



CompuServe Signup Wizard

If you need help during the signup process, contact the CompuServe Customer Service office nearest you for assistance. Click the country name in the list below to view contact information.

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Define Connection Window

The Define Connection window enables you to provide the information that the Signup software needs to connect you with CompuServe Interactive (CSi) so that you can complete the signup process online.

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

How to Use the Define Connection Window

- 1 If you want to change the value shown in the Port box, click the down arrow, and then click the choice you want.

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

- 2 If you want to change the value shown in the Port speed box, click the down arrow and then click the choice you want.

Port speed indicates the rate at which data will be transmitted over your communications line (often called baud or bps, short for bits per second). Your modem must support the port speed that you select.

- 3 If you want to change the value shown in the Access network box, click the down arrow and then click the choice you want.

Access network is the communications network that the Signup software uses to access CSi. There are no network communication charges for using the CompuServe network to sign up, so it is your best choice if you can access it through a local phone number.

- 4 If you want to change the value shown in the Dial type box, click the down arrow and then click the choice you want.

Dial type indicates how your modem dials a phone number to connect to CSi. Select Tone for touch-tone connection or Pulse for a rotary dial connection. Select Direct only if your computer is hard-wired to another computer system which provides the connection for you, or select Manual to enter dialing information at your keyboard.

- 5 If you want to change the value shown in the Phone number box, type it in the box.

Phone number is the 800 number that your modem dials to connect to CSi so that you can complete the signup process online. You should not change this number unless you receive specific instructions from CompuServe Customer Service.

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

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

8 Click Next.



Select Communications Port Window

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

A communications port typically refers to the plug on the back of your computer used for communications.

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

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

If your computer uses an ISDN connection, mark the checkbox next to This is an ISDN modem.



Select Baud Rate Window

The Select Baud Rate window records the rate at which data will be transmitted over your communications line (often called bps, short for bits per second). Your modem must support the baud rate that you select.

Select the appropriate baud rate and then click the Next button.



Select Country Window

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

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



Select Number Window

The Select Number window lists telephone numbers that can be used for membership signup from the country you have selected. You should select the number that is best for you.

Note: The numbers in the list are used exclusively for signup. Later you will be asked to select a telephone number for normal CompuServe Interactive (CSI) activities.

If you can use a local telephone number to access the CompuServe network, that is normally your best option. There are no communications surcharges for using the CompuServe network to sign up.

Note: Be sure that the number you select supports the baud rate you have specified for your modem.

When you are satisfied with your selection, click the Next button to proceed.



Modify Number Window

The Modify Number window enables you to provide additional details about the telephone number that the Signup software uses to connect to CompuServe Interactive (CSi).

These selections can be very important. For example, if you have call waiting enabled and a call comes in while you are connected to CSi, the connection will be lost, and you will have to start the signup process over to reconnect to CSi and complete the online signup procedures.

You might need to add numbers (codes) either at the beginning or end of the phone number to CompuServe.

If you must dial a number such as 9 or 0 to reach an outside line, click the checkbox next to I normally dial a number to access an outside line. This displays an Enter number field where you select one of the options. To see all the options, click the arrow at the right side of the field. If the choice you want does not appear, click any choice, and then simply type the correct information. If you do not know which choice to click, use the default (already provided) choice.

Note: The comma (,) after the number instructs your modem to wait two seconds before dialing the actual phone number.

If you must add something such as a billing code when you dial an outside line, click the checkbox next to I normally dial a special number after the telephone number. This displays an Enter number field where you type in the sequence to be dialed. Make sure you type the number after the comma (,).

If your phone service includes call waiting, click the checkbox next to My phone has call waiting. This displays a field where you select the code used to disable call waiting while the Signup software is connected to CSi. To see all the options, click the arrow at the right side of the field. If the choice you want does not appear, click any choice, and then simply type the correct information. If you are unsure what code to use, contact your phone company.

If you are using a pulse (rotary) phone line, click the checkbox next to My phone does not support touch-tone dialing.

When you have supplied all the information that applies to your situation, click the Next button

Other Countries

For countries not listed, please contact CompuServe USA:

Direct

+(1)(614) 718-2800

Fax

+(1)(614) 529-1611

Argentina

CompuServe S.A. Argentina

Direct

+(54)(1) 345-3817

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Australia/New Zealand

CompuServe Pacific
Fujitsu Australia Ltd.
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1-800-025-240

New Zealand Freephone
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Austria
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Brasil

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Middle Europe Networks, Kft.

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Israel

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Trendline Communications and Info. Svcs., Ltd.
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Japan

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Mexico

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Fax

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Netherlands

CompuServe Netherlands
Freephone
0800-022-5991

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+(44) 990-000400

Or GO NLHELP for latest contact details.

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Singapore

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South Korea

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Taiwan

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United States/Canada

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