuServe Information Manager. DOS CIM, which features a windowed interface with pull-down menus and dialog boxes, comes in both English and German versions. DOS CIM is a CompuServe software product that provides a simple, powerful interface to all of CompuServe's online features, including CompuServe Mail, financial databases and quotes, forums, CB Simulator and news.

Like WinCIM, DOS CIM includes a screen editor so you can compose messages offline. Mail and selected forum messages can be routed to file for later review offline. Once you locate useful services or databases, you can store them in your Favorite Places list for rapid access.

One of the most useful features of DOS CIM is its capability of browsing and downloading software and information from CompuServe's forum libraries. When you find a file you want to download, DOS CIM either downloads it immediately without the use of special commands and protocols, or you can instruct the program to download it at the end of the session and automatically log off.

DOS CIM works well in the English language, but users in other languages may encounter problems because the menus are in English, and also because English lacks certain characters that other alphabets have. For example, some German vowels are modified by an *umlaut* (two dots above a character), with the result being a sound that doesn't exist in a single English character. The German version of CIM takes care of this problem by converting the German vowel into its English equivalent. For example, *ü* is automatically translated to "ue."

One of DOS CIM's outstanding features is the ability to have different menus and options at your fingertips. If you're reading a forum message that describes a utility program in a forum library, for example, you can find the program without losing your place. The result is more value for the time and money you spend online.



Multimenu control of forum browsing and downloading, with offline message editor: DOS CIM

Both the English and German versions of DOS CIM are supported in the CIM Support Forum (GO CIMSUP). The program can be ordered for IBM PC and compatible computers in CompuServe's online ordering area (GO ORDER). The cost is $25, and it includes a $25 usage credit. The German version of DOS CIM can be downloaded online from the CompuServe Information Manager for DOS area (GO CIMSOFT) for $10, which includes a $10 usage credit. ◀

—HG

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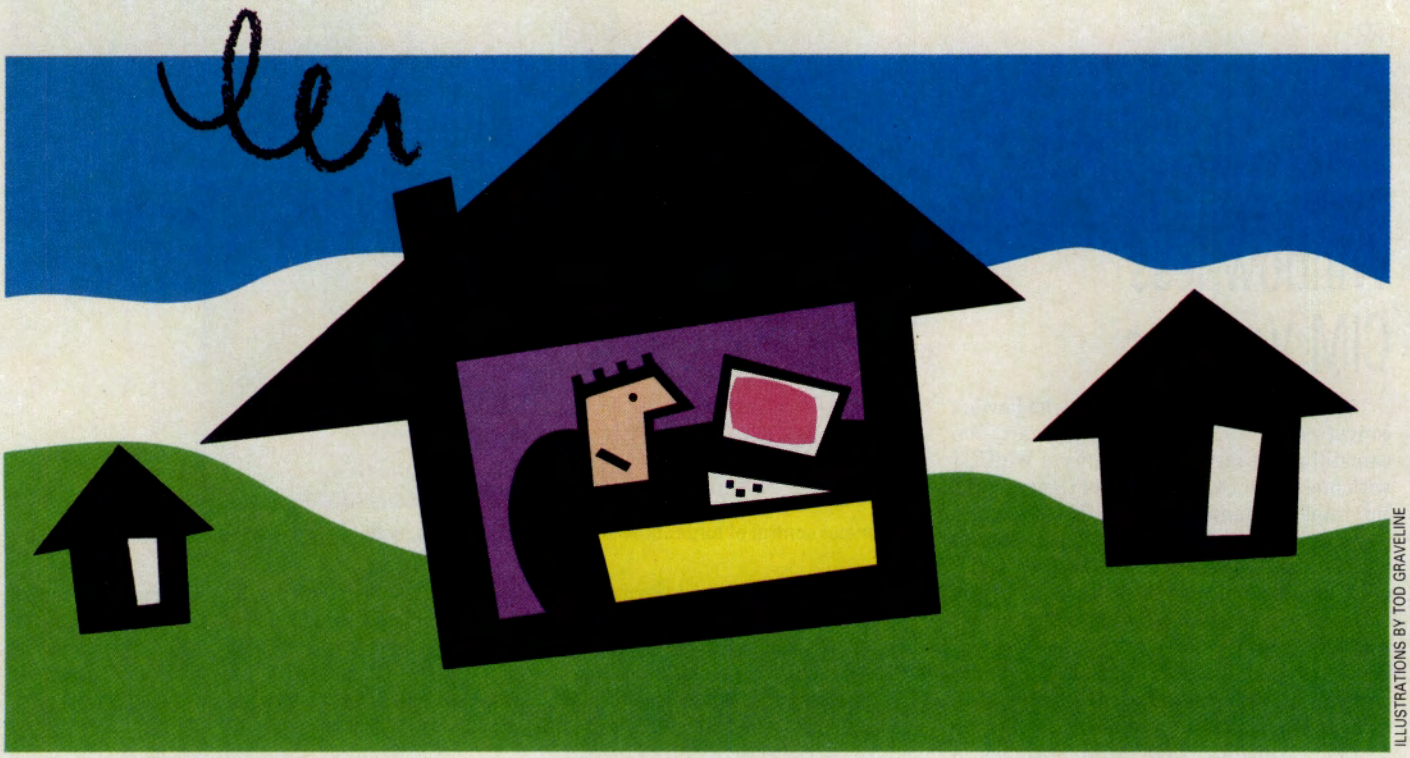
GO OLI for more information.

by Cathryn Conroy



ILLUSTRATIONS BY TOD GRAVELINE

Home Working Network

Informal groups of home-based businesspeople now congregating offer contacts and political clout.

Melbourne, Fla., boasts almost as much vacant commercial office space as it does sunshine. To fill empty buildings, Melbourne lawmakers recently decided to prohibit the licensing of home businesses. If all those entrepreneurs holed up in offices in spare bedrooms would instead rent commercial space, the city's glut would turn into a boom. Or so they reasoned.

What they didn't anticipate was the political prowess of the Space Coast Home Office Association, a group of 42 home-business entrepreneurs. The association appointed a task force to lobby city council members in hopes of changing the law. Club members realized that while the regulation might look good for the short term, it could be catastrophic over the long haul, as most home-based entrepreneurs don't have enough capital for commercial office space when they are starting out.

Although this home-business club began as a way for isolated entrepreneurs to exchange ideas, offer inspiration and track new business leads, it has become much more. It's now a political force.

The idea of business networking and community political action through home-business clubs is gaining momentum as a rapidly increasing work-from-home crowd seeks an organized way to represent itself.

Paul and Sarah Edwards, sysops of the Working From Home Forum (GO WORK), cite a number of forces contributing to the movement. More people than ever are starting home businesses, especially as they find themselves the unemployed victims of corporate downsizing. Starting a business from home is often the perfect solution to taking control of their professional and personal lives.

"There has always been a need for local home-business clubs, but until now, there were not enough home-business people to make it happen," says Sarah Edwards. "This is a grass-roots movement."

Comprised of people who operate a variety of home businesses, these groups meet regularly to share ideas, make friends and meet business contacts. They offer practical, hands-on information on how to do business in specific geographic locales. Because they

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▼

Power to the Home Office People

▼

Club Files, p. 30

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JANUARY 1993

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RED CRYSTAL VASE $35
RED CRYSTAL VASE WITH ROSES $80

Give legendary Ghirardelli® chocolates to savor and share!

These are the chocolates dreams are made of! The original Ghirardelli® chocolates, from San Francisco's famous chocolate factory. Presenting 8.8 oz. of remarkable Ghirardelli® truffles in their own lovely gift box.

COFFEE ANYONE ???. GO COF
GHIRARDELLI® CHOCOLATES $13.95

Charm her with a silver marriage box.

This small jewel box is an exact copy of the Dutch boxes made by silversmiths in the 17th century. Small silver boxes such as this charming bride's box were filled with gold ducats and presented by a suitor to his lady. Joined hands and figures of hope, trust, prudence and love are engraved around the sides. Perfect for her desk or dresser. 2½″ high.

THE METROPOLITAN MUSEUM OF ART. GO MMA
SILVERPLATE MARRIAGE BOX $72

Warm up with this Morning Glory Teapot, now at $7 savings.

Start the day right with a steaming cup of flavored tea served from this lovely Morning Glory Teapot. The four-cup earthenware teapot comes gift-wrapped for the occasion with a bonus of two samples of delicious flavored teas.

BRETON HARBOR BASKETS AND GIFTS. GO BH
MORNING GLORY TEAPOT
LIST PRICE $40
SALE PRICE $32.99

Send her hearts to show you care.

These 14k gold hoop earrings with dangle hearts are sure to make her smile! A total of 2.0 grams of 14k gold. For pierced ears. Order #EAR0189. Ordering for SAC members only. Not a member yet? Enroll online for super savings.

SHOPPERS ADVANTAGE CLUB. GO SAC
GOLD DANGLE HEART EARRINGS
MEMBER'S LOW PRICE $39

Woo her with the "Hunt For Two" picnic hamper.

Imagine the romantic picnics you'll enjoy with Brooks Brothers' handcrafted "Hunt for Two" picnic hamper. This lasting keepsake is made of only the finest golden willow and quality leather. Secured in the leather fittings are hand-decorated, gold-rimmed porcelain plates. The basket is outfitted with stainless flatware for two, acrylic wine goblets, two food storage boxes, waiter's corkscrew/bottle opener, cutting board, coordinating napkins and a soft, inviting plaid blanket measuring 50″ x 60″. Basket measures 18″ x 12″ x 7″.

BROOKS BROTHERS. GO BR
PICNIC HAMPER $295

Cross her heart and save 30% !

For 150 years Cross has been one of the most respected names in writing instruments. What better token of your feelings than to give her a beautiful ladies ballpoint pen. Features a stylish accent band and comes with its own pen purse. Choose lustrous chrome or sleek black.

SUNGLASSES SHAVERS & MORE. GO SN
LUSTROUS CHROME BALLPOINT
RETAIL PRICE $15.50
SALE PRICE $10.85
SLEEK BLACK BALLPOINT
RETAIL PRICE $24.50
SALE PRICE $17.15

Let her fantasies take flight with The Young and the Restless.

If your Valentine loves the soaps, she'll delight in *The Young and the Restless Fantasy Memoirs*. Create-A-Book will make her the star of her own soap opera experience. As a reporter on assignment, she becomes romantically involved with Victor, the leading man of the popular TV soap. You provide the heroine's name, her friends' names and her hometown. Create-A-Book does the rest.

CREATE-A-BOOK. GO CK
THE YOUNG AND THE RESTLESS $19.95

Say "I Love You" every day with the Love Calendar.

Your tender sentiments will last all year long. Each day there's a fresh quote to brighten your loved-one's thoughts. This unique calendar starts on February 14, 1993 and doesn't stop amusing, flattering, charming and enchanting its user until February 13, 1994. Quotes from the wise and the witty alike—Hemingway, Churchill, Sappho, Plato, Groucho and many others!

COURT PHARMACY. GO RX
LOVE CALENDAR $6.95

Share the romance of the tropics with exotic orchids.

Send orchids so fresh they fill the room with the fragrance of the tropics! Carefully hand-picked and gently packed in a dramatic gift box for a magnificent presentation. Each bouquet is filled with gorgeous blooms that will last for weeks. Order by noon EST for Federal Express two-day delivery (included in all prices).

FLOWER STOP. GO FS
DENDROBIUM BOUQUET $39.95
CYMBIDIUM BOUQUET $39.95

Speed her red roses via electronic cupid and save when you order early.

The finest of long-stemmed red beauties guranteed to arrive as fresh as your first kiss! No other flower expresses your sentiments as strikingly as roses. Send one dozen lovely blooms blanketed with baby's breath and fresh greens to tell your Valentine how you feel. Available in vase as pictured, boxed or in fancy vase. Order early and save!

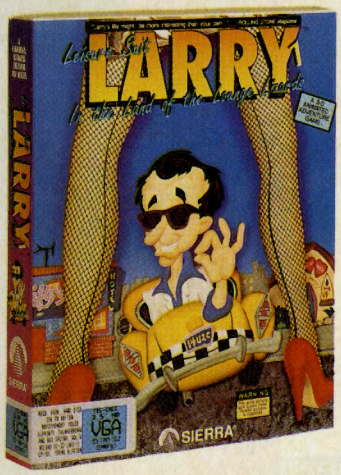
800-FLOWER & GIFT SHOPPE. GO FGS
ONE DOZEN ROSES IN VASE PICTURED
ORDERED BEFORE JAN. 18: $59.99
ORDERED JAN. 19 TO JAN. 31: $69.99
ORDERED FEB. 1 TO FEB. 18: $79.99

Choose "Heart Beats" waffle maker for tasty savings!

The unique Maxim waffle maker makes five crispy, evenly browned heart-shaped waffles in minutes. There's an adjustable temperature control for "just-right" browning. Non-stick interior cleans in a jiffy. Pilot light. Recipe book included. One-year warranty. 5" x 8¾" x 11⅜". Model #WB50. Ordering is for SAC members only. Enroll online for great savings.

BEST BUY!

SHOPPERS ADVANTAGE CLUB. GO SAC
"HEART BEATS" WAFFLE MAKER
MEMBER'S LOW PRICE $26



Enjoy a night on the town with Leisure Suit Larry!

Join *Leisure Suit Larry #1 In the Land of the Lounge Lizards* to experience action, thrills and excitement searching for the ultimate adventure! Great fun and challenges. Icon-driven, point-and-grope interface. Requires 640K, 286 or higher. Hard drive recommended. Mouse/joystick optional.

SIERRA ONLINE. GO SI
LEISURE SUIT LARRY $24.95

Visit the Coca-Cola™ Catalog for nostalgic collectibles and gifts.

Browse through the Coca-Cola™ Catalog of over 20 specialty items and you'll see why Coke® has been America's favorite for so long. You'll find marvelous nostalgia pieces for your home, office and everyone in the family. Among the "must haves" you'll enjoy is the Coca-Cola® baseball shirt. It displays the famous 1935 magazine ad that unites America's favorite pastime with America's favorite soft drink. It's 100% pre-shrunk cotton with ¾-length red sleeves. Oversized for comfort, in M, L or XL. And made in the U.S.A., of course (**$29.95**). And, these brightly colored delivery trucks are great toys or perfect for a collection. Completely faithful to the originals, these die-cast trucks feature graphics from the 1930s and '40s. They're precision-crafted to 1:64 scale. Up to 6½" long (set of three, **$34.95**). There's lots more online! You also get a **free** Coca-Cola® bottle opener with any purchase.

COCA-COLA™ CATALOG. GO COKE

NEW MERCHANT

Step up to the Super Step® Plus Stairclimber™.

The portable Super Step® Plus Stairclimber lets you simulate stair climbing, one of the most effective forms of aerobic exercise, anywhere in the house. Weighing in at just 15 lbs., the Super Step® allows you to adjust intensity settings so you build power and stamina at your own pace. Features wide pedals with anti-slip rubber pads and a wide, heavy-duty base for extra strength and stability. Includes instruction video. Measures 18″ x 28″ x 8″.

SEARS. GO SEARS
SUPER STEP® PLUS STAIRCLIMBER $99.99

BEST BUY!

NEW MERCHANT

Find the hottest electronics and appliance savings at Z Best!

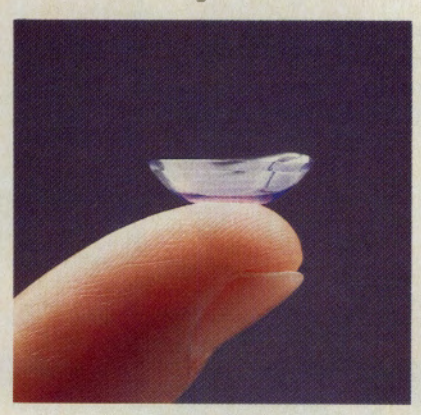
Z Best is your best bet for great savings on all national brands of electronics and appliances. Unlike other discounters, Z Best specializes in customer service along with low, low prices. There's **no membership fee**. Your **satisfaction** is **guaranteed**. All orders are shipped within 48 hours. And there's **free** regular delivery within the continental U.S. Z Best carries every major brand of electronics and appliances, including CD players, stereo equipment, TVs, camcorders, microwaves and appliances—you name it! Z Best features over 400 products online, so shop now for savings like these: Toshiba 19″ Remote Color TV with full function control, sleep timer, cable-ready, on-screen display and controls. List price $349.95, now only **$239** delivered. Or the Sony 8mm Camcorder with remote, 10 to 1 variable speed zoom, 2 lux, auto exposure, high-speed shutter, sports view finder. List price $1,100, now only **$699** delivered. You can also make special requests for products not listed online.

Z BEST ELECTRONICS & APPLIANCE. GO ZBEST

Save $5 on flannel shirts from Sears.

Sears' exclusive Fieldmaster® flannel shirts will keep the icy blasts of winter at bay. Rugged and handsome, these shirts are fashioned in a heavyweight, 5 oz. cotton blend that never needs ironing. Choose an unlined style for lightweight comfort or quilt-lined for extra warmth. Made in USA. Average, Big and Tall sizes.

SEARS. GO SEARS
UNLINED FLANNEL SHIRTS WERE $17–$21
NOW **$11.99–$15.99**
LINED FLANNEL SHIRTS WERE $27–$31
NOW **$21.99–$25.99**



Save up to 65% on replacement contact lenses—and get a *free* lens holder.

When you need replacement contact lenses, you need them fast. Contact Lens Supply features every prescription, every brand—at savings up to 65%. Solutions and accessories, too! All in-stock items shipped within 24 hours. And, with your first order of replacement lenses, you'll get a contact lens holder **free**. Order today.

CONTACT LENS SUPPLY. GO CL

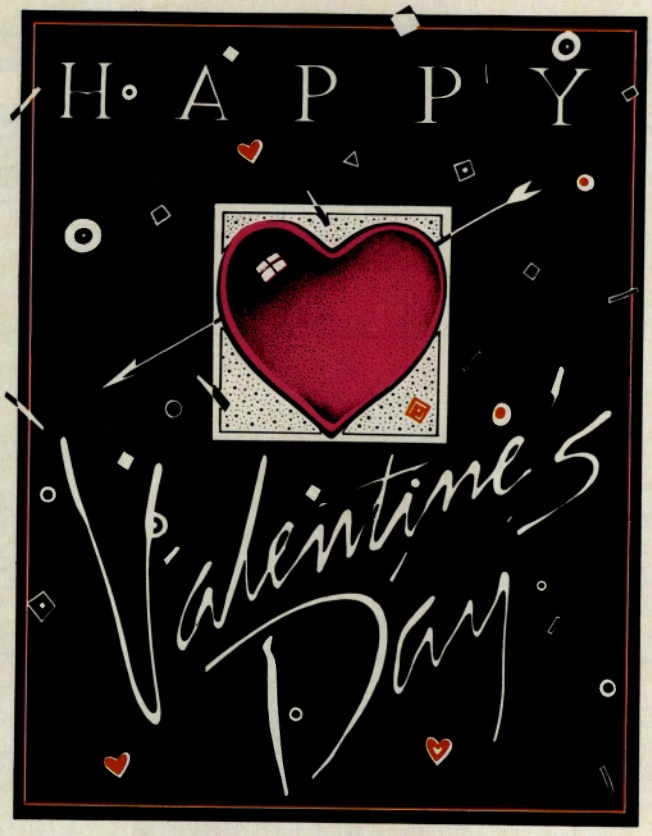
THE COMPUSERVE COMMITMENT TO ELECTRONIC SHOPPING

As a CompuServe shopper, you are on the leading edge, shopping today the way the rest of the world will shop in years to come—electronically! We are continually striving to expand our roster of stores to provide you with the best products, services and information available. We welcome your comments and suggestions.

SHOPPERS GUIDE

Shop the Valentine's Day Gift Guide for Last-Minute Inspiration.

Now's the time to make this Valentine's Day one that your special someone will remember always. We've shopped The Mall for you and gathered dozens of exciting gifts that say "Be Mine." Best of all, they are organized by category to make your shopping easier. Select from Hearts and Flowers, Seductive Suggestions, Cupid's Choice or The Way to His Heart. Order online to say "I love you." GO MALL



Pocket Hot Savings at The Electronic Mall's New Discount Center.

It's a Grand Opening and you're invited! January 15th, 1993, The Mall's brand new Discount Center goes LIVE with tremendous savings for you. There'll be scores of fantastic buys for you to browse through—all organized so you can search by price range as well as category. Best of all, new merchandise will be added at least twice a week for last-minute buys! And, you'll be able to order right on the spot! Watch for these special departments: Hot Off the Truck—On Sale Seven Days or Less; Software and Accessories—For Apple, Mac, IBM and Amiga; Books, Videos and CDs; Gadgets and Electronics; Sports and Fitness; Gourmet Food and Gifts; Kiddie Corner; Overstocks—Savings of 50% or More. Get ready to save—year 'round at The Electronic Mall!

Shop Free All Day, Every Day at The Electronic Mall.

Good news! There's never a connect-time fee at The Electronic Mall. You can browse through more than 100 Electronic Mall stores at your leisure, 24 hours a day, 365 days a year—at no charge. So, happy shopping! GO MALL

How to Place an Order

When you see a product you would like to purchase, simply type "O" to order. Imagine you are putting an item in an electronic shopping cart. You can continue shopping in a store, adding more items to your cart or you can head directly to the checkout counter by typing "Checkout." An electronic order form will appear and you will be prompted for all pertinent information such as size, color, delivery method and credit card billing. Remember, you can cancel your order at any point by typing "Exit." Once your order is complete, you will see an order confirmation giving you another chance to change all or part of your order.

THE ELECTRONIC MALL/ QUICK REFERENCE CHART

Use this handy table when placing your order.

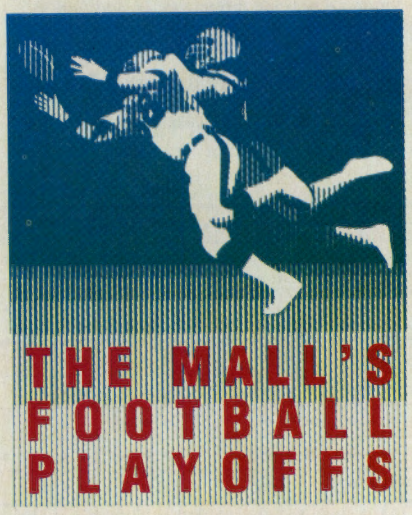
Merchant	Go Code	Apparel / Accessories	Arts / Music / Video	Auto	Books / Periodicals	Business / Finance	Clubs / Memberships	Computing	Gifts / Flowers Gourmet Foods	Health / Beauty	Hobbies / Toys / Pets	Information Services	Merchandise / Electronics	Office Supplies	Sports / Leisure	Travel Vacations	VISA	MasterCard	American Express	Diners Club	Discover Card	Merchant's Store Card	COD	Cash, Check, Money Order	Direct Bill	No Billing Applies	Australia/New Zealand	Canada	Europe	Japan	Other International	Free Print Catalog	Electronic Order	Cost of Catalog Credited Toward Purchase	New Merchant
Advantage Communications	AD					•						•													•										
Adventures in Food	AIF		•		•				•								•	•	•		•			•								•	•		
Air France	AF															•	•	•	•	•	•						•	•	•	•	•	•	•		
Alaska Peddler	AK	•							•								•	•	•								•	•	•	•	•	•			
American Express	AE								•							•	•	•	•					•											
American Management Assoc.	AMA					•						•															•	•	•	•	•	•	•		
Americana Clothing	AC	•							•						•		•		•					•				•	•	•	•				
AT&T Toll-Free 800 Directory	ATT	•	•		•			•	•	•	•	•	•	•	•	•	•								•		•	•	•	•	•	•		
Automobile Information Center	AI		•	•								•	•					•									•	•	•	•	•			
AutoQuot-R	AQ			•								•						•	•		•						•	•	•	•	•			
AutoVantage Online	ATV			•			•											•	•															
Barnes & Noble	BN		•		•				•									•	•															
BMG Compact Disc Club(GO BMG)	CD		•				•																											
Boat Xpress	BX											•																						
Books On Tape	BOT		•		•													•	•															
Bose Express Music	BEM		•				•											•	•		•													
Boston Computer Exchange	BCE							•				•						•	•															
Breton Harbor Baskets and Gifts	BH				•				•	•	•							•	•															
Broderbund Software	BB							•										•	•															
Brooks Brothers	BR	•							•										•			•												
Buick Magazine	BUICK			•				•				•	•					•	•					•										
Business Incorporating Guide	INC					•		•				•	•					•	•					•										
The Catalog Store	CA	•	•		•	•		•	•	•	•	•	•	•	•	•																		
Checkfree Corporation	CF					•												•	•					•			•	•	•	•	•			
The Chef's Catalog	CC							•	•		•		•					•	•					•										
Coca-Cola™ Catalog	COKE	•							•									•	•					•			•	•	•	•	•			
Coffee Anyone???	COF								•				•					•	•					•										
Columbia House	FREECD		•				•																		•									
The Company Corporation	CORP					•								•				•	•															
CompuBooks	CBK				•			•										•	•															
CompuServe Store	ORDER				•			•										•	•															
Computer Express	CE				•			•					•					•	•		•													
Computer Shopper	CS					•		•	•									•	•		•			•										
Contact Lens Supply	CL						•			•								•	•					•										
Cosmetics Express	CM								•	•								•	•															
Court Pharmacy	RX	•							•	•			•					•	•		•			•										
Create-A-Book	CK				•				•									•	•															
Dalco Computer Electronics	DA							•										•	•		•			•								•	•	
Data Based Advisor	DB				•			•										•	•															
Desktop Direct	DD							•																										
Direct Micro	DM							•						•				•	•		•			•			•	•	•	•	•			
Dow Jones & Co.	DJ					•																												
Dreyfus Corp.	DR					•																												
800 Flower & Gift Shoppe	FGS								•									•	•		•			•			•	•	•	•	•	•	•	
Executive Stamper	EX													•				•	•		•											•	•	
Figi's Gifts	FG								•									•	•		•											•	•	
Florida Fruit Shippers	FFS								•									•	•		•							•	•	•	•	•	•	
Flower Stop	FS								•									•	•		•													
Ford Electronic Showroom	FORD			•				•					•											•								•	•	
Ford Motor Company	FMC	•						•				•			•			•	•		•			•				•	•	•	•	•	•	
Garrett Wade Woodworking	GW								•			•						•	•		•											•	•	
The Gift Sender	GS								•	•								•	•		•						•	•	•	•	•	•	•	
Gimmee Jimmy's Cookies	GiM								•									•	•		•													
H&R Block	HRB					•							•													•						•	•	
Hammacher Schlemmer	HS												•																					

Shipping Information

Shipping destinations and methods differ from store to store. Many stores will ship virtually anywhere in the world. Others ship to the U.S. and Canada, or to the U.S. only.

Shipping options differ, too. In addition to standard UPS ground, many merchants also offer one, two or three-day rush delivery for an added fee. In some cases, the price online includes shipping and handling anywhere in the continental U.S. Use the handy guide on these two pages as a quick reference for each store's shipping policies.

The Homefinder Service	HF
Honey Baked Ham	HAM
Independent Investors Research, Inc.	IIR
JCPenney	JCP
JDR Microdevices	JDR
Justice Records	JR
K & B Camera Center	KB
The Laser's Edge	LE
Lincoln Electronic Showroom	LM
MacUser	MC
MacWarehouse	MW
Mac Zone/PC Zone	MZ
Max Ule Discount Brokerage	TKR
McGraw-Hill Book Company	MH
Mentor Technologies	MN
Mercury Electronic Showroom	LM
The Metropolitan Museum of Art	MMA
MicroSoft Press	MP
MicroWarehouse	MCW
Mission Control Software	MCS
Money's Financial Market	MFM
Music Alley Online	MAO
Narada Productions	NP
NewsNet	NN
Omaha Steaks	OS
Omni Technics	OT
Parsons Technology	PA
Paul Fredrick Shirts Company	PFS
PC Catalog	PCA
PC/Computing	PCC
PC Magazine	PM
PC Publications	PCB
PC Sources	PC
Penny Wise Office Products	PW
Personics Custom Cassettes	PS
Peterson's Connexion	PX
PetWorks	PT
PRC Database Publishing	PRC
READ USA	READ
Relocation Network	RELO
Rent Mother Nature	RM
Robertson Electronics, Inc.	RE
Safeware Computer Insurance	SAF
Sears	SEARS
Shareware Depot	SD
Sharon Luggage and Gifts	SL
Shoppers Advantage Club	SAC
Short Sizes Inc.	SS
Sierra Online	SI
Small Business Emporium	ENT
Small Computer Book Club	BK
Softdisk Publishing	SP
Software Specialties	SOF
Sunglasses, Shavers & More	SN
Telebit Corporation	TBC
The Travel Club + TWA Services	TTC
TRW Credentials	CRE
TSR Games Shoppe	TSR
Twentieth Century Mutual Funds	TC
University of Phoenix	UP
Volkswagen	VW
Walden Computer Books	WB
Walter Knoll Florist	WK
Wiley Pro-Shop	JW
Windstar Cruises	WIND
Z Best Electronics & Appliance	ZBEST
Ziff Buyers' Market	BMC



Test your football IQ and win valuable prizes!

Calling all Monday morning quarterbacks, gridiron gurus and football fanatics! If you know your football, you could score **big** in The Electronic Mall's Football Playoffs. Every week, you'll have a chance to make points by answering two multiple-choice questions, one pro- and one college-related. The players with the most points by Friday, January 29, 1993 will win valuable prizes. You'll find complete rules and regulations online. Now here's a look at what you could win:

GRAND PRIZE (1 winner):
A Magnavox Camcorder, retail value $1,149
Compliments of Shoppers Advantage Club. GO SAC

FIRST PRIZE (2 winners):
An Authentic NFL® Team Jersey, retail value $99
Compliments of JCPenney. GO JCP

SECOND PRIZE (1 winner):
A Miniature Football Helmet, retail value $99.95
Compliments of Hammacher Schlemmer. GO HS

THIRD PRIZE (4 winners):
Football Software, retail values $59.95 to $24.95
Compliments of Computer Express. GO CE

FOURTH PRIZE (3 winners):
NFL Follies, Crunches, Highlights, Histories
VHS Video, retail value $14.95
Compliments of Omni Technics. GO OT

FIFTH PRIZE (3 winners):
Figi's Grid Iron Sausage, retail value $44.95
Compliments of Figi's. GO FG

SIXTH PRIZE (50 winners):
A $10 CompuServe Connect-Time Credit
Compliments of The Electronic Mall. GO MALL

Save $10 on *CompuServe Information Manager*—and get a $15 connect-credit!

CONNECT AVAILABLE CREDIT

CompuServe Information Manager features a window-like interface with pull-down menus and dialogue boxes to free you from memorizing commands. A built-in screen editor lets you compose and send messages and replies using your word processor. Helps you access your favorite services quickly, download from forums automatically. Includes integrated address book. A great buy! For DOS or Macintosh.

COMPUSERVE STORE. GO ORDER
COMPUSERVE INFORMATION MANAGER
REGULAR PRICE $25
SALE PRICE $15
INCLUDES $15 CONNECT-TIME CREDIT

"Old Blue Eyes" lovers—rejoice!

For those who can't get enough of the Frank Sinatra sound, your time has come! Capitol Records has compiled a total of 16 Sinatra compact discs, all with CD bonus tracks. The set includes the album *Tone Poems of Color* never before released on CD, as well as classics like "Songs for Swingin' Lovers" and more. The set comes with a 40-page oversized booklet and is packaged in a solid hardwood box. A must-have for true Sinatra fans! Dim the lights and dream on.

INTERNATIONAL DELIVERY AVAILABLE

BOSE EXPRESS MUSIC. GO BEM
SINATRA CD SET $299

Save $4.95 on *CompuServe from A to Z*—plus get a $12.50 connect-credit!

CONNECT AVAILABLE CREDIT

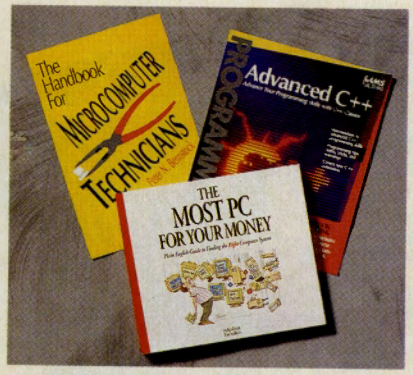
CompuServe guru Charles Bowen shows you how to get more than ever out of CompuServe. Fully cross-referenced, for new and long-time users alike. All you need to know and more!

COMPUSERVE STORE. GO ORDER
COMPUSERVE FROM A TO Z
LIST PRICE $24.95
SALE PRICE $20
INCLUDES $12.50 CONNECT-TIME CREDIT

Catch up with your reading on the road with Books on Tape® audio books.

Whether you're stuck on the freeway, paddling a canoe or walking a treadmill—you can turn that "down time" into hours of excitement, drama, inspiration or fun with selections from Books on Tape, Inc. Think of Books on Tape, Inc. as a lending library of sound. They offer the world's largest selection of audio books—more than 2,500 titles to choose from. From current best-sellers to classics, adventure to intrigue, sci-fi to humor, the choice is incredible! You can rent full-length audio books for 30 days by prepaid mail delivery and return. Rental charges average $15 and there are hundreds of bargain books for only $9.95. Log on to place your $5 introductory order. Your first audio book, the 256-page catalog and hours of enjoyment will be on their way in 24 hours or less!

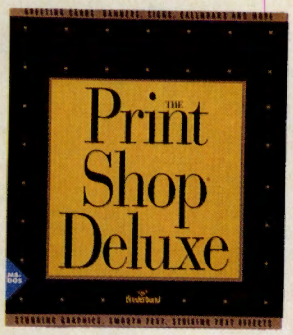
BOOKS ON TAPE, INC. GO BOT



Squeeze more performance from your PC with WaldenCOMPUTERbooks.

Learn from the experts how to make your PC work harder and faster—so *you* don't have to! Join WaldenCOMPUTERbooks Preferred Reader's Program and save 10% on every book you purchase online or at any Waldenbooks store coast to coast.

WALDENCOMPUTERBOOKS. GO WB
***PC WORLD PARADOX 4 POWER PROGRAMMING TECHNIQUES 2ND EDITION* $44.95**
***THE MOST PC FOR YOUR MONEY* $12.95**
***ADVANCED C++ PROGRAMMING* $29.95**
***BEYOND THE LIMITS: SECRETS OF PC MEMORY MANAGEMENT* $24.95**
***THE HANDBOOK FOR MICROCOMPUTER TECHNICIANS* $34.95**
PREFERRED BOOK CLUB MEMBERS TAKE 10% OFF ABOVE PRICES!



Get more power for your printer with *The Print Shop Deluxe*—now $59.95.

The Print Shop Deluxe gives you the power to combine stunning graphics and stylish text as never before. Create deluxe greeting cards and stationery, striking signs, banners, calendars and more. Choose from 300 graphics, 30 special fonts—with no "jaggies." Decorative borders, hundreds of layout ideas—the possibilities are endless! Now at 25% savings, plus a $10 connect-time credit.

BRODERBUND SOFTWARE. GO BB
THE PRINT SHOP DELUXE
LIST PRICE $79.95
SPECIAL PRICE $59.95
PLUS $10 COMPUSERVE CONNECT-TIME CREDIT

Save over $10 and live the stories behind the scenes of PBS's Civil War Series!

From Shelby Foote, the featured historian of the highly acclaimed PBS series. Share the stirring narratives of the battles and the people who fought them—from lowliest private to highest-ranked general. Foote's insights, knowledge and story-telling skill will keep you riveted. Three volumes. Vol. 1: Fort Sumter to Perryville, 840 pages. Vol 2: Fredericksburg to Meridian, 988 pages. Vol. 3: Red River to Appomattox, 1,106 pages. Paperback, boxed set.

BARNES & NOBLE. GO BN
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RETAIL PRICE $72
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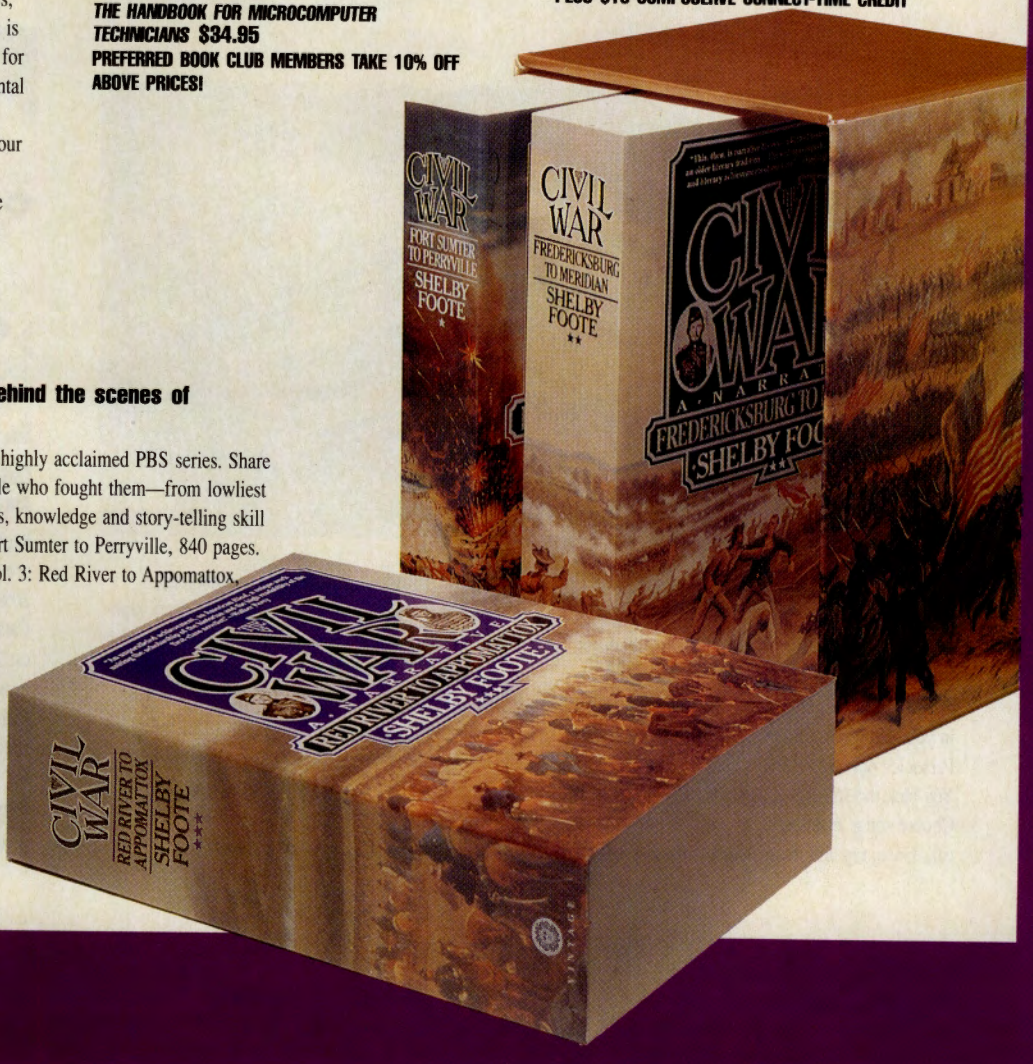

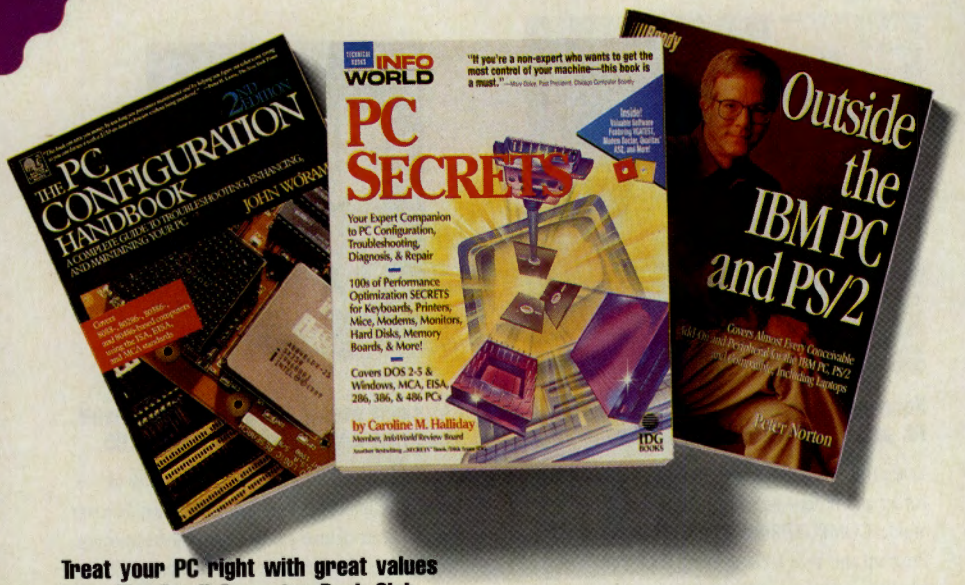

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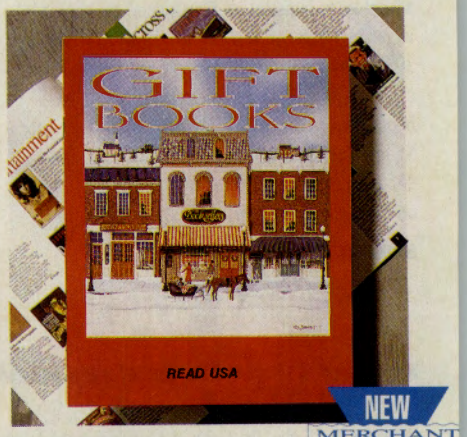

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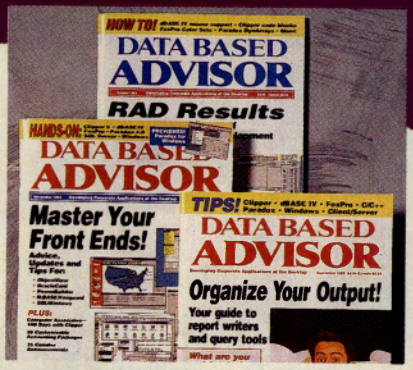

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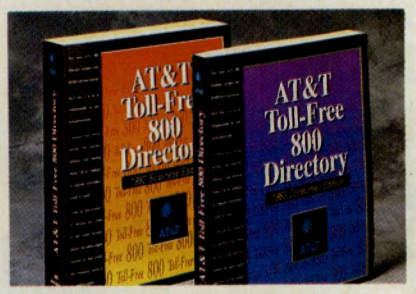

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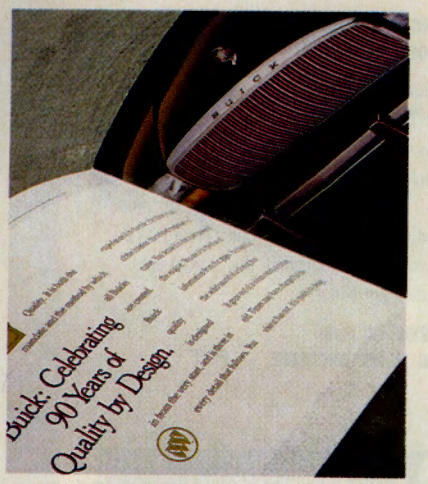

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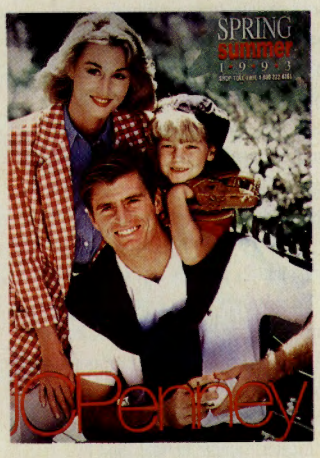

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How to Join or Start a Home-Business Club

If you want to become part of a home-business club, first check to see if such a group exists in your area.

The files DIR.ORG and HBASSN.DIR in Library 17, "Home Business Clubs," of the Working From Home Forum (GO WORK) offer a list of home-business clubs. In addition, check the business calendar in your local newspaper, the bulletin board at the local library and computer bulletin board systems of local computer clubs. Getting the word out with limited funds is one of the biggest problems home-business clubs face, so be persistent and creative in your attempts to locate one.

If you can't find an existing club in your town, start one. Marguerite Ellen, author of the upcoming book *How to Start Your Own Home Business Club and Network with Other Clubs Around the World* and founder of Florida's Space Coast Home Business Association, recommends this step-by-step approach:

Find a core group. It takes only three or four enthusiastic members to make the club a success initially. Begin by leaving a message in Section 17, "Networking," of the Working From Home Forum, telling where you live and your goals for a club. Locally, visit area business organizations and promote your club, ask your suppliers and clients if they know of other home-based businesses in the area, and check local newspapers for startup or unique businesses.

Plan. The core group should meet at least twice for planning before opening the club to other members. Make decisions concerning dues, meeting location, structure, charter, membership, purpose and promotion. Ideal meeting places are libraries and community centers, although restaurants will do in a pinch. One meeting a month works well in the beginning. Dues will provide money for publicity and a newsletter.

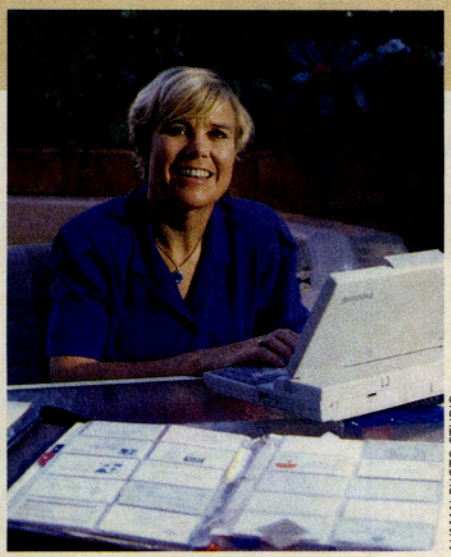
Get the word out. Publicity is critical to the club's success. Send press releases to the local newspaper for inclusion in the business calendar, invite media friends to the kick-off meeting, send public service announcements to the local radio stations, and distribute flyers at the library, local university and print shops (they get a lot of small-business traffic). Use word of mouth.

Plan the first meeting. Make sure you have a planned agenda and know in advance who will speak and when. Participants should leave enthusiastic and determined to attend the next meeting. Plan the second meeting before the first one is held so you can advertise it at your first meeting.

Hold a discussion between meetings. The core group should meet between the first and second club meetings to assess the situation and devise ways to improve it. In addition, discuss your club's plans online with Paul and Sarah Edwards, sysops of the Working From Home Forum, for additional ideas on how to market the club and brainstorm for meeting topics.

For more information on starting a home-business club, consult the file START.HOC in Library 17.

—*CC*



AUMAN PHOTO STUDIO

More to be gained in groups: Ellen

are regionally focused, home-business clubs often find that political action becomes a prominent agenda item.

Irvin Feldman, C.M.A, president of Feldman & Feldman Consulting in New York City, thinks the most important function of home-business clubs is political. He is spearheading a club called NYCNET (pronounced NICE-NET).

"Groups tend to speak louder than individuals when you need to change the environment to one that encourages business rather than hinders it," he says, noting that such clubs in New York may be the only way to bring business back to the city. "Most cities of any size have zoning laws that seriously restrict home-business people. In addition, the tax structure may not be such that business can be successful. We need to organize and get the attention of politicians."

But most home-business clubs don't begin as political lobbying groups. Instead, they are established to provide personal contact and networking among isolated home-business owners. Since the business ventures represented in a typical home-business club are so diverse, the members rarely view one another as competitors. Instead, they are eager to share information.

"People quickly find they have much more to gain by an open exchange than by being secretive," says Marguerite Ellen, founder of the Melbourne, Fla., Space Coast Home Business Association and leader of Section 17, "Networking," in the Working From Home Forum.

Bob Taylor, a private investigator in East Brunswick, N.J., and founder of CompuNet/NJ, a home-business club comprised exclusively of New Jersey CompuServe members, says meetings give members a chance to share problems. "When you work from home or are in a small business, you might become too introspective. It helps to get the perspective of someone else," he says. "The group provides an opportunity to open our minds."

Home-business clubs offer a different kind of networking. Although members may find new business leads, they're more likely to learn how to run their businesses better by tapping the expertise of others. Being an entrepreneur takes hard work, self-discipline and guts to succeed. Knowing others taking the same risks and facing the same uncertainties provides needed support.

New Jersey resident Lynne Bossart turned to CompuNet/NJ when she started her home-based legal word processing business. Expecting to find a group that would supply her with business leads, she instead found fellowship and moral support, which she calls "much more fulfilling."

Bossart says members help each other with all sorts of business-related dilemmas, including how to improve and market the

Notable Home Business Club Files

Additional information about home-business clubs is available in Library 17, "Home Business Clubs," of the Working From Home Forum (GO WORK). Here's a sampling of informational files:

Home Business Associations Directory—Listing of local, state and national home-business associations in the United States. HBASSN.DIR (3,502 bytes).

Local Club Directory—Directory of local home-business clubs, independent business organizations and those interested in starting a club. DIR.ORG (3,182 bytes).

Starting a Club—Step-by-step instructions on how to start and grow a home-business club. START.HOC (21,824 bytes).

Club Tips—Forum conference transcript on how to start and nurture a home-business club. HBA1.CO (26,742 bytes).

Club Listing Form—Form to list information about your home-business club. FORM.ORG (916 bytes).

Networking—Directory of businesses and individuals interested in establishing contacts. DIRBUS.DOS (6,051 bytes).

Peer Mentoring—Guidelines for mentoring groups. MENTOR.RUL (27,258 bytes).

Peer Mentoring Tips—How to become a member of a peer mentoring group and what activities to expect. MENTOR.HOW (2,793 bytes).

business and solve software problems. "In many respects, I've gotten much more out of this group than I anticipated," she says.

To start or join a home-business club, you first have to locate other work-from-homers in your area—people who can be tough to locate, since they are by definition a disparate, isolated group. When they do meet one another, it is often by happenstance. For some, however, the Working From Home Forum has become a resource for finding like-minded neighbors. For example, even though Ellen lives in a small Florida town, she has met about a dozen people in the forum who live nearby and are now active members of the Space Coast Home Business Club.

PERSONAL ENTERPRISE

Although much online networking occurs spontaneously as people "find" each other through forum messages, Ellen and the Edwardses are attempting to make it more systematic. Clubs that have already formed or are still in the early stages of development are encouraged to enter their names and other information into the Home Office Organization Directory in Library 17, "Home Business Clubs."

Notices of new clubs or the meetings of existing clubs are posted online for all to see, with new members and visitors encouraged to attend. CompuNet/NJ, in fact, was born online. The club did all its planning and startup procedures online in Section 17, "Networking." The members meet locally for lunch and dinner at area restaurants, but still use CompuServe to plan meeting topics and business agenda.

Using the electronic and worldwide resources of the forum in conjunction with the face-to-face opportunities the local associations provide can make a club more productive. "I find the combination of local and global networks to be very synergistic," says Ellen. "It seems that they feed and encourage each other, and I can bring information and contacts from one to the other."

The Edwardses believe local autonomy with wide networking capabilities is one factor that will help the self-employment movement make a difference in the global economy. "As independent business people, we have a co-destiny and a responsibility to each other," says Ellen. "By helping each other to succeed, we all succeed." ◀

Cathryn Conroy is senior writer of CompuServe Magazine *and book review editor of* Online Today. *Her CompuServe User ID number is 70007,417.*

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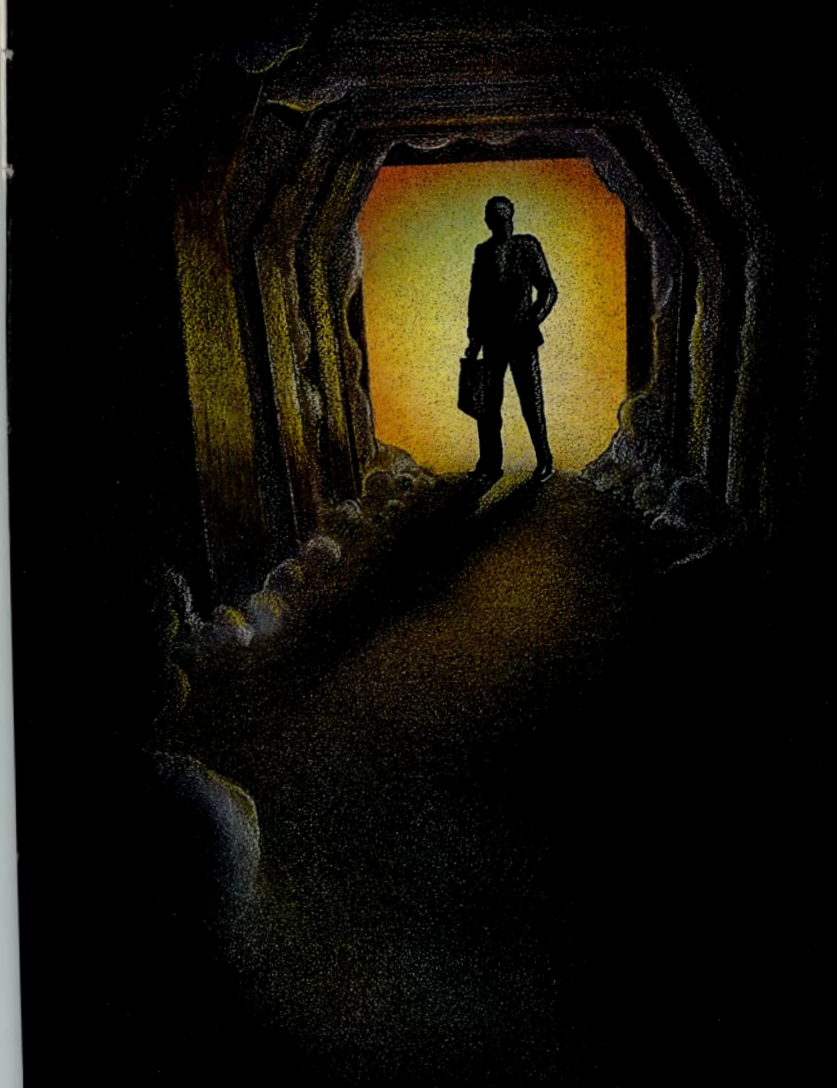

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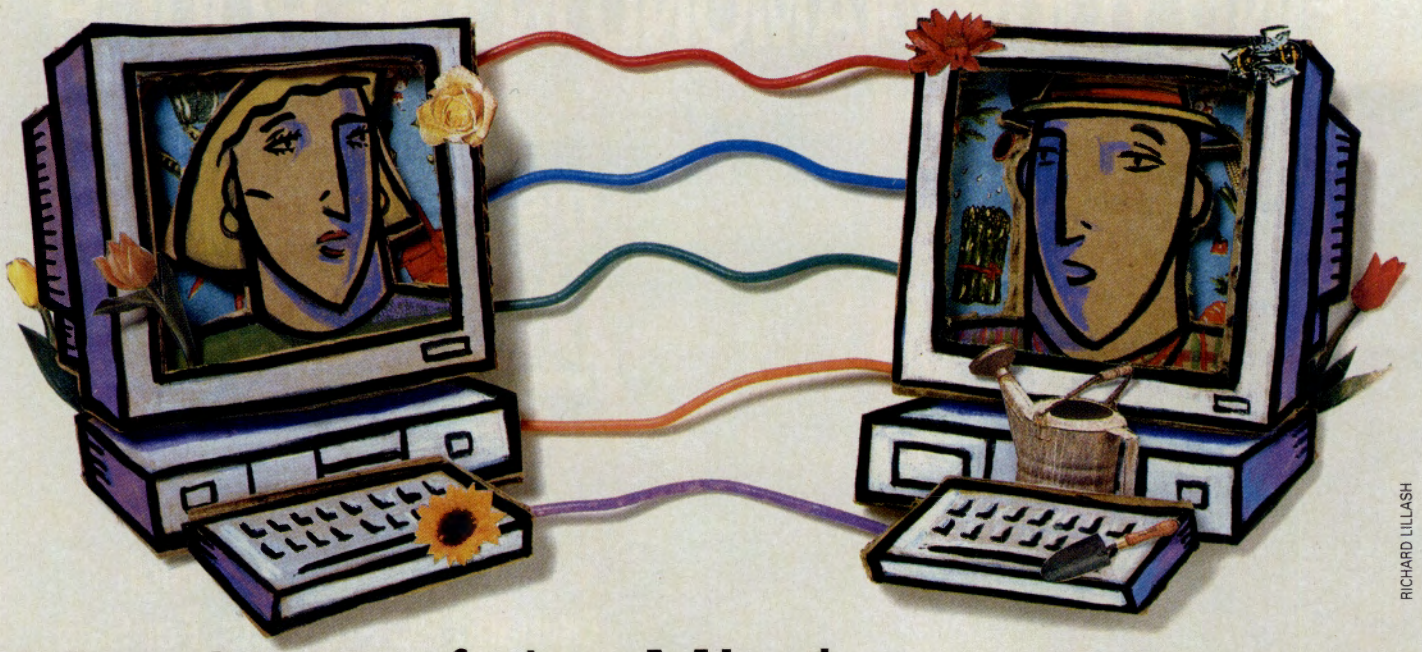

RICHARD LILLASH

Meetings of the Mind

Regular forum conferences—real-time online get-togethers—are a source of gab and good feelings.

Oh, this too-rigid modern life! You and your "Sig Other" work 9-to-5 jobs at the office or put in 16-hour days at home. When it's time to party, too often it's business-related. You fix a grin, grasp a thin-stemmed glass, and put up with shop talk that would bore you even at the shop.

Doesn't anyone do things spontaneously anymore? Is there anywhere that socializing is without time pressures?

There is such a place online—in regularly scheduled forum conferences, where people worldwide join in real-time *soirées* to talk up specific topics or just "shoot the breeze." Every night of the week, and often on weekend afternoons, many members put obligations, inhibitions and pressures on hold. They get together because they *want* to. And, in the cases of private conferences, *when* they want to.

Yet many members haven't ventured past CompuServe's basic services or visit only forum message sections and libraries because they haven't learned how to conference or they are worried about the cost.

Others stay away because they think that more experienced members will resent their presence. "Conferencing can be confusing for beginners, but we love to have them and we take a lot of time to give them online tips," says Deb Tanaka, operations manager for the Aquaria/Fish Forum. (For some expert tips on conferencing, see "Conferencing: How to 'Just Do It'," p. 33.)

Electronic conference formats vary greatly. They can be as simple as a question-and-answer session or as complex as a workshop. Some are "informal" and allow everyone to talk at once without permission. In "formal" conferences, participants wait until a moderator recognizes their questions. "The protocol dictates that you type a '?' and wait until you get the GA ('go ahead') from the moderator," advises Gail Harrigan of the Gardening Forum.

The number of conferences a forum offers also varies. A new forum might offer weekly or monthly small group conferences. For example, in addition to specialty conferences, the Working From Home Forum (GO WORK) runs a regular monthly conference called "I'm New & What I Do" to acquaint and reacquaint members. In contrast, many thousands sometimes visit the Human Sexuality Open Forum (GO HSX100), which offers more than 50 scheduled conferences a week. Many forums encourage members to enter conference rooms for meetings of two or more members on a 24-hour basis.

An easy, low-pressure way to get involved in conferencing is to join one of the many hobbyist forums, such as those for car buffs (GO CARS, GO WCN), genealogists (GO ROOTS), model airplane aficionados (GO MODELNET), and collectors of stamps, coins, books and sports memorabilia/trading cards (GO COLLECT).

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▼
The Virtual Salon
▼
Future M.D.s and J.D.s Unite, p. 36
▼
Swap Stops, p. 40

Hobby conferences rarely get stuck in a groove—many issues come up for discussion. For example, a "typical" Gardening Forum (GO GARDEN) conference not only addresses lawn upkeep and the best ways to annihilate slugs, but also addresses topics in the realm of politics, fashion, music and entertainment. "Any subject is fair game," promises Forum Manager Alison Mixter.

One of the liveliest, coziest and best-organized hobby forums is the Aquaria/Fish Forum (GO FISHNET). Members range from "newbies" with guppy-filled 10-gallon tanks to an advanced aquarist who rears nurse sharks in a 300-gallon glass paradise. Others own outdoor ponds filled with koi or sunfish.

Once a month, to assist newcomers, the forum offers a Beginner's Roundtable, with the sole purpose of getting the aquarist started right, thus minimizing frustration, costs and fish losses. Another monthly conference brings together more experienced salt-water aquarists who trade information on water chemistry, genetics and ecology —and often swap fish by mail.

The meat-and-potatoes conferences offered in the Aquaria/Fish Forum are the lively, gossipy Friday gabfests at the aptly named Sushi Bar & Grill and Saturday BathHouse. Topics range from butterfly fish to Bach to beer. "The informal nights are great places to make new friends and keep in touch with old ones," says Debbie Kitchin, a forum staffer.

The computer-related and software support forums' conferences tend to be more formal. "We will discuss any topic that is brought up, but news about the Amiga and programming help seem to be the major topics most of the time," says Betty Clay of the Amiga forums (GO AMIGA).

Often forums sponsor conferences on special topics that introduce guest experts who may or may not be CompuServe members. For example, in September, the Gardening Forum presented a live, one-hour symposium connecting members with experts from the Garden Writers' Association of America. And the Aquaria/Fish Forum regularly features conferences with aquatic experts such as forum staffer Jay Hemdal, curator of the Toledo (Ohio) Zoo Aquarium and author of more than 50 articles on aquarium fish.

Some CompuServers gravitate toward conferencing when they or their loved ones experience health problems. They join forums consisting of people with strong mutual personal interests in health problems such as AIDS, cancer, disabilities and diabetes.

Conferencing: How to 'Just Do It'

If you have the minimum skills needed to operate an electric can opener, you can conference. "It takes only one or two conferences before it all starts to make sense to you," promises Gail Harrigan of the Gardening Forum (GO GARDEN).

Here are some important tips for neophyte conference participants, culled from experts' suggestions:

- Get your feet wet by asking questions in the Practice Forum (GO PRACTICE) and participating in first-timer get-togethers, such as the Friday night "TGIF" conference offered in the Modem Games Forum (GO MODEMGAMES) run by Sysop Mike Schoenbach. These conferences are unstructured, providing learning assistance in a fun and entertaining environment. Experienced staffers will teach you such conference niceties as the art of splitting your screen for messages and getting the most out of your software.
- For more practice, tune in to CompuServe's CB Simulator (GO CB) anytime for conference-style chat on "channels" with various discussion topics. Beginners should select Channel 2, "Newcomers," for assistance from friendly CB Helpers available from 6 p.m. until 2 a.m. EST (23:00-07:00 GMT). CB Club (GO CBCLUB) allows CB access at greatly reduced connect-time rates.
- Use a graphical user interface such as CompuServe Information Manager (CIM) for easier comprehension of the message scroll in a conference. You can keep track of incoming messages while composing your own. The online log capability lets you capture the proceedings and catch anything you might have missed, too.
- Upon entering a conference, introduce yourself as you would when entering a room. Everyone else knows you're there anyway; using the /USERS command or selecting "Who's Here" in CIM lists the present company.
- If you find yourself in a formal conference, act formal. If you want to make a statement, type an exclamation mark. If you wish to ask a question, type a question mark. Wait until you get the GA (go ahead) response before "talking."
- Observe conference protocol. "Type short phrases, usually no more than 40 characters. If you have more to say, end the line with three dots and start a new one," says Jerry Fitzgibbon, conference coordinator of the Working From Home Forum. Mind your manners as well: Monopolizing a conversation or sending barrages of private messages to nonresponsive conference-goers are taboo, as are expressing profanity and insulting insinuations about another's intellect, parentage and so forth. In some instances, a sysop will lock out an offender.
- Familiarize yourself with the online "shorthand" that lets you express mirth, concern or disgust quickly and effectively. See Practice Forum files EMOTIC.TXT and ACRON.TXT in Library 1, "Forum Help & Info," for lists of common "emoticons" and abbreviations. Otherwise, conferences can become a confusing muddle of ROFLs ("rolling on the floor, laughing") and :-)s (sideways smiley faces).
- Cut costs as much as half by logging on at 300 bps ($6.30 per hour) when you plan to participate in a conference. Says Chuck Etienne of the Health and Fitness Forum, "Any faster baud rate is wasted during a conference—nobody can type or read much faster than that anyway." If costs are still a concern, set an alarm clock or keep an eye on the connect-time counter provided in most communications programs. The amount of time members spend in a conference varies greatly. A few check in for a minute or two to see what's happening; others stay much longer. "Most folks who drop into a conference average about 45-minute stays," says Phil DeSilva, a sysop in the Genealogy Forum.
- If you don't know, ask. A sysop or knowledgeable participant will always chime in with the answer. Just remember to mind your manners when you become an old pro and cut all rookies the same slack you were cut.

—HN

DAN CHURCHILL

300 bps is cheap and fast enough: Etienne

"My greatest experience came from organizing conferences in the Cancer Forum (GO CANCER)," says Health and Fitness Forum Sysop Chuck Etienne. "The conferences were aimed at gabbing and getting the pressure off for a while."

After a conference or two, most new members report that they are amazed to find that the people they meet in conference are hardly doom-'n'-gloomers. In addition to friendly banter, conference members also receive news updates, lobbying information, diet and lifestyle tips, and mutual support. Two women who were diagnosed with gestational diabetes early in their pregnancies received valuable tips about eating and insulin during conferences in the Diabetes Forum (GO DIABETES).

Diabetes Forum Sysop Tom Arthurs says that humor and joking are an integral part of the forum's three weekly conferences and help members lighten their respective loads. He says that "one-pun-man-ship" and gags liven up the screen like a vaudeville stage, but that participants always are prepared to stop in a heartbeat when a new member needs help coming to grips with diabetes.

"We get together to discuss serious stuff, such as whom we would like to have an affair with on which deserted island, and trivial stuff, like accommodating the toxic effects of our medications," says member Jim Beyer. He adds that another important part of conferencing is wiping out "mythconceptions" about the disease. "My favorite idiotic myth is you cannot eat sugar because you are diabetic."

Many forum conferences—particularly in the Health and Fitness Forum (GO GOODHEALTH)—offer members emotional support as well as fitness tips. These conferences are for members of such well-known groups as Alcoholics Anonymous, Overeaters Anonymous and Narcotics Anonymous. Etienne says that because of the sensitive nature of such conferences, members are also particularly receptive to teaching newcomers about conferencing.

"It is scary at first, but no one is going to throw you out because of lack of experience," says Etienne. "On the contrary, I have found that those trying to learn get lots of help from others in the conference."

Thus, while most conferences encourage members to leap before they lurk—advising them to jump right in—those conferences of a sensitive nature in the Health and Fitness Forum permit people to scope things out first. "If you are afraid of being embarrassed, simply sit back and watch the dynamics of the conference and get a feel for it before making a comment," says Etienne.

In addition, several weekly conferences in the Human Sexuality Open Forum and Adult Forum (GO HSX200) focus on important matters such as members' emotions, relationships, lifestyles and sex-related concerns. "Many conferences mirror our sections' functions as support groups," says Sysop Howard Lewis.

Lewis finds the twice-weekly "I Was Abused" conferences an example of an online group that offers compassion and comfort to victims of emotional, physical and sexual abuse. "They can talk to people who already have been through what they're going through, and thus be better prepared for what lies in store," notes Lewis.

All forums tend to attract certain personalities to conferences. The musical artists, industry people and fans who attend the Monday and Thursday evening Rock 'n' Roll conferences in RockNet (GO ROCKNET) demand informality and minimum rules. "Our nonstructured conference format takes a little getting used to, but it's a lot of fun once you get into it," says the forum's Mark Oldham.

The intellectuals who flock to the Issues Forum (GO ISSUES) seem to love animated discussions, and it is amazing how tolerant members can be while discussing such sensitive topics as Native American issues, human rights and politics. In contrast, the *Star Trek* groupies who confer in the Science Fiction and Fantasy Forum (GO SCIFI) are so enamored with their topic that conferences have the tone of a lovefest.

Another plus of participating in conferences is the opportunity to share experiences with people from all over the world. On Sundays and Wednesdays, the Human Sexuality Adult Forum (GO HSX100) conducts "Global Village" conferences led by Keith from Warwick, England. From Zurich, Marc B. leads the "Euroview" conference on Tuesdays and the "Marc's Chalet" discussion on Thursdays. A Sunday conference, led by Briton Greg O., addresses the concerns of "Eurogays." "I've been in Aquaria/Fish Forum conferences in which I've chatted with people from Germany, South Africa, England and Canada," says Debbie Kitchin.

Once you get the hang of conferencing, the only difference between socializing online and off seems to be that the CompuServe conferences inspire greater intimacy and honesty. Such openness and human acceptance impresses even experts on human behavior, such as Randall Rissman, M.D., and Barbara Rissman, M.S.W., consulting editors of the Human Sexuality Information and Advisory Service.

"We were guests at a conference titled 'Should You Have Children?' " say the Rissmans. "Participants brought up issues right away that ordinarily don't arise for hours in face-to-face discussions. The anonymity and mind-to-mind contact in this medium facilitate airing of emotional issues."

Conference members who get together on a regular basis soon regard one another as treasured members of their social circle. "I often forget that the only contact I've had with some of my conference friends is via the computer," says Gardening Forum's Alison Mixter. "It feels as though I know them well despite never having heard their voices or looked into their eyes."

Hank Nuwer is a historian at Cedar Crest College in Allentown, Pa.

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Conferencing Files

Get started in conferencing by visiting the Practice Forum (GO PRACTICE). Library 1, "Forum Help & Info," contains several files that list schedules, helpful commands and a general introduction to CompuServe conferences.

Introduce Yourself—Overall introduction to the basic conventions of conferencing. CONHLP.TXT (11,109 bytes).

Command Performance—Annotated list of commands used in the conference mode of CompuServe. CONCMD.TXT (11,956 bytes).

Conference Schedule—Listing of all weekly conferences offered in CompuServe forums, regularly updated by Practice Forum Sysop Ed Girou. CONSCH.TXT (approx. 11,000 bytes).

For additional helpful hints on conferencing, the following forums provide instructions: Working From Home Forum (GO WORK, file TIPS.CO, Library 6, "Forum Help Files") and the Zenith Data Systems Forum (GO ZENITH, file CONFER.HLP, Library 2, "Help and Information").

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by Dan Kening

School Dazed

Frazzled doctors and lawyers of the future get real in two forums.

In the 1973 film *The Paper Chase,* the withering gaze and devastating reproaches directed by Harvard Law School Professor Charles Kingsfield (John Houseman) toward his students made an indelible impression on movie audiences. While the film and subsequent TV series may have exaggerated the rigors of law school, there's no denying that students pursuing degrees in law and medicine live in a pressure-cooker for anywhere from three to 10 years.

The course load in both medical and law schools is demanding, the competition is stiff and the expectations are high. Add to that the debt burden—an average of $42,000 for med school students and $20,000 to $60,000 for law students—and you have a recipe for a truly stressful existence. Despite these statistics, in the United States alone there are currently 124,000 students in law schools and 65,000 in medical schools.

For those students who log onto CompuServe, dedicated sections of the Legal (GO LAWSIG) and AMIA Medical (GO MEDSIG) Forums are available to help reduce the stress and strain. The Medical Forum Section 4, "Students/Employment," and the Legal Forum's corresponding Section 9, "Law Student," enable students to share experiences, worries and dreams with peers around the globe. (See "Law and Med School Updates," p. 37, for a sampling of forum files.) Other sections allow students to ask questions of and network with professionals.

GARRY BURDICK

Comfort of others 'great' in dark days: Weiner

Nancy Weiner, a second-year psychiatry resident at the Albert Einstein College of Medicine in New York City, found the human contact in the Medical Forum a godsend during her student days. "Med school can get rough, and when someone ahead of you lets you know that it will pass or gives you help on how to cope, it's a great comfort," she says. "Checking for my mail and forum messages was my favorite part of the day in those first few years. Now I try to help out students visiting the forum in the way I was helped."

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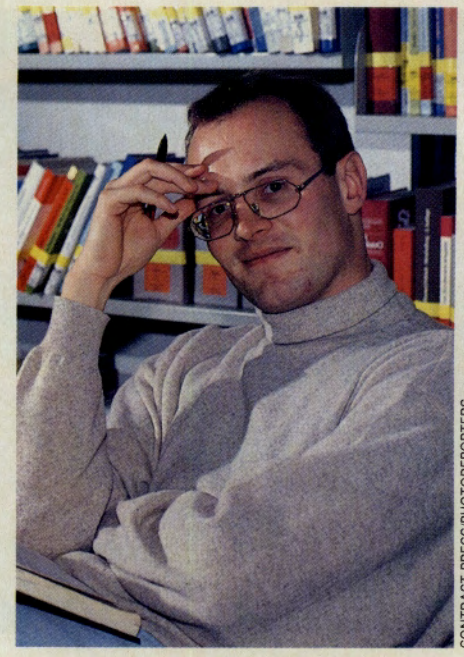
Legal Forum Sysop Dan D. Kohane, a practicing attorney on the faculty of the University of Buffalo School of Law, sees the forum as a place to help orient new students to the world of graduate professional school. "For those on the brink of their initial year in law school, we try to provide a dose of reality to demystify the fear engendered by such films as *The Paper Chase,*" he says.

At the beginning of each academic year, the Medical and Legal Forums are filled with messages from new students whose heads are reeling from sensory overload. A first-year student at Villanova, for example, asked for general advice on how to survive law school and received advice from a counterpart at the University of Toronto: "Keep your sense of humor and make sure to check into the Legal Forum during the inevitable moments of discouragement."

Another first-year law student got online help in understanding a particularly prickly case study in contract law, while other students discussed the pros and cons of study groups. In the Medical Forum, a 45-year-old asked if his age will be a barrier in being accepted by a medical school, and overnight received a reply of support from another 45-year-old currently in medical school.

Students with special needs and situations find the forums invaluable. Hank Schwartz, a 35-year-old medical student, found the Medical Forum's networking aspects particularly appealing. "As an older student, I found myself in a category that most medical schools were just beginning to discover," he says. "There wasn't much information available on how such a student should approach the medical schools' application process. Medsig came to the rescue. I was able to talk with other students, medical school faculty members and practicing clinicians to gain valuable insight into the process."



CONTRAST PRESS/PHOTOREPORTERS

Keeps current on U.S. legal cases: Hegge

Schwartz says he connected with another "oldster" on the forum, Mike Harris, whom he eventually met in person when he interviewed at Baylor University's College of Medicine in Houston. "We subsequently formed our own 'support group,' exchanging hints on the application process and, now, on the actual study of medicine," he adds.

With CompuServe, students around the world can easily communicate with their U.S. counterparts. Ulrich Hegge, a student in his final year at Germany's largest law school, Westfaelische Wilhems-Universitaet in Muenster, likes to keep up with U.S. legal cases. "It's pretty difficult in Germany to get the most current U.S. Supreme Court rulings or to follow cases such as Apple vs. Microsoft in detail," says Hegge, who spent some time in the United States working for an attorney in San Diego. "Lawsig gives me the information I need, as there is always someone out there who will help me. In fact, one of my professors uses me and my CompuServe account to follow such cases."

Weiner discovered the benefits of networking in the Medical Forum while still a student. When it came time to apply for a residency, she talked to residents from all over about their programs. "I also met online the training director of a program I inter-

Law and Med School Updates: Forum Files

Whether you're in your first year of medical school or your last of law school, the Medical and Legal Forums' libraries offer help for wading through the quagmire of academia. Here is a sampling:

AMIA MEDICAL FORUM (GO MEDSIG)

Acupuncture Course of Study—Text file from the Pacific College of Oriental Medicine describing the courses acupuncture students take in an accredited master's program. Also, an overview and legal status of acupuncture and Oriental medicine. Library 1, "General," ACUPUN (53,682 bytes).

Medical BBSes—List of medically oriented computer bulletin boards in the United States. Library 4, "Students," MEDBUL.TXT (32,328 bytes).

Back and Arm Anatomy Stack—Macintosh HyperCard stack providing basic information on the origin, insertion and actions of the muscles, nerves and arteries of the back and upper limbs. Includes self-test and search capabilities. Library 4, ANATOM (116,096 bytes).

Bibliography Program—Electronic card-file program designed to minimize the effort necessary to produce a bibliography for a manuscript and to simplify reproduction of stored references in any journal style. Library 13, "General Software," JREF.EXE (134,315 bytes).

LEGAL FORUM (GO LAWSIG)

Library 8, "Law Student"

Law School Rankings—Text file table comparing the Legal Forum's and *U.S. News & World Report*'s rankings of top law schools. USNRNK.TXT (2,557 bytes).

Word 5.0/Notebook Macros—Styles and macros for users of electronic notebooks and Word 5.0 to automate briefing, outlining and note-taking. WRD5MA.ZIP (7,838 bytes).

Student Loan Information—Text file comparing the Law Access and Law Loans programs. Also includes tables of borrowing terms and of amounts borrowed and owed at the time of repayment. LOANS.ASC (8,381 bytes).

Questions—A text file listing questions law professors most commonly ask about cases. QUEST.CAS (15,284 bytes).

10 Commandments of Exam-taking—Notes from a Hastings Law School lecture detailing how to get an "A" on your first law school exam. EXAM1A.TXT (2,641 bytes).

viewed with. By the time I had my interview with him, I was relaxed," says Weiner.

The emotional support provided by members in both forums is paramount. "Medsig was a great source of support during my internship," says Weiner. "Working 100 hours a week can be draining, and non-medical people in your everyday life tend not to understand." Anthony Macasaet, a second-year medical student at the University of Wisconsin, offers advice online to first-year students: "Maintain interests outside the area of medicine, and don't let the rigors of school take them away from you," he says. "Outside interests help sustain a sense of balance and keep you in touch with reality."

"Professional school education can seem all-consuming," says Ron Bell, a recent graduate of the University of Chicago Law School and longtime Legal Forum member. "Lawsig can be both an outlet for frustrations and a ready source of sympathy."

While not all medical or law students have access to online services such as CompuServe, those who do say it gives them a leg up on the competition. "I am No. 10 in a class of 249, and I am there in no small way because of the excellent networking I've been able to do in the Legal Forum," says Anthony DeWitt, a third-year student at the St. Louis University School of Law. "I don't think I could function without CompuServe. It provides a great place to blow off steam, and the commentary is a constant source of inspiration." For more on this topic, see "Read More About It," p. 38.

Dan Kening is a free-lance writer based in Chicago.

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Read More About It

A number of articles found in Magazine Database Plus and Health Database Plus are of interest to current and prospective students of law and medicine. Here are some selections:

HEALTH DATABASE PLUS (GO HLTDB)

"Wrestling with Ignorance: A Black Medical Student Encounters Racism," *The Journal of the American Medical Association,* May 6, 1992. Reference #A12322366.

"Family Practice Revisited: Efforts to Encourage Medical Students to Choose Family Medicine," *The Lancet,* April 11, 1992. Reference #A121140232.

"Mental Health Consequences and Correlates of Reported Medical Student Abuse," *The Journal of the American Medical Association,* Feb. 5, 1992. Reference #A11930166.

"Students Call for Separate Loan Programs for Trade Schools," *American Medical News,* July 8, 1991. Reference #A10971059.

"Substance Abuse Among Senior Medical Students," *The Journal of the American Medical Association,* April 24, 1991. Reference #A10825777.

"Nutrition Sciences in Medical Student Education," *American Journal of Clinical Nutrition,* March 1991. Reference #A10656-227.

"Medical Educators' Views on Medical Education Reform," *The Journal of the American Medical Association,* Feb. 28, 1991. Reference #A10489931.

"Medical Student Interest in Internal Medicine," *Annals of Internal Medicine,* Jan. 1, 1991. Reference #A9321092.

"U.S. Medical School Finances," *The Journal of the American Medical Association,* Aug. 15, 1990. Reference #A9309859.

MAGAZINE DATABASE PLUS (GO MAGDB)

"Loot Court: How Harvard Law School Devours Its Young," *Washington Monthly,* June 1992. Reference #A12300493.

" 'L.A. Law' Goes Public Interest: Students Urge Law Schools to Require Services for the Poor," *U.S. News & World Report,* Nov. 5, 1990. Reference #A90100444.

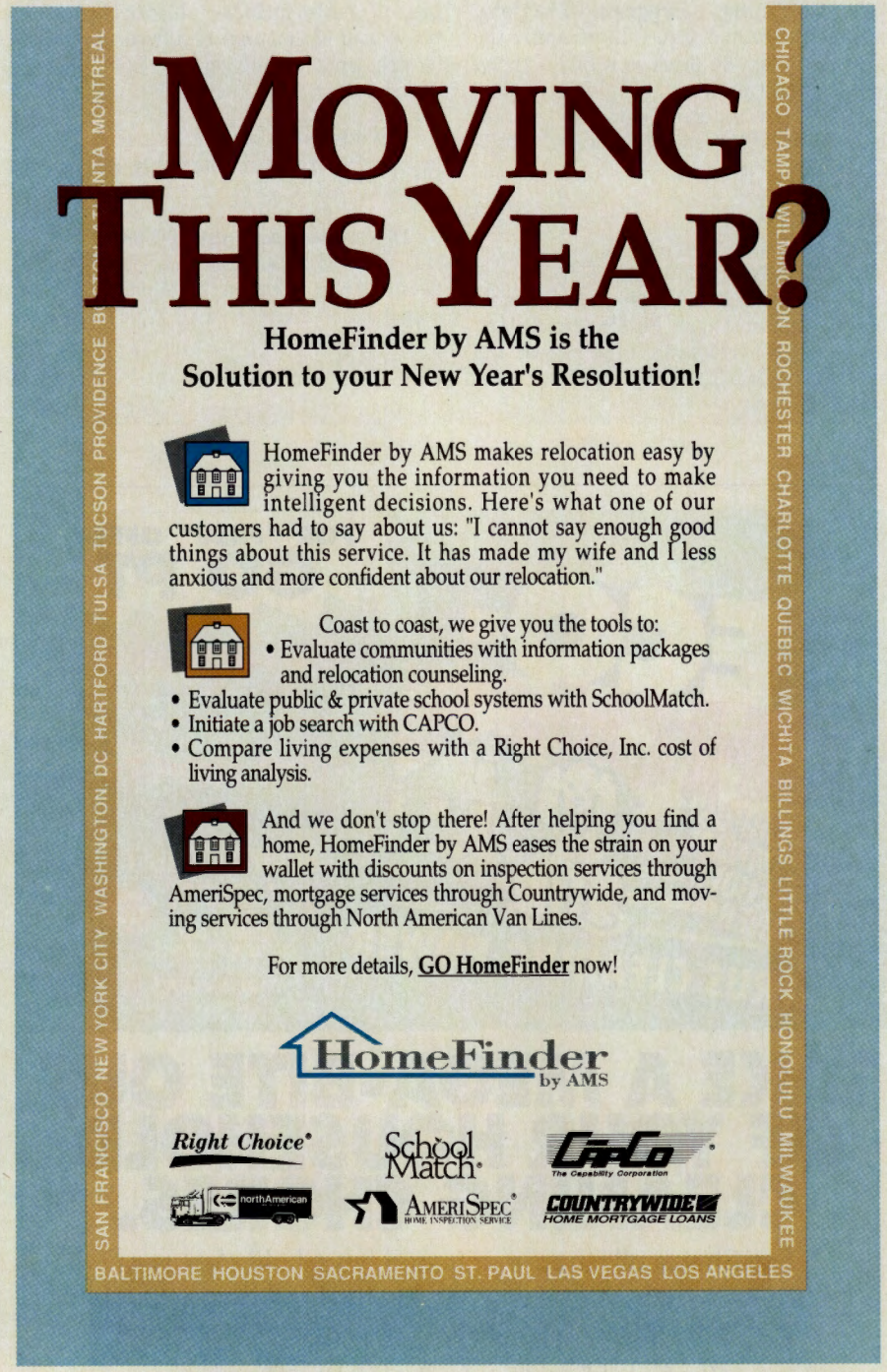
"The Best Professional Schools in America: A Special Report," *U.S. News & World Report,* March 19, 1990. Reference #A8787-805.

"Law: Best Professional Schools," *U.S. News & World Report,* March 19, 1990. Reference #A8788093.

"Medicine: Rating Medical Schools," *U.S. News & World Report,* March 19, 1990. Reference #A8788315.

"Borrowing the Funds for Graduate School," *U.S. News & World Report,* March 19, 1990. Reference #A8788819.

"Law School Lite," *Washington Monthly,* November 1989. Reference #A8139697.



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SATISFACTION GUARANTEED

by Robin Garr

KELLY/MOONEY PHOTOGRAPHY

Back-issue magazines offer restored his confidence and childhood Lionel train set: Machrone

Let's Make a Steal

Other people's junk might be your treasure in forum 'swap' sections.

If you love flea markets but not the crowds or the hassle of finding the exotic places where serious swapping occurs, there's no need to waste time or gasoline. Stay home and do your swapping on CompuServe, where the online community glitters like Midas. Most forums contain friendly folks eager to trade your junk for their treasure—or vice versa—and some forums even have dedicated "garage sale" sections.

From cameras, radios, model trains and high-fidelity equipment to potted plants and bottled beers, if you can use it in your home or hobby, you can probably find someone on CompuServe who's willing to trade it with you. The Crafts Forum (GO CRAFTS) and Collectibles Forum (GO COLLECT) are full of people who make or save just about everything under the sun and love to trade. The Wine and Beer Forum's (GO WINEFORUM) home beer brewers trade home-brewed ales and lagers enthusiastically (using package-express services because it's illegal to send alcohol through the U.S. Mail) and later exchanging tasting notes online. (See "Trading Centers," p. 41.)

William Safford's tale of trade is typical. When he decided to buy a single-lens reflex camera system, the Albany, N.Y., computer expert, tutor and lifelong amateur shutterbug visited the Photography Forum (GO PHOTOFORUM) in search of advice. Before he had sorted out his options, though, Santa Claus unexpectedly brought him a camera. Unfortunately, Safford and his online advisers soon concluded that his holiday gift wasn't best suited for his needs, so he traded it for another brand, a Nikon N8008.

Another active forum for swaps, trades and sales online is the Ham Radio Forum (GO HAMNET). "I set up a trade in December, and it worked out fine," Bill Whetstone reports, adding that he traded two marine radios for a pair of hand-held radios ... and then, as committed traders often do, turned around and sold his "new" equipment to buy a newer piece of equipment. "I feel good about anything I look for on HamNet," says Whetstone, a board member of the Rhode Island Lung Association, scout leader, and ham and shortwave radio enthusiast for more than 30 years.

HamNet member Kelley Hughes got all but one of his ham radios through online deals and has never been disappointed. "All have been as advertised, and all are still great," he says. "I would recommend this method to anybody. I have never been 'burned,' and in one instance even ended up with some extras from one member."

Trading Centers

Almost any CompuServe forum that involves a hobby or product, from computers to cameras, will harbor a crowd of people interested in trading.

Quite a few forums, moreover, designate specific message sections for swaps and sales. Here are a few examples:

Automobile Forum (GO CARS)
Section 10, "Swap Shop"

Consumer Electronics Forum (GO CEFORUM),
Section 13, "Equipment for Sale"

Crafts Forum (GO CRAFTS)
Section 17, "The Trading Post"

DEC PC Forum (GO DECPC)
Section 15, "The Classifieds"

Desktop Publishing Forum (GO DTPFORUM),
Section 15, "Classified Ads"

Gardening Forum (GO GARDEN)
Section 13, "Seed Swap"

League of Engineering Automation Productivity Forum (GO LEAP),
Section 9, "Classified"

PDP-11 Forum (GO PDP11)
Section 11, "For Sale & Wanted"

Photography Forum (GO PHOTOFORUM), Section 15, "Swap Shop"

TrainNet Forum (GO TRAINNET)
Section 8, "Swap Shop"

Travel Forum (GO TRAVSIG)
Section 15, "Travsig Classifieds"

U.K. Forum (GO UKFORUM)
Section 15, "Classified Ads"

Hughes added a bit of common-sense advice to new online swappers: "As you are buying sight unseen, you had better know exactly *what* it is that you are buying, including model numbers and accessories."

Even though swaps and sales may involve people who've never met face to face, good traders treat each other like longtime friends. One deal that went a little sour, recalled Photography Forum Sysop Richard Hess, involved a member who wasn't satisfied with the condition of a camera bag. "He did not think it was as good as I had described," Hess says. "I promptly mailed him a partial refund, which he had said was unnecessary. Still, I felt that if it did not live up to his expectations, I should help him feel better about the deal."

Even though online swapping requires a degree of trust, online traders say this confidence (seasoned with such dashes of caution as registered mail and certified checks) is rarely abused. "I've found all members of our electronic village to be fair and honest," says Rich Pintoberg, who trades photo equipment in the Photography Forum. "After all," he says, "how many ways can one come in contact with hundreds of other users who have similar passions? In the course of a

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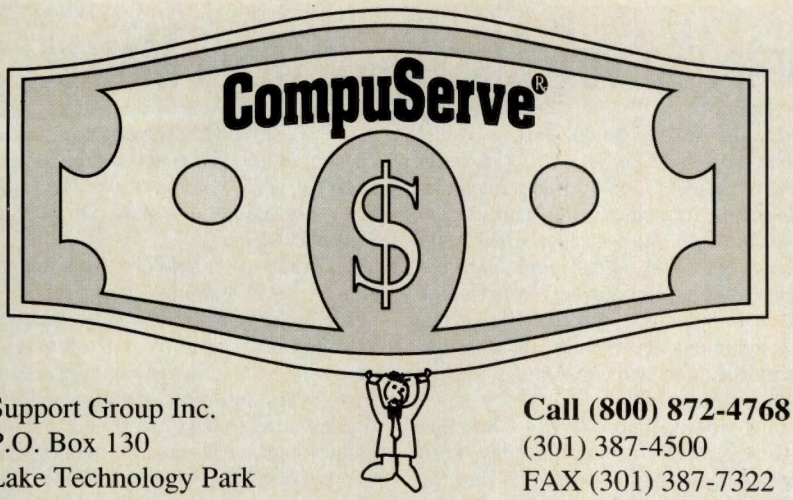

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Some big-ticket items and personal-business announcements don't fit in CompuServe forums, where operating rules may limit a member's ability to buy or sell items and services on a level above casual, hobby-related swapping.

That's where CompuServe's Classifieds (GO CLASSIFIEDS) come into play. These online advertisements reach an international audience at a cost much lower than classified ads in metropolitan daily newspapers or *USA Today*. The cost per line (up to 70 characters) for a seven-day listing, for example, is $1. For two weeks, it's $1.50 per line, increasing to $14.30 per line for a 26-week listing.

CompuServe members can submit classified advertisements in any of about a dozen broad categories, covering such areas as computer hardware and software; business services and investment opportunities; travel; cars and recreational vehicles; electronics and collectibles; and event announcements. Members subscribing to CompuServe's basic services can browse all Classifieds areas, including the Adnet Online job listings, free of connect-time charges.

To submit an ad, select Option 4, "Submit an Ad," from the Classifieds menu, and choose the category and subcategory that best match your notice. You will be prompted for the ad's subject, text and length of display online. All ads are reviewed; those meeting CompuServe's standards appear online within 24 hours.

Potential buyers who want more information about your ad reply to it as they would a forum message, and their notes appear promptly in your CompuServe Mail box. After that, making the deal is up to you.

—RG

trade I have found that I often also make a friend online."

Forum member George Weld, who bought a camera online, adds, "I have a trust of fellow forum members that, so far, is warranted. Besides, if a person ripped me off I would post it on the forum, and all the world would know what a swine he was," he jokes.

Every now and then, online traders note, something even better than a sale or trade comes along. "Sometimes it's not even a swap," says TrainNet Forum (GO TRAINNET) participant Bill Machrone, recalling an online friend's offer of an entire collection of *Classic Toy Trains* magazines for the cost of shipping.

"I was just getting into refurbishing my childhood Lionel trains at the time and knew next to nothing," Machrone says. "The magazines were exactly the right thing at the right time to give me a massive transfusion of terminology, techniques, products and sources. I immersed myself in three years' worth of information in a long weekend. It made me competent to restore and run my trains. And it wouldn't have happened without TrainNet."

One of the more unusual deals arranged online involved Gardening Forum (GO GARDEN) member Bob Riffle, a Houston database author and retired music teacher who is a self-described "passionate lover" of tropical plants and gardening. He sent a friend in California rare aerial tubers from a tropical vine, Dioscorea Batatas (Chinese Yam/Cinnamon Vine/Air Potato), a tropical plant with huge, shiny leaves and an edible, yam-like fruit.

"I collected the aerial tubers from a vine in an old part of town now inhabited by Mexicans," Riffle recalls. "They not only appreciate the beauty of the leaves but also enjoy the edible and enormous potato-like tubers that grow underground. In gratitude, I gave them some Piper Auritum, a shrub related to the black pepper of commerce, which they love to cook."

Dioscorea, Riffle adds, is the true "yam" of the tropics, distinct from the sweet potato. It's really a morning glory.

And that's another good thing about swapping on CompuServe: Make a trade, and as likely as not, you'll get a great story to go along with it. ◀

Robin Garr, a writer who lives in New York, is associate sysop of the Wine and Beer Forum, and has traded a few beers with online pals. His CompuServe User ID number is 76702,764.

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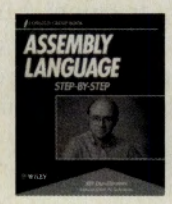

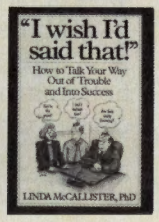

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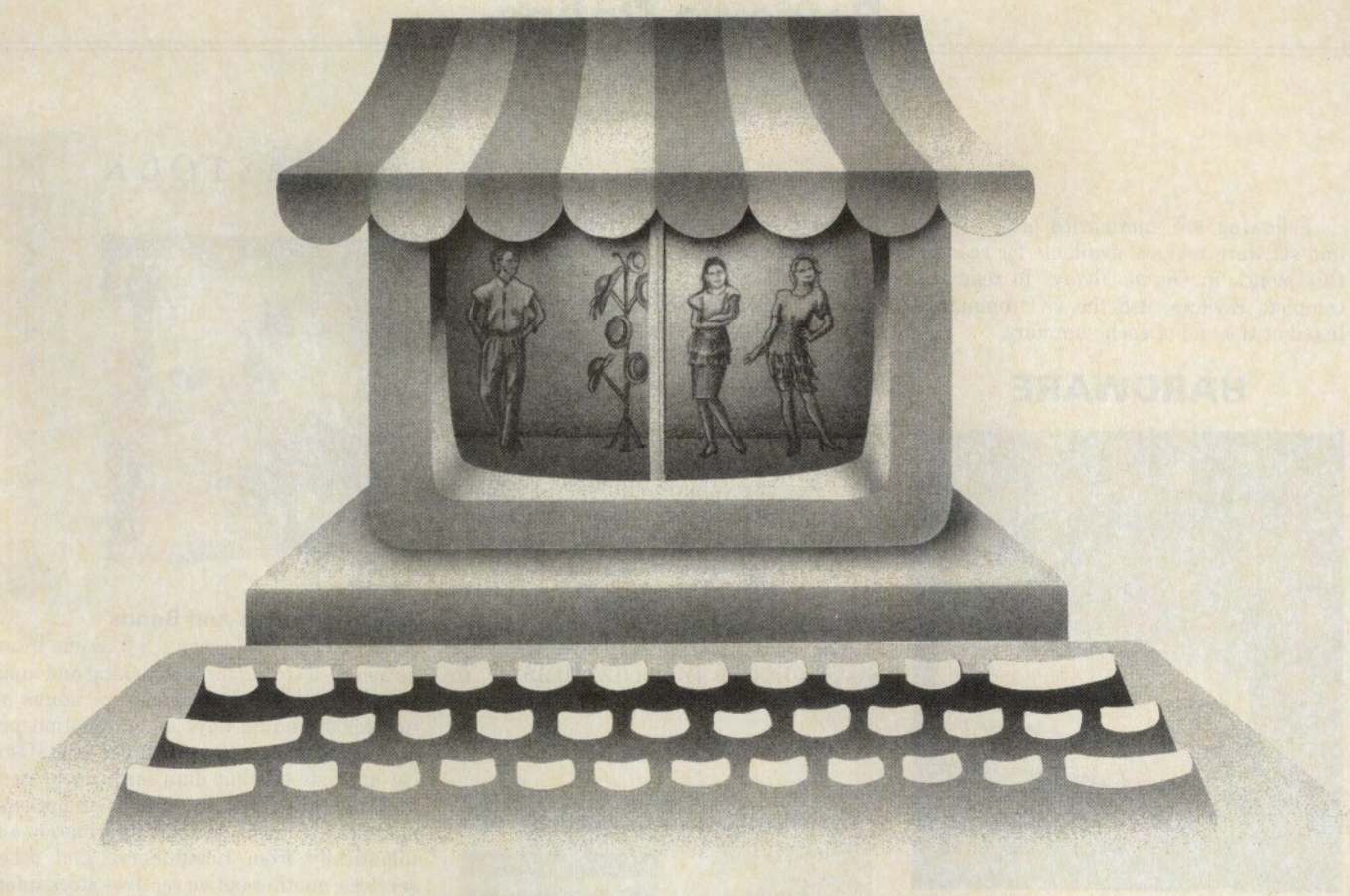

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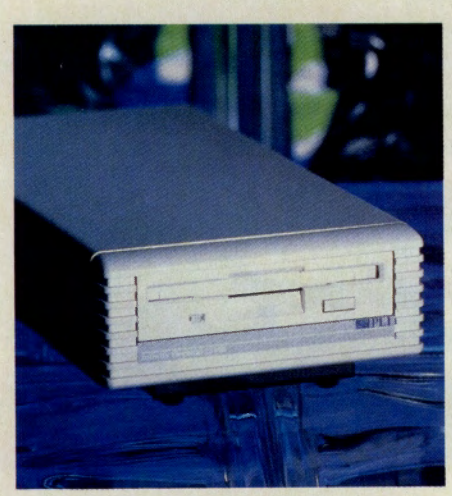
HARDWARE



Read Many Floppies on One Drive

The Infinity Floptical 21 MB (Peripheral Land Inc.), an external diskette drive for Macintosh computers, can read and write standard 1.4MB Macintosh diskettes, 21MB floptical diskettes and DOS-formatted diskettes. It includes a simple SCSI terminator that can be enabled with a single switch. Reviewer Anthony Watkins found some software conflicts when he tested the drive, but says it works well. He compares the drive to the removable Syquest drive and concludes that the two products cost about the same but appeal to different users. *GO OLT-2020*

SOFTWARE

Advanced Presentation Graphics

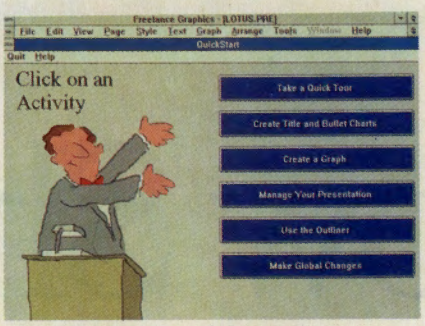
DeltaGraph Professional (DeltaPoint Inc.), a full-featured presentation graphics program for Microsoft Windows, features nearly 40 graphing styles, more than 16 million colors, and can perform 50 statistical and analysis functions on the user's set of data. In addition, it features 32 transition effects in its slide-show module and can send its output to any PostScript or Windows-based graphics device. Reviewer Franklyn Jones says this excellent program uses the word "professional" correctly in its title. He says the multiple options and fine control the program provides will be most welcome by those who spend much of their time preparing presentation graphics.

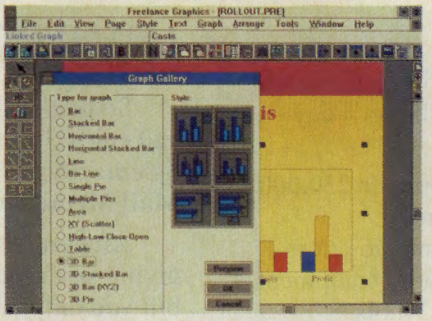
For more information, visit the Macintosh A Vendor Forum (GO MACAVEN). To read the review, *GO OLT-3015*.

Shareware Batch File Enhancer

Batch Enhancer 3.0 (Simvis Soft), a program that lets users write attractive, powerful batch files on IBM computers, includes 38 commands that enhance the batch language built into DOS. The commands add text boxes, user input, screen control (including color) and messages, music and other miscellaneous functions. It also includes an editor that helps users write batch files. Reviewer Hardin Brothers says the program assumes that users understand batch file basics. He finds the Batch Enhancer features easy to learn and says the program will be appreciated by anyone who writes batch files.

For more information, visit the IBM Systems/Utilities Forum (GO IBMSYS). To read the review, *GO OLT-4010*.

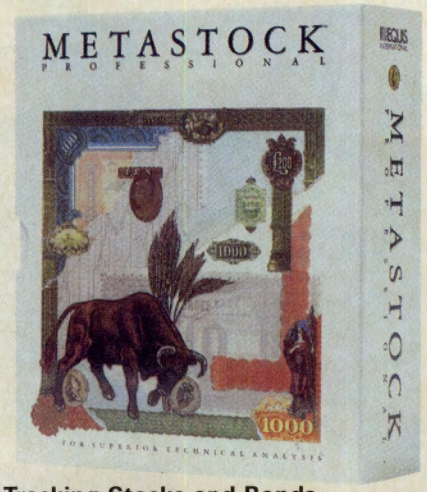




More Presentation Graphics

Freelance Graphics for Windows 1.0 (Lotus Development Corp.), a presentation graphics program for Microsoft Windows, features an outliner, slide sorter and template library, plus a customizable icon toolbar. Its SmartMaster templates help users prepare presentations quickly and easily. Reviewer William J. Lynott says this version is quite different than its DOS counterpart. He criticizes it for its weak import and export capabilities, but says it is the easiest graphics program to learn and use that he has found.

For more information, visit the Lotus Words and Pixels Forum (GO LOTUSB). To read the review, *GO OLT-3020*.



Tracking Stocks and Bonds

MetaStock Professional 3.0 (Equis International), a stock market tracking and analysis program for IBM computers, stores up to 32,000 trading days of information per security, performs several types of statistical analysis on that data and can present multiple charts simultaneously. An optional module can download stock information automatically from CompuServe and other services; another option receives stock information in real time from radio broadcasts. Reviewer Harry Green says this program lacks the capacity to detect buy and sell signals, but it more than makes up for the lack by its wide range of analysis tools.

GO EQUIS to download a demonstration version of the program. To read the review, *GO OLT-3025*.

More Compression Utilities

StuffIt Deluxe 3.0 (Aladdin Systems Inc.), a group of utilities that compresses and decompresses files and folders on a Macintosh computer, includes a utility that can compress files so that they will be automatically expanded when opened. Another utility translates files that have been compressed on other computer systems. Reviewer Anthony Watkins says the program works well but slowly. He recommends StuffIt for all Macintosh users except those who have a hardware compression board installed.

For more information, visit the Macintosh C Vendor Forum (GO MACCVEN). To read the review, *GO OLT-3095*.

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Windows File Manager

XTree for Windows 1.0 (XTree Co.), a file and application manager for Microsoft Windows, can display a directory tree structure and the files in a subdirectory, and lets the user select multiple files for common operations. It also can automatically launch applications when users select data files. Reviewer Harry Green, who has been an XTree fan for several years, says the program works well but the new Windows version is less intuitive than DOS-based versions of the same product. He recommends the program as a replacement for the Windows File Manager for most users.

For more information, visit the PC Vendor E Forum (GO PCVENE). To read the review, *GO OLT-3085.*

Communications for OS/2 and DOS

HyperACCESS 5 3.0 (Hilgraeve Inc.), a communications program for both IBM computers and OS/2, can decompress files and check for viruses as it downloads files from another computer. It can run with either keyboard commands or with a point-and-click user interface. Reviewer James Moran, who tested the OS/2 version, says the program is easy to install and operate, and that it has many features that OS/2 users will appreciate.

For more information, visit the PC Vendor F Forum (GO PCVENF). To read the review, *GO OLT-3065.*

Intelligent Drawing Program

IntelliDraw 1.0 (Aldus Consumer Division), an object-oriented drawing package for Microsoft Windows and the Macintosh computer, features advanced drawing tools and "action buttons" that define the relationships between objects. As one object is resized or moved, the program automatically redraws connected objects to maintain the relationships. Anthony Watkins, who reviewed the Macintosh version, says this is a thorough program. He says it has so many features that most new users should watch the included 90-minute training film before working with the program.

For more information, visit the Aldus forums (GO ALDUS). To read the review, *GO OLT-3050.*

Simplified WordPerfect Graphics

By Design (Streetwise Software), an add-in product that works with either the DOS-based or Windows-based version of the WordPerfect word processor, simplifies WordPerfect's graphics and page-layout features and adds several features to each. Users can place graphics on a page without trial and error, create lead characters and put borders around graphic images by simply pressing a few keys. Reviewer William J. Lynott says By Design gives WordPerfect all of the page-layout capabilities that most users will require, yet it is easy to learn and to use. *GO OLT-4015*

Managing Tasks and Files

Squeegee (Icom Simulations Inc.), a task and file manager for Microsoft Windows, enables users to switch quickly between tasks, organize applications and data files, and search for files by name, text or size. The program's icon is always accessible at the top of the screen, no matter what applications are running. Reviewer Franklyn Jones applauds both the program and its manual. He reports that Squeegee is the first program that has convinced him to give up the Program Manager and File Manager programs that are shipped with Windows. *GO OLT-3075*

Fast Text Retrieval

Naturel 3.2 (Ardilog), a natural language search-and-retrieval program for IBM computers, begins by creating a database of any text files the user selects. It then finds words and phrases in the files very quickly. It also ranks files by how relevant their text is to the search text, and it can include synonyms and alternative word forms in its searches. Reviewer Hardin Brothers notes a few shortcomings in the program, but says it is extremely useful. *GO OLT-3035*

Shareware Compression Utilities

Drag and Zip 1.6 (Canyon Software), a package of three compression utilities for Microsoft Windows, works with the Windows File Manager or any other drag-and-drop file program to create ZIP libraries and view or run files from a ZIP library. Instead of doing the compression and decompression themselves, these programs rely on the user's copy of the shareware programs PKZIP and PKUNZIP. Reviewer Hardin Brothers says Drag and Zip is easy to use. Anyone who uses Windows and works with ZIP files should try these simple programs.

For more information, visit the IBM Systems/Utilities Forum (GO IBMSYS). To read the review, *GO OLT-3090.*

Low Cost Animation

Expert Animator (Expert Software), an inexpensive animation package for IBM computers, can move up to 12 sprites or characters independently, and features support for popular sound cards. Reviewer Franklyn Jones says the program is fun to play with, but it is not in the same league as more complete and expensive packages. He says the program is weakened by low graphics resolution, a confusing menu structure and other limitations. He concludes that it might be fun to play with on the weekends, but this program won't satisfy many users. *GO OLT-4020*

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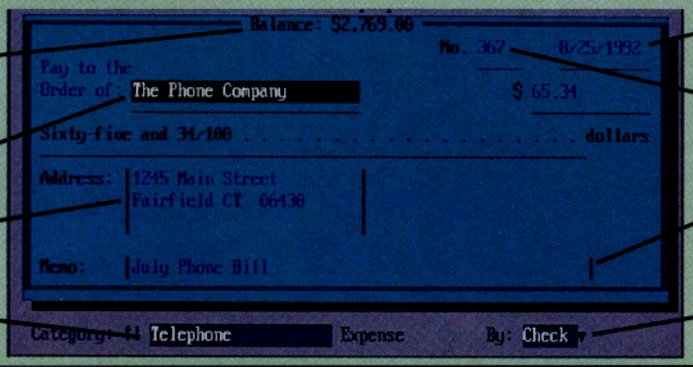

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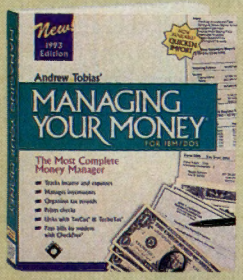

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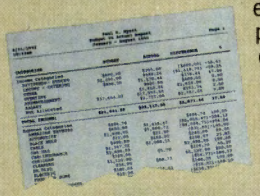

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All rights reserved. System Requirements: **DOS** — IBM PC, XT, AT, PS/1, PS/2, or IBM compatible. DOS 3.0 or later. 512K RAM. Hard disk. **Macintosh** — System 6.0.2 or later. System 7 compatible. Mac Plus or later. 2MB of memory recommended. 3 MB of free hard disk space for installation. Macintosh version does not perform all of the functions in DOS version.

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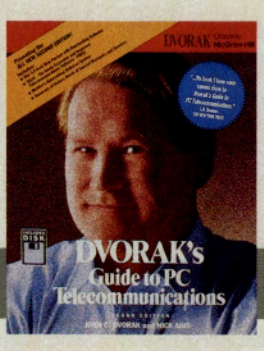
Up & Running with Windows 3.1

By Joerg Schieb
Sybex, 1992
149 pages, $10.95 (softcover)

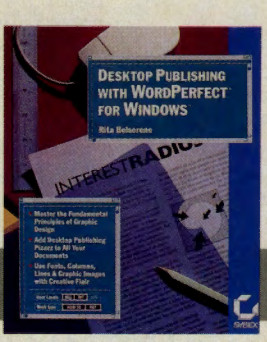
Containing 20 basic lessons on how to use Windows 3.1, this book is designed for the competent computer user who wants a crash course in Windows. Reviewer James Moran calls it a godsend for harried users looking for a quick tutorial. *GO OLT-5250*



Dvorak's Guide to PC Telecommunications (Second Edition)

By John C. Dvorak and Nick Anis
Osborne/McGraw-Hill, 1992
1,128 pages, $39.95
(softcover, diskette included)

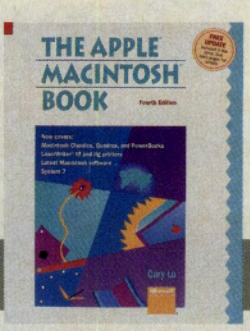
Ideal for beginners, this big book packs plenty of ammunition for fans of electronic communication, says reviewer John Edwards. From CompuServe to COM ports and bulletin boards to baud rates, Dvorak and Anis have staked out and documented virtually every facet of computer communications. *GO OLT-5210*



Desktop Publishing with WordPerfect for Windows

By Rita Belserene
Sybex, 1992
322 pages, $26.95 (softcover)

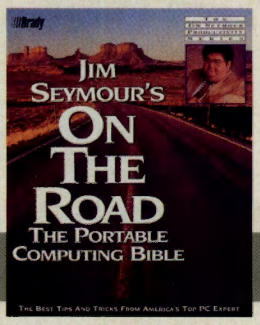
If you want to take advantage of the many design and desktop publishing features of WordPerfect for Windows, reviewer Michael Naver says this book offers step-by-step instructions on the astonishing range of functions of this newest word processor. *GO OLT-5260*



The Apple Macintosh Book

By Cary Lu
Microsoft Press, 1992
528 pages, $24.95 (softcover)

If you're confused by all the flavors of Macintosh computers now on the market, this book not only explains all the differences but also offers user productivity tips on a potpourri of topics. Reviewer Franklyn Jones says this classic has something for everyone. *GO OLT-5220*



Jim Seymour's on the Road: The Portable Computing Bible

By Jim Seymour
Brady Books/Prentice-Hall Computer Publishing, 1992
283 pages, $26.95 (softcover)

This collection of dozens of short essays on traveling with a portable PC is sure to teach you a trick or two about surviving on the road with a little computer, says reviewer Richard A. Danca. *GO OLT-5230*

Memory Management for All of Us

By John M. Goodman, Ph.D.
Sams, 1992
1,137 pages, $29.95 (softcover)

There is perhaps no other aspect of PC computing more confusing than memory. Calling this book an astonishing compilation of information, reviewer William J. Lynott says it is useful to anyone who wants to learn more about memory. *GO OLT-5240*

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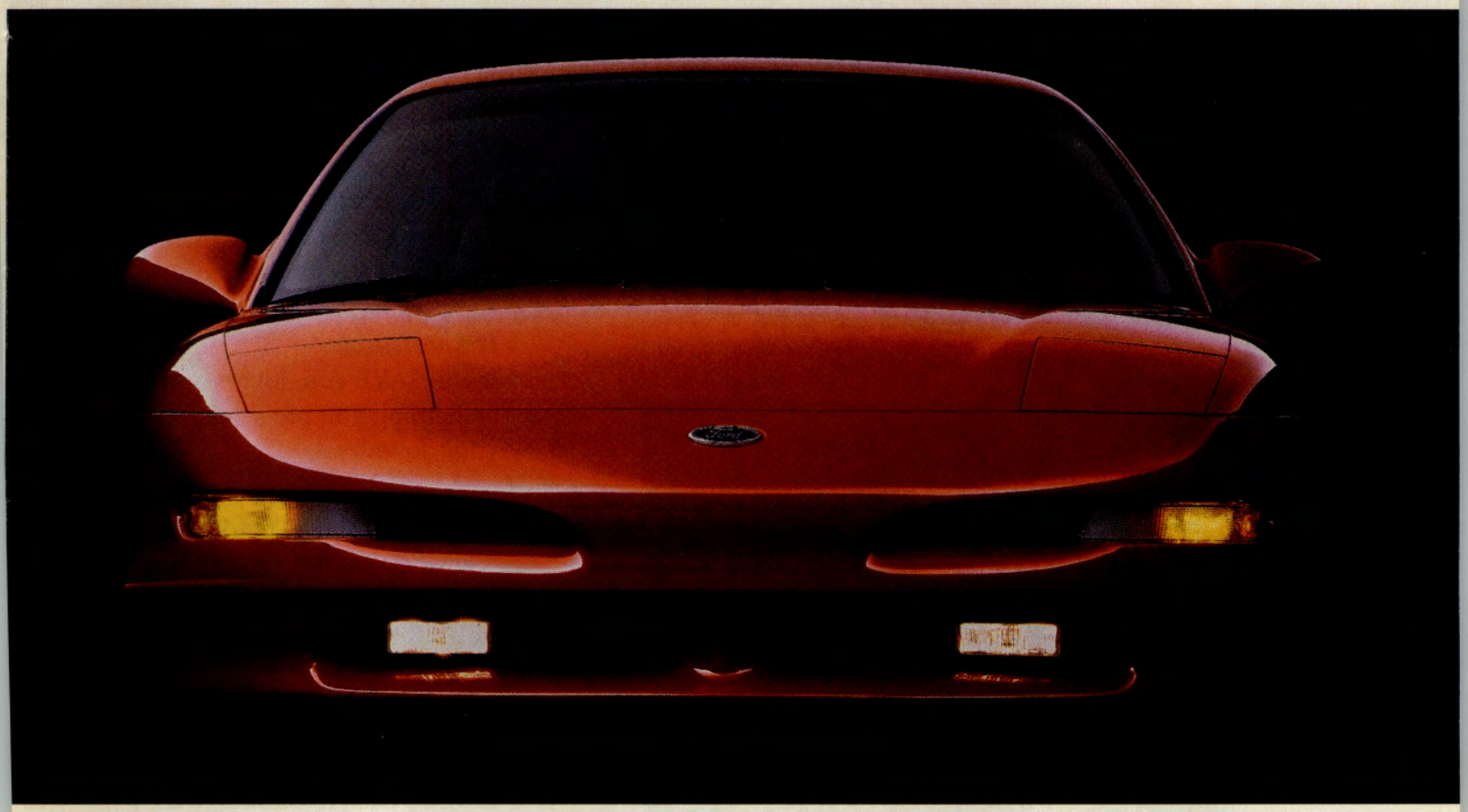

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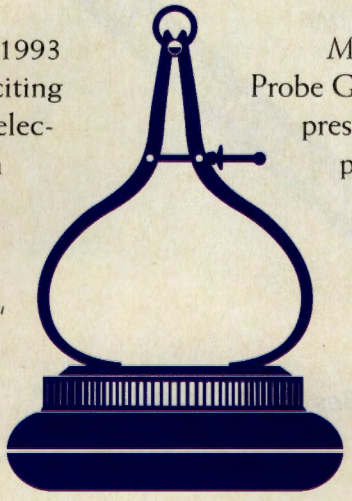
When you sit in the driver's seat of a 1993 Ford Probe GT, you *key in* to a very exciting driving experience. Your *processor* is an electronic fuel-injected 24 valve V-6 which *downloads* 164 horsepower to the five-speed manual transaxle. The result: a genuine sports coupe that *Motor Trend* believes "dominates its market segment."

GO FORD to learn all the details about the 1993 Probe GT. You can also download your very own Probe GT software package!



Motor Trend magazine has named the Ford Probe GT "Car of the Year" for 1993. This very prestigious award is one that we at Ford are proud to accept...but we believe the real trophy is yours to take home.

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1993 Motor Trend "Car of the Year."

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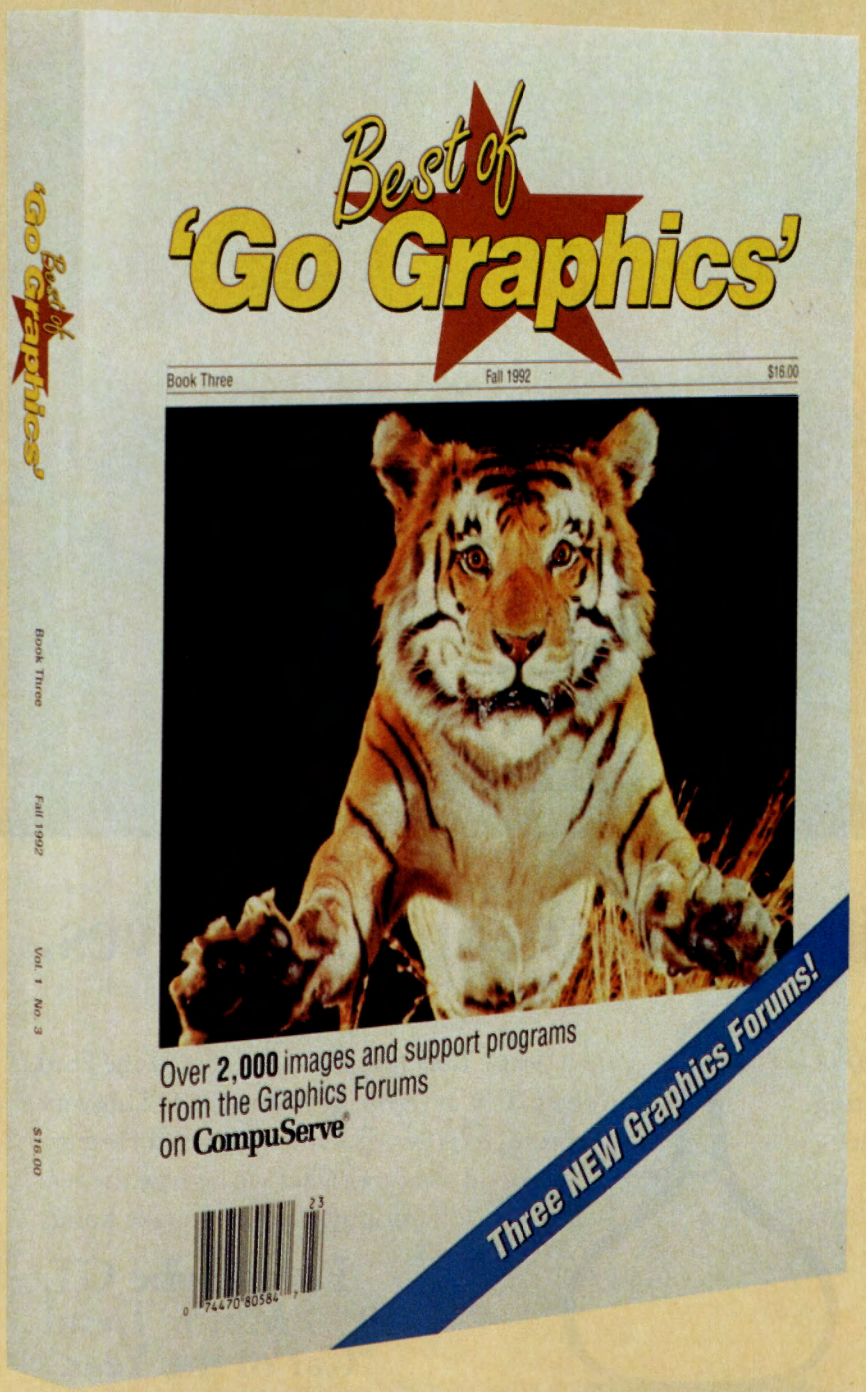

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Direct Connection Classified ads for text only ads, reach 650,000 subscribers at a rate you can not refuse. Call today and start seeing your customer database increase!

Direct Connection Classified ads offer you an advertising space of 30–50 words, which include your CompuServe User ID, Company name, and phone number at no extra charge. **Rates for Classified ads: 1x**: $400, **3x**: $350, **6x**: $300, **12x**: $200.

To advertise: contact Meghan Obert at 614/538-4031.

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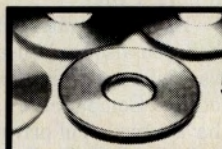

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Direct Connection Display ads offer your company a way to advertise to 650,000 members at a 50 percent discount from COMPUSERVE MAGAZINE's regular advertising rates. Display ads range from 1/24 to full-page spreads. Camera-ready film positive, right-reading, emulsion side down artwork accepted.*

Direct Connection Classified ads offer you an advertising space of 30–50 words, which include your CompuServe User ID, company name and phone number. Rates for Classified ads only: 1x: $400, 3x: $350, 6x: $300, 12x: $200.

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* Artwork only accepted for Direct Connect Display ads.
** To receive a full list of Display ad prices contact Meghan Obert at the above number.

Call today: 614/538-4031 to place your advertisement.

How to Get the Most Out of CompuServe

with Charles Bowen

Uploading Mac Binary Files and Talking to Russia

I have read your downloading primer article in the *CompuServe New Member Guide*. Although I'm not new to computing, I am new to CompuServe. I am trying to establish a way to upload a binary Macintosh file to any storage area while I'm traveling, so that it can then be retrieved by my secretary or wife using the same User ID number and password at a later time, in a different country.

Can a file be uploaded to my own User ID number?

Peter Brendel
Munich, Germany

There are a couple of ways to accomplish what you seek and the easier is to simply *mail* the file to yourself. CompuServe Mail accommodates binary files. Just prepare the file on your disk as if you were going to mail it to anyone, go to CompuServe Mail and upload it. When prompted for the online address of the recipient, enter your own User ID number and send it. Once you have mailed it, the file will be transmitted by the system to your mailbox; it will appear there just as if someone else had mailed it to you.

Note that a binary file needs to be transmitted with an error-checking *protocol*, such as CompuServe B protocol, XMODEM or Kermit. CompuServe lists its available protocols when you type UPLOAD at the Mail prompt. Check the users manual of your communications software to select a protocol that matches one on CompuServe's list. (If you are using CompuServe Information Manager, you needn't worry about making the selection, because with CIM the system automatically uses B protocol.)

Later, when your wife and secretary access through your account, they will be notified at log-on that mail is waiting. They can simply visit the mail area and download the file into their computer (again, using an error-checking protocol for a binary file).

As an alternative to the mailbox, you also could use your private storage area. You and all other CompuServe members have a section of private storage online called the Personal File Area. To reach it, GO PER at any prompt and you are greeted by a menu that offers, among other things, an option to upload and download files. Select it and you are prompted to enter a name for the file you want to upload and to select a transfer protocol. An advantage to using the personal file area for the storage is that it doesn't clutter up the mailbox. Your wife or secretary will need to be familiar with the PER area in order to retrieve it, because the system does not automatically notify the user that a file has been added.

If your helpers are unfamiliar with CompuServe, the mailbox approach might be easier.

* * *

I am trying to receive e-mail from Russia (St. Petersburg). How can my friend in Russia send me mail? What questions do I need to ask?

Brandon Ost
Inverness, Ill.

Communications links between countries always depend on the quality of the local services, so some are better than others. I carry on some international correspondence but none in St. Petersburg, so I have no first-hand knowledge. However, here are a few ideas for you:

- CompuServe opened a Soviet Crisis Forum earlier that is still in operation, serving as an online facility for questions and answers about the former Soviet states. GO USSRFORUM and post a message on the board there.
- Check online for the latest international access number (GO INTERNATIONAL).
- Some other forums have been especially savvy about overseas connections. The TAPCIS Forum (GO TAPCIS), which supports a major third-party communications program for IBM PCs and compatibles, has a section for international users. Also check into the IBM European Users Forum (GO IBMEURO) and the Telecommunication Issues Forum (GO TELECOM).

Charles Bowen is a contributing editor of CompuServe Magazine *and co-author of the widely-acclaimed* How to Get the Most Out of CompuServe *book series from Bantam. He's also author of* CompuServe from A to Z *from Bantam, an encyclopedia of the CompuServe Information Service.*

Send your questions to Charlie by CompuServe Mail to 70007,411. If he answers your question in this column, we'll apply a $25 connect credit to your CompuServe account.

Graphic of the Month

CM's Graphic of the Month is a truecolor Targa Persistence of Vision (POV) rendering of Teapot on a Reflective Counter by Mike Miller. Miller used a tangent utility to help write the reflective kettle handle and electrical cord. The Teapot is available in the Graphics Plus Forum (GO GRAPHPLUS), Library 1, "New Images" (TPOT.ZIP, archive containing 800 by 600 truecolor .TGA, 1.5 meg). Miller uses POV raytracer and produces work on '386 and '486 machines. He considers art a hobby and a break from the hectic pace of commercial illustration and printing.

If you have a favorite image on CompuServe, consider nominating it as a Graphic of the Month. Provide the filename and identify the forum and library where the image is stored and send the information by CompuServe Mail to User ID 76004,716. If the image you nominate is published in this column, you and the image uploader/creator will receive a $25 CompuServe account credit. Image uploaders/creators are permitted to nominate themselves, but only one $25 credit is applied to each member.

Mensa Puzzlers

by Dr. Abbie F. Salny

Each of the following multiplication puzzles uses all the digits from 0 to 9 once and only once in the puzzle and the answer combined (not the steps in between). Solve the following puzzles:

(Note: the middle digit is a zero.)

```
        X   0   X          7   X   X
            X   X              X   X
  ---------------      ---------------
  X   X   X   X   X    X   X   X   X   X
```

A palindrome reads the same backwards as forwards (e.g., Madam I'm Adam). Solve the following palindrome:

Where Napoleon dined: _ _ _ _ _ _ _ _ _

What is the 6-digit number in which the first digit is one quarter of the last, the first and second added together total the third, the first and third when added total the fourth, and the first, third and fourth added together total the sixth? The sum of all the digits is 22.

Answers are online in the Mensa Forum's News Flash (GO MENSA).

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MEMBER ESSAY

Answer to Problem Quickly Piped In

Last summer I discovered a problem with our home water-purification system. During a backflushing operation, one of the timer-driven valves became stuck in the open position. Looking at the valve assembly, I could not discern which valve it might be, nor did I relish the task of disassembling the complex unit. Since it was after 5 p.m. on a Friday, I knew I couldn't get professional help.

I had a brochure showing the valve and the system manufacturer's name, but no address. I logged onto CompuServe and typed GO THOMAS to access Thomas Register Online. Searching by company name, I found two companies and brief descriptions of what they manufactured. I chose the most likely company and asked for a complete report, which yielded a phone number in Chicago (where it was only about 4:15 p.m.).

When I called and explained that I could be without water for the entire weekend, I was quickly connected with an engineer on the factory floor. I described the valve, which the engineer immediately recognized. He proceeded to give me detailed instructions for disassembling and cleaning the unit. Within an hour, I had restored our water supply.

Norman E. Shimmel
Butler, Pa.

How to Submit Member Essays

Compete for $50 worth of connect time and free CompuServe Information Manager software in *CompuServe Magazine*'s monthly Member Essay contest. Write a 200-word essay describing an original way you've used the Information Service and send it to CompuServe User ID number 76004,3302. Include your full name, address and User ID number.

Reader Tips of the Month

Many forums provide two forms of file catalogs. One is a single line listing (title format) of files and the other is a multiline listing (full format) that contains a paragraph description of each file. You need to contact the sysop of each forum to learn the availability, file names and locations of the catalog files—there is no standard format. The Help Forum or the Practice Forum don't offer catalog files. You can make your own by using the following commands:

Title Format: LIST *.* LIB:ALL
Full Format: DIR *.* DES LONG LIB:ALL

These commands prepare listings in alphabetical order. Omit the *.* and the lists are generated with the newest files at the top.

Alex F. Bell
Corbeil, Ontario

Here's a hint for those using CompuServe Information Manager (CIM) as their means of accessing CompuServe. From time to time it's handy to be able to drop out of the CIM interface and work with the system in "terminal mode."

To do this yourself without accessing CompuServe through the terminal mode script at log on, just add ASCII as a "forum" to your Favorite Places menu. Press "add" and then enter ASCII or TERMINAL MODE in the Description box and the word ASCII in the Service Name box. Then just choose it from the Favorite Places menu when you want to go to terminal mode; you'll be shunted to the CompuServe Top menu and can use system command language from there. To drop back into CIM's graphic user interface, just bring up the Favorite Places menu and click on the place you want to go.

Gerard Van der Leun
Boston, Mass.

If you have a good tip about using the Information Service that you'd like to share with other CompuServe members, send it to CompuServe User ID number 76004,3302 and type in "Tip of the Month Contest" on the e-mail subject line. If your tip is published in this column, we'll apply a $25 connect-time credit to your CompuServe account.

UPDATE

MAX WYSS

Travel Forum Opens GIF Library

Visit the Travel Forum's new Library 10, "GIF/The Photo Album," to download and view travel-related photos uploaded by forum members. For information on how to have your photos scanned and added to the library, read GIFSVC.TXT in Library 10. GO TRAVSIG

Chess, Checkers in Entertainment Center

Two of the world's most popular board games, chess and checkers, are now in the Entertainment Center. Play these and other games such as backgammon and *StarSprint* with players from across the street or around the world. Members of CB Club can play at special rates; details are available in the Entertainment Center. GO ECENTER

Dell Computer now provides support for its popular portable, desktop, network and other PC products in the Dell Forum. The forum offers direct access to Dell technical support representatives, product and company information, and first access to the latest driver and flash BIOS files for immediate downloading. GO DELL

Look for CompuServe at two upcoming trade shows. At the San Francisco MacWorld Expo, Jan. 6–9, the newest Macintosh versions of CompuServe Information Manager and CompuServe Navigator will be demonstrated at Booth 547, Moscone Hall. Also, at the Windows & OS/2 Conference in San Jose, Calif. Jan. 20–22, CompuServe will exhibit the new CompuServe Information Manager for Windows at the San Jose Convention Center, Booth 1308.

Join CB Club under one of the special pricing plans and save when you use CB Simulator or the Entertainment Center. For a $25 monthly prepayment, you can talk with other CBers for only $4.30/hour. For an $85 prepayment, you pay only 30 cents/hour. If you use an IBM or compatible computer with at least EGA graphic capability, you can join in multiplayer games such as backgammon and chess in the Entertainment Center at the same low hourly rate. (Communication surcharges may apply; for modem speeds to 2400 bps.) GO CBCLUB

During January, use any IQuest SmartSCAN for $1, a savings of $4 per SmartSCAN. With SmartSCANs, enter a word or phrase describing your topic to get a list of selected databases with appropriate references or articles. The resulting menu lists the databases, and the number of articles found in each, enabling you to quickly retrieve the information you need. All other IQuest charges, including charges for articles retrieved from the SmartSCAN menu, remain in effect. GO IQUEST

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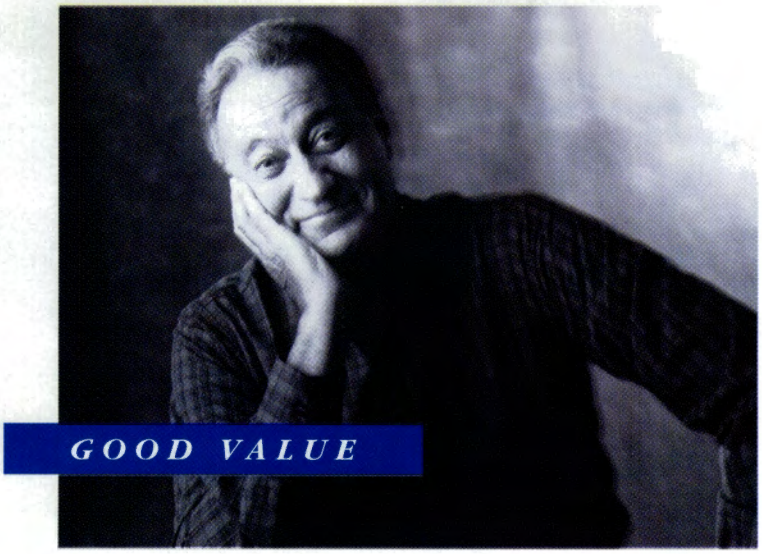

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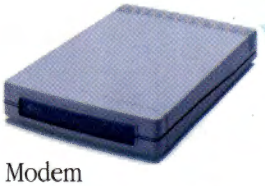

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